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## OptumHealth Brand Refresh Update

As of February 15, 2012, OptumHealth will have a new look! In order to serve our customers better and align our business strategy, OptumHealth Public Sector San Diego has become part of Optum. Optum is made up of three market-leading business segments— OptumHealth, OptumInsight and OptumRx — which together form a leading information and technology-enabled health services business. Collectively, we touch and impact almost every point across the health system. Fundamentally, we are dedicated to making the health system better for everyone. This changes our color and logo only; we will proudly provide the same first-rate services to the San Diego community!



## TERM Program Manager Message

OptumHealth TERM is committed to ensuring the highest quality of care for clients served by the dependency and delinquency systems. We recognize that those who provide the care are essential to meeting our mission, and appreciate your shared commitment toward providing services that are effective for reducing risk and achieving optimal clinical outcomes. We would like to thank our providers for their dedication to serving the children and families, and for the valuable feedback that is offered on an ongoing basis on ways to improve the system. Some of the efforts undertaken to better serve our providers in 2011 included the updated TERM Provider Handbook with revised guidelines and resources, development of additional educational materials aimed at facilitating collaboration in the delivery of appropriate treatment, launch of our new website with improved navigation and easier access to forms and information, implementation of new provider orientations to review authorization and billing procedures and key clinical responsibilities, and enhanced treatment plan due date tracking process to assist with keeping track of timelines for report submission. As always, we welcome your feedback and any suggestions you have for making these quarterly updates more relevant. We look forward to working with you in 2012.

# OptumHealth TERM Provider Line

In an effort to improve customer service, new options are available to you when calling the TERM dedicated phone line. The telephone number has not changed (877-824-8376), but you will now have the ability to direct your call as follows:

Option 1: Clinical Support team for questions about authorizations, referrals, receipt of work products

Option 2: Claims Department for questions about CWS billing and claims

Option 3: Provider Services for contracting and credentialing questions

Option 4: TERM Clinical for TERM-related questions that are clinical in nature

# San Diego Access and Crisis Line

Our community spoke and we listened! We are excited to announce the launch of our new phone number: **(888) 724-7240**.

The new, easy to remember number will be in service as of February 15, 2012. It speaks to the services the Access and Crisis Line provides:

**7** because the Access and Crisis Line provides behavioral health access and resources to the community **7 days a week**

**24** because you can reach us **24 hours a day**

**0** for reaching a live person who is **always here for you!**

This is a phone number change only; this will not affect the services provided to the caller. Our Access and Crisis Line will continue to provide access and referrals to mental health services, crisis intervention, suicide prevention, and alcohol & other drug resources, just as it always has since 1997.

Please share this information with our community, families, and consumers.



# Child Welfare Services Updates

## TREATMENT PLAN TRACKING SYSTEM

The new Treatment Plan tracking system was rolled out the first week of October. Based on provider input, reminder phone calls have been replaced with a written monthly statement of work products due that is mailed to providers prior to the beginning of each month. As with any new process, we know there may be questions and concerns. We have appreciated both the positive feedback received thus far, as well as the efforts that are being made to reconcile record keeping. Please note that treatment plans received significantly outside the window of time surrounding the target due date are not captured by the computerized due date tracking system. If you have submitted a treatment plan that is reflected as past due on the written statement, please either fax a copy of the statement with a note regarding the plan in question to 877-624-8376 or call us at 877-824-8376 to verify that it was received.

## DON'T MISS OUR UPCOMING TREATMENT PLAN "BEST PRACTICE GUIDELINES"

We are pleased to announce that Treatment Plan "Best Practice Guidelines" are coming soon! In order to better assist providers, we are consolidating various resources pertaining to treatment plan documentation into a mini-handbook. The collection will contain:

- ◆ Detailed instructions for completing CWS Treatment Plans
- ◆ Sample plans
- ◆ Examples of behavioral indicators of change
- ◆ Examples of clear documentation of progress
- ◆ Common documentation pitfalls to avoid
- ◆ Guidelines for safety plan documentation

Our goal is to proactively assist you in providing treatment plans which offer sufficient information for the referring agency and the court to evaluate the client's treatment progress, and to ultimately reduce requests for additional information or the need for you to be called to court to provide clarifying testimony. By having all resources in one place, we hope to save you time from wading through the TERM Provider Handbook and the plethora of materials on the website to find the information. Once finalized, a copy of this resource will be sent out via e-mail blast for your reference....please be on the lookout!

