



Mental Health Services



Knowledge Sharing

Authorization of Specialty Mental Health Services

- Department of Health Care Services (DHCS) IN 19-026 issued to county Mental Health Plans (MHPs) regarding the authorization of specialty mental health services (SMHS).
- Effective July 1, 2019, the following SMHS will require **initial** authorization and concurrent review for ongoing services:
 - Crisis Residential Treatment Services (CRTS)
 - Adult Residential Treatment Services (ARTS)
- Effective August 1, 2019, the following SMHS will require **prior** authorization and concurrent review for ongoing services:
 - Therapeutic Behavioral Services (TBS)
 - Day Treatment Intensive
 - Day Rehabilitation
 - Therapeutic Foster Care (TFC)
 - Intensive Home-Based Services (IHBS)
- Further communications regarding the authorization processes for these services will be coming soon.

Continuity of Care

- For continuity of care requests please direct all beneficiaries to contact the **Access and Crisis Line** at **1-888-724-7240**.
- Optum will then determine if the beneficiary meets criteria for this request, and if so, will coordinate with the out-of-network provider to ensure that the beneficiary receives continued care until transition to an in-network provider can be established.

OPOH Updates

- **Section E:** This section was updated to direct users to the Healthy San Diego and Optum websites, remove HMO language and replace with MCP, and remove statements indicating a ROI was mandatory for coordinating care with PCP. HIPAA does not require a ROI for coordination of care.

Pathways to Well-Being

- As of July 1, 2019, providers are required to keep a copy of the CFT Meeting Referral Form in the hybrid chart for all CFT meetings attended. For more information please see Pathways to Well-Being

Optum Website Updates MHP Provider Documents

Forms Tab

- Beneficiary Materials MHP Order Form

Manuals Tab

- Outcome Measures Manual San Diego CSS Programs

OPOH Tab

- Organizational Providers Operation Handbook (Complete Handbook)
- Section E – Integration with Physical Healthcare

References Tab

- Clinical Standards for Client plans
- CYF Brief Treatment Model
- Tip Sheet for Billable Services
- Trauma-Informed Care Code of Conduct

UCRM Tab

- BHA Adult and Children Paper Form Fill Instructions
- Client Plan Form Fill and Signature Page
- Day Treatment Weekly Summary
- Discharge Summary Paper Form Instructions
- LOCUS Instrument Version 20
- Medication Progress Notes – SC24 thru SC28
- STRTP Admission Statement – Explanation and Form Fill

Bulletin 2019-3: Updated PWB Procedure for CFT Meeting Referral Form email sent to providers on 6/25/19.

- Each year, PWB in collaboration with QM, updates the PWB section of the Medical Record Review Tool (MRR). The new MRR tool goes into effect July 1, 2019 and the PWB section can be viewed on the 2019-4 PWB Bulletin sent providers on July 8, 2019.
- **NOW LIVE!** Updated version of Pathways to Well-Being & Continuum of Care Reform eLearning (PCWTADL0043).
 - Replaces the current mandated Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model eLearning.
 - Completion of the revised course is required within 60-days of hire.
 - Great refresher for those who took the original eLearning and includes updated CCR and ICPM information.

Optum Website Updates
MHP Provider Documents

UCRM Tab (continued)

- STRTP Discharge Summary – Explanation and Form Fill
- STRTP Medication Note Prescribed Progress Note SC11
- STRTP Medication Flow Chart
- STRTP Transition Determination Plan - Form Fill and Explanation

Training Tab

- Access to Service Journal Tip Sheet

Information Reminder

- PWB announcements, bulletins, forms, explanation sheets, and training announcements/materials along with contact information for PWB Liaisons can be found on the RHIS website:
<https://theacademy.sdsu.edu/programs/RIHS/pathways/>

Management Information Systems (MIS)

ARF Update

- The new versions of the of the 4 ARFs are on the Regpacks site – the **deadline for use in 8/1/19**.
 - Please download these and set-up your digital signatures.
 - A “Submit” button has been added to enable electronic submission.
 - The Tip Sheet used in the recent ARF Trainings is on the Regpacks site
- Problems with the signatures or with Adobe? Please call the **Optum Support Desk**.

Cerner Reminder

- For questions regarding Cerner products or functions, please call or email the Optum Support Desk at:
 - 800-834-3792 or SDHelpdesk@optum.com
- *Please do not call Cerner directly!*

Access to Services Journal

- Administrative staff need to follow the updated **Access to Services Journal Tip Sheet** to report access time data in CCBH. This helps ensure data accuracy.
- Find the updated **Access to Services Journal Tip Sheet** and **Video Tutorial** on the Optum website at:
 - <https://www.optumsandiego.com/content/sandiego/en/asi.html>
- Reminders:
 - Only enter journals for clients requesting an appointment. Requests for information or referrals are not entered in the journal.
 - If a client requests an appointment they must have a case number. This is regardless of whether they end up accepting an appointment and is very important for State reporting.

- Service code 30 has been added to the Access to Services Journal service code lookup table. This is used to collect the first treatment service appointment offered and treatment service appointment scheduled.
 - **NOTE:** First treatment service refers to the first appointment after medical necessity has been determined. Using service code 30 in the Access to Services Journal is used to represent any treatment service and does not necessarily equate with an Individual Psychotherapy service.
- It is extremely important that the data in the Access to Services Journal is accurate. Please be conscious of the dates you are entering.
 - Appointment dates offered and scheduled should not be prior to the contact date; otherwise data errors will result.
 - Assessment and psychological evaluation appointments should precede treatment service appointments.
- Remember: please review the **Access to Services Journal Tip Sheet** and **Video Tutorial** on the Optum website for instructions, rationales, and tips!

Training and Events

Documentation Training

- **Root Cause Analysis Training:** Friday, July 19, 2019, from 09:00 AM to 12:00 PM.
 - RCA Training will be held at the County Operations Center, 5530 Overland Avenue, San Diego, CA 92123 – Room 129.
- **A/OA Documentation Training:** Friday, August 6, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 AM to 12:00 PM.
 - A/OA and CFY Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Support Partners Trainings:** Next sessions to be scheduled during August-September 2019.
- Notices will be sent 30 days before event dates.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Save the Date – 6th Annual QI Knowledge Forum!

- **Audience:** Program Management & QM/QA staff
- **Date:** Friday, July 12, 2018
- **Time:** 1:30 to 4:30 p.m.
- **Location:** Scottish Rite Event Center, 1895 Camino Del Rio South, San Diego, CA 92108



Quality Improvement Partners (QIP) Meeting

- QIP will be dark for the month of July.
- It will resume in August when it will be held on **August 27th**, at National University, 9388 Lightwave Avenue, San Diego, 92123.

Is this information disseminated to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov



Mental Health Services



Knowledge Sharing

Reporting of All Client Deaths

- In order to manage fraud, waste and abuse DHCS is requiring that all client deaths are to be reported to Medi-Cal Office or Social Security Office.
- When calling Social Security, you will need the client's Social Security Number. The phone number is: 1-800-772-1213.
- The Serious Incident Report form is being updated to allow for reporting of this. No SIRF will be required for those deaths that are a natural occurrence.
- Stay tuned for additional updates with the process and forms.

Registration for Trainings

- When registering for a training, either with the County or a Contractor, there may be a waiting list.
- If unable to attend, cancel within 24 hours of training to allow for Wait Listed attendees. Program Managers will be informed of no shows.
- If registered for a training series, employee must attend all sessions within the series to obtain certification, CEU's or credit.
- When registering for a training, include the name of and email of your program manager.
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

Continuity of Care

- For continuity of care requests please direct all beneficiaries to contact the **Access and Crisis Line** at **1-888-724-7240**.
- Optum will then determine if the beneficiary meets criteria for this request, and if so, will coordinate with the out-of-network provider to ensure that the beneficiary receives continued care until transition to an in-network provider can be established.

