MENTAL HEALTH SERVICES

QM would like to wish our Systems of Care a Healthy and Happy New Year!

Updates

CURES Update

Starting **January 1, 2021**, the dispensing of a controlled substance must be reported to the Controlled Substance Utilization Review and Evaluation System (CURES) **within one working day** after the medication is released to the patient or the patient's representative. (Previously, the deadline to report was seven days after dispensing.) Additionally, this law requires reporting the dispensing of Schedule V drugs, in addition to Schedules II, III, and IV. This requirement applies to pharmacists and prescribers who dispense controlled substances. Providers can find the List of Controlled Substances (8.20.20) on the Optum Website in MHP Provider Documents under the References Tab.

> **Optum Website Updates**
> **MHP Provider Documents**
>
> **OPOH Tab:**
> - **Section L** – updated CURES reporting deadline
> - **Section M –** updated professional license waiver information
>
> **References Tab:**
> - Updated Professional License Waiver Requirements (DHCS Information Notice 20-069)

Medical Record Review Extensions

Based on feedback received from the SOC, QM is now extending the MRR self-review period. Programs will receive the MRR chart names one week earlier to allow additional time to gather and submit the required Hybrid Chart documents and program policies to their assigned QI Specialist.

This new process begins for the MRRs that are scheduled after January 1st. Please note that the exit date and time will remain as scheduled.

Please reach out to your program's assigned QI Specialist if you have any additional questions or concerns.

Demographic Form Update – Living Arrangement field

The Demographic form has been updated and includes a new option for the Living Arrangement field.
- Living Arrangement field of **N – Residential Tx Ctr – Child STRTP** has been added.
- This new option is utilized by the CYF STRTP and STRTP/Day Treatment Hybrid models only.

Updates to mHOMS IMR and RMQ Assessments (AOA Programs)

In response to the shift in how services are provided to clients, mainly with an increase in telehealth services due to the pandemic, an additional question has been added to both the IMR and RMQ to document the administration method of the assessment.

The available administration methods will be face to face visit, telehealth visit or other. The PDF versions of the assessments have also been updated with this additional question and can be found on the Optum website under the UCRM Tab.

OPOH Updates

- **Section L:** updated the Controlled Substances Utilization Review and Evaluation System (CURES) deadline for reporting the dispensing of a controlled substance.

o Must be reported **within one working day** after medication is released to patient or patient's representative.

- **Section M:** the professional license waiver information has been updated per DHCS IN 20-069 which addresses eligibility, application requirements and the approval process for a Mental Health Professional Licensure Waiver.
  - o Replaces/supersedes DMH Letter 10-03
  - o DHCS IN 20-069 Professional License Waiver Requirements can be found on the Optum website, under the References Tab.

> **Knowledge Sharing**

Adult Walk-in BHA – A/OA Programs

All A/OA programs can continue to utilize the Adult Walk-In BHA, even after the COVID Pandemic, until the roll out of Millennium.

Completing the NOABD Log

MHP Programs shall maintain a monthly NOABD log on site. Programs are **required** to utilize the Excel NOABD log developed by County QM to ensure all required elements are documented. The Excel NOABD Log can be found on the Optum Website, in MHP Provider Documents, under the NOABD Tab.
A new tab has been added to the Excel NOABD Log titled "Column Key" which provides instructions for completing the Log and explanation of following required elements:

- **Indicate if "No NOABD Issued" (Column A)** – check box to reflect if no NOABD's issued within the month. If NOABDs were issued, ensure that this column is left unmarked.
- **Beneficiary Name/CCBH number (Column B)** – include full name as it appears in CCBH with client's CCBH number
- **NOABD Issuance Date (Column C)** – this is the date the NOABD was issued to the client (i.e.: date provided to client if face to face or date mailed) Please refer to the NOABD Table for Timing of Notice requirements.
- **Type of NOABD (Column D)**– Select the appropriate NOABD notice via the dropdown menu options, i.e.: Delivery System Notice, Termination Notice, Timely Access Notice. Please refer to the NOABD Table or the NOABD webinar which explain the different NOABD types. The NOABD Table and Webinar are both available on the Optum Website in the MHP Provider Documents.
- **Beneficiary Request/Response (Column E)** – document any client response to the issued NOABD, requests made after NOABD was issued, provisions for second opinions or indicate N/A or None
- **Has the Grievance/Appeal Process been initiated (Column F)** – Select Yes or No via the dropdown menu options
- **Has the Beneficiary Requested a State Fair Hearing (Column G)** – Select Yes, No, Unknown, via the drop-down menu options
- **Additional Comments (Column H)** – Enter any additional comments here
- **Mode of Delivery (Column I)** – Select Mail, Phone or Other from drop down menu options
- **Other Column (Column J)** – If Other was selected for Mode of Delivery, please include the mode here.

Please refer to the NOABD Log QM Memo 1.31.20 for additional information and submission requirements. The memo can be found on the Optum Website, MHP Provider Documents, under the NOABD Tab.

> **QI Matters Frequently Asked Questions**

Q. Could you tell me which individuals are able to final approve their own notes without a co-signature?

A. Co-signature is based on credentials. Co-signature requirements are outlined in our OPOH, section M, pages M.7-8 which can be found on the Optum Website in MHP Provider Documents under the OPOH 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

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. Please do not call Cerner directly!

Training and Events

1. **Quality Improvement Partners (QIP) Meeting**: Tuesday, **January 26, 2021** from **2:00p – 4:00p** via WebEx**.**

2. **CYF Documentation Training:** Tuesday, **February 2, 2021** from **9:00a – 12:00p** via WebEx.

3. **AOA Documentation Training:** Wednesday, **February 3, 2021** from **9:00a –12:00p** 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**. We hope to see you there.

CCBH Training: Optum has transitioned to a **fully virtual training format**. Please email sdu_sdtraining@optum.com if you have any questions about the process.

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**