# Child Welfare Services Updates (Cont'd)

## TIPS AND REMINDERS

- ◆ APA Guidelines for Psychological Evaluations in Child Protection Matters were recently updated and can be viewed at: <http://www.apa.org/practice/guidelines/child-protection.pdf>  
The Guidelines are intended “to promote proficiency in using psychological expertise when psychologists conduct psychological evaluations in child protection matters.” All psychologists conducting psychological evaluations of children or adults on referral from Child Welfare Services should familiarize themselves with the updated Guidelines.
- ◆ Child Welfare Services psychological evaluators may also find the following text to be a valuable reference: Budd, K.S., Clark, J., & Connell, M.A. (2011). Evaluation of Parenting Capacity in Child Protection. Oxford University Press. This is part of the Oxford Best Practices in Forensic Mental Health Assessment series.

## Juvenile Probation Updates

- ◆ Please note the following updated contact information when requesting transportation of minors between East Mesa Juvenile Detention Facility (EMJDF) and Kearny Mesa Juvenile Detention Facility (KMJDF):
  - ◇ When making a request for transportation, please contact either Supervising Probation Officer Barry Calabrese (619-671-4463; Mon-Thurs 8 am to 4 pm) or Senior Probation Officer Claudia Legorreta (619-671-4465; Mon-Fri 6:30 am to 2:30 pm).
  - ◇ Brian Berry has transferred to another division and is no longer available to take these requests.
  - ◇ As a reminder, if neither Barry or Claudia are available please contact the EMJDF Watch Commander as a last resort (619-671-4426). Please call no later than the morning of the day before you want to test the minor. A voice mail message is not sufficient; if you do not speak with any of these contacts, then the transportation request may not be made in time.
  - ◇ It is not possible to request transportation of more than one minor at a time due to space limitations, as well as feasibility of conducting adequate evaluation of more than one minor within the time constraints of the transportation process.

# Juvenile Probation Updates (Cont'd)

## TIPS AND REMINDERS

- ◆ For pre-adjudication cases where the minor is on home supervision and does not follow through with the evaluation appointment, please notify Probation Aide Pixie Saiz at (858) 694-4400. Pixie will provide this information to the court so the circumstances surrounding the referral will be documented for reference at the minor's hearing. It would also be helpful to notify TERM Clinical Support Services at (877) 824-8376 in the event legal counsel calls here looking for a report.
- ◆ Juvenile Probation evaluators may find the following reference helpful to their work: Hoge, R.D. & Andrews, D.A. (2010). Evaluation for Risk of Violence in Juveniles. Oxford University Press.

## Mandated Reporting Resources

Statements made during the course of treatment or an evaluation may trigger a mandated report of child abuse. The law states that mandated reporters are required to submit a report when there is *reasonable*



*suspicion* that a child has been abused or neglected or is at risk for sustaining abuse or neglect. "Reasonable suspicion" does not require certainty that child abuse or neglect has occurred, nor does it require a specific medical indication of child abuse or neglect. It is important to note that verbal disclosures of abuse should always be reported. If you suspect abuse but are not certain that the suspicions meet the threshold for reporting, consultation with Child Welfare Services should be sought.

Please remember that although the client you are working with may have disclosed information to other mandated reporters, assuming that someone else (including another mental health professional), has had the opportunity to report does not satisfy your reporting requirement. Furthermore, it is important to note that the information you provide may or may not have been included in previous reports. Reports are cumulative and the information you include will provide supportive information for a comprehensive investigation.

The State's Child Abuse and Neglect Reporting Act can be found at <http://leginfo.ca.gov/cgi-bin/displaycode?section=pen&group=11001-12000&file=11164-11174.3> . Other helpful resources on child abuse reporting laws can be accessed at <http://www.childwelfare.gov/can/impact/> and <http://mandatedreporterca.com/training/generaltraining.htm> .