OPOH Updates

- **Section B:** This section was updated to include language that all client deaths are to be reported to the medi-cal office in order to avoid potential fraud, waste or abuse.
- **Section C and D:** These sections have been updated to align with IN 19-026 Specialty Mental Health Services authorization requirements.
- **Sections A, C, and N:** These sections were updated to remove references to "AOD and "ADS" and replace them with "SUD."

Optum Website Updates MHP Provider Documents

Communications Tab

- CYF Memo – TBS Prior Authorization Process

Forms Tab

- TBS Prior Authorization Request & Referral Form
- TBS Prior Authorization Request & Referral Explanation

OPOH Tab

- Section B – Reporting of all client deaths in order to avoid fraud, waste, and abuse
- Section C – Authorization for SMHS as required by DHCS IN 19-026
- Section D – Authorization for SMHS as required by DHCS IN 19-026
- Section A, C, and N – Replaced "AOD" and "ADS" acronym with "SUD"

Training Tab

- Service Indicators Webinar
- BHA Webinar

Pathways to Well-Being

- Please note that for future UTTM editions, this section will be removed. PWB has created a monthly bulletin that will provide all updates and new information.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/materials along with contact information for PWB Liaisons can be found on the RHIS website:
<https://theacademy.sdsu.edu/programs/RIHS/pathways/>

Management Information Systems (MIS)

Demographic Form Update

- In order to reduce errors in CSI data, the question “Place of Birth: Country” has been moved adjacent to the question “Born in US.”

ARF Update

- The new versions of the of the 4 ARFs are on the Regpacks site
- Please download these and set-up your digital signatures.
- A “Submit” button has been added to enable electronic submission.
- The Tip Sheet used in the recent ARF Trainings is on the Regpacks site
- Problems with the signatures or with Adobe? Please call the **Optum Support Desk**.

Cerner Reminder

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Training and Events

Documentation Training

- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 AM to 12:00 PM.
 - A/OA and CFY Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Support Partners Trainings:** Next sessions to be scheduled during August-September 2019.
- Notices will be sent 30 days before event dates.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- Next QIP meeting will be held on **August 27th**, at National University, 9388 Lightwave Avenue, San Diego, 92123.



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Mental Health Services



Knowledge Sharing

Reporting of All Beneficiary Deaths

- When a program has a client that expires, they will report the death to the MEDS Coordinator for the County of San Diego.
- Program will send an email to 37Crdnt.HHSA@sdcounty.ca.gov to include the Name, Social Security Number, Date of Birth and Date of Death of the beneficiary.
- Program shall save a printed copy of the email as proof of notification.
- QM will monitor this as part of the Medi-Cal recertification process.

Closed Captioning for ASJ Video Tutorial

- The Access to Services Journal video tutorial now offers closed captioning.
- The video tutorial can be found on the Optum website at: <https://www.optumsandiego.com/content/sandiego/en/asj.html>

New MIS-19 Report

- New progress note report that will track non-final approved notes without service attached, therefore no encounter on the notes.
- Programs will only receive this report if they have notes that fall in this category, otherwise this will not be a part of the package.
- If your program receives the report, the expectation is to correct the errors.

Diagnosis Form Reminder

- When creating or updating a diagnosis form, remember not to change the begin date of a pre-existing diagnosis.
- This will cause all billing attached to that diagnosis to go into suspense and create errors within the system of care.

OPOH Updates

- **Section A:** This section was updated to include information on the HOW Service model.
- **Section M:** This section has been updated to include the Credentialing and Recredentialing process.

Optum Website Updates MHP Provider Documents

Communications Tab

- CYF Memo – IHBS Prior Authorization
- CYF Memo – STRTP Release of Forms
- CYF Memo – Revised UM Request Form

Forms Tab

- IHBS Prior Authorization Request
- IHBS Prior Authorization Request - Explanation

Manuals Tab

- 5150 Training Manual

OPOH Tab

- Section A – HOW Service Model
- Section M – Credentialing and Recredentialing Process

UCRM Tab

- UM Request Form
- UM Request Explanation

UTTM Tab

- FY 18-19 UTTM

Management Information Systems (MIS)

ARF Update

- The new versions of the of the 4 ARFs are on the Regpacks site
- Please download these and set-up your digital signatures.
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Cerner Reminder

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Training and Events

Documentation Training

- **Support Partners Training:** Monday September 30, 2019, from 09:00 AM to 12:00 PM.
 - Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Documentation Practicum:** Thursday September 19, 2019 from 2:00 PM to 4:00 PM. Focus is on all staff that need assistance with notes. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Ramona Room.
- **QI Practicum:** Friday October 4, 2019, from 9:00 AM to 11:00 AM. Focus of this is for program level QI staff and PMs. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Suite 100.
- Notices will be sent 30 days before event dates.
- Coming Soon: in the near future registration for trainings will be done through Event Bright.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- Next QIP meeting will be held on **September 24th**, at National University, 9388 Lightwave Avenue, San Diego, 92123.



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Mental Health Services



Knowledge Sharing

UMDAP Update

- Completed annually on based on the UMDAP anniversary date.
- If a client is new to your program and there is already an UMDAP completed covering the current year, no updated UMDAP required.
- Would need to complete a new UMDAP within the year if there was a change in circumstances; i.e. change in income, addition or removal of a family member from the family unit.
- If client is full scope Medi-Cal with no share of cost, UMDAP is optional.
- If client loses their Medi-Cal eligibility an UMDAP must be completed.

OPOH Updates

- No current updates.

Management Information Systems (MIS)

Completing the Demographic Form

- Due to the amount of errors in Demographic Forms, some helpful tips:
 - Most common error is answering the Born in US question with “Unknown Country” when this question was answered “Yes.”
 - If you don’t know if the client was born in the US, answer “No,” then you may enter “Unknown Country.”
 - Do not include commas, hyphens, dashes, slashes, periods, parentheses, etc. in any field.
 - Remove any numerical data in the Middle Name or Suffix.
 - Update the education field.
 - Only include mother’s first name – no additional information in this field.
 - Check ALL fields for accuracy.

Optum Website Updates MHP Provider Documents

New Tabs

- 2 New Tabs have been added:
 - NOABD
 - STRTP

Beneficiary Tab

- Beneficiary Materials Order Form (moved from Forms Tab)
- Removed NOABD Forms

Communications Tab

- No updates

Forms Tab

- Removed Beneficiary Materials Order Form and added to Beneficiary Tab
- Removed IHBS and TBS Auth Forms and Explanation – moved to UCRM Tab

Manuals Tab

- No updates

OPOH Tab

- No updates

References Tab

- No updates

UCRM Tab

- Removed STRTP forms

UTTM Tab

- No updates

Cerner Reminder

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Training and Events

Documentation Training

- **A/OA Documentation Training:** Monday October 14, 2019, from 09:00 AM to 12:00 PM.
 - Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Documentation Practicum:** TBD. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Ramona Room.
- **QI Practicum:** TBD. Focus of this is for program level QI staff and PMs. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Suite 100.
- Notices will be sent 30 days before event dates.
- Coming Soon: in the near future registration for trainings will be done through Event Bright.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- Next QIP meeting will be held on **October 22nd**, at National University, 9388 Lightwave Avenue, San Diego, 92123.



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Mental Health Services



Knowledge Sharing

***** Please see highlighted sections for updates regarding SOC Application and QIP Meeting*****

System of Care Application

- The SOC Application is a web app designed as a one-stop 24/7 shop for providers to access & submit all required information by Medicaid & CHIP Managed Care Final Rule (Mega-Regs)
- Any provider who has an NPI number and/or provides services through CCBH must register in the SOC Application
- **For Providers:** one portal to manage all Mega-Reg requirements means streamlined workflows and enhanced accuracy of the following submitted information:
 - Enrollment in MHP, Staff Credentialing, NACT data review and submission, Provider Directory Attestation, QSR submission
- **For Clients:** improved ability to find more up-to-date information re: programs based on location, provider specialties, languages, etc.
- **Next Steps:**
 - SOC Application registration begins **November 1, 2019**
 - Completed registration is required for providers **by November 30, 2019**
 - Submission of all Mental Health NACTs via SOC application is due on **December 2, 2019**
 - Every **6 months**, providers must attest to the accuracy of their information on the Provider Directory. Attestation cannot be completed by admin staff or Program Manager.

