



Mental Health Services



Updates

Peer Support Specialist Services in Lock-Out Settings:

Certified Peer Support Specialist services may be claimed and billed for clients while the client is in a **residential** or **inpatient** setting. These settings are not considered “lock outs” for peer support services per DHCS and the current SMHS Billing Manual v1.4. They should be claimed separately and independently of any bundled service. The Peer Support Specialist must document in their progress note to support the service provided and include all required progress note elements as per BHIN 22-019.

CPT Trainings:

- CalMHSA has released CPT Code trainings geared towards direct service providers
- There are separate trainings for both SMHS and DMC/DMC-ODS
- You can find both trainings under the “CalAIM Training” heading (where the required documentation trainings are) on the [CalMHSA LMS](#)
 - If you have not previously registered, log-in instructions are found [here](#), and questions can be emailed to calaim@calmhsa.org
- As of 3/1/2023, programs shall be responsible for ensuring staff complete required trainings. This includes current staff and new staff hired on or after 3/1/2023.
- New staff shall complete required trainings during onboarding, no later than 90 days from hire date.
- For those doing group viewings of each training, programs shall be prepared to provide evidence upon request such as attestations and/or group sign-in sheets.
- For those with the trainings embedded into your own training systems, programs shall use internal processes to confirm attendance.

Knowledge Sharing

Telehealth PIP:

The Telehealth PIP goal is to increase access and utilization of telehealth services for the Adult and Older Adult

Optum Website Updates MHP Provider Documents

UCRM Tab:

On 5/3/23, the Case Management/Peer Support MHSA CP Explanation Sheet was updated to add the Paraprofessional credential to be able to complete this document with a co-signature.

On 5/8/23, the Youth Transition Self Evaluation in Arabic and Farsi were added.

On 6/1/23, the updated Mobile Crisis Assessment was posted.

Communications Tab:

On 5/3/23 the 2023-04-20 – BHS Contractor Memo-TAY CANS was posted. This memo notifies providers of the CANS requirement for AOA SOC for TAY aged youth.

On 5/20/23, the 2023-05-19-BHS Provider Memo Payment Reform and CPT for SMHS was posted.

References Tab:

On 5/8/23, the Transferring Clients Between Different Program Sites document was updated to change the 30-day BHA Timeline to the new 60 days with CalAIM and remove the Client Signature information on Client Plan.

On 5/20/23, the CPT Crosswalk Revised 5/20/23 was posted.

Beneficiary Tab:

On 5/10/23, the Physician Notice to Patients California Regulation was posted in all threshold languages. The Medical Board of CA updated this form to include a QR Code that leads to the boards notice to consumer webpage.

Peer Support Specialist Tab:

On 5/17/23, the 2023-05-17 BHS Memo-Update on Peer Support Services Implementation was posted.

On 5/24/23, the San Diego Certified Peer Support Specialist Training Requirements was posted.

On 5/26/23, the [San Diego Certified Peer Support Specialist Billing Codes](#) were posted.

Population. The PIP evaluation team coordinated and held a meeting with UPAC EMASS and UPAC Positive Solutions utilizing a train the trainer model providing telehealth guides and reviewing the administration of pre-post questionnaires.

- The recorded training, pre-post questionnaires, client tracking sheet, and training PowerPoints were provided to the UPAC teams.
- Interventions were scheduled to be delivered the week of May 15th, UPAC EMASS and UPAC Positive Solutions collaborated to host the intervention and invite clients from both programs to attend.

Therapeutic Support for LGBTQ+ Youth PIP:

The updated *It's Up to Us* LGBTQ+ resource pages intervention has been active as of October 2022. Resource Page: <https://up2sd.org/resources?list=lgbtq>

- From October 27, 2022 to April 27, 2023 there were **618** unique page views, a 488.6% increase from the previous reporting period (10/27/22 – 1/27/23).
 - The resource page was featured at the Affirming Care and LGBTQIA+ Youth March 2023 training, provided by Responsive Integrated Health Solutions (RIHS), designed to increase providers' knowledge and skills providing therapeutic support for youth who identify as LGBTQ+.
 - Over 160 San Diego providers, working in BHS Children, Youth, and Families (CYF), attended the full-day training.

The final PIP Advisory Board meeting was held on March 30th.

