

## MENTAL HEALTH SERVICES

### Updates!

#### **UPDATE!** FY 20/21 Medication Monitoring Submissions

As reported during the July QIP meeting, QM will resume Medical Monitoring for Quarter 1 of FY20-21.

Programs should resume submitting their medication monitoring forms quarterly by the 15<sup>th</sup> of each month following the end of each quarter via secure email [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov) or fax (619)236-1953.

#### **UPDATE!** Complaints to Board of Behavioral Sciences (AB630)

Effective on/after 7/1/20, mental health providers licensed or registered with the Board of Behavioral Sciences (BBS), prior to providing psychotherapy, must give clients a notice in at least 12-point font telling them that the BBS receives and responds to complaints about licensees and tells clients how to contact BBS to file complaints.

Providers should have a Policy and Procedure in place addressing this regulation and QM will be monitoring this during the Medi-Cal site visits.

#### **UPDATE!** Parolee Tracking

Programs providing SMHS using MHSA funding to clients on parolee status will be required to track these clients in CCBH in Client Categories Maintenance, effective August 1, 2020. A **Client Category Parolee Tip Sheet** on how to enter into Client Categories Maintenance has been added to Optum under the References Tab for open clients on parolee status for tracking purposes. Programs are reminded to enter the effective date as **date of admission to program**, not probation date, and will need to enter the end date as the date when client discharges/closes from the program.

#### **UPDATE!** Access to Services Journal (ASJ) Expanded Data Collection

BHS Access to Services Memo 8.5.20 and ASJ Tip Sheet were sent out to MH Providers on 8/5/20 regarding System updates **which will take effect mid to late September**. An [Access To Services Journal \(ASJ\) Tutorial Video](#) has been uploaded to the Optum Website along with the ASJ Tip Sheet under the [Training Tab](#).

The State DHCS has directed counties to begin collection of expanded data elements in the Access to Services Journal in order to conduct in-depth analysis of access times for clients. The expanded data elements required by the state include 2<sup>nd</sup> and 3<sup>rd</sup> offered appointments, and treatment session dates.  
UTTM August 2020

#### Optum Website Updates MHP Provider Documents

##### OPOH Tab:

- **Section F:**
  - included AB630 Complaints to BBS requirement
  - removed language re: using NOABD Log to complete QSR
- **Section M:**
  - updated program requirements re: minimum ratio direct licensed staff to license-eligible staff
  - updated ratio unduplicated clients per direct clinical full time (FTE) employees

##### UTTM Tab:

- MH UTTM July 2019 – June 2020 Combined FY 19-20 added to UTTM Tab.

##### Training Tab:

- Access to Services Journal (ASJ) Video Tutorial
- Access to Services Journal Tip Sheet

Additional updates to the Access to Services Journal include requiring Referral Source in all cases, and Referral Destination in the event that a client does not accept an appointment. To better understand why a client does not schedule services with a program they contact, the Client Disposition options have been expanded.

If you have any questions, please contact the Optum Support Desk at 800-834-3792

### **UPDATE!** YTSE Form Timeline Extensions

The Youth Transition Self-Evaluation (YTSE) Form timeline has been extended, requiring the YTSE to be completed **within 30 days** of client's 16<sup>th</sup> birthday, and within 30 days of turning 17, 17 ½, 18 and annually thereafter. The YTSE Explanation sheet will be updated to reflect these new timeline requirements and uploaded to the Optum Website.

### OPOH Updates

#### **Section F:**

- Updated with the Complaints to the Board of Behavioral Sciences requirement (AB630) which was effective 7/1/20.
  - Providers should have a Policy and Procedure in place addressing this regulation and QM will be this during the Medi-Cal site visits.
- Updated to remove language regarding use of NOABD Log to complete the QSR. The tab has been removed from the QSR.

#### **Section M:** updates to ratio requirements for Full Time Employees (FTE)

- Contractor's program shall maintain a minimum ratio of **1 direct FTE Licensed clinician to 3 direct FTE license-eligible clinical staff** (including trainees/students); with any exceptions requiring written rationale by program and written COR pre-authorization
- Contractor shall **budget 40 unduplicated clients per direct clinical FTE** (excluding trainees/students); with any exceptions requiring written rationale by program and written COR pre-authorization, noting that billable minutes based on 1:40 ratio shall be maintained.

The MH UTTM July 2019 – June 2020 Combined FY 19-20 has been uploaded to the Optum Website, in BHS Provider Resources, MHP Provider Documents, under the [UTTM Tab](#).

### **Knowledge Sharing:**

#### **Correcting Service Indicators – Telehealth**

MHBU has confirmed that services billed without Telehealth in both the Contact Type and Provided To areas will bill as indicated and there will be no need to correct those services. Moving forward, however, please use the correct service indicator of Telehealth for the Contact Type and Provided To areas\*\*\*. (QM Memo 12.6.19)

\*\*\*Programs do not need to correct progress notes prior to 8/1/20, however any incorrect service codes for Telehealth **entered after 8/1/20** will need be corrected to indicate the correct service indicators for Telehealth.