Optum Helpdesk is available for assistance regarding the Application. You can direct questions or comments to QIMatters.HHSA@sdcounty.ca.gov

OPOH Updates

- **Section A:** Updated with information regarding Short Term and Bridge Housing.
- **Section I:** Updated with new system requirements. MIS Memo to follow.
- **Section J:** Updated to include required Federal and State Database Checks that are conducted for providers.
- **Section P:** Updated with the most current information on MHSA.

Optum Website Updates MHP Provider Documents

Beneficiary Tab

- Relocated NOABD Beneficiary Non-Discrimination Notices from NOABD Tab
- Removed “NOABD” from title of form – Beneficiary Non-Discrimination Notice

Communications Tab

- QI – PIT Memo – SOC Application
- Optum Website Provider Registration Instructions

OPOH Tab

- **Section A** updated re: Short Term & Bridge Housing
- **Section I** updated with new system requirements
- **Section J** updated to include Federal & State Database Checks conducted for Providers
- **Section P** updated with most current information on MHSA
- **Section O** updated to remove BHETA verbiage and links, replaced with RHIS.

References Tab

- SOC Application – QIP Presentation

BHS Reports Tab

- MRR Trending Questions Report – Q1 FY 19-20

- **Section O:** Updated with removal of BHETA verbiage and links and replaced with RHIS.

Reminder: Doctor’s Home Page

- Use of the DHP is required for all programs in the System of Care who are utilizing the clinical module of CCBH to enter vitals, medication conditions and medications.

CANS Certification

- RHIS has created a CANS Microlearning that provides an introduction to the CANS and steps needed to obtain the certification. Please visit the following:
 - <https://theacademy.sdus.edu/programs/rihs/cyf-outcomes>

Documentation of Specialty Mental Health Services (SMHS) for Clients with co-occurring SUD Diagnoses

- When providing SMHS to clients with co-occurring SUD diagnoses, please remember that the focus of treatment must always be the included Title 9 mental health diagnosis.
- Interventions should document specific integrated treatment approaches that tie bac to the Title 9 mental health diagnosis
- Without this tie back to the Title 9 mental health diagnosis, a service could risk disallowance

E-Prescribe

- Height and Weight Verification
- The system now prevents you from transmitting an electronic prescription when you have not recorded the height & weight of a patient 18 years of age or younger. Cerner recommends that all prescriptions include the consumer’s height and weight and if present within the chart, these elements are included within the transmitted prescription regardless of the consumer’s age.

Crisis Residential Programs – Date of Discharge Reminder

- Crisis Residential programs should not bill Medi-Cal for a bed hold day. Bed hold days are reimbursable by the County, not Medi-cal.
- The date of discharge is not reimbursable for Inpatient services, per Medi-Cal regulations.
- If a bed is held and the client does not return, the date of discharge would be that last date that the client was at the program.

“Provided At” Service Indicator

- If a client’s living situation is temporary (ie: ILH, temporary shelter) programs should use “Other Community/Field Based” or “Homeless Emergency Shelter” for the Provided At Service Indicator.
 - If “Home” is chosen and the client leaves that housing/shelter and/or becomes homeless prior to the service having been billed, the place of service reflected as “Home” on the claim and the service address would pull the PO Box which would cause the service to be denied as the system does not look at the address on date the service was provided, but rather the address at time of billing.

Optum Website Update to Consumer & Families section

- In an effort to ensure information and materials are easily accessible to our consumers, the Grievances and Appeals brochures and forms have been added to the Consumer & Families section of the Optum Website in all 6 threshold languages.

- Providers are still required to maintain visible and/or posted brochures, posters and forms related to Grievances/Appeals in common areas of their program sites, but are encouraged to inform consumers of their option to access these materials online and direct them to the Optum Website at www.optumsandiego.com for these and other resources including the MHP Beneficiary Handbook, Provider Directory, Quick Guides, and other community resources.

Management Information Systems (MIS)

Completing the Demographic Form

- Clarification regarding Clients with P.O. Box Addresses:
 - P.O. Boxes should go in the **Mailing address**, never in the physical address.
 - Demographics Form was updated to pull the correct physical address on the claims.

Cerner Reminder

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Training and Events

Documentation Training

- **RCA Documentation Training:** Thursday, November 21, 2019, from 09:00 AM to 12:00 PM.
 - Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
 - **RCA Training Session is at capacity**, all attendees have been registered and email confirmation to follow. New Registrations for future sessions are accepted **for waitlist only**.
- **Audit Lead Practicum:** December 12, 2019, from 8:30 AM to 12:30 PM. Focus of this training is to provide technical assistance to program level QI staff and PMs that conduct chart audits. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Suite 100.
- Notices will be sent 30 days before event dates.
- Coming Soon: in the near future registration for trainings will be done through Event Bright.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- Next QIP meeting will be held on **December 3rd, 2:30pm – 4:30pm**, at National University, 9388 Lightwave Avenue, San Diego, 92123.

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Mental Health Services

Knowledge Sharing

e-Prescribe: Discontinuing a Medication in DHP

- Prescriptions are automatically discontinued in DHP if there is an end date in the Sig Builder and the end date has passed.
- There may be times when you want to discontinue a medication in the client's record:
 - IE: you find out the pre-existing medication prescribed by another Prescriber has been terminated, or the client has stopped taking the medication.
- Discontinuing a medication does NOT alert the pharmacy – you must contact the pharmacy directly to let them know.

NOABD Logs

The MHP Programs shall have a written policy and procedure addressing the collecting, storing, filing and mailing of the Notice of Adverse Benefit Determinations. It is recommended that programs maintain all Notice of Adverse Benefit Determinations in a confidential location at the program site for no less than ten (10) years after discharge for adults. For minors, records are to be kept until they have reached the age of 18, plus seven (7) years.

- All MHP programs shall maintain a monthly NOABD Log on program site
- Programs shall include the following in their NOABD Logs:
 - Date NOABD was issued
 - Beneficiary response, requests, provisions for second opinions, initiation of grievance/appeal procedure and/or requests for State Fair Hearing if known

Client Plans

- When entering client plans into CCBH, DO NOT END another program's client plan to begin your own. Prior to creating a client plan, the program should determine if the client is open to another program. If you have a client that is open to two like programs (IE: AOA Outpt/FSP) both open programs will share the same plan. The newest program will add their information to the existing plan, indicating in each tier their unit/subunit and date. Ending another program's plan will cause disallowances for the ended program. If you are unable to consult with the other program prior to creating a client plan, email QIMatters and we can help with collaboration.
- Program staff should be reminded, when selecting an objective to be linked to the service, confirm it is one provided by your program.

Initial Screening Co-Signature

- Implementation of the requirement for a co-signature by licensed clinician on Initial Screenings completed by MHRS went live on 12/11/2019.
- This is a non-billable service which is used to determine if client meets medical necessity.

Optum Website Updates MHP Provider Docs

OPOH

- **Sec F:** Updated NOABD Issuance Log Requirements for Programs
- **Sec G:** Updated County Procedure re: scheduling Medi-Cal Recertification Site Visits
- **Sec H:** Cultural Competency Training requirement for new employees updated.

Diagnosis Forms

- Diagnosis forms completed at time of admission should be dated to match date client was opened to program/date of admission.
- If dates do not match, this will create an issue for CSI.

Suicide is a public health issue

Consider developing a **Suicide Postvention Plan** in your workplace.