# TERM Welcomes New Staff

We would like to introduce several new additions to our team:

- ◆ Michael Bailey, M.D. joined OptumHealth Public Sector as Medical Director in January 2012. A general adult psychiatrist, Dr. Bailey previously served as Regional Medical Director of OptumHealth Behavioral Solutions, administering the mental health and substance abuse benefits for Blue Shield California. Prior to that he served with the U.S. Navy in a variety of clinical, educational, administrative and leadership roles. Amongst his various responsibilities as Medical Director, Dr. Bailey will conduct quality reviews of TERM psychiatric evaluation reports and will participate in the peer review process when potential quality of care concerns are identified within the TERM network.
- ◆ Michelle Hemmings, Psy.D. joined the TERM clinical staff in December 2011 and will be conducting quality reviews of CWS treatment plans. Dr. Hemmings is a Clinical Psychologist who completed her doctoral degree at the University of Denver. She was Clinical Director at New Haven Youth and Family Services (a residential facility for emotionally disturbed adolescents) and Program Manager of the Therapeutic Behavioral Services Program at Mental Health Systems (an in-home behavioral intervention program for at-risk youth and their families). Her most recent position was as a Supervisor/Clinician at Heritage Clinic. Her office hours are Monday through Friday, 8:45 am to 5:15 pm.
- ◆ Jennifer Myrwold, B.A. joined the TERM clinical support services team in November 2011. Jennifer majored in psychology at San Diego State University and her primary TERM responsibilities are processing CWS treatment plans and coordinating treatment plan due date tracking.

## Messages from Provider Services Team

### Provider Voicemail Messages

TERM providers are required to have emergency contact information available (e.g. on-call phone, the San Diego Access and Crisis Line number, clinician back-up, or 911) on their voice messaging system for 24-hour a day crisis calls. If your office voicemail message informs clients to call the San Diego Access and Crisis Line in an emergency, please ensure that your message is updated with the new telephone number noted on page 2: 1-888-724-7240.

### Practice Full?

Taking some time off from your practice? Don't want to accept new referrals just now? Please make sure to notify Provider Service at 800-798-2254 option 7 when you are unavailable to accept new referrals. We can easily temporarily close your practice to new referrals. By temporarily making your practice unavailable to referrals, the PSWs and Probation staff will know not to send you new referrals and this will assist with ensuring timely access to care. Please remember to call us when you return from vacation or have more time to accept new clients. When you are ready to accept new referrals, we can quickly reopen your practice. When we reopen your practice, this informs the PSWs and Probation staff that you are once again available to accept their referrals.

# Training Opportunities

- ◆ Neurobiology of Trauma and Resilience: Implications for Assessment, Diagnosis and Treatment, presented by Sara Maltzman, Ph.D. on Friday, February 10, 2012 from 9:00am -3:00 pm. The overall goal of this training is to promote the development of a trauma-informed clinical practice through the understanding of neurophysiological processes associated with cognitive and emotion regulation/dysregulation, the conditioned fear response, and the basis for conditioned learned control. This understanding provides the basis for an ecological, biopsychosocial model of functioning that integrates the latest research in science with evidence-supported best clinical practices in psychology. This trauma-informed perspective facilitates the clinical assessment and diagnostic process, promotes the development of the therapeutic alliance, and provides guidance regarding the flexible adaptation of evidence-supported treatments.

Location: San Diego Psychological Association  
4699 Murphy Canyon Road, Suite 105  
San Diego, CA 92123  
Phone: 858.277.1463

<http://www.sdpsych.org/calendar.cfm>

CE Credits: 5 hours

Cost: SDPA Member \$67 SDPA Student Member \$25  
Non-Member/Guest \$97 Student Non-Member Guest \$30

