Mental Health Services - Up To The Minute

General Updates

Open Payments Database Notification – Website Requirements

Reminder, as of 1/1/24, as required by Assembly Bill AB1278, a physician who uses a website in their medical practice must conspicuously post the same notice described above in number 2 on their website. *Mandatory: The content of the website notice should be the same as the content from the posted office notices.* If a physician is employed by or contracts with a health care employer, that employer is responsible for meeting this requirement. Legal entities will be required to ensure this notice is posted on their internet website along with an internet website link to the database.

Programs should consult with their Legal Entity to ensure that the notice includes an internet website link to the database and the following mandatory text: *"For informational purposes only, a link to the federal Centers for Medicare and Medicaid Services (CMS) Open Payments web page is provided here. The federal Physician Payments Sunshine Act requires that detailed information about payment and other payments of value worth over ten dollars ($10) from manufacturers of drugs, medical devices, and biologics to physicians and teaching hospitals be made available to the public. It can be found at https://openpaymentsdata.cms.gov."*

Reference: BHS Contractor Memo 2023-05-01

San Diego as a Behavioral Health Plan

Health Plan Administration (HPA) has created an informational document which provides explanation and clarification of San Diego County BHS as a mental health plan, providing specialty mental health and substance use disorder services for Medi-Cal members with serious mental illness and substance use disorders. To support this, BHS maintains a coordinated system of care through our network of contracted community providers and by providing direct services at the San Diego Psychiatric Hospital, Edgemoor Skilled Nursing Facility, and the County-operated clinics across the region. The document **San Diego as a BH Plan** will be uploaded to the Optum Website under the OPOH tab.

- San Diego as a **Mental Health Plan** (MHP) covers Medi-Cal members for specialty mental health services (SMHS) that are delivered through a network of providers that include County-operated programs and contracted programs.

- San Diego is a **Drug Medi-Cal Organized Delivery System Plan** (DMC-ODS) that covers Medi-Cal members for substance use disorder services that are delivered through a contracted network of provders.

- Medi-Cal members receive physical health care services through **Medi-Cal Managed Care Plans** (MCP). There are 4 MCPs in San Diego County: Blue Shield of California Promise Health Plan, Community Health Group Partnership Plan, Kaiser Permanente, and Molina Healthcare of California.

FSP Agreements & FSP Documentation Requirements effective 9/1/24

Effective 9/1/24, FSP programs will be required to include the Full Partnership Agreement (FSP) consent form as part of their intake process which should be reviewed and signed by the beneficiary when engaging in FSP services. This form will be required to be scanned into SmartCare. DHCS requires a signed FSP Agreement and explanation to client regarding these services and ability to opt-out or decline FSP services at any time.

FSP clients will continue to require completion of an Individual Services & Supports Plan (ISSP) which can be completed within the Progress Note Care Plan section, in alignment with BHIN 23-068 Documentation Standards requirements.

FSP programs will continue to complete PAF, KET and 3M documents using the paper forms and enter the data into the DCR at this time. Use of FSP forms and reporting in SmartCare will not be available upon Go Live on 9/1/24 but will be implemented in future a future roll out.

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. .
- 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.
- Please ensure that the attestations include any required cultural competence training completed.
- 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, August 13, 2024, 11:00 am – 12:00 pm. **Click here to join the meeting**.
- Tuesday, August 27, 2024, 1:00 pm – 2:00 pm. **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

Root Cause Analysis Training
The next **Root Cause Analysis (RCA) Training** session is scheduled for **Wednesday, September 11, 2024, from 12:30 pm to 3:30 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**.

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.

Please click here to register.

If you have any questions regarding your registration, please contact christian.soriano2@sdcounty.ca.gov. If you have any questions regarding the content of this training, please contact QIMatters.HHSA@sdcounty.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.
- 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 a wait list 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 cooperation 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, August 28, 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 August 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.

August 2024 sessions:

- Thursday, August 8, 2024, 3:00 pm – 4:00 pm: **Click here to join the meeting**
- Tuesday, August 13, 2024, 9:00 am – 10:00 am: **Click here to join the meeting**
- Thursday, August 22, 2024, 3:00 pm – 4:00 pm: **Click here to join the meeting**
- Tuesday, August 27, 2024, 9:00 am – 10:00 am: **Click here to join the meeting**

Management and Information Systems (MIS)

New Changes Coming for MIS Teams

- Our current MIS SUD and MH teams will be combined as we move into SmartCare
- There will be a new email EHRSupport.HHSA@sdcounty.ca.gov for both SUD and MH (combined support desk)
    - This email account is not active yet
    - The current email addresses SUDERHSupport.HHSA@sdcounty.ca.gov and MHEHRSupport.HHSA@sdcounty.ca.gov will forward to the new EHRSupport.HHSA@sdcounty.ca.gov for a few months after activation
- There will be a new email EHRAccess.HHSA@sdcounty.ca.gov for all SmartCare new access, terminations, and modifications
    - This email account is not active yet
    - The current email address MHEHRAccessRequest.HHSA@sdcounty.ca.gov will forward to the new EHRAccess.HHSA@sdcounty.ca.gov for a few months after activation
- The MH ARF and the SanWITS User Form are being combined into one SmartCare Access Request Form
    - SmartCare Access Request Form is expected to be available for use by August 9, 2024
    - The new form will include new access, modifications, and terminations

QI Matters Frequently Asked Questions

Q: When entering progress notes in SmartCare, will the service code names change to what's listed on the CalMHSA website, or will the names remain the same as Cerner/current Crosswalk? For example, "psychotherapy" (30) in Cerner is titled "Individual counseling" on the service definitions in SmartCare. https://2023.calmhsa.org/service-code-definitions/
A: They will transition to SmartCare service code definitions. The QA and the EHR Teams will be providing revised crosswalks and supportive documentation as we make the transition into SmartCare. There will be tip sheets and written support for Billable and Non-Billable service codes for providers.