- Postvention refers to the care and support for those impacted by the completed suicide, known as loss 'survivors'.
- Survivors may be relatives, friends, or professional staff who regularly interacted with the deceased.
- The aftermath of suicide often presents conditions of complex responses.
- A postvention plan can mitigate negative effects of exposure to suicide, promote healing for survivors, first responders, the broader community, and reduce risk for those who may be vulnerable.
- We suggest keeping a binder onsite with resources for information, educational materials, online forums, books, helplines, and support for clinicians and collateral after a death by suicide impacting your program.

Please contact us as QIMatters QIMatters.HHSA@sdcounty.ca.gov if you would like more information or links to resources.

National Guidelines

<https://www.sprc.org/sites/default/files/migrate/library/RespondingAfterSuicideNationalGuidelines.pdf>

On Suicide Loss

<https://suicidology.org/resources/suicide-loss-survivors/>

For Clinicians

<http://cliniciansurvivor.org>

OPOH Updates

- **Section F** was updated to include the requirement for programs to maintain a NOABD Log to track issuance.
- **Section G** was updated to detail County Procedure for scheduling Medi-Cal Recertification Site Visits.
- **Section H** was updated to remove the 90-day Cultural Competency training requirement for new employees. New employees now have one (1) year to complete required Cultural Competency training.

Management Information System (MIS)

Cerner Reminder

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Training and Events

Documentation Training

- **Adult/Older Adult Documentation Training:** Thursday January 23, 2020 from 9:00AM to 12:00PM. This training will be delivered via **WebEx** and attendees will logon remotely via computer. Registration process is the same as live documentation trainings.
- **RCA (Root Cause Analysis) Training:** Thursday January 30, 2020 from 9:00AM to 12:00PM, County Operations Center, 5560 Overland Ave, Room 124, San Diego CA 92123

QI Practicum

- **General Provider Practicum:** Thursday January 9, 2020 from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Drive, Room 120, San Diego CA 92123.
 - This practicum is intended for all levels of direct service providers, focusing on Progress Note documentation.

Training Registration Information

- Please be aware when registering for required or popular trainings, either with the County or a contracted trainer, there may be a waiting list.
- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account.
- When registered for a training, please be sure to **cancel 24 hours prior to** the training if you are unable to attend. This allows those on the waitlist the opportunity to attend. **Program Managers will be informed of No-Shows to the trainings.**
- If registered for a training series, please be aware that attendance for all dates in the series are required to obtain certification, CEU's or credit for the training.
- When registering for a training, please include the name of your program manager.
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

Quality Improvement Partners (QIP) Meeting

- Next QIP Meeting will be held on January 28th, 2:30PM to 4:30PM, at National University, 9388 Lightwave Ave, San Diego CA 92123.

New QM Specialist

- **BHS QM Team welcomes Jill Michalski, LCSW!** Jill joins our team with extensive knowledge of Utilization Management including Inpatient, Outpatient and Specialized Psychiatric programs for adults and children. Jill joined BHS in September 2019, bringing her experience working with Magellan Health providing authorization and concurrent review of psychiatric, eating disorder and SUD authorizations for Blue Shield Exchange beneficiaries. Jill's past clinical experience includes working as an Integrated MH Clinician providing Outpatient services in community-based settings with Family Health Centers, school-based therapeutic services in elementary day treatment settings for New Alternatives and the development of a school-based mobile crisis team for Fresno County Children's Mental Health. Jill has completed UCSD's Play Therapy Program and has specialized interest in play therapy and animal-assisted therapy. When not working on QM matters, Jill enjoys cooking, travel and hosting themed dinner parties for friends! You can find Jill at Jill.Michalski@sdcounty.ca.gov

- **BHS QM Team welcomes Emily Duval, LPCC!** Emily brings her two decades+ of clinical experience including 10 years as a practitioner in the United Kingdom. Prior to joining BHS in September 2019, Emily worked in Employee Assistance Programs, higher education setting, hospital/occupational psychology, MHN managed care, and private practice. Emily has specialized in complex grief and the aftermath of suicide (Postvention) since 1998. She is currently working on her PsyD dissertation on Postvention in Organizations. You can find Emily at Emily.Duval@sdcounty.ca.gov

Happy Holidays from the QM MH Team!



Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute!*

Send all personnel contact updates to QIMatters.hsa@sdcounty.ca.gov

QM ... UP TO THE MINUTE
January 2020



MENTAL HEALTH SERVICES



Knowledge Sharing

CYF Utilization Management Outpatient Cycle Expansion

The CYF Outpatient Utilization Management (UM) Cycle is expanding to allow for a second assessment session. Traditionally one assessment session was followed by a treatment planning session to inform the subsequent treatment phase. With the shift to the new outcome tools, the system has identified a need to add a second assessment option to incorporate results from the Child and Adolescent Needs and Strengths (CANS) and Pediatric Symptom Checklist (PSC-35) into the Client Plan and BHA.

It is important that the goals are informed and developed based on the symptoms, needs and strengths identified in the CANS and PSC-35 results.

Effective January 1, 2020, Treatment session cycle will move from:

- 13 to 14 Individual Session Cycle
- 18 to 19 Family or Group Session Cycle
- Program may utilize one or multiple assessment sessions within the 14 or 19 session cycle, as indicated.

Please discard the UM Request Form dated 9-1-19 and replace with the 1-1-20 version. The two impacted and attached updated forms can be found at the Optum website: <https://www.optumsandiego.com/>

AOA and CYF No Show and Follow Up Standard

County of San Diego MHP has adopted a SOC average “No Show” rate for both licensed/registered/waivered clinicians and psychiatrists. The SOC average “No Show” rate is 15% for licensed/registered/waivered clinicians and 20% for psychiatrists. As data is collected, the County will continue to evaluate the SOC average “No Show” rates and work with providers to adjust standards as necessary. All providers shall have policies and procedures in place regarding the monitoring of “No Show” appointments for clients (and/or caregivers, if applicable). These policies and procedures shall cover both new referrals and existing clients.

No Show definition: when a new or current client (and/or caregiver, if applicable) is scheduled for an appointment and does not show up or call to reschedule.

Medication Monitoring Submission Requirements

In order to reduce the extra items reviewed during the Medical Record Review, we will be changing the Medication Monitoring Submission requirements.

Optum Website Updates
MHP Provider Documents

Communications Tab

- CYF Memo – UM Outpatient Cycle Expansion

UCRM Tab

- CYF UM Request Form
- CYF UM Request Explanation

OPOH Tab

- **Section D:** No Show standard
- **Section D:** CYF UM Outpatient Cycle Expansion
- **Section F:** NOABD Termination
- **Section S:** Serious Incident Reporting

QM ... UP TO THE MINUTE January 2020

Beginning with the **January 2020** submission, programs are now required to submit the following items:

- Medication Monitoring Screening Tool
- QI Medication Monitoring Summary
- Medication Monitoring Feedback Loop Form (McFloop), if applicable

The quarterly submission timeline will remain the same. All forms can be faxed to 619-236-1953 or sent by secure email to QIMatters.hhsa@sdcounty.ca.gov

CSI Diagnosis Error Corrections

Effectively immediately, when opening a client, providers are required to date the Diagnosis Form as the date of intake.

CSI (Client Services Information) requires that both the form date (date of diagnosis form) and the start date of the Mental Health diagnosis to cover the first date of service.

This change may impact when a provider encounters a diagnosis billing error, such as an AQ Suspense issue.

- To correct both CSI and billing errors, the form must be dated for the date of service (DOS).
- If when dating the Diagnosis form you receive a stop message notifying that it is not the most recent form, a second diagnosis form dated with the current date must also be entered. The same edits must be made to both forms.
- Starting January 2020, the Monthly Reports Package will include a report capturing all CSI errors for your program.
- A CSI Correction Guide has been sent out which will assist in completing all necessary updates and corrections, along with **BHS QM Memo issued 12/26/19**.

