

OPTUMIST

Optum Provider Newsletter

V22. April 2019

Provider Services Manager's Message

Hello and welcome to the Spring 2019 edition of the OPTUMIST Newsletter. This edition includes part 2 of the information regarding the County's selection of the Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist (PSC-35) as the new outcome tools for the County of San Diego Mental Health Plans for both FFS and TERM Providers. Once implemented, these two new measures will replace the CFARS and CANS. All new youth ages 0 - 21 starting services 07/01/19 or thereafter will need the new measure.

Also included:

- Important Update for TERM Recredentialing - hard copies of CEUs are not required until 07/01/2021
- Child Abuse Awareness and Prevention Month

We continue to welcome your questions and feedback on how we can make our Newsletter valuable to you.

Judy A. Duncan-Sanford, LMFT

Contact Numbers

San Diego
Access and Crisis Line
(888) 724-7240

Medi-Cal Provider Line
(800) 798-2254

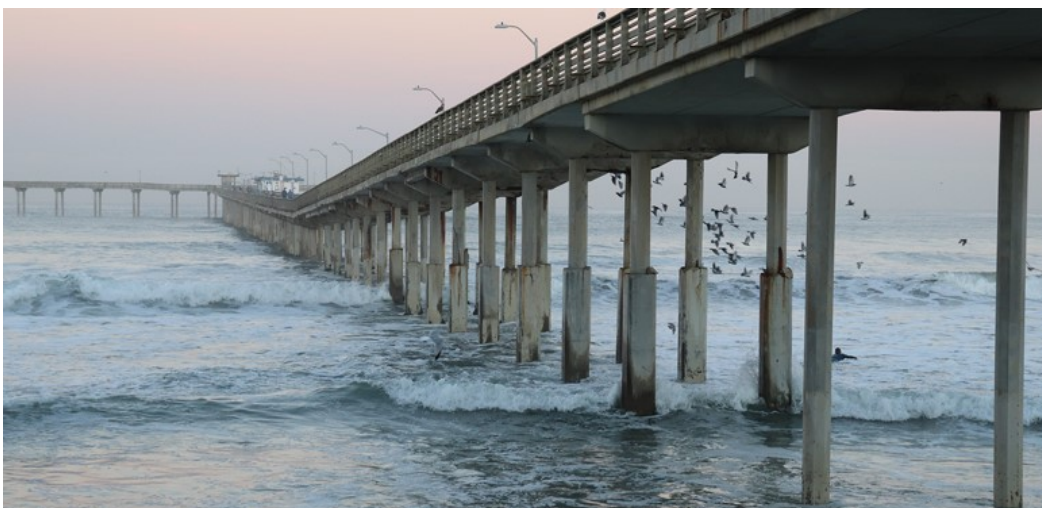
TERM Provider Line
(877) 824-8376

Website:

www.optumsandiego.com

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Information and Updates for FFS Medi-Cal and TERM Providers

San Diego Child and Adolescent Needs and Strengths (SD - CANS)

Part II

(Part I - [OPTUMIST Newsletter Winter 2019 Edition](#) pgs. 2 – 3)

The Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist (PSC - 35) have been selected as the new outcome tools for the County of San Diego Mental Health Plans. All new youth ages 0 - 21 entering services 07/01/19 or thereafter will need the new measure. All providers rendering therapy services to youth ages 0 - 21 must pass an online CANS certification exam prior to administering the measure.

Compensation: Providers will be paid for the following new Billing Codes that will be added via an amendment to your Provider Agreement/Contract in the next few days to facilitate the submittal of appropriate claims once you have complete the training and certification.

CAN01 – Training & Certification

| Billing Code | Service Name | Service Description, Length of Service Frequency |
|--------------|-------------------------------|---|
| CAN01 | CANS Training & Certification | Child Adolescent Needs & Strength Assessment Training and Certification; includes completion of RIHS training and successful certification (1x only/1 unit) |
| CAN02 | CANS Report | Submission of an appropriate CANS Report (1 each/1 unit) |
| CAN03 | CANS Recertification | Annual Recertification for Child Adolescent Needs & Strength Assessment (1 annually/1 unit) |

All providers rendering therapy services to youth ages 0 - 21 must pass an online CANS certification exam prior to administering the measure.

