Mental Health Services - Up To The Minute

General Updates

CCBH accounts effective 7/1/24:

- New Clinical staff will receive View Only access with login credentials and a video link to the Optum site on how to navigate the system. No training required.
- New Admin staff will receive access to add clients and enter services for billing, only if the program does not have another option.
- All prescribers will receive access to e-prescribe but everything else on their account will be View Only, so they will be required to paper chart.

New Clinical staff will document their services via SmartCare Down Time Forms and/or current CCBH form fill documents – additional information regarding paper documentation requirements and workflows will be released shortly.

BHS Providers SmartCare Site Leads Recommendations

Each program within the Behavioral Health Services (BHS) mental health and substance use disorder systems of care is **strongly recommended to identify one or more site leads per site to assist with on-site communication and troubleshooting for the SmartCare go-live**. The purpose of this recommendation is to not only streamline communications within programs, but also between each program site and BHS. BHS recommends at a minimum one site lead per shift who is familiar with clinical workflows, and one site lead per shift who is familiar with administrative workflows.

Action Required: By **June 14, 2024**, please submit your site lead contact information using this form: https://forms.office.com/g/GhnqMusK8y. You will submit one form per site lead. For more information, go to OptumSanDiego.com and click on the SmartCare tab under MHP Provider Documents for the MH SOC or DMC-ODS Provider Documents for the SUD SOC.

AB1051 Update to Presumptive Transfer for Out-of-County Foster Youth in Congregate Care

Effective July 1, 2024, AB1051 initiates an updated process for youth being placed in congregate care outside of their county of jurisdiction.

A BHS info notice went out to STRTP Providers which outlines that Out-of-County (OOC) Medi-Cal youth admitted to a BHS contracted Short-Term residential Therapeutic Programs (STRTP) after 6/30/2024, will require a single case agreement or a contract with a placing agency. There are two circumstances outlined in the info notice in which an OOC youth may be presumptively transferred. In order to align with the changes, the AB1299 STRTP Admission Report will be replaced by the **Presumptive Transfer STRTP Admission Report**. The AB 1299 STRTP Admission report may be utilized through June 30, 2024, but **effective July 1, 2024**, the new Presumptive Transfer STRTP Admission report must be utilized. For further information Please refer to the BHS Info Notice-AB1051 Update to Presumptive Transfer. If programs have any questions, contact your COR for questions specific to your contract.

Threshold Language Clarification: Dari/Farsi/Persian Beneficiary Materials

Persian, which includes both Dari and Farsi, is one of the required threshold languages that must be provided to beneficiaries. Per County of San Diego, the language of Persian includes Farsi and Dari, which are mutually intelligible in written form. As such, programs will only be required to include Persian in lieu of maintaining both Dari and Farsi beneficiary materials and posters. Once current available stock of Dari and Farsi have been depleted, documents/materials will only be ordered/printed in Persian (incl Dari/Farsi) which will meet compliance requirements for the threshold language. For programs that currently have documents in either Farsi or Dari, these will be accepted as within compliance during your Medi-Cal Site Certification reviews. ACL posters available from Optum which are printed in Persian are accepted as interchangeable with Farsi and Dari.

Quality Assurance Mental Health Team New Staff

Welcome Vicki Bynum who joined the QA MH Team in April 2024. Vicki Bynum began working as a Special Educator before pursuing her career as an LMFT/Art Therapist. Vicki has worked in outpatient and school-based programs, therapeutic mentoring, and private practice in San Francisco and San Mateo Counties as a Clinical Supervisor, Practicum Coordinator, Graduate Instructor, and an Associate National Director. After moving to San Diego, she worked a Program Manager for a Community & School Based Counseling Program, then as a Clinical Manager/Clinical Leader of Training Development. In many of these roles, Vicki provided oversight and quality assurance of programs and she is excited to join the BHS QA Team. Vicki was also an art major and enjoys painting, finding new restaurants, listening to live music, and hanging with her four-legged little buddy, Henry, at Dog Beach.

Welcome to Katie Cheely who joined the QA MH Team in July 2023. Katie is an LCSW who previously worked in Utilization Management for Optum and as a Medical Social Worker for Sharp Hospital acute rehabilitation centers. Katie completed her MSW at USC School of Social Work in 2015, with an emphasis in mental health and a specialization in Military Social Work and Veteran Services. She has been excited to join the team and learn about and support the SOC. Katie is a San Diego native, and lives in the South Bay area with her husband and 2 cats. In her free time, she enjoys walking along the Coronado beach and trying new restaurants throughout San Diego, as well as trying out new recipes at home.

Knowledge Sharing

Medi-Cal Transformation (aka CalAIM)

- Visit the CalAIM Webpage for BHS Providers for updates on Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant BHINs from DHCS. . Please contact your COR for questions specific to your contract.
- For general questions on local implementation of payment reform, email BHS-HPA.HHSA@sdcounty.ca.gov. For contract-specific questions, contact your COR.

