

DECEMBER 2014



QI ... UP TO THE MINUTE

## ANNOUNCEMENTS

### **Appointment Reminder Calls**

- Program Managers - If you are interested in your program using the automated appointment reminder system for your client appointments, email a request to [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)

### **Next Clinical User Group Meeting**

- Tuesday, January 27, 2015.
- 3:00 – 4:30 p.m.
- La Jolla Room, Behavioral Health Services Administration Building, 3255 Camino Del Rio South

### **Preparation for ICD-10 Implementation**

- ICD-10 Implementation is on track for October 1, 2015.
- In preparation, programs should be regularly running reports to make sure all Assessments (BHAs, Psychiatric Assessments, stand-alone Diagnosis Forms, etc.) are Final Approved.
- Regularly checking and final approving all assessment types will reduce program clean-up in time for implementation.
- Be prepared!

### **Training Session: FY 14-15 Medical Record Review (MRR) Process – LIVE!**

- In lieu of webinar sessions, this January we will offer two opportunities for a face-to-face meeting to review and discuss this fiscal year's MRR process.
- Session 1 is offered on January 15, 2015, from 9:00 a.m. to 12:00 p.m.
- Session 2 is offered on January 15, 2015, from 1:30 p.m. to 4:30 p.m.
- The sessions will cover the same information that was presented in the webinars, with some added documentation examples and opportunities for Q&A.
- Sessions will be offered at the Rosecrans Health Complex, Coronado Room, 3851 Rosecrans, San Diego, 92110
- To register, contact Linda Oliver at [linda.oliver@sdcounty.ca.gov](mailto:linda.oliver@sdcounty.ca.gov)

### **Reminder: Recorded Webinar Sessions for Documentation Training are Available!**

- Do you have new staff that need Documentation Training? Or staff who would benefit from a review of documentation standards?
- There are recorded webinar sessions available for "on demand" viewing:
  - Assessments for Adult Programs
  - Client Plans and Progress Notes for Adult Programs
  - Assessments for Children's Programs
  - Client Plans and Progress Notes for Children's Programs
- Webinar content is the same as the content covered in "live" classroom sessions
- Program managers: email QI Matters to request a personalized link. Indicate if you are requesting links for the Adult or Children's version of the webinars.

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## BILLING

### Correction Regarding 998 Services: Reminder and Report Instructions

- This is an update to the report for 998 tracking, the prior 'Client services Management Report' is no longer available.
- Programs should be running the 998 report regularly to monitor outstanding 998 services that are pending corrections.
  - Go to Client Services
  - Go to Client Services Reports Menu
  - Go to Client Services Report
  - Load 998 Client Progress Note Audit Report
  - On selection 3 enter Unit/Subunit
  - On selection 4 enter Assignments Which Were (In effect) From [date range]
  - On selection 5 enter Unit/Subunit
  - On selection 8 enter [date range]

### Deleting Services More Than Two Years Old

- At a recent Billing Reimbursement meeting the issue of deleting progress notes was discussed.
- It is requested that programs should not be deleting services that are more than two years old.
- If a service or number of services need to be deleted that are more than two years old, please send an email to QI Matters requesting assistance.

## FROM MIS

- Reminder - Please sign in regularly to CCBH to avoid having your account terminated as part of the Privacy Monitoring Plan.
- ARF Tips – Menu Dropdown selection and Business e-mail addresses are now required fields on the ARF.
- ARF Tips – User signatures are required on all submissions of the ARF except Terminations. Also, the manager must sign AFTER the user.



Is this information filtering down to your clinical and administrative staff? Keep them Up To the Minute!  
And remember to send all personnel contact updates to [QIMatters.hsa@sdcounty.ca.gov](mailto:QIMatters.hsa@sdcounty.ca.gov)

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*And now...*



*You're up to the minute!!!*

12/10/14