Peer Support Services Implementation:

Update: As previously shared, positions that have been identified as requiring behavioral health lived experience must be filled with Certified Peer Support Specialists who are trained and certified per the process defined on the CalMHSA website. Programs may hire individuals working toward peer certification within 90 days of hire. COR approval is needed for situations that the timeline cannot be met by a peer. For additional information,

- MH UTTM: [2023-05-17-BHS Memo-Update on Peer Support Services Implementation](#)
- DMC-ODS UTTM: [2023-05-17-BHS Memo-Update on Peer Support Services Implementation](#)

Training Requirements for certified Peer Support Specialists:

- MH UTTM: [San Diego Certified Peer Support Specialist – TRAINING REQUIREMENTS](#)
- DMC-ODS UTTM: [San Diego Certified Peer Support Specialist – TRAINING REQUIREMENTS](#)

Billing Codes for certified Peer Support Specialists:

UTTM June 2023

Optum Website Updates MHP Provider Documents (Continued)

OPOH Tab:

On 5/9/23, the OPOH Section J Provider Contracting was updated regarding the Salvage section.

On 5/16/23, OPOH Sect C Accessing Services was posted, and it updated to add STRTP under the MHP Services Authorization Requirement Provided by Optum.

On 5/16/23, OPOH Sect D Providing Specialty Mental Health Services was posted, and it updated to change language from RIHS to BHS Pathways to Well-Being website and updated the link. Also updated and added CSU LPS Staffing Requirements.

On 5/16/23, OPOH Sect G Quality Improvement was posted, and it updated with the RIHS Training Language to the new BHS Training Language and new BHS Training Website.

On 5/16/23, OPOH Sect L Practice Guidelines was posted, and it updated to remove the Client/Family Education Program information through RIHS Website.

On 5/16/23, OPOH Sect N Data Requirements was posted, and it updated CANS Outcome Measure language with the All Transition age youth clients including in the AOA system of care.

On 5/16/23, OPOH Sect O Training posted, and it updated all of the RIHS language and website info to BHS Training and Technical Assistance website.

Cerner Millennium Tab:

On 5/17/23, the Cerner Millennium Tab was created, and the Cerner Millennium Introduction Presentation was posted.

- MH UTTM: [San Diego Certified Peer Support Specialists – BILLING CODES](#)
- DMC-ODS UTTM: [San Diego Certified Peer Support Specialists – Billing Codes](#)

Q&A:

- MH UTTM: [Q&A on Peer Support Services](#)
- DMC-ODS UTTM: [Q&A on Peer Support Services](#)

Medi-Cal Peer Support Specialist Certification:

- The [Medi-Cal Peer Support Specialist Certification Registry](#) is now online.
- The Legacy (grandparenting) pathway for certification has been [extended](#) through June 30, 2023 for Peers employed as a Peer on January 1, 2022.
 - Peers employed as a Peer on January 1, 2022 must still be employed as a Peer on the date application is submitted (until June 30, 2023).
 - No changes to [application instructions and certification standards](#).
- Certification applicants are encouraged to complete applications on the portal as soon as possible. To view your application status, log on to the [application portal](#). Applicants with the status “In Revision” must complete additional requests for information to proceed. For any inquiries regarding certification application status, please reach out to PeerCertification@calmhsa.org.
- The following information are also available on the CalMHSA website for peers:
 - A searchable [Resource Library](#) that includes application information, exam guides, procedures, and FAQs
 - Information on [training providers](#)
 - An updated [Exam Accommodations Policy](#)
- Recognizing the need for input from peers and other stakeholders, CalMHSA established a Stakeholder Advisory Council that makes recommendations on behalf of a variety of stakeholder groups and [meets virtually every month](#).
- The State also offers the public and stakeholders this email address for Peer-related questions and comments: Peers@dhcs.ca.gov.

Supervision of certified Peer Support Specialists:

- Per [BHIN 22-018](#), Medi-Cal Peer Support Specialist Supervisors must take a DHCS-approved peer support supervisory training within 60 days of beginning to supervise Medi-Cal Peer Support Specialists.
- Supervisors must take the DHCS-approved peer support supervisory training at least once, with ongoing training incorporated into a county’s regular continuing training requirements.
- Supervisors do not need to complete the training prior to PSS billing.
- The *Supervision of Peer Workers Training* is a 1-hour recorded training that is now available through CalMHSA at no cost. This training meets the State’s training requirements for the supervision of Medi-Cal Peer Support Specialists certified in California.
 - [Register](#) for the Supervisor Training at the CalMHSA website.

CalAIM Behavioral Health Payment Reform:

Please send questions on local implementation of payment reform to BHS-HPA.HHSA@sdcounty.ca.gov.

Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders:

- Don’t forget to attest to your profile in the SOC application this month!
- Are you new to a program? Register to the SOC app and attest to information once registration is completed.
- Are you a program manager? Remember to attest to your program’s information on the SOC app monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.