- **Course(s)/Training:**

- **Online:** Responsive Integrated Health Solutions (RIHS) [*previously known as BHETA*] will facilitate the San Diego CANS 1.0 course needed for certification.

Information and Updates for FFS Medi-Cal and TERM Providers

San Diego Child and Adolescent Needs and Strengths (SD - CANS) - Continued

- **RIHS** sent a CANS COUPON CODE to providers who have been identified by Optum as needing to complete the training and certification on April 26, 2019.
- If you did not receive a coupon code and render outpatient therapy services to clients ages 0 – 21, you may request one by selecting the Request Coupon Code Link below:

The CYF Outcomes webpage is designed to help you get certified to use the CANS, connect you with resources and information about CYF Outcomes implementation and answer your questions.

Start by following the steps below to get CANS Certified

CANS CERTIFICATION

Step 1: Request Coupon Code

Click here to request your coupon code. You will receive an email with your code once your request has been received and validated

[Request Coupon Code](#)

Step 2: Create Account and Redeem Coupon

The CANS online course and exam must be accessed through the Praed Foundation website using your coupon code. First download the step by step instructions and then go to the CANS website.

[Go to CANS website](#)

Step 3: Complete Online Course or In-Person Course ([Course Code: BH0209](#))

As shown in the instructions sent by RIHS, you will need to complete the San Diego CANS 1.0 course, unless you attended one of the in-person courses. Two (2) in-person courses are available in the Marina Village Conference Center, Terrace Room, [1396 Quivira Way, San Diego, CA, 92109](#):

| | |
|------------------------------------|------------------------------------|
| Thursday May 23, 2019 9AM - 4PM | Thursday June 6, 2019 9AM - 4PM |
|------------------------------------|------------------------------------|

Step 4: Pass Certification Exam

You will need to successfully complete the certification exam once each year, with a correlation score of 7 or higher.

Information and Updates for FFS Medi-Cal and TERM Providers

San Diego Child and Adolescent Needs and Strengths (SD - CANS) - *Continued*

CAN02 - CANS Report

CANS Reports will be completed by the provider and sent to Optum via a process that is currently being created. Optum staff will be responsible for entering the data from the CANS form into the CYF mHom database system.

- Additional information regarding the submission process and due date intervals for the CANS reports will be sent as soon as it is available.

CAN03 - Recertification

Providers are required to complete a recertification process annually.

- A process for tracking CANS Certifications and Recertification Notifications is currently in process and that information will be sent as soon as it is available.

Please be on the lookout for the RIHS communication with your coupon code and complete the training and certification as soon as possible. If you have any questions, please contact Provider Services at 800-798-2254 option 7.



Information and Updates for FFS Medi-Cal Providers

Fee-For-Service Provider Operations Handbook

Adult/Older Adult, Child, and Adolescent Mental Health Services
Edition October 31, 2018

[Edition October 31, 2018](#)

The Fee-For-Service (FFS) Provider Operations Handbook was last updated on October 31, 2018, to reflect changes implemented in the Fee-For-Service Medi-Cal network for the County of San Diego Behavioral Health Services Mental Health Plan (MHP).

- **No updates were completed this quarter (01/31/2019 through 04/30/2019)**

Handbook Highlight

Providers are required to post the Grievance and Appeal posters (in English, Spanish, Vietnamese, Arabic, Farsi, and Tagalog) in the waiting room or other visible area to ensure clients are advised of their rights. Providers are also required to have the Client Grievance/Appeal Form easily available for all clients. A self-addressed envelope to the appropriate advocacy agency must be provided with the Grievance/Appeal Form. (Pg. 6)

Fee-For-Service Provider Operations Handbook Updates

The Fee-For-Service Operations Handbook will be reviewed and updated as appropriate on a quarterly basis. A notification that will include an outline of any revisions will be sent via email blast. The OPTUMIST Newsletter will continue to include a section for the handbook to ensure you are always informed about changes in processes and requirements. Please remember this handbook is part of your contract.