DHCS **Behavioral Health Information Notices (BHINs)** inform County BH Plans and Providers about changes in policy or procedures at the Federal or State levels. When DHCS releases draft BHINs for public input, feedback can be sent to DHCS directly or to BHS-HPA.HHSA@sdcounty.ca.gov.

System of Care (SOC) Application

- Reminder that staff and program managers are expected to attest in the SOC application monthly.

- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.

Electronic Health Record Updates

Combined Mental Health and Substance Use Disorder SmartCare Townhall

BHS and System of Care subject matter experts have begun the implementation process with CalMHSA and SmartCare. BHS would like to extend the invitation for a high level, introduction to the process and project via Teams.

- Tuesday, June 18, 2024, 1 pm – 2 pm
- If you are interested in attending please use the following link: **Click here to join the meeting.**

If you would like a reminder for your calendar, or experience any technical difficulties with the virtual session, please contact Christian.Soriano2@sdcounty.ca.gov.

Training and Events

Quality Improvement Partners (QIP) Meeting
Please join us for the next session of the Mental Health Quality Improvement Partners (QIP) meeting, **Wednesday, June 26, 2024, from 1:00 pm to 3:00 pm.** These meetings are intended to update the system of care (SOC) with recent and/or upcoming changes or announcements, as well as provide a live channel for SOC staff regarding their questions and concerns. The intended audience of these meetings are SOC leadership and QA/QI/compliance staff. ASL interpreters are available every session.

If you experience any technical issues during the virtual session, please contact Christian.Soriano2@sdcounty.ca.gov. If you have any questions regarding these meetings, please contact QIMatters.HHSA@sdcounty.ca.gov.

Office Hours
Please see the schedule below for the June 2024 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.

Registration is not necessary. 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 2024 sessions:

- Thursday, June 6, 2024, 3:00 pm – 4:00 pm: **Click here to join the meeting**
- Thursday, June 20, 2024, 3:00 pm – 4:00 pm: **Click here to join the meeting**
- Tuesday, June 25, 2024, 9:00 am – 10:00 am: **Click here to join the meeting**

Management and Information Systems (MIS)

MIS Staff

CCBH is managed by Dolores Madrid-Arroyo. For questions that can't be answered through our MIS Support emails, please contact Dolores at Dolores.Madrid@sdcounty.ca.gov or call (619) 559-6453.

MIS Support Team: Manuel Velasco, (619) 559-1082, Marilyn Madrigal (619) 788-0728 and Michael Maroge, (619) 548-8779 Adrian Escamilla, IT Analyst, (619) 578-321

QI Matters Frequently Asked Questions

Q: Can you please clarify if we need both Farsi and Dari language brochures for beneficiary materials?

A: Farsi and Dari languages were found to be identical in print and going forward will be labeled as "Persian". Beneficiary order forms have been updated. For compliance in Medi-cal Certification/Re-certification, programs may use forms labeled with either dialect until the "Persian" form is available. Programs do not need to display both Farsi and Dari.

Q: What is the guideline for MDs and CCBH access after July 1?

A: Current prescribers already using CCBH will continue to document and e-scribe as usual. **New psychiatrists** will be given an account, an e-scribing token, and will be given 'View-only access' to CCBH clinical records. They will document on the 'downtime forms'/progress note templates to be kept in clients' hybrid charts. (New med staff- other than prescribers- will document on the downtime forms and QA will communicate further information on their viewing access is it becomes available).

Q: Can providers begin the SmartCare CALMHSA LMS trainings?

A: Not yet, but your readiness is appreciated! Providers are instructed to wait for the official notification of the SmartCare Training Plan. Information will be shared as the launch date gets nearer. In the meantime, providers may review the EHR Knowledge Base on the CalMHSA website. Home - 2023 CalMHSA and the SmartCare information page on the Optum site MHP Provider Documents (optumsandiego.com)

Optum Website Updates: MHP Provider Documents

Beneficiary Tab:

- The Beneficiary Materials MHP Order Form was updated on 05/08/24.

OPOH Tab:

- OPOH - Appendix L - A.L.1 - Monitoring Psychotropic Medications had the Foster Care QIP Guidelines link updated.
- OPOH - Section H Cultural Competency was uploaded 05/09/24 due to a language update for Temporary Expert Professionals (TEP), Retire-Rehires, Certified Temporary Appointments, and Student Workers in the Volunteers section.
- OPOH – Section J Provider Contracting was updated 05/31/24 due to change on #5 Vehicles section. Removed "If purchase is necessary" language and added COR and County Management preapproval

must be obtained "for Contractor to acquire a vehicle," and added bullet point "If vehicle will be purchased, COR must obtain written pre-approval from ACS Director and DPC Director."

- The OPOH was updated 05/31/24 to account for most recent OPOH changes.

References Tab:

- Billing SMHS for Sibling Sets Guidelines were updated to reflect CPT and Certified Peer codes, and how to claim service time for services and therapist collaboration.

SmartCare Tab:

- The most recent EHR Town Hall presentation was posted 05/21/24.

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