

Mental Health Services - Up To The Minute



General Updates

Required Corrections to Services by Clinical TraineesUPDATED

As reported during the April QIP meeting; MIS will be assisting with the correction of Progress Notes from November 2023 through February 2024 to reduce the administrative burden to programs. Programs are reminded to please respond promptly to emails and questions from MIS during this process to ensure timely assistance with your programs PN corrections. **Programs will be solely responsible all services/progress notes from March 1, 2024, forward and should be actively working on these corrections to be completed as soon as possible.**

Programs will need to work with Optum to request these services to be opened for V/R utilizing the V/R form as appropriate – for large numbers of services/PN's, please reach out to Optum to discuss how best to submit these requests. Per direction of Optum, providers should select the V/R reason code for "Incorrect Billing Indicator".

Reminder: Program Service Verification Reports/Monitoring

Programs are reminded that they should be running weekly CCBH reports and reviewing these reports to ensure that services have been entered accurately for reimbursement and identifying and correcting any errors, suspense codes, etc. on an ongoing and timely basis. Failure to ensure ongoing, consistent monitoring via review of CCBH reports significantly impacts billing processes and can result in delay in Medi-Cal billing/reimbursement and/or loss of revenue.

Programs should be running their **9999 suspense reports** and correcting any suspended claims weekly. Programs are also encouraged to run/review the following reports and to correct any identified data entry errors in a timely manner: Duplicate Services Report, Client Services Report, 3rd Party Billing Suspense Report, Client Diagnosis Report.

Indigent Clients or Clients with Other Health Insurance

If a client does not have Medi-Cal and/or is indigent, the County has an agreement to provide SMHS for indigent clients, however programs should be actively working with the client to obtain Medi-Cal, as once the client obtains Medi-Cal the services provided would be able to be reimbursed by Medi-Cal retroactively.

If a client may have other insurance, programs should bill that insurance first, as Medi-Cal would be the last payor after other insurance pays or denies. In accordance with California State regulations, Medicare and/or other health care insurance must be billed prior to billing Medi-Cal. Programs should be ensuring that they are accessing these other funding sources for reimbursement first.

Quality Assurance Mental Health Team New Staff

Welcome Dawn Jennings who joined the QA MH Team in August 2023. Dawn is an LMFT who worked previously as the Clinical Program Manager for the New Alternatives South Bay STRTP. She worked in various capacities within New Alternatives for over 20 years. She has been excited to take on her new role over the past few months at County QA and she is glad to be able to continue to support and enhance the SOC. Much of her free time is spent enjoying all that San Diego has to offer, usually with her 7 year old son by her side. They especially love the beaches, kayaking, paddleboarding and hiking as well as exploring all the wonderful

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places for kids in the area like the Zoo, SeaWorld, and Sesame Place. Being originally from the Northeast, you will always see her cheering on her Boston area sports teams during gametime.

Welcome Taylor Tran who joined the QA MH Team in November 2023. Taylor joins the BHS QA team with an array of experiences ranging from serving the communities of San Diego County and Riverside County as a clinician, a clinical supervisor, clinical director, and most recently a compliance officer. Taylor is excited for this opportunity to join the BHS QA team where she hopes to continue to be a lifelong learner and contribute in a meaningful way in her new role. Outside of work, Taylor enjoys traveling with her husband and enjoying delicious foods from different cultures. When not traveling, Taylor likes to spend time with family, connecting with her Vietnamese culture, and dabble with musical instruments. Taylor also loves to spoil her two cute Pomeranian fur babies.

Welcome Crystal Gaza who joined the QA MH Team in November 2023. Crystal has been working in the County for 3 and a half years, and with the QA team since late 2023. Prior to working with QA she was with County Ops Strength Based Case Management, where she provided case management to clients with severe mental illness (SMI) and co-occurring disorders in the community. Crystal is a San Diego native and has been a Comic-Con attendee for 20+ years and counting. She loves spending time with her Shiba Inu (Gouki) and rescue cat (Gambit), eating good food, reading fantasy books, traveling, dancing, boxing, and fishing – enjoying many of these interests alongside her husband.