Information and Updates for FFS Medi-Cal Providers

Training Opportunities for Fee-For-Service Providers

Note: BHETA (Behavioral Health Education & Training Academy) has changed its name to RIHS (Responsive Integrated Health Solutions)

[RIHS \(Responsive Integrated Health Solutions\)](#) The County contracts with RIHS, which is based at the Academy for Professional Excellence, a project of the SDSU School Of Social Work. RIHS training meets the qualification for continuing education credit for MFTs, LPCCs, LCSWs, and Psychologists. Providers can earn free CEUs for many of the offered classes. Email RIHS@sdsu.edu if you have any questions. You will also find instructions on how to set up a RIHS account on our website at www.optumsandiego.com.

- **Understanding Medi-Cal Documentation Standards: An e-Learning Course by the County of San Diego and OptumHealth (Course Code: BHE0037):** This webinar is free to you, and was created to educate, support, and assist you in fully understanding the standards and requirements specifically related to your Medi-Cal FFS documentation. It is mandatory that all FFS Providers complete this course at least one time.
- **The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma** is offering free CEUs. To search the course catalog, please visit the [NCTSN](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.
- **TF-CBT Web** offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.
- **Introduction to Motivational Interviewing** - Motivational Interviewing (MI) is a person centered, directive method for enhancing intrinsic motivation to change by exploring and resolving ambivalence. [Course Code: BH0003](#)
- **Assessing for High Risk: LIVE Webinar** - Participants will learn about the different types of high risk behaviors, how to indemnify and describe them objectively, and how to use screening methods. [Course Code: BH0107/LIVE](#)
- **Motivational Interviewing for Justice Involved Populations: Advanced Skills** - The advanced skills training for Motivational Interviewing (MI) will allow learners working with justice-involved populations to increase their understanding and practical skills in the four processes of MI with an emphasis on complex reflections. [Course Code: BH0239](#)
- **CYF-SOC Training: Partnering with Justice Involved Families** - Discussion of current trends, impacts and outcomes, understanding risk factors for justice involvement and recidivism, and identifying resources will be just some of the topics areas discussed in this training. [Course Code: BH0238](#)

Information and Updates for FFS Medi-Cal Providers

General Documentation Principles for MDs and PNPs

- The treatment record is complete and legible to someone other than the writer
- Documentation of each patient encounter should include:
 - Name of patient and rendering provider
 - Reason for the encounter and relevant history
 - Physical examination findings and interpretation of diagnostic test results
 - Assessment, clinical impression or diagnosis
 - Documentation supporting CPT assignment
 - Plan for care
 - Date and signature of the examiner
- Remember, each progress note is proof of your services

Diagnosis: ICD-10-CM codes reported on the claim should align with the medical documentation on the progress note; “unchanged/as per admission” diagnosis is not sufficient.

When counseling or coordination of care dominates (>50%) the encounter with the patient and/or family, the time shall be considered the key or controlling factor for determining the correct CPT code. For discharge services, time is the only criteria to determine code and reimbursement.

The CMS Administration announced the “Patients over Paperwork” initiative and proposed changes to simplify E/M coding. Providers can submit their feedback regarding the initiative at <https://www.cms.gov/About-CMS/story-page/patients-over-paperwork.html>



Information and Updates for TERM Providers

TERM Evaluations: Considerations for Test Selection

Psychological and neuropsychological evaluations conducted through TERM process have significant implications for the individual(s) being assessed. As outlined in the TERM Provider Handbook, the results and recommendations from the evaluations with individuals involved in Child Welfare Services (CWS) and/or Juvenile Probation will be shared with the referring agency and the Court to assist with decision making and planning for the child(ren) and family. As such, it is imperative for the evaluator to carefully consider assessment measures and select instruments that are of known and acceptable validity and reliability for their intended purpose, and have been normed on the client's population. The most recently validated/normed version of instruments should also be utilized when indicated.