#### **Quick Tip for Locating Recent Uploads to the Optum Website**

The Optum website has valuable information for providers, most of which is located in the “MHP Provider Documents” . In this section, under each Tab, there is a “date” column on the right which lists the date each item was uploaded to the site. If you click on the arrows at the top right of that date column, you can organize the documents. Select the option that lists most recent postings first and you'll easily find the newest uploads to the website!

**QI Matters Frequently Asked Questions:**

**New!** In order to provide our SOC providers with the most up-to-date valuable information, we will be including a new monthly segment of FAQ's received by QI Matters.

**Q:** Where do I send an NOABD for a client that has not returned to treatment, and they do not have an address on file due to being homeless?

**A:** For clients that are homeless, if you have a signed ROI for emergency contact, you may send the NOABD to that address on file. If you have no address on file, and no last known address for the client, document the inability to reach the client on the NOABD Log and place a copy of the NOABD in the log. *Please refer to the January 2020 UTTM and/or the NOABD Webinar available on the Optum Website for more information regarding NOABDs.*

**Q:** When providing Telehealth Services, what service indicators should I choose for "Provided At" and "Contact Type"?

**A:** When you provide a service via two-way audio/video platform (including zoom) then '**Telehealth**' is the correct selection for both the 'provided at' and 'contact type' billing indicators, regardless of location of the provider/client. *(QM Memo 12.6.19).*

If you are providing a service via **telephone** at either your office or home (remote office) then you would want to select 'telephone' for the contact type and 'office' for provided at.

**Q:** If the client plan has expired and we haven't been able to get the client to participate in treatment planning to update the client plan, are we able to open an interim folder until we can complete the client plan/update the client plan?

**A:** The interim folder is **ONLY** for use in the initial 30 days and not in lieu of a valid client plan when the client plan has expired or when an administrative client plan is utilized. *Please refer to the Clinical Standards for Client Plans and the CCBH Folders Tip Sheet.*

**Resources and Links**

**BHS COVID-19 Resources and Links**

There has been a new [COVID-19 tab](#) added to the Optum Website where providers can find current and updated information regarding COVID-19 as well as QM updates and memos.

**COVID-19 BHS Provider Resources Website:**

<https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/BHSCOV19Information.html>

**Management Information Systems (MIS)**

**Reminder:** Citrix Receiver must be installed on your computer in order to launch CCBH. We recommend that you verify installation with your internal program IT staff (not the Optum Support Desk) prior to your training date to ensure a smooth training experience.

Instructions to download Citrix Receiver can be found here: <https://www.citrix.com/downloads/citrix-receiver/legacy-receiver-for-windows-ltsr/receiver-for-windows-ltsr-latest.html>

### MIS Questions?

MIS has an email for you to send all questions regarding your CCBH accounts.

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: [MISHelpDesk.HHSA@sdcounty.ca.gov](mailto:MISHelpDesk.HHSA@sdcounty.ca.gov)

### Cerner Reminder

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

### Training and Events

**Cancelled!** Quality Improvement Partners (QIP) Meeting: Tuesday September 22, 2020 cancelled in lieu of the All Providers Meeting scheduled 9:00 AM to 12:00 PM.

### Documentation Training

**Documentation Trainings resume Quarter 1!** Documentation trainings will be held online, via WebEx. Further instructions will be provided upon registration and notification of upcoming training dates.

**Audit Leads Practicum:** 8/28/20 9:00am to 12:00pm **via WebEx**. Focus of this training is to provide technical assistance to program level QI staff and PMs that conduct chart audits.

**General Provider Practicum:** September 9, 2020 from 12:30PM to 3:30PM **via WebEx**. This practicum is intended for all levels of direct service providers, focusing on Progress Note documentation.

### Important information regarding training registrations:

- Please be aware when registering for required or popular trainings, either with the county or a contracted trainer, there may be a waiting list.
- When registered for a training, please be sure to **cancel within 24 hours of the training if you are unable to attend**. This allows those on a wait list the opportunity to attend. **Program Managers will be informed of no shows to the trainings.**
- If registered for a training series, please be aware that attendance for all dates in the series are required to obtain certification, CEU's or credit for the training.
- **When registering for a training please include the name of your program manager.**
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

If you have any questions, or if you are having difficulty with registration, please reply to this email or contact [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov). We hope to see you there.

**CCBH Trainings** \*\*Due to the COVID-19 concerns, Classroom-based CCBH trainings will be suspended until further notice. (ref: 2020-3-19 BHS Provider Notice #3)

- A self-paced, virtual model consisting of resource packets plus practice exercises will be available. Please contact [sdu\\_sdtraining@optum.com](mailto:sdu_sdtraining@optum.com). This includes virtual Doctor's Homepage training to ensure physicians have EHR access.
- If you need additional staff trained for billing purposes, please contact [sdu\\_sdtraining@optum.com](mailto:sdu_sdtraining@optum.com) to discuss further.
- Once staff pass the self-guided trainings, they are able to start documenting in CCBH.

Please note, there are recorded trainings available on the Optum Website at [MH QM Trainings](#)

**QM ... UP TO THE MINUTE**  
**August 2020**



**Is this information filtering down 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)