



## MENTAL HEALTH SERVICES



### Updates

#### **CFT Progress Note Template Updated**

The CFT (Child Family Team) Progress Note Template has been updated both in CCBH and the Form Fill available on the Optum Website. Please be sure you are utilizing the most current templates when documenting paper progress notes.

#### Form Fill Template:

- Removed EBP selection for CFT Meeting
- Removed collateral server information
- Added CANS information into the functional impairments and Meeting Summary prompts

#### CCBH Template:

- Added CANS information into the Functional Impairment and Meeting Summary prompts within the template.

#### **STRTP Transition Determination Timeline Change (CYF Programs)**

The STRTP Transition Determination timeline has changed. It is now required that the STRTP Transition Determination form is completed within 14 days prior to the client's discharge from the STRTP. The updated form fill version can be found on the Optum website on the STRTP Tab.

#### **Clarification – Informed Consent for Psychotropic Medications Form**

The October 2020 MH UTTM announced an update to the Informed Consent for Psychotropic Medications Form (rev 8.4.20 – English/Spanish only) which included form fills for the client Name, CCBH #, and Program Name. No other changes were made to this form in terms of content and programs were not required to update their forms if using Rev 7.1.18. However as discussed during January's QIP Meeting, going forward Programs will be required to utilize the most current version Rev.8.4.20 (English and Spanish Only) of the form. Previous versions will be removed from the Optum Website.

All other threshold languages remain unchanged at this time and should continue to use most current version on the Optum Website.

#### **NACT Submission**

Programs and facilities who are required to complete the NACT submission have until 2/26/2021 to complete updates in the SOC application in [www.OptumSanDiego.com](http://www.OptumSanDiego.com). Providers and program managers will need to register in [www.OptumSanDiego.com](http://www.OptumSanDiego.com) to access personal and site information to review and/or update.

#### **Optum Website Updates MHP Provider Documents**

##### **References Tab:**

- CSI Correction Guide – Frequent Errors added
- DHCS and COSD Guidelines for Billable Services

##### **PWB Tab:**

- CFT Progress Note Form Fill Template update.

##### **UCRM Tab:**

- IRM form fill version update
- RMQ form fill version update

##### **STRTP Tab**

- Transition Determination Plan Update

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If you are not sure if this applies to your program or facility, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com) for assistance and information.

### **IMR and RMQ Outcome Measure Form Fill Revisions**

Form Fill versions of the IMR and RMQ have been updated and available on the Optum Website under the UCRM tab. These are the same forms that are on the mHOMS site. Programs are reminded that they should not change or alter the forms when utilizing them.

### **Knowledge Sharing**

### **Telehealth for Assessment of 72-hour Involuntary Detentions (5150 and 5151 Assessments)**

Per DCHS BHS Information Notice 21-003 (1.11.21), AB 3242 now allows examinations or assessments under W& I Code Sections 5150 and 5151 to be conducted via face-to-face via Telehealth using synchronous audio and visual components.

- DCHS recommends that providers review the new and amended W&I Code sections to ensure compliance and note important changes in the law at the following link:

[https://leginfo.ca.gov/faces/billTextClient.xhtml?bill\\_id=201920200AB3242](https://leginfo.ca.gov/faces/billTextClient.xhtml?bill_id=201920200AB3242)

### **CSI Validation Report**

The CSI Validation Report is sent out monthly, as part of the MIS Accountability Package. Programs are to be correcting the CSI errors each month. If you do not have a CSI Report attached to the Accountability Package, this most likely means that you have no CSI errors to correct. However, should there be several months without a report, please check with your COR to ensure the report is most up to date.

If you need assistance in correcting the errors, please refer to the “CSI Correction Guide – Most Frequent Errors” which can be found on the Optum Website under the [References Tab](#). There is also an extended version of the reference which includes additional, less common errors, should this be needed (“CSI Correction Guide – Full Version”).

### **Clarification of Service Indicators for Lockout Settings**

When providing telehealth services when the client is in a **lockout setting**, the “Provided At” should be coded with the appropriate lockout setting and not coded as Telehealth. The “Contact Type” would still be coded as “Telehealth”.

For services provided in non-lockout settings, the correct service indicator selections remain “Telehealth” for both “Provided At” and “Contact Type”. (*QM Memo 12.6.19*)

### **DHCS and COSD Guidelines for Billable Services**

The DHCS and County Guidelines for Billable Services provides a reference of billable services allowable by DHCS vs the COSD MHP was developed during the AOA Workgroups. It highlights some services and activities that DHCS allows as billable, that are not allowed by the MHP, or may be allowed in a limited capacity. It will be available on the Optum Website, under MHP Documents under the References Tab (DHCS and COSD Billing Guidelines).

### **Your QI Specialist = a Valuable Resource!**

Programs are reminded that your assigned QI Specialist is not only available during your MRR process, but throughout the fiscal year to assist with program specific questions, concerns, documentation feedback and/or education and staff

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training needs. Programs are encouraged to reach out to your assigned QI Specialist directly, we are here to support you and your staff! If you are unsure who your assigned QI Specialist is, please reach out to QI Matters.

### Optum CCBH Trainings – Video Tutorials Available

All trainings now have a video tutorial that is posted on the [Training Tab](#) on the Optum website. While the View-Only and Reports Trainings no longer have class trainings, there have also been videos created for these to help assist staff and programs that may need to use them for reference.

### QI Matters Frequently Asked Questions

**Q.** Can clinicians bill for the entire time they are in a CFT meeting or only for the time they contributed during the meeting?

**A.** Clinicians can bill for the entirety of the **CFT meeting**. If it is an *outside ICC service*, aside from CFT or WRAP meeting, then they would only be able to claim time for the service provided/unique contribution to the meeting. Please refer to the [CFT Meeting Note Explanation](#) and [ICC Note Explanation](#), which can be found on Optum under MHP Provider Documents, under the [PWB Tab](#).

### Management Information Systems (MIS)

#### MIS Questions?

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

**Quality Improvement Partners (QIP) Meeting:** Tuesday, **February 23, 2021** from **2:00p – 4:00p** via WebEx.

#### 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.

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**Optum CCBH Trainings:** Optum has transitioned to a **fully virtual training format**. All Trainings now have a video tutorial that is posted on the Training Tab on the Optum Website. While the View-Only and Reports Trainings no longer have class trainings, there have also been videos created for these to help assist staff and programs that may need to use them for reference.

Please email [sdu\\_sdtraining@optum.com](mailto:sdu_sdtraining@optum.com) if you have any questions about the process.

**Please note:** RegPack, the event management application used for CCBH training registration, has migrated to <https://www.regpack.com/reg/optum>. If you have the previous link saved as a favorite, please update it.

### Resources and Links

#### **BHS COVID-19 Resources and Links**

For the most current and updated information regarding COVID-19 as well as QM updates and memos, including provider FAQ's, please access the [COVID-19 tab](#) on the Optum Website.

**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)**