According to the 2017 APA Ethical Principles of Psychologists and Code of Conduct (Standard 9.08b), psychologists are to refrain from basing their assessment or recommendations on "tests and measures that are obsolete and not useful for the current purpose." Evaluation results may not accurately capture or reflect the individual's true abilities if outdated measures with outdated psychometrics and standardized procedures are used. For instance, older instruments may have been normed on data from a select group of subjects who do not have the characteristics of the individual being assessed. Although it is recommended that updated norms are used when available, there is limited consensus among psychologists regarding when to transition to newer assessments or when measures are no longer considered acceptable (Bush et. al, 2018). Additional review of research on the measures is needed in order to determine whether that specific instrument can be fairly and equivalently used with the individuals of that group or subgroup.

The literature indicates that newness alone should not be the sole basis for determining test selection as the updated norms may not be appropriate for the individual(s) being assessed (i.e. culture, disability, etc.). Ultimately, it is the responsibility of the psychologist to support their decisions regarding test selection with empirical evidence (Bush et. al, 2018). If the most current version of a test is not used, it is important that the psychologist document in the report as to the reason why the instrument has been chosen, including any possible limitations and implications, especially in relation to the forensic context and referral question.

References and Additional Resources:

American Psychological Association (2017). Ethical principles of psychologists and code of conduct, including 2010 and 2016. Retrieved March 26, 2019, from <https://www.apa.org/ethics/code/>

Bush, S., Sweet, J., Bianchini, K., Johnson-Greene, D., Dean, P., & Schoenberg, M. (2018). Deciding to adopt revised and new psychological and neuropsychological tests: an inter-organizational position paper. *The Clinical Neurologist*, 32 (3), 319-325.

International Test Commission on Guidelines for Practitioner Use of Test Revisions, Obsolete Test, and Test Disposal (2015). Retrieved March 26, 2019, from https://www.intestcom.org/files/guideline_test_disposal.pdf

Jerskey, B. (2016). Neuropsychology: When is the right time to adopt test revisions? APPIC E-Newsletter Retrieved from https://www.mayinstitute.org/pdfs/2016_Neuropsychology%20Article_APPIC.pdf

Information and Updates for TERM Providers

April is Child Abuse Awareness and Prevention Month

We welcome Child Abuse Awareness and Prevention Month as an opportunity to promote awareness about child abuse and the steps we can all take to recognize and report the signs, provide treatment to victimized children, and prevent it from happening again. Child protective services referrals involve over 7 million children each year in the United States alone. We are all responsible to make a difference in the lives of children. In honor of Child Abuse Prevention Month, Optum would like to take the time acknowledge the incredibly difficult role that TERM providers fill by taking action through evidence-based behavioral health intervention and by dedicating themselves to each child's trauma resolution and enhancement of safety supports.



Training Opportunities for TERM Providers

The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma is offering free CEUs. To search the course catalogue, please visit the [NCTSN](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.

TF-CBT Web offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.

[RIHS \(Responsive Integrated Health Solutions\)](#) The County contracts with RIHS based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. RIHS training meets the qualification for continuing education credit for MFTs, LPCCs, LCSWs, and Psychologists. Providers can earn free CEUs for many of the offered classes. Email RIHS@sdsu.edu if you have any questions. You can also contract Provider Services for instructions on how to set up a RIHS Account at 800-798-2254, Option 7. Upcoming training opportunities that may be of interest to TERM providers include:

- **TERM Provider Training Webinar on Crossover Youth: Best Practices in Working with Juveniles Who Enter the Criminal Justice System After Experiencing Maltreatment.**

This is a free one-hour webinar for TERM providers on **May 21st, 2019, 10:00-11:00am**. The course meets the qualifications for one-hour of continuing education credit.