- ◆ Free online training is offered by the Child Abuse Mandated Reporter Training Project at <http://www.mandatedreporterca.com/> The goal of the training is for mandated child abuse reporters to carry out their responsibilities properly.
- ◆ BHETA offers free training to providers who contract with County Mental Health. Upcoming trainings of relevance to TERM providers include Cognitive Behavioral Therapy (CBT) for children and adolescents starting in February, as well as CBT for adults starting in March. Free CEUs are offered to social workers and marriage and family therapists. If you take the courses, please list OptumHealth in the “company code” field when you create a BHETA account online. The website has more details on how to create an account and eligibility [http://theacademy.sdsu.edu/programs/BHETA/lms\\_login.htm](http://theacademy.sdsu.edu/programs/BHETA/lms_login.htm).
- ◆ A free online training course in Trauma-Focused Cognitive Behavioral Therapy is offered by the Medical University of South Carolina through TF-CBT Web at <http://tfcbt.musc.edu/> . Up to 10 units of CE credits are offered for some disciplines.
- ◆ The 2012 California Parent Leadership Conference will be held at the Ontario Convention Center 2/21-2/22. Workshops will include effective parent leadership practices, policies, and research. Additional information and on-line registration can be found at <https://www.strengthening-families.org/plconference/register2.aspx> .
- ◆ The Forensic Mental Health Association of California will be holding their annual conference 3/21-3/23 in Seaside, California. For the full conference schedule and registration information, please visit <http://www.fmhac.net/> .

# Clinical Resources

## Forensic Report Checklist

Given the importance of TERM psychological evaluation reports in Juvenile Court decision making, we wanted to share a brief checklist for forensic report writing developed by Philip Witt (2010). Development of the checklist was guided by Grisso's (2010) inventory of common "problems" encountered in an analysis of a national sample of forensic evaluation reports.

Witt notes that recent work in other areas (e.g., medicine) has shown that the use of a simple checklist can reduce errors and argues that "the integration of observations, review of records, information from third-party sources, psychological testing, and statute or case law into a coherent forensic report—frequently written under time pressure—seems exactly the sort of complex task for which a checklist is well suited." Reproduced here with the permission of the author is Witt's Forensic Report Checklist, which is intended to help evaluators in their report writing:

1.  Forensic referral question stated clearly.
2.  Report organized coherently.
3.  Jargon eliminated.
4.  Only data relevant to forensic opinion included.
5.  Observations separated from inferences.
6.  Multiple sources of data considered, if possible.
7.  Psychological tests used appropriately.
8.  Alternate hypotheses considered.
9.  Opinions supported by data.
10.  Connection between data and opinions made clear.

### References:

Grisso, T. (2010). Guidance for improving forensic reports: A review of common errors. *Open Access Journal of Forensic Psychology*, 2, 102-115.

Witt, P.H. (2010). Forensic report checklist. *Open Access Journal of Forensic Psychology*, 2, 233-240.

## National Registry of Evidence-based Programs and Practices

The Substance Abuse and Mental Health Services Administration (SAMHSA) National Registry of Evidence-based Programs and Practices (NREPP) provides an online searchable resource containing more than 200 interventions that are reviewed and rated by independent reviewers. Intervention summaries include general intervention information, research outcomes, and ratings on research quality. These summaries can help determine if a particular intervention meets client needs. You can visit SAMHSA's NREPP website at [www.nrepp.samhsa.gov](http://www.nrepp.samhsa.gov).

# TERM Advisory Board Provider Representatives

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

- ◆ Christopher Carstens, Ph.D., for psychologist evaluators  
contact@drcarstens.com
- ◆ Roberto Weiss, MFT, for masters level therapists and clinical supervisors  
R.weiss@motivaassociates.com
- ◆ Jeff Rowe, M.D., for the S.D. Psychiatric Society & the S.D. Academy of Child & Adolescent Psychiatry  
Jeff.rowe@sdcountry.ca.gov
- ◆ Martha Ingham, Ph.D., for the San Diego Psychological Association  
drmarthaingham@gmail.com
- ◆ Jordanna (Jordi) Wasilesku, MFT, for agency providers  
cbsafcc1@aol.com

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



## Kudos

- ◆ We would like to thank Nora Sanchez, Beth Brown, Renee Corrao, Warren Gibson, and Pixie Saiz for all their assistance in updating the process for releasing Juvenile Probation evaluation reports. We deeply appreciate the prompt response and close coordination on processes.
- ◆ Kudos to our Advisory Board provider representatives and Child Welfare Services staff for the valuable input on our upcoming Treatment Plan “Best Practice” Guidelines.

**OptumHealth**<sup>SM</sup>  
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