

UBH TERM NEWSLETTER



PHONE: 1-877-UBH TERM (824-8376) FAX: 1-877-624-8376

MARCH 2010



To contact UBH TERM staff:

1-877-UBH-TERM (1-877-824-8376)
NEW FAX # 1-877-624-8376

Tyler Gabriel, PhD
TERM Manager
Tyler.Gabriel@optumhealth.com

LeAnn Skimming, PhD TERM Psychologist	Nancy Cowden, MFT TERM Clinician
Shannon Day, MFT TERM Clinician	Anna Williams Lead Clinical Support
Relanie Del Corro Clinical Support	Keshona Rolle Clinical Support

Zelda Pierce
Provider Services
Tel: 619-641-6836

TERM MANAGER MESSAGE

Welcome to the March edition of the UBH TERM newsletter.

UBH TERM has completed the 3rd quarter since the start of our contract in July 2009. We appreciate the collaboration that has occurs every day across the stakeholders and the TERM network of providers.

In the first half of the fiscal year we received a wealth of feedback and ideas about how we can make our processes more efficient and consistent. Based upon your suggestions, we have implemented several changes to better meet the needs of various stakeholders involved. Information about those new processes are included in the newsletter.

Providers on the TERM network deserve to be recognized for adapting to these changes while continuing to provide high quality services to their clients, CWS and the Probation Department.

In this edition of the Newsletter, we clarify a significant change that goes into effect April 1st, 2010. We also provide procedural clarifications and reminders on a variety of other provider issues.

Thank you all for your continued collaboration and professionalism in the delivery of mental health services to clients of Child Welfare Services and the Juvenile Probation Department.

Tyler J. Gabriel, Ph.D.
UBH TERM Manager

INSIDE THIS ISSUE

- 1 TERM Manager Message
- 2 New TERM Policies
- 3 Procedure Clarification
For Your Information

NEW TERM POLICIES

Retro-Authorizations will cease April 1st

The current policy on treatment authorization requires that the authorization be received prior to the provider renders services. (Page 63 of current TERM Provider Handbook). Retroactive authorizations for **Initial Authorizations** will no longer be approved as of April 1st, 2010. Providers are required to initiate services with a client only after the provider has the UBH authorization letter in hand. This enables providers to verify the correct dates of services range and to begin therapy with full knowledge of the client's history and the documented protective issues. As of April 1st, services will no longer be reimbursed for services initiated prior to receiving an authorization letter or prior to the start date on the authorization letter.

For **Continuing Authorizations**, providers are required to e-mail the client's PSW **and copy the Protective Services Supervisor (PSS)** when the authorization end date is **4 weeks** away. This time frame ensures that you will receive the additional authorization in a timely manner.

When notifying the PSW, please include:

- Case Number
- Client initials and
- Phrase that "client is mom", "client is child", etc.

If you do not receive the continuing authorization letter within 21 days after the PSW and PSS have been notified, please contact the PSW's Program Manager directly. We know that it can be challenging to identify CWS staff contact numbers; therefore, CWS has kindly shared the names, locations and phone numbers of their staff.

The CWS Alpha Roster and the CWS Staff Phones by Unit Roster are currently available on the UBH website. The CWS alpha roster together with the Unit Roster will enable you to identify the names and phone numbers of all PSWs, their supervisors and managers.

PROCEDURE REMINDERS

TERM as "Gatekeeper"

We have encountered several instances where providers have sent treatment plans that have not been reviewed by TERM directly to PSWs. Please remember that providers are required to send all reports only to TERM, who will then forward the reports to the PSWs following the quality review process. This

process ensures that only reviewed plans are submitted to the PSWs and subsequently to the Court.

We are also requesting your assistance in preventing unintended disclosures of Personal Health Information or other violations of HIPAA. You can prevent unintended disclosures by providing us with the following information:

For ITP/TPUs and CWS Psychological Evaluations, please include the name, phone and fax numbers of the PSW.

For Probation Psychological Evaluations, please include the name, phone and fax numbers of the Minor's Defense Attorney and the same for the Probation Officer.

Supervision and TERM Interns Requirements

UBH TERM will be conducting random audits of the supervisor's documentation of Intern supervision.

Please keep in mind the following if you are a supervisor of TERM Interns:

- Supervisors are responsible for ensuring that an intern's registration is up to date with their licensing board. Notify UBH Provider Services immediately if an intern's registration expires. *An intern whose registration expires may not render services to CWS or Probation clients.*
- Supervisors are required to be contracted as a UBH TERM provider. Supervisors must be contracted for the TERM network, in good standing, and not on "Provisional Status."
- Supervision consists of a minimum of one hour per week of individual, face to face supervision. Group supervision may be used only as an adjunct to the individual, face to face supervision.
- Supervisors are required to co-sign reports and progress notes, and be prepared to testify in court if subpoenaed.
- Supervisors are required to discuss the case with the PSW or Probation officer and receive approval before assignment to an intern may occur. Interns cannot be assigned high risk cases.
- Supervisors must be present for the interview when conducting a Psychological Evaluation with an intern.

Please note: Delays in notifying UBH about changes in Supervisor or Intern assignments will result in denied claims due to mismatches with the original authorizations.

Having Difficulty Reaching PSWs, Supervisors, or CWS Managers?

If you are having difficulty reaching a PSW, please contact his/her supervisor or manager as quickly as possible. Don't know who the supervisor or manager is?

