

JUNE 2016



QI ... UP TO THE MINUTE



Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to AOD programs.

**Straight from the State: National Provider Identifier numbers for Service Facility Locations**

- o Department of Health Care Services (DHCS) requests counties' and direct providers' cooperation in obtaining unique National Provider Identifier (NPI) numbers for each Service Facility Location (SFL).
- o Currently, the SFL NPI is the provider's sole unique identifier for DMC adjudication in the Short Doyle Medi-Cal (SDMC) system.
- o SDMC currently approves or denies claims for a facility based on that unique NPI submitted on the claim.
- o Without a unique SFL NPI, the system is unable to determine where the services are rendered.
  - o As a result, there are several impacts to the accuracy of the data.
  - o Additionally, payment information cannot be uniquely identified; therefore, the State Controller's Office will reject the claim schedule and payments cannot be made.
- o DHCS is currently working on a resolution, affecting multiple systems, to address this issue.
- o In the meantime, DHCS is requesting all providers, including direct providers to obtain a unique SFL NPI to facilitate timely adjudication and payments to counties and direct providers until their systems are updated to address this issue.
- o If you make changes to the NPI currently associated with a certified location, you must submit a Medi-Cal Supplemental Change Form (DHCS 6209) to update the information.
- o If you have any questions regarding the Supplemental Change Form, please contact the DHCS Provider Enrollment Division, at (916) 323-1945.
- o Questions regarding this notice may be directed to [DHCSMPF@dhcs.ca.gov](mailto:DHCSMPF@dhcs.ca.gov).

**Coming Soon to the Optum Website – Drug Medi-Cal Organized Delivery System (DMC-ODS)**

- o This page is to provide resources regarding the Drug Medi-Cal Organized Delivery System to the San Diego Alcohol and Drug Service Providers.
- o Additional information such as Fact Sheets and FAQ documents created by the State can be found on the DHCS website by clicking on the following link: <http://www.dhcs.ca.gov/provgovpart/Pages/Fact-Sheets-and-FAQs.aspx>

**ANNOUNCEMENTS**

**Saving Reports from CCBH in CSV Format**

- o By running CCBH reports in CSV format (spreadsheet) on your computer, the information is easily accessible and can be sorted (e.g., sort by date) to accommodate your needs.
- o Instructions for how to save reports onto your computer can be found on the Optum website: Organizational Provider Public Documents → Communications Tab → [QI MIS MEMO 2015 11 20 Savings Reports to a Spreadsheet Process and policy.pdf](#)
- o Program Policies for Saving Reports:
  - o Staff must immediately upon download move any report containing PHI to a secure drive.
  - o Staff must delete any downloaded report containing PHI within 14 calendar days.
  - o Staff may not create additional copies of a report containing PHI.
  - o Procedures shall be in place for monitoring staff adherence to program policies.

**New Family Youth Liaison Contractor for CYF System of Care**

- o Please welcome NAMI San Diego as they serve the CYF System of Care as the new Family Youth Liaison Contractor. This program replaces the Family Youth Roundtable as the previous provider.
- o Points of contacts for NAMI San Diego Family Youth Family Liaison are:
  - o Sue Skube at (858) 634-6587 or Peer & Family Support Helpline at (800) 523-5933.

1

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### Optum Website: To Sign in or Not to Sign in?

- There are two types of documents on the Optum Website: Public and Secure (anything related to CCBH, e.g., documents that have screen shots from the system).
- Secure documents require you to sign in – signing in each time you access the Optum website will allow you access to both types of documents – so why not sign in?
- Don't have an Optum login? Click on the "Register" link at the top right of the website ([www.optumsandiego.com](http://www.optumsandiego.com)) to get one.
- Quick tips: Once you're signed in and looking for documents in the tabs – click on the arrows at the top right of the date column to organize by uploaded date. Select the option that lists most recent uploads on top and you'll easily find the newest forms/information!

### Updated Request for Service Log

- Please use starting July 1, 2016.
- New calculations were added to capture additional tracking requirements from the State.
- Not to worry – the changes on updated Request for Service Log will not affect the way you enter the information.
- See email sent from Linda Oliver on May 23, 2016 or find the form and manual on Optum website (see recently added to the Optum Website section).
- For questions and/or comments, please email Tesra Widmayer at [Tesra.Widmayer@sdcounty.ca.gov](mailto:Tesra.Widmayer@sdcounty.ca.gov)

### New Medication Monitoring Screening Tool

- Please use the new CYF Medication Monitoring tool to ensure you are using the most up to date form.
- The form can be found on the Optum website (see recently added to Optum website).