Updated COVID-19 Vaccination, Isolation & Quarantine, and Masking Guidelines:

Reminder: Please review DHCS guidance [Behavioral Health Information Notice 23-014](#) for the most recent public health orders related to health care worker vaccine requirements, quarantine, and masking guidelines.

Management Information Systems (MIS)

CCBH is now managed by Adrian Escamilla. Please email him at Adrian.escamilla@sdcounty.ca.gov, or call: 619-578-3218 for questions that can't be answered by sending to our Help Desk emails.

Other MIS Staff: Dolores – 619-559-6453, Manuel – 619-559-1082, and for Millennium Michael – 619-548-8779. Stephanie Hansen is mainly working with Millennium and is not easily reachable. Thank you!

Please remember our new emails:

For ARFs: mhehraccessrequest.hhsa@sdcounty.ca.gov

For Help Desk: mhehrsupport.hhsa@sdcounty.ca.gov

MIS Questions?

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: mhehrsupport.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

Quality Assurance Trainings (please contact Christian.Soriano2@sdcounty.ca.gov for registration):

Progress Notes Practicum: **Thursday, June 1, 2023**, from **9:00 am – 12:00 pm** via WebEx. *Registration Required.*

Audit Leads' Practicum: **Thursday, June 15, 2023**, from **9:00 am – 12:00 pm** via WebEx. *Registration Required.*

RCA Documentation Training: **Monday, June 26, 2023**, from **9:00 am – 12:00 pm** via WebEx. *Registration Required.*

Quality Improvement Partners (QIP) Meeting:

Tuesday, June 27, 2023, from **2:00 pm – 4:00 pm** via Microsoft Teams. Registration is now required and will allow access to the meeting. [Click here to join the meeting](#). If you have any questions, or if you are having difficulty with registration, please reply to this email or contact BHS-QITraining.HHSA@sdcounty.ca.gov.

Office Hours:

Please see the schedule below for the June 2023 virtual Office Hours sessions. **Office Hours are intended to be attended and utilized by line/direct service staff as well as program managers and QI staff; the focus is to cover any CalAIM documentation reform items. Please come prepared with any questions for our Quality Assurance Specialists.** Each session is held once a week, with alternating Tuesdays (9 am to 10 am), and Thursday (3 pm to 4 pm), barring any County observed holidays and/or Mental Health Quality Improvement Partners (QIP) meetings.

Registration is not necessary. Please contact Christian (Christian.soriano2@sdcounty.ca.gov) or reply to this message if you would like a calendar reminder for any specific sessions. If you need an ASL interpreter, please notify us at least 7 business days before your preferred session. If you have any further questions/comments regarding these sessions, please contact QIMatters.HHSA@sdcounty.ca.gov. Sessions for future months are forthcoming.

June 2023 sessions:

- Thursday, June 15, 2023, 3 pm to 4 pm: [Click here to join the meeting](#)
- Tuesday, June 20, 2023, 9 am to 10 am: [Click here to join the meeting](#)

- Thursday, June 29, 2023, 3 pm to 4 pm: [Click here to join the meeting](#)

QI Matters Frequently Asked Questions

Q: Do the Certified Peer Support Specialists require a co-signature on their progress notes?

A: Certified Peers Support staff do NOT require co-signature for the SC57 and SC58 Peers services, however they do require a co-signature for the PSS Client Plan Note.

Q: If a clinician provides a group service in which some members are attending in person and some members attend via zoom (telehealth), how would we claim this service?

A: If you have clients joining the group either in person or thru telehealth, you would this indicate in their respective encounters by selecting corresponding *Provided At* and *Contact Types* and a sentence in their client narrative of the group note.

Q: If a provider sees a client for a service which is broken up throughout the day – for example, they meet with the client for 20 minutes at 10AM and then again for the same service at 11:30AM – can this be claimed in one progress note?

A: Yes, the provider should complete one progress note which “rolls” these encounters within same day into the progress note and document this in the narrative and claim the combined service time.

Q: I have a question regarding consultation and documentation/billing. I understand that typically consultation within our multidisciplinary team is not billable time. I wanted to clarify whether staff consulting with a supervisory person on an imminent safety concern is also not billable.

A: This is never billable and considered the cost of doing business.

Q: If there was a yes to an asterisk question on the BHA PRA, staff are required to review the My Safety Plan with a licensed staff member. Would the time spent reviewing the safety plan be included in billing time (either service time or documentation time)?

A: This is not billable and should be excluded from the service time.

Q: If a client discloses a plan to harm themselves. Staff would call and consult with management on the appropriateness of calling PERT. Would the time spent consulting be included in billing time (either service time or documentation time)?

A: This would not be billable.

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.hhsa@sdcounty.ca.gov