For guidance with the correction process, direct questions to the Optum Help Desk at 1-800-834-3792.

Any other questions and/or comments may be directed to QIMatters.HHSA@sdcounty.gov

NOABD Clarifications

Q: What if a termination notice needs to be issued to a homeless client and the program is unable to reach them?

A: Review client's chart for an emergency contact and if the program has an ROI on file for the individual, send the NOABD to them. If not, document the inability to reach client on the NOABD log and place a copy of the NOABD in the log as well.

Q: When is the NOABD Termination Notice issued?

A: A Termination Notice is **REQUIRED** for all clients that have an unsuccessful discharge. Some examples include AWOL, client doesn't return for services, client chooses to terminate AMA, etc. If the client has a planned, successful termination and the client is in agreement with the discharge, then no NOABD is required.

Q: What if a client voluntarily chooses to end treatment?

A: In the event that a client chooses to voluntarily end treatment or "self-discharges" in writing, an NOABD would still be required.

OPOH Updates

Section D

- updated to address CYF treatment session cycle expansions.
- updated to include the "No Show" standard for A/OA and CYF Systems of Care.

QM ... UP TO THE MINUTE January 2020

Section F: updated to include NOABD Termination must be sent to the client when there is not a successful discharge, AWOL, or leave AMA. It also includes update addressing sending NOABD to homeless client.

Section G: updated to indicate no SIR is needed in the event of a beneficiary's natural death.

Management Information Systems (MIS)

Welcome!

Christopher Guevara, who was with the Performance Improvement Team (PIT) has now moved over to MIS as the Program Administrative Analyst. We welcome him and know the expertise he is bringing from PIT will greatly enhance our team! Christopher will head up the PAC Committee and be a support for both Mental Health and SUD.

Cerner Reminder

- For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com . **Please do not call Cerner directly!**

Training and Events

Documentation Training

- CYF Documentation Training:** Wednesday **February 19, 2020** from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Ave, Room 120, San Diego 92123

QI Practicum

- Audit Leads' Practicum:** Thursday **February 6, 2020** from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Ave, Room 120, San Diego CA 92123
- This practicum is intended for program level QI staff and PM's who have been designated as Leads during the audit or Medical Record Review (MRR) process.

Other important information regarding training registrations

- Please be aware when registering for required or popular trainings, either with the County or a contracted trainer, there may be a waiting list.
- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account.
- When registered for a training, please be sure to cancel within 24 hours of the training if you are unable to attend. This allows those on the waitlist the opportunity to attend. Program Managers will be informed of no shows to the trainings.
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- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

Is this information filtering down to your clinical and administrative staff?
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QM ... UP TO THE MINUTE February 2020



MENTAL HEALTH SERVICES



Knowledge Sharing

Serious Incident Report (SIR) Phone Line Protocol and Reporting

BHS Serious Incident Report Line: 619-584-3022. When calling in to report a Serious Incident, please include the following information:

- Name and phone number of caller
- Program Name
- Incident Date & Time of Incident
- Date program notified if different from incident date
- Description of serious incident, include client name and CCBH number
- Indicate if Level One or Level Two Serious Incident

Level One Serious Incident shall be reported to the BHS Serious Incident Report Line immediately upon knowledge of the incident, with faxed SIR within 24 hours, Level Two SIR faxed within 72 hours. The QM Confidential Fax for SIR: 619-236-1953.

If a client passes from natural causes, but this occurs on program premise, this still requires an SIR to be submitted to QM and it would be indicated as a Level One Serious Incident.

Client Plan QIP

A QIP (Quality Improvement Plan) will now be required when a program ends a shared or existing client plan when a client is open to another program.

- Before beginning a client plan in CCBH, program should determine if the client is open to another program within the same client plan family, if yes, both programs will share the same plan, **do not end** another program's client plan.
- When discharging or closing a client to your program, **do not end** a shared client plan, as this will cause disallowances for the program that remains open as there will be no valid client plan.
- If you are unable to consult with a program prior to creating a client plan or when closing a client to your program that has a shared client plan, email QIMatters and we will assist you with collaboration.

Optum Website Updates MHP Provider Documents

OPOH Tab

Section D:

- Optum Provider Line, link to Optum MHP Provider Documents for authorization requests added

Section G:

- New Medication Monitoring submission requirements
- SIR requirements for natural death occurrences on premises

QM ... UP TO THE MINUTE

February 2020

Evidence Based Practice (EBP) Indicator No Longer Required

- As of 2/14/2020 The use of the EBP Indicator for “Child Family Team Meeting” in the EBP/SS is no longer required to be included in the entry when documenting a CFT Meeting and will no longer be a mark out of compliance during medical record reviews for clients which are identified as PWB Subclass status.
- The use of **T – CFT Meeting** in the “Person Contacted” field will now be captured.
- The use of the Homework Completed and Homework Given selections will also not be indicated in the EBP fields. If you wish to capture this information do so in the narrative of the note.

Help Spread the Word!

- Did you know pregnant women seeking alcohol or drug services have priority admission to SUD programs?
- Please help us spread the word to clients and their supports that might benefit from this information!
- Those interested may contact the ACL line at (888) 724-7240 for referral assistance.

OPOH Updates

Section D:

- Crisis Residential Services updated to include Optum Provider Line Number for Crisis Residential Services Pre-Authorization
- Intensive Services/IHBS/TBS/TFC updated to include Optum Provider Line Number and link to Optum MHP Provider Documents to access authorization request forms

Section G:

- Updated to include the new Medication Monitoring submission requirements
- Updated to include information regarding client deaths that are a natural occurrence, that happen on a program’s premises, require an SIR.

Management Information Systems (MIS)

MIS Reminder

MIS has had to exclude several users from CPPN or PN trainings recently. Please remember that clinical users need to complete either the Assessments training or the VO Assessments training **prior** to being able to take other trainings.

Cerner Reminder

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QM ... UP TO THE MINUTE February 2020

Training and Events

Documentation Training

- **CYF Documentation Training:** Wednesday **February 19, 2020** from 9:00AM to 12:00PM, County Operations Center, 5500 Overland Ave, Room 120, San Diego 92123
- **Root Cause Analysis (RCA):** Friday **March 27, 2020** from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 124, San Diego CA 92123
 - registrations will be accepted via the QI Training Inbox (BHS-QITraining.HHSA@sdcounty.ca.gov).

QI Practicum

- **General Provider Practicum:** Thursday **March 5, 2020** from **1:00PM to 4:00PM**, County Operations Center, 5500 Overland Ave, Room 120, San Diego CA 92123

Other important information regarding training registrations

- Please be aware when registering for required or popular trainings, either with the County or a contracted trainer, there may be a waiting list.
- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account.
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MENTAL HEALTH SERVICES

Knowledge Sharing

Youth Transition Self-Evaluation (YTSE) Form:

Currently the YTSE form completion has been a "Survey Only Question" on the Medical Record Review Tool, however beginning FY 20-21 completion of the YTSE form will be a requirement for compliance.

The YTSE form is to be completed for CYF clients 16 yr or older within 30 days of assignment, updated at age 17, 17 ½, 18 and annually thereafter.

Documenting of the Cultural Formulation on the BHA

In order to meet documentation standards and requirements, the Cultural Formulation in the BHA should provide information to indicate an assessment was conducted to determine any potential cultural/subcultural influences on the client which may or may not be impacting the client's current presentation.

Cultural aspects possibly impacting a client are the customary beliefs, own beliefs, values, the set of shared attitudes, goals, language, the behaviors and practices, and/or a way of life of a group of people. All or some of these which one accepts and lives out generally without thinking about them. These are the areas that are to be assessed to determine possible impact or influence of culture on how the Client responds to or presents in the world. These areas do not necessarily impact the Client's Mental Health, though may and are to be documented if so or if not.