### 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).

### Recently Added to the Optum Website

#### Organizational Providers Public Documents

- [New Tab!!](#): The UTTM tab has been added and contains all UTTMs from Dec 2013 on
- [AODPOH Tab](#): 000 – Alcohol and Other Drug Provider Operations Handbook (pdf)
- [AODURM Tab](#): Multiple new forms/information has been uploaded
- [Communications Tab](#): Summary of Policies-revised.pdf
- [Communications Tab](#): ARF Tip Sheet 5-1-16.docx
- [Communications Tab](#): QI MIS MEMO 2016 05 12 AFT Training.docx
- [Communications Tab](#): Katie A Report Templates for Programs.pdf
- [Communications Tab](#): Program Integrity Reports.pdf
- [Forms Tab](#): Demographic Form (docx)
- [Forms Tab](#): Medication Monitoring Screening Tool – Child Adolescent-04-01-16.com
- [Forms Tab](#): Request for Services Log - Access Times Report - 7-1-16 protected.xlsx
- [Manuals Tab](#): BHS Databook FY2014-15.pdf
- [Manuals Tab](#): Request for Service Log/Access Times Manual (pdf)
- [OPOH Tab](#): 009 – OPOH – Section F – Beneficiary Rights Issue Resolution-05/12/16.pdf
- [OPOH Tab](#): 002 – OPOH – Table of Contents -05-12-16.pdf
- [OPOH Tab](#): 012 – OPOH – Section I – Management Info System -05-12-16.pdf
- [References Tab](#): Program Listing Report (MIS-25) (Excel)

#### CCBH (formerly Anasazi) Secure Documents

- [Communications Tab](#): CCBH User Training Registration Guide 07 14 2015.pdf
- [Communications Tab](#): FAQs HRA-HRP 05 15 13.pdf
- [Communications Tab](#): FAQs Pilot2 – Client Plans and Progress Notes.pdf
- [Communications Tab](#): MH Billing Guidelines – Voided, Replaced or Deleted.pdf
- [Communications Tab](#): Extended Leave and Anasazi.doc
- [Manuals Tab](#): Admin Data Entry Resource Packet (pdf)
- [Manuals Tab](#): Assessments Resource Packet (pdf)
- [Manuals Tab](#): View Only Resource Packet (pdf)
- [Manuals Tab](#): Progress Notes Resource Packet 05.2016.pdf

JUNE 2016



QI ... UP TO THE MINUTE

### Navigating Assessments in CCBH

- At the last Quality Improvement Partners (QIP) meeting, “Control Your Scroll” was demonstrated.
- “Control Your Scroll” will prevent unwanted navigational errors when viewing assessments.
- Assessments have a scroll bar on the right. If you drag the cursor past the arrow at the bottom, the cursor will “bounce back” up to the top. So, one helpful tip is to “control your scroll” and don’t go past that bottom arrow!
- If you click in a field and then move the cursor, when you click back into the assessment, it will take you back to that field and not the top (this trick works in fields only, not in text boxes).
- Finally, if the cursor movement is too inconvenient for you, you can always print assessments to screen. This makes for easy navigation, as there are no cursor issues (and you can even enlarge the view for easier reading!).

### Accessing Services: Where can clients get served?

- A reminder that San Diego County Behavioral Health Services has a “No Wrong Door” policy that allows clients to access services through various points of entry in which clients may call the Access and Crisis Line (ACL), call or walk into any county or county-contracted program.
- While most clients may prefer going to a program within their zip code, a client may choose to access services outside of their zip code. The goal is to decrease barriers to clients.

### A Note from MIS

- Word is getting out – there are new forms in MIS: A New ARF and a new SOP. And now a New ESA. Remember that these forms are required. Many of you are learning the hard way, by having them rejected by MIS. A memo went out to all programs on May 12 to announce the new forms and to also announce a training on how to complete ARF’s successfully. We have had 2 trainings so far, and the 34 staff who attended is seeing a better success rate on accepted ARFs!
- Please, if you are receiving more than a few rejected ARFs at a time, consider requesting a training for you or your staff. We will try to have another one in July. Send a request to [MH\\_MIS\\_SystemAdmin.HHSA@sdcounty.ca.gov](mailto:MH_MIS_SystemAdmin.HHSA@sdcounty.ca.gov).
- Some errors continuing are: Wrong Taxonomies, Wrong or missing License numbers, Missing SOPs, Not using the new forms.
- Hopefully the new design is making it easier! We have made a revision, because some of the text fields were not long enough for the larger font. You can download this and new SOP and ESA from Optum’s website at <https://www.regonline.com/builder/site/Default.aspx?EventID=1033841>. There is also a Tip Sheet available on the webpage.