Welcome Gina Cordato who joined the QA MH Team in February 2024. Gina Cordato's professional career started in 1999 in Behavioral Health Services at North Central Behavioral Health Center as a Community Living Aide. In 2004 Gina transitioned out of the County to work for community-based programs and to pursue her Masters in Organizational Leadership which she received in 2007. Gina graduated from the USC School of Social Work program in 2014 with an MSW concentrating on Community, Organization Planning and Administration and Child Welfare Services. Gina pursued licensure during this time and moved into working with adults as a Licensed Mental Health Clinician at North Central Behavioral Health Center, back to where she first started with the County in 1999. In 2024 Gina promoted to Behavioral Health Services Quality Assurance Specialist in Mental Health. Gina is originally from North County and currently lives there where she enjoys hiking, painting, making jewelry and roller skating. Gina's strengths are Context, Analytical, Responsibility, Input and Restorative.

Knowledge Sharing

Medi-Cal Transformation (aka CalAIM)

- Visit the [CalAIM Webpage for BHS Providers](#) for updates and information, including Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant Behavioral Health Information Notices from DHCS.
- Please send general questions on local implementation of payment reform to BHS-HPA.HHSA@sdcounty.ca.gov. Please contact your COR for questions specific to your contract.

DHCS Behavioral Health Information Notices (BHINs) provide information to County BH Plans and Providers regarding changes in policy or procedures at the Federal or State levels. To access BHINs, visit: https://www.dhcs.ca.gov/formsandpubs/Pages/Behavioral_Health_Information_Notice.aspx In instances when DHCS releases draft BHINs for public input, San Diego BHS encourages Contractors to send feedback directly to DHCS and/or to HPA-BHS.HHSA@sdcounty.ca.gov.

System of Care (SOC) Application

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- **NOW AVAILABLE!** A new section required of supervisors of Medi-Cal Certified Peer Support Specialists is now in the Personal Info tab. A supervisor must meet applicable California State requirements including completing the Supervisor Training within 60 days of beginning supervision.
- 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.
- **ALERT!** Programs that neither have an assigned “manager” nor an “alternate manager” in the SOC application will be contacted to provide this information. Programs that have not attested monthly will also be contacted.
- 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, May 21, 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@sdcountry.ca.gov.

Training and Events

Mental Health Progress Notes Practicum

The next **Mental Health Progress Notes Practicum** session is scheduled for **Thursday, May 30, 2024, from 12:30 pm – 3:30 pm**. This practicum is an interactive, collaborative training that allows Mental Health Providers to practice completing clinical documentation to Medi-Cal standards with the assistance of Quality Assurance Specialists. It is designed to supplement the Mental Health Documentation trainings, with all Mental Health provider staff as the intended audience. If you or your staff are looking to further improve your documentation skills, please join us.

Due to high demand, **all registration approvals will remain pending until space becomes available on the roster**. You will be admitted in the order that your registration was received.

[Click here to register](#)

Registrants will be notified of their status via email. Due to capacity limitations, if you are unable to be accommodated for this session, you will be added to a waitlist. **If you need to cancel, please let us know at least 24 hours in advance** so we may let others on the waitlist attend in your stead.

If you have any questions, or if you are having difficulty with registration, please email Christian.soriano2@sdcountry.ca.gov.

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.

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- When registering for a training, please be sure to **cancel within 24 hours of the training if you are unable to attend**. This allows those on a waitlist the opportunity to attend. **Program Managers will be informed of no shows to the trainings**.
- **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

Please join us for the next session of the Mental Health Quality Improvement Partners (QIP) meeting, **Wednesday, May 29, 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 May 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.

May 2024 sessions:

- Thursday, May 9, 2024, 3:00 pm – 4:00 pm: [Click here to join the meeting](#)
- Tuesday, May 14, 2024, 9:00 am – 10:00 am: [Click here to join the meeting](#)
- Thursday, May 23, 2024, 3:00 pm – 4:00 pm: [Click here to join the meeting](#)
- Tuesday, May 28, 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: Do all services by clinical trainees need to be co-signed and include the clinical supervisor on the encounter or is this only applicable to psychotherapy services and BHAs?