Reminder to Document Accurately

Each client has an individual presentation and needs that are unique to each client encounter and should be supported by unique documentation. QM staff have seen an increase of services with documentation that is worded exactly like or quite similar to previous entries, otherwise known as "cloning". Cloned documentation is a misrepresentation of medical necessity and will result in recoupment.

For Support in Documentation:

As featured in our Provider Practicum Trainings, a Progress Note Checklist is available on the Optum Website in the MHP Section, References tab.

Reminder! Beneficiary Materials Orders

Please be sure to provide accurate contact information when completing your request forms and be sure to check your email's SPAM folder for order replies/notifications. Three contact attempts will be made to notify you when your Beneficiary Materials order has been fulfilled and is ready to be picked up. If not picked up, the order will be closed out.

UTTM March 2020

Optum Website Updates MHP Provider Documents

OPOH Tab

Section D:

- Timelines to contact a client post discharge updated.
- Reference to Appendix location on Optum Website updated

Section I:

- Updated hyperlinks

Section J:

- Inventory Guidelines for County Contracts were updated.
- Updated information re: disposal of county property
- Reference to Appendix location on Optum Website updated

Section K:

- Reference to Appendix location on Optum Website updated

Section L:

- Reference to Appendix location on Optum Website updated

Section N:

- Reference to Appendix location on Optum website updated

QM ... UP TO THE MINUTE March 2020

Beneficiary Material orders are to be picked up at the Front Desk at the BHS Offices at 3255 Camino Del Rio South, San Diego CA 92108.

OPOH Updates

Section D:

- Post Discharge Coordination of Care timeline updated.
 - *Clients discharged from a 24-hour facility (acute psychiatric hospital or crisis house) shall be assessed by program within 72 hours. If after assessment, the client is deemed urgent, client shall be seen within 48 hours of contact with program.*
- Reference to Optum Website for Appendix.

Sections I, K, L, N:

- Reference to Optum Website for Appendix.

Section J:

- Inventory Guidelines for County Contracts were updated.
- Reference to Optum Website for Appendix.
- Updated information re: the disposal of county property

Meet the New QM Specialists!

The QM Mental Health Team would like to welcome **Besan Hanna, LMFT, Elaine Mills, LMFT** and **Michelle Vidana, LPCC** to our team!

Besan comes to us from Optum where she was the Inpatient Supervisor in Utilization Management, managed and trained 10 clinicians on Title 9 Medical Necessity Criteria and reviewing for the contracted Fee For Service hospitals in San Diego County. She has an extensive background working with trauma survivors in different non-profit organizations including Fred Finch Wrap Around, Center for Community Solutions and San Diego Youth Services and spent several years providing individual and family therapy in Arabic for war survivors among the Iraqi refugee population in East County. Besan very much enjoys providing Middle Eastern cultural trainings to various non-profits and business organizations in order to bridge the gap and clear up assumptions/misperceptions surrounding the Arab culture. She is excited to be on this new adventure with San Diego County and very much looks forward to expanding her knowledge in different ways to support our community.

Elaine received her MA in Counseling Psychology and has worked as a clinician for New Alternatives in their Intensive Respite Program and most recently as a clinical counselor for the military working at the Fleet and Family Support Center at Navy Base Coronado. She is looking forward to taking on new challenges as a part of HHSA with the QI Team! Elaine enjoys being a mom to her three children, a daughter Emma, who is married and owns and runs a restaurant in Portland, OR. with her husband Spencer, a son Noah, in his junior year at University of Denver where he can climb mountains and send her terrifying photos, and a daughter, Hannah who is a junior in high school and is her “mini me” and her dog, Belle, who is the K9 version of Hannah. Elaine is a huge fan of football and hockey.

Michelle was born in Oklahoma but considers herself a native San Diegan, moving to San Diego at age 1. She spent most of her childhood in City Heights and Southeast San Diego and is Bi-lingual in Vietnamese. Michelle enjoys yoga (certified to teach children’s yoga), cycling and other outdoor sports, exploring new flavors from diverse communities/restaurants around town, and spending time with family. Michelle is an LPCC and previously worked as a PERT (Psychiatric

QM ... UP TO THE MINUTE March 2020

Emergency Response Team) clinician with National City Police Department and San Diego Fire and Rescue, Resource Access Program. Michelle's clinical focus has been on crisis intervention and working with severe mental illness where she has also held clinical roles as a mental health clinician for higher level of care residential facilities, crisis house, and community outpatient clinics servicing individuals with severe mental illness, co-occurring disorders and psychosis.

Management Information Systems (MIS)

MIS Questions?

MIS has an email for you to send all questions regarding your CCBH accounts.

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: MISHelpDesk.HHSA@sdcounty.ca.gov

CCBH Trainings: If you are unsure what training track for your staff, please contact us at MISHelpDesk.HHSA@sdcounty.ca.gov. We will try to help you through the maze of deciding.

Cerner Reminder

For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com. Please do not call Cerner directly!

Training and Events

Documentation Training

Root Cause Analysis (RCA): Friday March 27, 2020 from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 124, San Diego CA 92123

Support Partner Training: Tuesday March 31, 2020 from 9:00AM to 12:00PM, County Operations Center, 5530 Overland Drive, Room 171, San Diego CA 92123

Registrations will be accepted via the QI Training Inbox (BHS-QITraining.HHSA@sdcounty.ca.gov).

Quality Improvement Partners (QIP) Meeting: Tuesday 3/24/20 from **2:00PM – 4:00PM**, National University Rm 118, 9388 Lightwave Ave, San Diego CA 92123. **Please note we have adjusted the start/end time for the QIP Meetings.**

Meetings will occur the fourth Tuesday of every month from 2:00 PM to 4:00 PM

Other important information regarding training registrations

- Registrations for trainings will be done via Eventbrite, cancellations will also be done via your Eventbrite account. Please be aware when registering, there may be a waitlist. Please include the name of your program manager. Please be sure to cancel within 24 hours of the training if you are unable to attend. This allows those on the waitlist the opportunity to attend. Program Managers will be informed of no shows to the trainings.
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Is this information filtering down to your clinical and administrative staff?
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MENTAL HEALTH SERVICES

Knowledge Sharing

A sincere thank you to our CYF and A/OA providers for your effort, flexibility, and patience as we all navigate these challenging times together. While our work may look different these days, you're all doing an impressive job meeting these complex challenges and we are committed to working with all of you to help you through this time while still meeting client needs as best we can.

Thank you for all your work and continue to take care of yourselves and look out for each other as you serve your clients. If you have questions or concerns, please do not hesitate to reach to our QM team.

Service Provision and Charting:

Services may be delivered via telehealth if equipment and staffing is available to support. Documentation for these services should be completed in the client chart the same way as an in-person visit, and a client's verbal or written consent for the telehealth visit should be noted. All providers may provide all services, as long as the service is within their scope of practice. For further details and guidelines, please refer to recently provided QM memos and/or [Telehealth remote communications during the COVID-19 emergency](#).

Provision of services by telephone is recommended. Clients may receive these services from anywhere in the community, outside a clinic, or other provider sites. Documentation for these services should be completed in the client chart the same way as an in-person visit, and a client's written or verbal consent for the telephone visit should be noted. All providers may provide services via telephone, as long as the service is within their scope of practice.

Paper charting is an acceptable method of documentation for services during this period, if that's not the typical process, but all services must still be documented. MH Programs can find forms templates in the MH Uniform Record Manual here: [Optum Website-UCRM](#)

- Note, a blank Progress Note template can be used to capture information for documentation if a paper template form is unavailable or not applicable (labeled "Other Progress Note").
- A "Service Indicator Table Key" is available for non-narrative prompts in MH documentation templates completed by hand and not on a computer in the MH Uniform Record Manual link above.
- When paper charting occurs, services still need to be coded appropriately and entered into CCBH.