### Resource for Changes to Important Laws

- The “California Legislative Information” website at [leginfo.ca.gov](http://leginfo.ca.gov) is a great resource for proposed legislation and updated laws affecting our profession.
- For example, there are language changes in the 5150 law that came into effect on January 1, 2016. Section 5150.05 states that historical information (course of the person’s mental disorder) should be considered if it has a reasonable bearing on the determination of danger to self, others, or is gravely disabled. This information can come from client, related support persons, family members, or anyone designated by the client.
- Other changes allow re-assessment and “lifting the hold” if client no longer meets DTS or DTO.
- The website is easily searchable. For laws, go to the “California Law” tab on the ribbon. Select the “code” you want (in this instance, the Welfare and Institutions Code, or WIC) and then the section you want to read (ex. 5150 or 5150.05).
- You can check for proposed legislative changes under the “Bill information” tab on the ribbon and searching by bill number or bill keyword.

3

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JUNE 2016



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## TRAINING and EVENTS

### Mental Health Outcomes Management System (mHOMS)

- You are invited to attend a transition training session to introduce you to the mHOMS – an enhanced version with the same accessibility and user-friendly interface as HOMS.
- New features will allow you to securely enter and view client data to aid in treatment planning and recovery.
- Remaining trainings:
  - PEI Programs: June 16 – 1:00-3:00 p.m.
  - Outpatient Programs: June 21 – 1:00-3:00 p.m.  
June 23 – 9:00-11:00 a.m.
- (PEI programs, please note that the new State PEI requirements will also be discussed at the sessions.)
- Training Location: County BHS Administration Building at 3255 Camino del Rio South, 92108 (La Jolla Room)
- **To register**, contact Linda Oliver at [Linda.Oliver@sdcounty.ca.gov](mailto:Linda.Oliver@sdcounty.ca.gov). Seats are limited!

### Annual QI Knowledge Forum

- Please join the BHS Quality Improvement Team (QM, MIS, PIT) for a morning of knowledge sharing and important updates for the Mental Health System of Care.
- The forum will cover topics such as system-wide performance data, operational process changes, DHCS updates, medical record review results, documentation and billing standards, compliance and other issues related to quality management, managing information, and data reporting.
- The forum is intended for program management and QM/QA staff.
- Event Date/Time: Tuesday, July 12, 2016 – 9:00 a.m. to 1:00 p.m.
- Event location: Scottish Rite Event Center – Claude Morrison Room  
1895 Camino Del Rio South, San Diego 92108
- No RSVP is required.

### Quality Improvement Partners Meeting (formerly Clinical User Group)

- Focuses on systems integration and problem solving about issues/trends in our system of care.
- This meeting should be attended by program managers or their designee. Legal entities are also welcome to send a quality improvement representative to this meeting.
- The meeting will be held on the 4<sup>th</sup> Tuesday of the month from 2:30 to 4:30 p.m. (location TBD due to size).
- Look for an email reminder (that includes a call-in number for a teleconferencing option) to come out shortly before each meeting.
- **Note: June's QIP meeting is cancelled. The next one will occur on July 26, 2016.**

### ICC-IHBS Expansion to CYS SOC

- Service Code Expansion Trainings are starting! **All Primary Behavioral Health Treatment Providers** (entering claims in Cerner) are required to send a manager and up to three clinicians to one of the June 2016 trainings.
- As of July 1, 2016, ICC and IHBS will be available through the EPSDT benefit to all children and youth under the age of 21 who are eligible for full scope Medi-Cal services and who meet medical necessity for these services.
- All Central trainings will take place at Behavioral Health Services (La Jolla Room), 3255 Camino del Rio S., San Diego, CA 92108, and are scheduled for the following dates/times:
  - June 15 – 1:30-3:00 p.m.
  - June 22 – 1:00-2:30 p.m.
  - June 24 – 10:00-11:30 a.m.
  - June 29 – 10:00-11:30 a.m.
  - June 30 – 10:00-11:30 a.m.

4

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JUNE 2016



QI ... UP TO THE MINUTE

- All North County trainings will take place at the North County Live Well Center, 649 W. Mission Avenue, Escondido, CA 92025, and are scheduled for the following dates/times:  
June 28 – 10:00-11:30 a.m.  
June 28 – 1:30-3:00 p.m.
- Managers, please send a **Program RSVP, including program name, date(s) and number attending**, to Yvonne Gage at [Yvonne.Gage@sdcounty.ca.gov](mailto:Yvonne.Gage@sdcounty.ca.gov) as soon as possible in order to ensure space in your desired training.
- Please direct any questions to your program COR and/or Amanda Lance-Sexton, CYF Behavioral Health Program Coordinator at [Amanda.Lance-Sexton@sdcounty.ca.gov](mailto:Amanda.Lance-Sexton@sdcounty.ca.gov).

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.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)