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A: All services provided by clinical trainees require the clinical supervisor to be included on the encounter in the progress note and a co-signature, regardless of the type of service provided/service code claimed.

Q: If a Certified Peer Specialist provides a specialty mental health service that is less than 8 minutes, what service code should they bill. Would it be 800?

A: Certified Peers who claim a service less than 8 minutes would utilize one of the following from the [CPT Crosswalk](#), Non-billable & MAA Svcs Tab.

857 or 858

857	Non-Bill BH Prevent Educ Svc	Service code re-entered for Group Peer Support Services			Certified Peer Support Specialist Only
858	Non-Bill Self Help/Peer Svc	Service code re-entered for Individual Peer Support Services			Certified Peer Support Specialist Only

Q: When a staff has graduated with their Master’s degree, submitted their BBS registration, and obtained the ‘registered’ credential per MIS (while BBS application for registration is pending), can the staff complete the full BHA including MSE, clinical formulation, and complete diagnosis forms during this waiting period?

A: Yes, once an ARF has been submitted to MIS with the supporting documentation and the staff has submitted their registration application, they will be credentialed in CCBH as an AMFT, APCC, ASW, etc., and will have the same scope of practice as those credentials. The staff would be able to complete the MSE, BHAs, diagnoses, and other practices commensurate with a registered intern.

Once the staff’s registration number is received, you will submit a new ARF to update MIS. If MIS has not received the number within 90 days, you will be notified. Please be aware that if for any reason, the staff is not able to obtain their registration, the billing they have completed outside of the scope of MHRS could potentially be disallowed. Your program may want to consider any potential safety measure to ensure not potentially losing revenue. That would be a program level decision.

See the CPT Crosswalk rev 2.26.24 for reminders on co-signature requirements as applicable.

Optum Website Updates: MHP Provider Documents

Forms Tab:

- The [AOA](#) and [CYF](#) Medication Monitoring Tools were updated 04/10/24 due to formatting updates to question #2

OPOH Tab:

- [Section J](#) – Provider Contracting was uploaded on 04/10/24 due to removal of client plan from recoupment.
- [Section M](#) – Staff Qualifications was updated on 04/10/24 due to language adjustment from "Masters Level Student Interns" to "Clinical Trainees", added the definition of “registered” from SPA23-0026 that includes “pending registration,” and added definition and requirement for clinical trainees.
- The [OPOH](#) was updated 04/10/24 to account for most recent OPOH changes.

SmartCare Tab:

- A [BHS Provider Memo](#) regarding training dates and how providers can prepare for the implementation of SmartCare was posted on 04/08/24.
- An [EHR Implementation FAQ](#) handout was updated on 04/25/24.
- The most recent [EHR Town Hall](#) presentation was posted 04/30/24.

Population Health

1. [CalAIM FUM PIP/BHQIP](#)

Goal: To increase the **percentage** of beneficiaries receiving follow-up care within 7 and 30 days after an ED visit for mental illness by 5%.

Resource cards were developed and approved for distribution in ED's in February. The BHQIP submission to the state occurred in March. Since the implementation of navigation support services in October 2023, there has been a 14% increase in follow-up care after an ED visit, thus meeting the goal of increasing by 5%.

2. [Youth Group Therapy PIP](#)

The FY 2024-25 Children, Youth and Families (CYF) Clinical Performance Improvement Project (PIP) is focused on increasing the use of school-based group therapy among outpatient CYF clients. A parent toolkit, youth and parent flyers were approved, and four San Diego County programs will be distributing and providing training in April 2024.

3. [Care Coordination PIP](#)

A new Mental Health Plan Performance Improvement Project (PIP) is focused on increasing engagement and referrals between the San Diego County Psychiatric Hospital (SDCPH) and Care Coordination services (CC) for beneficiaries who qualify for Enhanced Care Management (ECM) with the Managed Care Plans. Currently a list of eligible clients is compiled quarterly based on Medi-Cal claims and other datasets. This project will initially focus on Strength-Based Case Management, Outpatient, and Crisis Stabilization.

If you have questions, please contact bhspophealth.hhsa@sdcounty.ca.gov

**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**