CYF Utilization Management Temporary Revision due to COVID-19

Effective March 15, 2020 the 14-session UM Model is suspended until further notice. As the CYF SOC supports youth and families during this time, more frequent check-in sessions may be clinically indicated. The CYF Session UM suspension is inclusive of all session types, including "no shows". Organizational providers will continue to evaluate

Optum Website Updates MHP Provider Documents

NEW: COVID-19 Tab added with relevant COVID-19 resources and communications

Training Tab: updated to include New PM Orientation Manual

Section C: information regarding incomplete authorization requests to Optum

Section D:

- information regarding incomplete authorization requests to Optum
- updated Inpatient requirements for admission

QM ... UP TO THE MINUTE

April 2020

service needs and make updates to the Client Plan and overall care as indicated. Services rendered will continue to be coded and entered into CCBH.

The State-mandated outcome measures (PSC and CANS) will continue to be administered at intake and discharge. However, with the temporary suspension of the UM, the clinical team will need to ensure that outcome measures are administered when clinically indicated beyond the intake and discharge, with attention given to the state mandate which requires that outcome tools be administered at a minimum every 6 months.

Upon written notification from the County that the CYF Session UM Model is reinstated, the tracking of sessions will date back to sessions provided prior to March 15, 2020.

The CYF Session UM Model suspension will be applied to all programs that are on a session cycle, including those programs that have a modified number of sessions.

The CYF Time Based UM Model and prior authorization requirements are unchanged at this time. Please refer to the QM Memo that can be found in the COVID-19 Tab on the Optum Website for further clarification.

Revised Time-Based UM Cycle for Day School Services

Recognizing that Day School Service's length of stay is on average one year, the time-based utilization management will move from a 3-month time frame to 6-month time frame which will be effective **4/1/20**.

It is important to note that some UM cycles will need to finish out the 3-month time frame to ensure that the administration of CANS and PSC, client plan update and annual updates are completed at required time points.

New UM requests completed at 6-month time frame will be reviewed and approved by internal UM committee; subsequent UM requests will be submitted to COR every 6 months.

Programs are advised to contact your COR if you have additional questions.

BHS COVID-19 Resources and Links

There has been a new [COVID-19 tab](#) added to the Optum Website where providers can find current and updated information regarding COVID-19 as well as QM updates and memos.

COVID-19 BHS Provider Resources Website:

<https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/BHSCOV19Information.html>

There are resources for families, caregivers, and parents around managing mental health and coping on the front page of our BHS public site [here](#).

DCHS BHS FAQ's: <https://www.dhcs.ca.gov/Documents/COVID-19/COVID-19-FAQ-for-Behavioral-Health.pdf>

CDC Informational Video: COVID-19: Flattening The Curve:

<https://www.youtube.com/watch?v=fgBla7RepXU&feature=youtu.be>

New Program Manager Orientation

The [New Program Manager Orientation](#) has been updated and can be found on the Optum Website under the Training Tab. This resource presents a brief overview of several important topics related to program management and quality improvement in the County of San Diego's Mental Health Plan (MHP).

QM ... UP TO THE MINUTE

April 2020

OPOH Updates

Section C: updated information regarding incomplete authorization requests to Optum.

Section D:

- updated information regarding incomplete authorization requests to Optum
- updated with the requirement that Hospitals cannot require as a condition of admission or acceptance of a transfer that a patient voluntarily seeking mental health care first be placed on a 5150 hold.

Management Information Systems (MIS)

MIS Questions?

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MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: MISHelpDesk.HHSA@sdcounty.ca.gov

Cerner Reminder

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Training and Events

Documentation Training

**Due to the COVID-19 concerns, Classroom-based CCBH trainings will be suspended until further notice. (ref: 2020-3-19 BHS Provider Notice #3)

- A self-paced, virtual model consisting of resource packets plus practice exercises will be available. Please contact sdu_sdtraining@optum.com. This includes virtual Doctor's Homepage training to ensure physicians have EHR access.
- If you need additional staff trained for billing purposes, please contact sdu_sdtraining@optum.com to discuss further.
- Once staff pass the self-guided trainings, they are able to start documenting in CCBH.

Please note, there are recorded trainings available on the Optum Website at [MH_QM Trainings](#)

Quality Improvement Partners (QIP) Meeting: Tuesday 4/28/20 from **2:00PM – 4:00PM**, Participants will be able to join meeting via WebEx only. Email/invitation with WebEx log in to follow.

- **Please note we have adjusted the start/end time for the QIP Meetings. Meetings will occur the fourth Tuesday of every month from 2:00 PM to 4:00 PM**

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MENTAL HEALTH SERVICES

Knowledge Sharing

New Collateral Contact Progress Note Template

In an effort to better support providers' documentation needs, a new progress note template for service code SC33 Collateral Contact has been created to assist service providers when documenting Collateral services.

The template will be available in CCBH and on the Optum Website in MHP Provider Documents as a form fill document under the [UCRM tab](#). The template will "go live" in CCBH on 5/15/20.

Collateral services involve providing the client's significant support person(s) with education and training so that they can better understanding the client's mental health diagnosis and related impairments.

- Providing this education to the support person will assist them with understanding and accepting the client's mental health diagnosis.
- By understanding and accepting the client's mental health diagnosis, the support person is better able to assist the client in meeting their client plan goals.
- A key element is that the support person is able to work **with** the client around the client plan as a result of the collateral contact.
- The service is provided to client's significant support person(s).

NOABD Webinar

The Notice of Adverse Benefit Determination (NOABD) Webinar has been uploaded to the Optum Website on the Training Tab. This webinar was developed in order to assist providers in understanding the different types of NOABDs and the situations to which they may be applicable. Additionally, it reviews situations which may have exceptions to issuing the NOABD as well as most frequently asked questions. Programs are encouraged to review this webinar with their providers.

NOABD Log Updated!

The NOABD Log has been updated to include a column to indicate "Type of NOABD" and can be found on the Optum Website under the [NOABD tab](#). Providers are advised to be sure that their program(s) are using the most current version of the NOABD Log.

Optum Website Updates MHP Provider Documents

UCRM tab:

- SC33 Progress Note form fill template added.

NOABD Tab:

- Updated NOABD Log to include "Type of NOABD"

Training Tab

- New NOABD Training Webinar

QM ... UP TO THE MINUTE May 2020

SIR Report of Findings (SIROF)

A Serious Incident Report of Findings (SIROF) shall include a thorough review of the serious incident and relevant findings and interventions/recommendations.

The Report of Findings shall be submitted **within 30 days** of the reported incident. If an RCA was completed, then complete the RCA section only.

New Definition for Serious Bodily Injury

A **Serious Bodily Injury** means an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment of function of a bodily member, limb, organ or of mental faculty (i.e. fracture, loss of consciousness), or requiring medical intervention, including but not limited to, hospitalization, surgery, transport via ambulance, or physical rehabilitation.

Reminder! For the most current and updated information regarding COVID-19 as well as QM updates and memos, be sure to check the added [COVID-19 tab](#) on the Optum Website and the COVID-19 [BHS Provider Resources Website](#).

The QM Team would once again, like to thank our SOC programs and providers for their continued hard work and dedication in providing consistent care to our clients during these challenging times. Your efforts are greatly appreciated!

Meet the New QM Specialist!

The QM team is pleased to welcome **Kristi Jones, LMFT** as our newest Mental Health QM Specialist.

Kristi comes to us from Optum where she was the Manager of Utilization Management. Kristi managed 39 clinicians and clinical administrative coordinators in reviewing for medical necessity and authorization for Inpatient Psychiatric Hospitalization, FFS Outpatient Treatment, Long Term Care, Day Treatment, TBS, IHBS and Residential Substance Use Disorder Programs, in San Diego County. Prior to Optum, Kristi was the Clinical Director of New Alternatives Day Treatment Intensive Program at the CATS residential treatment center. Kristi supervised multiple clinicians and mental health workers in providing day treatment services to severely emotionally disturbed children living in the residential program. She is looking forward to taking on new challenges as a part of HHSA with the QI Team! When not at work, Kristi enjoys being a mom to her two children who are 6 and 9 years old. She also loves her two pugs and English bulldog and considers them her fur babies. She spends most of her free time outside in beautiful sunny San Diego whether it's at the beach or going to her favorite hiking spots. She loves to spend time with her friends and traveling.

