



## Mental Health Services



### Knowledge Sharing

#### Reporting of All Client Deaths

- In order to manage fraud, waste and abuse DHCS is requiring that all client deaths are to be reported to Medi-Cal Office or Social Security Office.
- When calling Social Security, you will need the client's Social Security Number. The phone number is: 1-800-772-1213.
- The Serious Incident Report form is being updated to allow for reporting of this. No SIRF will be required for those deaths that are a natural occurrence.
- Stay tuned for additional updates with the process and forms.

#### Registration for Trainings

- When registering for a training, either with the County or a Contractor, there may be a waiting list.
- If unable to attend, cancel within 24 hours of training to allow for Wait Listed attendees. Program Managers will be informed of no shows.
- If registered for a training series, employee must attend all sessions within the series to obtain certification, CEU's or credit.
- When registering for a training, include the name of and email 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.

#### Continuity of Care

- For continuity of care requests please direct all beneficiaries to contact the **Access and Crisis Line** at **1-888-724-7240**.
- Optum will then determine if the beneficiary meets criteria for this request, and if so, will coordinate with the out-of-network provider to ensure that the beneficiary receives continued care until transition to an in-network provider can be established.

#### OPOH Updates

- **Section B:** This section was updated to include language that all client deaths are to be reported to the medi-cal office in order to avoid potential fraud, waste or abuse.
- **Section C and D:** These sections have been updated to align with IN 19-026 Specialty Mental Health Services authorization requirements.
- **Sections A, C, and N:** These sections were updated to remove references to "AOD and "ADS" and replace them with "SUD."

#### Optum Website Updates MHP Provider Documents

#### Communications Tab

- CYF Memo – TBS Prior Authorization Process

#### Forms Tab

- TBS Prior Authorization Request & Referral Form
- TBS Prior Authorization Request & Referral Explanation

#### OPOH Tab

- Section B – Reporting of all client deaths in order to avoid fraud, waste, and abuse
- Section C – Authorization for SMHS as required by DHCS IN 19-026
- Section D – Authorization for SMHS as required by DHCS IN 19-026
- Section A, C, and N – Replaced "AOD" and "ADS" acronym with "SUD"

#### Training Tab

- Service Indicators Webinar
- BHA Webinar

### Pathways to Well-Being

- Please note that for future UTTM editions, this section will be removed. PWB has created a monthly bulletin that will provide all updates and new information.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/materials along with contact information for PWB Liaisons can be found on the RHIS website:  
<https://theacademy.sdsu.edu/programs/RIHS/pathways/>

### Management Information Systems (MIS)

#### Demographic Form Update

- In order to reduce errors in CSI data, the question “Place of Birth: Country” has been moved adjacent to the question “Born in US.”

#### ARF Update

- The new versions of the of the 4 ARFs are on the Regpacks site
- Please download these and set-up your digital signatures.
- A “Submit” button has been added to enable electronic submission.
- The Tip Sheet used in the recent ARF Trainings is on the Regpacks site
- Problems with the signatures or with Adobe? Please call the **Optum Support Desk**.

#### 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

- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 AM to 12:00 PM.
  - A/OA and CFY Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Support Partners Trainings:** Next sessions to be scheduled during August-September 2019.
- Notices will be sent 30 days before event dates.
- 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 **August 27<sup>th</sup>**, 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)