You can find a listing of CWS staff on the UBH website:

<https://www.ubhonline.com/reports.ps?getForms>

Click on "**CWS - Alpha listing of Staff & Supervisors**" and the "**CWS Staff Phones by Unit roster**."

Complaints about CWS staff can be submitted to Sara Maltzman, PhD at 858.514.4727 for resolution.

Provisional Providers

UBH TERM providers licensed in their discipline less than three years at the time of credentialing are placed on Provisional status. To remain on the TERM network, provisional providers are required to receive six (6) hours of consultation each year with a UBH TERM contracted provider. This is prorated by the date the Provisional provider is contracted with UBH TERM.

In addition, Provisional providers are required to obtain each year six (6) CEU hours of training in topics that directly pertain to the treatment or evaluation of clients involved in the CWS or Juvenile Forensic Systems. Provisional providers are not approved to supervise TERM Interns. If you are a TERM Provisional provider, please make sure that your consultant is a full status provider in good standing on UBH TERM's panel, and privileged for the specialties relevant to the case at hand.

Consultants are expected to provide the Provisional provider with specific information regarding the Dependency and/or Delinquency programs, the Juvenile Court system, the role of the evaluator in these systems, relevant national and professional standards for therapy and court ordered evaluations and the limits of the Provisional provider's special expertise in a case.

Consultants are to be licensed in the Provisional provider's respective discipline. UBH TERM Provider Services will be conducting random audits of consultation documentation to ensure the provisional provider is meeting TERM consultation requirements. The documentation must include: the dates, number of hours and content of consultations.

FOR YOUR INFORMATION

Training

Training for providers focusing on "Writing Effective Treatment Plans and Psychological Evaluations" will be coordinated by CWS, and is being planned for the late Spring. UBH TERM staff will collaborate in this training. Efforts are currently underway for securing CEUs for all licenses, including psychologists. Other future training topics may include "Dealing with Severe Abuse of young children (300E cases)", and Youthful Sexual Perpetrators and Sexually Reactive Children."

Objective Testing Instruments for Children

There has been valuable discussion with psychologists on how to satisfy the objective testing requirement for younger, pre-adolescent children, where there are not personality inventories per se. The testing guideline calls for standardized instruments that are normed for that age and population, with demonstrated validity and reliability to be used whenever possible. In situations where such testing is not feasible, the psychologist is required to explain the circumstances and rationale, just like they would for an adult examinee.

A non-exhaustive list of assessment instruments that meet UBH TERM criteria for use of an objective measure of personality or psychopathology in pre-adolescent children are:

- Millon Pre-Adolescent Clinical Inventory (M-PACI) self report for ages 9-12
- Beck Youth Inventories-2 self report for ages 7-18
- Behavior Assessment System for Children-2 (BASC-2): teacher and caregiver ratings available for ages 2 and up; self-report available for ages 6 and up; interview version available for ages 6-7
- Children's Depression Inventory (CDI) self report for ages 7-17
- Revised Children's Manifest Anxiety Scale (RCMAS) self report for ages 6-19
- Personality Inventory Children-2 is a parent rating that is available for ages 5-19.
- Trauma Symptom Checklist for Young Children (TSCYC) is a parent checklist for children ages 6 – 16.

Revisions

Please note that revisions of ITP/TPUs should be completed within 7 business days of receiving the request for revision from UBH TERM staff. The current TERM Handbook notes that treatment plans must be typed. We have had conversations with providers who questioned whether they are paid for writing Initial Treatment Plans and Treatment Plan Updates. The Provider Handbook clearly states that such reports are required as part of treating clients of CWS.

Group Therapy Reports

Please send all group therapy reports directly to CWS Clinical Psychologist, Sara Maltzman. UBH TERM does not review group therapy reports.

Probation Psychological Evaluation Assignments

Some psychologists have called us to discuss changes in their workloads. UBH TERM has no control over how these evaluations are assigned as evaluators are randomly selected by an automated database. UBH TERM has shared this concern with the court.

Reminder Calls

In an effort to assist providers with meeting the contracted deadlines for ITP/TPUs, UBH TERM is now running a weekly report indicating reports that are nearing deadlines and calling providers as a courtesy to remind them. We hope that providers will find this helpful.

Consultants Requested

UBH TERM would like to compile a list of UBH TERM providers interested in acting as Consultants to TERM provisional providers. Consultants provide up to 6 hours of consultation to TERM providers on Provisional status. Providers remain on Provisional status until three years after receiving their license.

If you have provided supervision in the past or are interested in providing supervision, please call or email Dr. Gabriel.

Meet your TERM Provider Representatives

The TERM Advisory Board meets monthly to discuss policy issues, and provide recommendations to UBH TERM. Providers are represented on the Board by:

Christopher Carstens, Ph.D., for psychologists
contact@drcarstens.com

Roberto Weiss, MFT, for therapists
rweiss@motivaassociates.com

Jeff Rowe, M.D., representing the S.D. Psychiatric Society & the S.D. Academy of Child & Adolescent Psychiatry
jeff.rowe@sdcounty.ca.gov

Marilee Wasell, Ph.D., representing the S.D. Psychological Association
marileewasellphd@yahoo.com

Deborah Shriver, MFT, for organizational providers
dshriver@nclifeline.org

Please feel free to contact these representatives with your ideas or suggestions.