Management Information Systems (MIS)

Access Request Form (ARF)

When completing an ARF for a new user, please make sure the **Effective Date** entered is the date the employee starts working at your program.

During the COVID-19 crisis, we want to make sure providers have the access they need quickly. If you are having problems getting signatures for ARF paperwork due to telework, we will accept the form without staff signature.

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Indicate in the Comments section that staff signature could not be obtained due to telework. Then, obtain staff signature when you are able. Remember, we still need the provider's correct credentials, NPI, and Taxonomy.

For programs needing the 24-hour clinical menus: If your staff will only need the full client look-up, and will NOT be adding new clients, please mention that in the Comments Section of the ARF. MIS will give them the access they need, but they will not need to take the more confusing CHA Class. They can take the Assessments class. If you have questions, please contact us as MISHelpDesk.HHSA@sdcounty.ca.gov.

We realize that the remote trainings and long wait times have been challenging for some new staff. Alternatively, some Program Managers have chosen to train staff themselves or have Lead staff support them during an Optum training. If you would like to train your staff, please contact us at MISHelpDesk.HHSA@sdcounty.ca.gov. We will make sure you get the training packets you need. After you are confident that your new staff can complete their tasks satisfactorily, contact us to activate their Live accounts.

If you need a quick add of a Unit/SubUnit, send the request to MISHelpDesk.HHSA@sdcounty.ca.gov. We will try to accommodate urgent needs as quickly as possible.

MIS Questions?

MIS has an email for you to send all questions regarding your CCBH accounts.

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: MISHelpDesk.HHSA@sdcounty.ca.gov

Cerner Reminder

For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com. Please do not call Cerner directly!

Training and Events

**Due to the COVID-19 concerns, Classroom-based CCBH trainings will be suspended until further notice. (ref: 2020-3-19 BHS Provider Notice #3)

- A self-paced, virtual model consisting of resource packets plus practice exercises will be available. Please contact sdu_sdtraining@optum.com. This includes virtual Doctor's Homepage training to ensure physicians have EHR access.
- If you need additional staff trained for billing purposes, please contact sdu_sdtraining@optum.com to discuss further.
- Once staff pass the self-guided trainings, they can start documenting in CCBH.

Please note, there are recorded trainings available on the Optum Website at [MH QM Trainings](#)

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MENTAL HEALTH SERVICES

Knowledge Sharing

Medication Monitoring Suspended for Quarter 4

Due to the continued COVID-19 efforts, Medication Monitoring is being suspended for Quarter 4. Programs will be provided further information regarding when Medication Monitoring will resume for the upcoming fiscal year as it becomes available.

NOABD Log Submissions Suspended for Quarter 4

Programs will not be required to submit their NOABD Logs for Quarter 4 due to continued COVID -19 efforts.

Reminder: No Show Documentation and Tracking

All providers shall have policies and procedures in place regarding the monitoring of “No Show” appointments for clients (and/or caregivers, if applicable). These policies and procedures shall cover both new referrals and existing clients.

No Show Definition: when a new or current client (and/or caregiver, if applicable) is scheduled for an appointment and does not show up or call to reschedule. These appointments should be documented utilizing the appropriate “No Show” service indicator for the Appointment Type.

Appointments that are “cancelled by client/program” or “services refused by client” do not qualify as a “no show” and should be documented utilizing the appropriate Appointment Type service indicator.

Progress Notes & Service Code Webinar

The Progress Notes and Service Code Webinar has been uploaded to the Optum Website on the [Training Tab](#). This webinar was developed to assist providers in developing a greater understanding of documentation standards for progress notes, the different service codes and how to choose the appropriate code to capture the service you provided, as well as helpful resources. Programs are encouraged to review this webinar with their providers.

Updated Standards for Medication Assisted Treatment (MAT) Referrals

Clients diagnosed with a primary or co-occurring opioid and/or alcohol use disorder should be offered a referral for an assessment for Medication Assisted Treatment (MAT). Although it is outside the scope of practice for a non-prescribing staff to make specific medication recommendations, staff can recommend a referral for MAT at the intake appointment and at other points in the treatment process, as clinically indicated. Staff are encouraged to use motivational interviewing to help clients who would benefit from medication treatment to consider this option. Clients with an opioid and/or stimulant use disorder should be referred or linked to naloxone treatment to prevent overdose risk.

Optum Website Updates **MHP Provider Documents**

Training Tab:

- **Progress Notes/Service Code webinar**

OPOH Tab:

- **Section D:**
 - Updated standards for Medication Assisted Treatment (MAT) referrals.
 - Updated information on the use of MHSA funding to serve parolees.
- **Section G:**
 - Definition of Serious Physical Injury included.
 - Updated information on Serious Incidents related to an overdose by an opioid or alcohol.

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Program Policy and Procedures should address clinical training and supervision on providing appropriate MAT referrals as clinically indicated at any time during treatment or following an overdose. This training and supervision should also address access to Naloxone, especially for clients who refuse a MAT referral and have an opioid use disorder.

OPOH Updates

Section D:

- Updated to include standards for Medication Assisted Treatment (MAT) referrals.
- Updated to indicate that MHSa funding may be used to provide mental health services for parolees.

Section G:

- Definition of Serious Physical Injury included.
- Updated information on Serious Incidents related to an overdose by an opioid or alcohol.

BHS COVID-19 Resources and Links

There has been a new [COVID-19 tab](#) added to the Optum Website where providers can find current and updated information regarding COVID-19 as well as QM updates and memos.

COVID-19 BHS Provider Resources Website:

<https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/BHSCoVID19Information.html>

There are resources for families, caregivers, and parents around managing mental health and coping on the front page of our BHS public site [here](#).

DCHS BHS FAQ's: <https://www.dhcs.ca.gov/Documents/COVID-19/COVID-19-FAQ-for-Behavioral-Health.pdf>

CDC Informational Video: COVID-19: Flattening The Curve:

<https://www.youtube.com/watch?v=fgBla7RepXU&feature=youtu.be>

Performance Improvement Team (PIT)

The Department of Health Care Services (DHCS) requires that the Mental Health Consumer Perception Survey (the YSS for Children's Programs and the MHSIP for Adult/Older Adult Programs) be administered twice annually.

The DHCS-required MH Consumer Perception Survey will take place June 22-26 (Spring 2020) and will be administered electronically.

The survey will be accessible from any web-enabled device (computer/phone/tablet) and your clients will have several options to complete, depending on whether services are provided in person or via teletherapy. In alignment with State recommendations, paper forms will not be available for the June survey period.

The Research Centers (CASRC and HSRC) are developing the survey and curating a HELP document to guide you through every step of this new virtual frontier. Your CASRC/HSRC reps will contact you with specifics.

If you have any questions, please contact:

- CYF - Antonia Nunez (CASRC) at Antonia@ucsd.edu.

QM ... UP TO THE MINUTE June 2020

- AOA - Helen Chong (HSRC) at hchong@health.ucsd.edu

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Documentation Training

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- If you need additional staff trained for billing purposes, please contact sdu_sdtraining@optum.com to discuss further.
- Once staff pass the self-guided trainings, they are able to start documenting in CCBH.

Please note, there are recorded trainings available on the Optum Website at [MH QM Trainings](#)

Quality Improvement Partners (QIP) Meeting: Tuesday June 23, 2020 from 2:00PM – 4:00PM, Participants will be able to join meeting via WebEx only. Email/invitation with WebEx log in to follow.

- **Please note we have adjusted the start/end time for the QIP Meetings. Meetings will occur the fourth Tuesday of every month from 2:00 PM to 4:00 PM**

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