



Mental Health Services



Updates

Beneficiary Materials in New Threshold Languages

The following Beneficiary Materials have been updated and are available in all 10 Threshold Languages as required for San Diego County:

- Notice of Privacy Practices – available on Optum Website under MHP Documents, Beneficiary Tab
- ACL Posters – available as of 10/31/23

Reminder – programs are required to display and/or provide Beneficiary Materials in all 10 Threshold Languages; we will continue to notify programs of any pending translations as they become available.

Please Welcome and Congratulate our new QA MH Supervisors!

Congratulations Makenna Lilya! Makenna joined QA as part of our MH Specialist team in April 2023 and we congratulate her on her promotion to our QA Supervisor team! Makenna is an LMFT and PLNU alumna who began her career as a CYF outpatient clinician at Douglas Young Youth and Family Services. Her passion for learning and dedication to her work and clients advanced her to the position of Assistant Program Director. With a strong clinical background, skills in documentation and auditing, and extensive knowledge of trauma-informed care, Makenna's commitment to empathic and supportive care extends to her new role as a QA Supervisor, where she is thrilled to support the community through quality improvement initiatives. When not in the office, Makenna enjoys snowboarding with her husband, going on long bike rides, and spending time at the beach!

Welcome Rachel Fuller! Rachel has been with the County of San Diego since 2019, working at several locations within HHS, including the San Diego Psychiatric Hospital, East County Mental Health Clinic and Southeastern Behavioral Health Center where she worked as a Licensed Mental Health Clinician and, most recently, as a Program Manager. Prior to the County, Rachel worked with a variety of populations and settings, including a residential facility for adolescents/teenagers, a reunification program for foster children and parents involved with CWS, a children's crisis treatment center and an intake center for adults entering dual diagnosis treatment. Rachel is bi-coastal- growing up on the East Coast and San Diego. She holds a BA in Sociology from UC Santa Barbara and a Masters in Professional Counseling from the University of Pennsylvania. In her free time, she enjoys traveling, taking her dog to the beach and exploring all San Diego has to offer! Rachel is excited

Optum Website Updates MHP Provider Documents

Cerner Millennium Tab:

- On 10/19, the [Cerner Millennium Town Hall](#) presentation was uploaded.

Beneficiary Tab:

- On 10/24, [Beneficiary Materials MHP Order Form](#) was updated due to indicating limit of G&A posters to be no more than 20 at once, and an indication with an asterisk next to documents whose new threshold languages are pending.

UCRM Tab:

- On 10/23, [Client Plan Explanation Sheet](#) was updated due to ICC and CM no longer requiring client plans.
- On 10/23, [High Risk Assessment Explanation Sheet](#) & [Problem List Explanation Sheet](#) were updated as LPCC/PCCs no longer require additional coursework before providing services to youth and families.
- On 10/23, [Discharge Summary Explanation Sheet](#) & [Diagnosis Form Explanation Sheet](#) was updated to remove previous LPCC/PCC requirement and include Master Level Student Interns can complete with review and co-signature of licensed/registered/waivered staff.
- On 10/23, both the [Peer Support CP PN](#) and [Peer Support MHSA CP Explanation Sheet](#) were updated to indicate Peer services still require a plan note and removal of ICC & CM.
- On 10/24, both [General Progress Note](#) and [Group Progress Note Explanation](#) sheets were updated to reflect day of services is day 0 for progress note timelines.
- On 11/02, the [Prospective Risk Analysis Explanation Sheet](#) was updated to correspond with BHA timelines.

to continue her journey within HHS as part of the QA team!

Coming Soon: Beneficiary Materials Updates

- DHCS has made updates to the SMHS Beneficiary Handbook. This new version of the handbook will be effective January 1, 2024.
- QA is currently working on updating the handbook to include county-specific information and align with DHCS' updates.
- QA will be providing a summary of changes to outline any significant updates at least 30 days prior to the release of the handbook.
- QA will notify programs once the updated handbook (along with translated versions) are posted to Optum and when prints are available for ordering.