- **CYF-SOC Training: Partnering with Justice Involved Families** - Discussion of current trends, impacts and outcomes, understanding risk factors for justice involvement and recidivism, and identifying resources will be just some of the topics areas discussed in this training. [Course Code: BH0238](#)

Information and Updates for TERM Providers

IMPORTANT UPDATE

Recredentialing and the TERM Specialty Criteria

Effective Immediately - The grace period for obtaining and submitting CEUs has been extended to 07/01/2021.

- **What this means for you:**
 - Required CEUs outlined in the [specialty criteria](#) will need to be completed by your first (1st) recredentialing date following 07/01/2021.
 - You now have additional time to ensure you complete the appropriate/required CEUs and maintain the certificate(s).
- **Currently and ongoing:** Training, education and experience must be evident in the Curriculum Vitae you submit with the recredentialing application.



TERM Advisory Board Provider Representatives

The TERM Advisory Board meets quarterly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. TERM providers are currently represented on the Board by:

Michael Anderson, Psy.D.: drmike6666@gmail.com

Paola Wilckens-Gjata, LCSW: paolatherapy@yahoo.com

Please feel free to contact these provider representatives for updates from the Advisory Board meetings or to provide professional or consumer feedback.

Access and Crisis Line Chat Services



Access and Crisis Line Chat Services



We are here for you.
Chat with someone who understands.

We can help you when:

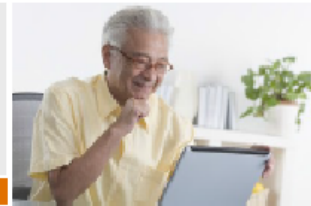
- You need to chat with a professional who cares
- You are struggling to cope
- You are concerned about someone you know
- You feel you might be in danger of hurting yourself or others

Our free, confidential Live Chat Services are available

Monday – Friday, 4pm-10pm.

Go to www.optumsandiego.com or www.up2sd.org.

San Diego Access and Crisis Line: (888) 724-7240 / 7 days a week, 24 hrs. a day!



Access and Crisis Line Chat Services funding for services is provided by the County of San Diego Health & Human Services Agency.



Please inform your clients about our available chat services if they need emotional support for their mental health and drug and alcohol needs. The online chat service is available Monday—Friday, 4pm—10pm at: www.up2sd.org or www.optumsandiego.com

Be Part of the Solution

We Need More Like You!!

Optum is looking to expand our Provider Networks! If you know of a licensed therapist or prescriber who may be interested in joining the Fee-For-Service and/or TERM Specialty Networks, or would like additional information, please contact Angelina!

Email: angelina.noel@optum.com

Call: 619-641-6833



Upcoming Events

May

Introduction to Motivational Interviewing - May 9, 2019 ([Course Code: BH0003](#))

Assessing for High Risk: LIVE Webinar - May 8, 2019 ([Course Code: BH0107/LIVE](#))

MI for Justice Involved Populations: Advances Skills - May 15, 2019 ([Course Code: BH0239](#))

CANS In-person Course : May 23, 2019 ([Course Code: BH0209](#))

Provider Orientation: May 29, 2019 (RSVP 800-798-2254 ext.7)

June

Motivational Interviewing Advanced Skills: June 4, 2019 ([Course Code: BH0240](#))

CANS In-person Course: June 6, 2019 ([Course Code: BH0209](#))

Relapse Prevention: June 20, 2019 ([Course Code: BH0208](#))

Provider Orientation: June 26, 2019 (RSVP 800-798-2254 ext.7)

July

Provider Orientation: July 31, 2019 (RSVP 800-798-2254 ext.7)

The ACL remains open 7 days per week, 24 hours per day.

Access and Crisis Line: (888) 724-7240



UNDER CONSTRUCTION
CONTENT WILL BE AVAILABLE SOON
SUMMER 2019

CAQH COUNCIL FOR
AFFORDABLE
QUALITY
HEALTHCARE