Q: We tried to input Z03.89 as we typically do, but Cerner would not allow us to do so because there is an existing F code already in place.
A: The Z03.89 is a deferred diagnosis and cannot be entered if there are already active/existing diagnoses within the client's record. To bill, you will need to utilize a Z code (Z55-65 only) or maintain a current diagnosis already active within the client's chart. Please refer to OPOH Section C for more information and CalAIM Clinical Documentation Guide (pg. 13).

Q: Are we utilizing the Medi-Cal Screening tools in SmartCare?
A: No. The screening tool is not to be utilized by providers; this is solely for the ACL. The BHS information notice memo dated 2/22/23 regarding the DHCS required tools is posted on the Optum website under the Communications tab.

Q: If my client receives psychotherapy or rehabilitation services while open to a CSU, which location indicator would I choose for the service?
A: For an encounter occurring at a CSU, you would choose Provided At: **Other Community/Field Based**. CSU locations are not considered lockouts.

Optum Website Updates: MHP Provider Documents

Forms Tab:
- The Individual Service Record was updated on 07/11/24.

OPOH Tab:
- Section A - Updated page A.13 Under Homeless Outreach Services section, language changed to "Homeless Outreach Services are provided to Individuals who are homeless to determine if there is a suspected serious mental illness and/or substance use problem." Per MHCA request.
- Section C - Updated page C.19 updated to "Within 120 minutes of the beneficiary being determined to require mobile crisis services in urban and rural areas" per MHCA Request.
- Section G - Quality Improvement was revised to reflect on 07/23/24 due to an update for the Adult/Older Adult System of Care: BHS will now select a one-week time period where all Outpatient providers, including Case Management, are required to administer the Mental Health survey annually. As for the CYF System of Care: A satisfaction survey is now to be conducted annually within all organizational programs. The Pharmaceutical Review will be completed annually during the QAPR process. There was a change to the fire clearance language from once per year to 3 per year. Language was updated for consents as these should be completed in timely manner, and written record documenting verbal consent is acceptable.
- Section M - Staff Qualifications were updated 07/23/24 due to changes for CYF Contractors as they shall now need to budget 49 unduplicated clients per direct clinical FTE. The language regarding Interdisciplinary Teams was updated as Programs must have an interdisciplinary team, "mandated by standards of participation within the program SOW. Removed language regarding "psychiatry standards," and "A goal of 3-4 hours of licensed psychiatry time weekly is established for Outpatient programs, a goal of 4 hours for Day Treatment (Intensive) and a goal of 3 hours for Day Treatment (Rehab)."
- The OPOH was updated 07/23/24 to account for most recent OPOH changes.

References Tab:
- New Contractor Orientation Resources were uploaded on 07/10/24.

UCRM Tab:
- The Service Indicator Table Key was updated on 07/18/24.

SmartCare Tab:
SOC Resources/Training Header
- The CalMHSA Required Training by Role Grid was updated 07/29/24 to reflect trainings required by SOC providers.
- There is a SmartCare EHR Training summary as of 07/15/24 that include trainings required and optional training details.
- There was a SmartCare LMS Log In Tip Sheet posted 07/15/24 to help with SmartCare log ins.
- A supplemental SmartCare Training Registration Tip Sheet was added 07/30/24 for registration support and supplemental training enrollment.

SOC Resources/Requirements and Functionality Header
- A SmartCare CANS PSC July 2024 handout was posted 07/17/24 summarizing entry of CANS and PSC into SmartCare instead of mHOMS.
- A SmartCare Client Insurance Entry July2024 guide was added 07/17/24 for providers who currently enter insurance information into CCBH or SanWITS – insurance entry will cease at go-live.
- There is a SmartCare Client Insurance Plan Request Form as of 07/17/24 for providers who have clients with healthcare coverage besides Medi-Cal.
- A guidance for SmartCare EHR Data Migration July 2024 was posted 07/17/24 summarizing data migration and required data re-entry from legacy systems.

SOC Resources/Go-live Preparation Header
- The SmartCare Site Lead Kick Off Meeting PowerPoint was posted 07/22/24.

SmartCare Information Notices Header

- There was a new [BHS Provider Memo-EHR Update](#) posted 07/24/24, that includes information regarding Training requirements, documentation guidance, data migration, entry of CANS/PSC, and Site Leads/SOC preparation for Go Live.

Town Hall PowerPoint Presentations Header

- The most recent [SmartCare Town Hall](#) was posted 07/30/24.

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