Updated 5150 Form

DHCS has release a new 5150 Form which incorporates some of the changes created by AB-2275. For information regarding AB-2275 click the following link. https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202120220AB2275
The changes to the form was to include additional fields on the front of the form that indicate when the individual was first detained. The new 5150 form can be found on the JFS San Diego Website at the following link https://www.jfssd.org/wp-content/uploads/2023/09/Form_5150.pdf
All 5150 writers should be using the most current form.

Update: CA Managed Care Plans (MCP)

- DHCS announced changes to its Managed Care Plans (MCP) after revoking the RFP.
- Effective 1/2024, the MCP(s) will change from 7 plans to 4 plans. This means all clients in the other plans that are ending, will need to transition into a new plan.
- DHCS is developing a transition plan ensuring no client lapses.
- This change will reduce the number of MCP(s) programs will have to navigate for coordinating care and will streamline processes so providers can focus on service to clients.
- For more information see the [DHCS Medi-Cal Managed Care](#) website.

Update: Justice-Involved Waiver

- DHCS' justice-involved initiative is part of CalAIM, a broad initiative to transform Medi-Cal.
- DHCS expects correctional facilities to launch pre-release services between April 2024 and March 2026.
- Once their facility offers pre-release services, youth and eligible adults in jails, youth correctional facilities, or prisons can begin receiving targeted Medi-Cal services 90 days before their expected release date. Anyone who is incarcerated is eligible for pre-release services, provided they meet other criteria, including those who are incarcerated for a short term.
- For more information see the [DHCS CalAIM Justice Involved Initiative](#) website.

Knowledge Sharing

CalAIM FUM PIP/BHQIP

Goal: *to increase the connection to follow up care within 7 and 30 days by 5% after an ED visit for mental illness.*

HSRC and the Community Health Group (CHG) presented to the Hospital Partners Meeting on communicating the goals of the MCP's to evaluate and refer patients to treatment services while still in the ED, since following up after discharge is often unsuccessful. A pilot was advised with the BHS crisis stabilization unit. Collaborative meetings were held with MCP's where their procedures were shared and discussed.

Next Steps: Deliver resource cards to ED once printed, develop a grid to compare the engaged MCPs practices, outline

workflow map for the MCP data exchange component.

Youth Group Therapy PIP

The CASC researchers met with SchoolLink program managers who shared challenges and the need for psychoeducation to build support and knowledge concerning group therapy. A newly formed Group Therapy PIP community advisory committee met to discuss an educational toolkit series.

Next Steps: The Group Therapy PIP community advisory committee is revising the toolkit after receiving feedback and a timeline was established for completion.

CalAIM

- Visit the [CalAIM Webpage for BHS Providers](#) for the newest updates and essential information, including Certified Peer Support Services implementation and training resources, CPT Coding, Payment Reform, Required CalAIM Trainings, and relevant Behavioral Health Information Notices from DHCS.
- Please visit <https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/calaim-for-bhs-providers.html> for information and updates on BH Payment Reform implementation.
- 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)

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/provgovpart/Pages/2023-BH-Information-Notices.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.

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.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook

Cerner Millennium Updates

Cerner Millennium Town Hall

BHS and System of Care subject matter experts have begun working with the Cerner team on the development of the Millennium product, which will be replacing the current Cerner CCBH product. BHS would like to extend the invitation for a high level, introduction to the product via Teams.

- Friday, November 17, 2023, 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, please open the attached file. If you experience any technical difficulties with the virtual session, please reply to this email or contact Christian.Soriano2@sdcounty.ca.gov.

Management Information Systems (MIS)

New ARFs Available

The New User, Modify, and DHP Account Request Forms (ARF) have been updated. Please go to www.regpack.com/reg/optum, to download current forms dated 10/25/23. New forms must be used, effective immediately. After 12/1/23, MIS will not accept any old forms.

MIS Staff

CCBH is now 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 and Michael Maroge, (619) 548-8779.

