



## Mental Health Services



### Knowledge Sharing

**\*\*\* Please see highlighted sections for updates regarding SOC Application and QIP Meeting\*\*\***

#### System of Care Application

- The SOC Application is a web app designed as a one-stop 24/7 shop for providers to access & submit all required information by Medicaid & CHIP Managed Care Final Rule (Mega-Regs)
- Any provider who has an NPI number and/or provides services through CCBH must register in the SOC Application
- **For Providers:** one portal to manage all Mega-Reg requirements means streamlined workflows and enhanced accuracy of the following submitted information:
  - Enrollment in MHP, Staff Credentialing, NACT data review and submission, Provider Directory Attestation, QSR submission
- **For Clients:** improved ability to find more up-to-date information re: programs based on location, provider specialties, languages, etc.
- **Next Steps:**
  - SOC Application registration begins **November 1, 2019**
  - Completed registration is required for providers **by November 30, 2019**
  - Submission of all Mental Health NACTs via SOC application is due on **December 2, 2019**
  - Every **6 months**, providers must attest to the accuracy of their information on the Provider Directory. Attestation cannot be completed by admin staff or Program Manager.

Optum Helpdesk is available for assistance regarding the Application. You can direct questions or comments to [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)

#### OPOH Updates

- **Section A:** Updated with information regarding Short Term and Bridge Housing.
- **Section I:** Updated with new system requirements. MIS Memo to follow.
- **Section J:** Updated to include required Federal and State Database Checks that are conducted for providers.
- **Section P:** Updated with the most current information on MHSA.

#### Optum Website Updates MHP Provider Documents

##### Beneficiary Tab

- Relocated NOABD Beneficiary Non-Discrimination Notices from NOABD Tab
- Removed “NOABD” from title of form – Beneficiary Non-Discrimination Notice

##### Communications Tab

- QI – PIT Memo – SOC Application
- Optum Website Provider Registration Instructions

##### OPOH Tab

- **Section A** updated re: Short Term & Bridge Housing
- **Section I** updated with new system requirements
- **Section J** updated to include Federal & State Database Checks conducted for Providers
- **Section P** updated with most current information on MHSA
- **Section O** updated to remove BHETA verbiage and links, replaced with RHIS.

##### References Tab

- SOC Application – QIP Presentation

##### BHS Reports Tab

- MRR Trending Questions Report – Q1 FY 19-20

- **Section O:** Updated with removal of BHETA verbiage and links and replaced with RHIS.

**Reminder: Doctor’s Home Page**

- Use of the DHP is required for all programs in the System of Care who are utilizing the clinical module of CCBH to enter vitals, medication conditions and medications.

**CANS Certification**

- RHIS has created a CANS Microlearning that provides an introduction to the CANS and steps needed to obtain the certification. Please visit the following:
  - <https://theacademy.sdus.edu/programs/rhis/cyf-outcomes>

**Documentation of Specialty Mental Health Services (SMHS) for Clients with co-occurring SUD Diagnoses**

- When providing SMHS to clients with co-occurring SUD diagnoses, please remember that the focus of treatment must always be the included Title 9 mental health diagnosis.
- Interventions should document specific integrated treatment approaches that tie bac to the Title 9 mental health diagnosis
- Without this tie back to the Title 9 mental health diagnosis, a service could risk disallowance

**E-Prescribe**

- Height and Weight Verification
- The system now prevents you from transmitting an electronic prescription when you have not recorded the height & weight of a patient 18 years of age or younger. Cerner recommends that all prescriptions include the consumer’s height and weight and if present within the chart, these elements are included within the transmitted prescription regardless of the consumer’s age.

**Crisis Residential Programs – Date of Discharge Reminder**

- Crisis Residential programs should not bill Medi-Cal for a bed hold day. Bed hold days are reimbursable by the County, not Medi-cal.
- The date of discharge is not reimbursable for Inpatient services, per Medi-Cal regulations.
- If a bed is held and the client does not return, the date of discharge would be that last date that the client was at the program.

**“Provided At” Service Indicator**

- If a client’s living situation is temporary (ie: ILH, temporary shelter) programs should use “Other Community/Field Based” or “Homeless Emergency Shelter” for the Provided At Service Indicator.
  - If “Home” is chosen and the client leaves that housing/shelter and/or becomes homeless prior to the service having been billed, the place of service reflected as “Home” on the claim and the service address would pull the PO Box which would cause the service to be denied as the system does not look at the address on date the service was provided, but rather the address at time of billing.

**Optum Website Update to Consumer & Families section**

- In an effort to ensure information and materials are easily accessible to our consumers, the Grievances and Appeals brochures and forms have been added to the Consumer & Families section of the Optum Website in all 6 threshold languages.

- Providers are still required to maintain visible and/or posted brochures, posters and forms related to Grievances/Appeals in common areas of their program sites, but are encouraged to inform consumers of their option to access these materials online and direct them to the Optum Website at [www.optumsandiego.com](http://www.optumsandiego.com) for these and other resources including the MHP Beneficiary Handbook, Provider Directory, Quick Guides, and other community resources.

### Management Information Systems (MIS)

#### Completing the Demographic Form

- Clarification regarding Clients with P.O. Box Addresses:
  - P.O. Boxes should go in the **Mailing address**, never in the physical address.
  - Demographics Form was updated to pull the correct physical address on the claims.

#### Cerner Reminder

- For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or [SDHelpdesk@optum.com](mailto:SDHelpdesk@optum.com). **Please do not call Cerner directly!**

### Training and Events

#### Documentation Training

- **RCA Documentation Training:** Thursday, November 21, 2019, from 09:00 AM to 12:00 PM.
  - Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
  - **RCA Training Session is at capacity**, all attendees have been registered and email confirmation to follow. New Registrations for future sessions are accepted **for waitlist only**.
- **Audit Lead Practicum:** December 12, 2019, from 8:30 AM to 12:30 PM. Focus of this training is to provide technical assistance to program level QI staff and PMs that conduct chart audits. Practicum will be held at the Annex, 3160 Camino del Rio South, San Diego, CA 92108 – Suite 100.
- Notices will be sent 30 days before event dates.
- Coming Soon: in the near future registration for trainings will be done through Event Bright.
- Cancel registration at [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov) to allow those waitlisted to attend.

#### Quality Improvement Partners (QIP) Meeting

- Next QIP meeting will be held on **December 3rd, 2:30pm – 4:30pm**, at National University, 9388 Lightwave Avenue, San Diego, 92123.

**Is this information disseminated to your clinical and administrative staff?**  
**Please share UTTM with your staff and keep them *Up to the Minute!***  
Send all personnel contact updates to [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)