Adrian Escamilla, IT Analyst for CCBH, (619) 578-3218.

Stephanie Hansen, IT Analyst for Millennium.

MIS Support Emails

As a reminder, all ARFs should be sent to MHEHRAccessRequest.HHSA@sdcounty.ca.gov.

Any questions related to CCBH access should be sent to MHEHRSupport.HHSA@sdcounty.ca.gov.

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

Training and Events

Quality Improvement Partners (QIP) Meeting

Please join us for the next session of the Mental Health Quality Improvement Partners (QIP) meeting. This is a live hybrid session **held simultaneously onsite and virtually on Wednesday, November 29, 2023, 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.

The onsite session will be held in the Mission Valley Public Library's Community Room. Please click on the following link for directions: <https://goo.gl/maps/P7F85cp8AE5cMZLN9>, and please be advised that space and parking may be limited, so please plan accordingly. **The virtual session will be held via MS Teams: [Click here to join the meeting](#).** ASL interpreters are only available virtually.

If you experience any technical issues during the virtual session, please reply to this message or 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 November 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) 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.

November 2023 sessions:



- Thursday, November 16, 2023, 3:00 pm – 4:00 pm [Click here to join the meeting](#)
- Tuesday, November 21, 2023, 9:00 am – 10:00 am [Click here to join the meeting](#)
- Thursday, November 30, 2023, 3:00 pm – 4:00 pm [Click here to join the meeting](#)

Quality Assurance Trainings

Audit Leads Practicum: The next session is scheduled for **Thursday, November 30, 2023, from 9:00 am to 12:00 pm**. The Audit Leads Practicum is conducted by a BHS QA Supervisor and a QA Specialist. It is suitable for program managers, as well as QI staff. This training reviews the MRR tool and how each question on the tool is evaluated by the BHS Mental Health QA team during an audit. The training will also go into State and Federal guidelines as they relate to the MRR process. [To register, please click here](#)

Root Cause Analysis (RCA) Training: The next session is scheduled for **Wednesday, December 6, 2023, from 9:00 am to 12:00 pm**. This interactive training introduces Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident without blame, and teaches effective techniques for a successful RCA, along with Serious Incident Reporting requirements. **The intended audience of this training are program managers and quality improvement (QI) staff.** [Please click here to register](#)

If you need to cancel, or experience any technical difficulties with registration, please contact Christian.Soriano2@sdcounty.ca.gov.

If you have any questions regarding the content of these trainings, please contact QIMatters.HHSA@sdcounty.ca.gov. We hope to see you there.

QI Matters Frequently Asked Questions

Q: Occasionally, our service times do not meet the minimum requirements for billable service time. How is this coded?

A: For services not meeting the midpoint for billable service time, programs are to select the most appropriate 800 code (e.g., 800 for non-billable case management, 801 for non-billable medication support, 802 for non-billable mental health services such as therapy, rehab, and mental health assessment). Otherwise, if those services are coded as billable when not meeting the minimum times, they will be denied by the state. Please see the CPT Crosswalk for Non-billable service code guidance.

Q: What is correct use of the *Interpreter Needed* selection in the Demographic Form?

A: This would be the required selection if the primary language is not English, even if there are bilingual staff in the program. It is also prudent to consider that bilingual program staff may not always be available to provide services in the language of choice, and other forms of interpretation would be needed. Please refer to the Demographic form-fill found on the Optum site.

Language (Complete both client languages. If there is a caretaker, complete caretaker language)		
Client Primary: <input type="checkbox"/>	Client Preferred: <input type="checkbox"/>	Caretaker Preferred: <input type="checkbox"/>
Interpreter Needed? <input type="checkbox"/> Yes <input type="checkbox"/> No	(If either preferred language is other than English, an interpreter is needed)	

Q: Can a Certified Peer Support Specialist (CPSS) also work concurrently as an MHRS?

A: The CPS workgroup has determined that CPSS are not able to have multiple taxonomies in the EHR/CCBH. CPSS must work within their scope of practice with the designated service codes.

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