

OPTUMIST

Optum Provider Newsletter

V23. July 2019

Provider Services Manager's Message

Hello and welcome to the Summer 2019 edition of the OPTUMIST Newsletter. This edition includes Provider Tips for successfully navigating the new processes related to the Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist (PSC-35) outcome tools.

Also included:

- Training Opportunities for both FFS and TERM Providers.
- Information on the 10th Annual Early Childhood Mental Health Conference

We continue to welcome your questions and feedback on how we can make our Newsletter valuable to you.

Judy A. Duncan-Sanford, LMFT



Contact Numbers

San Diego
Access and Crisis Line
(888) 724-7240

Medi-Cal Provider Line
(800) 798-2254

TERM Provider Line
(877) 824-8376

Website:
www.optumsandiego.com

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Information and Updates for FFS Medi-Cal and TERM Providers

San Diego Child and Adolescent Needs and Strengths (SD CANS & SD CANS-EC) & Pediatric Symptom Checklist (PSC & PSC-Y)

Provider Tips

These tips are to aid in the process of completing the CANS/PSC tools. Please see the prior notification sent to providers with more detail located [here](#) on our website at www.optumsandiego.com.

Providers must complete the CANS certification prior to administering the CANS tools.

Effective July 1, 2019, The County of San Diego is mandated by the State to implement and manage tools to measure treatment outcomes. The Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist (PSC - 35) are the new outcome tools for the County of San Diego Mental Health Plans for all new youth ages 0 - 21 entering services.

Who needs to complete the CANS outcomes tools:

All providers rendering **therapy** services to youth ages 0 - 21 must complete the following tools when applicable:

What needs to be completed:

- SD CANS – EC by provider for youth ages 0 – 5 years of age
- SD CANS by provider for youth ages 6 – 21 years of age
- PSC by caregiver of youth 3-18 years of age
- PSC-Y by youth 11-18 years of age

Where can I find the tools that need to be administered:

<https://medschool.ucsd.edu/som/psychiatry/research/CASRC/resources/SOCE/Pages/CYFmHOMS-DES.aspx>

Pediatric Symptom Checklist (PSC) Forms



-  [PSC Parent/Caregiver - English, v.10/2018](#)
-  [PSC Parent/Caregiver - Spanish, v.6/2018](#)
-  [PSC Parent/Caregiver - Tagalog, v.6/2018](#)
-  [PSC Parent/Caregiver - Arabic, v.6/2018](#)
-  [PSC Parent/Caregiver - Vietnamese, v.6/2018](#)
-  [PSC Parent/Caregiver - Farsi, v.6/2018](#)
-  [PSC Youth - English, v.10/2018](#)
-  [PSC Youth - Spanish, v.6/2018](#)
-  [PSC Youth - Tagalog, v.6/2018](#)
-  [PSC Youth - Arabic, v.6/2018](#)
-  [PSC Youth - Vietnamese, v.6/2018](#)
-  [PSC Youth - Farsi, v.6/2018](#)

Information and Updates for FFS Medi-Cal and TERM Providers

San Diego Child and Adolescent Needs and Strengths (SD CANS & SD CANS-EC) & Pediatric Symptom Checklist (PSC & PSC-Y)

Provider Tips- *Continued*

San Diego Child and Adolescent Needs and Strengths - 50 (SD-CANS)

-  [SD-CANS, v.6/2019](#)
- SD-CANS (Interactive form), UNDER REVISION
-  [SD-CANS Manual, v.4/2018](#)

San Diego Child and Adolescent Needs and Strengths - Early Childhood (SD CANS-EC)

-  [SD CANS-EC, v.6/2019](#) **(TO BE ADMINISTERED EFFECTIVE 7/1/2019 FOR CHILDREN AGES 0-5)**
-  [SD CANS-EC Manual, v.6/2019](#)

CANS/PSC tools must be completed and submitted to Optum:

- With Initial Authorization Requests (or ITP)
- With Continued Authorization Request (or TPU) or every 6 months (whichever occurs first)
- Upon discharge

PROVIDER STEPS:

1. Provider must be CANS Certified (San Diego CANS 1.0)
2. Provider will administer CANS as outlined on previous page. CYF mHoms Client Information Sheet with required fields. Example of Client Information Sheet with required fields highlighted is located on our Optum website.
3. Provider will collect the PSC and PSC-Y (when applicable) from youth and caregiver as outlined on previous page
4. Provider will submit the CYF mHOMS Client Information Sheet, CANS, and PSC tools to Optum for data entry and tracking
5. Provider will receive reports on past due tools
6. Provider may need to complete Provider/Family Letter to have in client file (TBD - once a determination is made you will be notified)
7. Provider will receive reports from outcome data to review and utilize in treatment planning
8. Provider will be recertified for the CANS on a yearly basis (1x per year)

Information and Updates for FFS Medi-Cal Providers

Fee-For-Service Provider Operations Handbook

Adult/Older Adult, Child, and Adolescent Mental Health Services
Edition October 31, 2018

[Edition October 31, 2018](#)

The Fee-For-Service (FFS) Provider Operations Handbook was last updated on October 31, 2018, to reflect changes implemented in the Fee-For-Service Medi-Cal network for the County of San Diego Behavioral Health Services Mental Health Plan (MHP).

- **No updates were completed this quarter (05/01/2019—07/31/2019)**

IMPORTANT: The handbook is currently being revised to reflect the recent changes related to the CANS requirements and other verbiage. You will be notified as soon as a revised edition has been completed. Please ensure you are following the requirements per the [CANS Instructions and Process](#) on our website under the CANS tab.

Handbook Highlight

Providers are expected to coordinate care with the client's health care providers. Please call the **ACL** at **888-724-7240** to obtain information about the full range of community services available for clients (Pg. 23)

Fee-For-Service Provider Operations Handbook Updates

The Fee-For-Service Operations Handbook will be reviewed and updated as appropriate on a quarterly basis. A notification that will include an outline of any revisions will be sent via email blast. The OPTUMIST Newsletter will continue to include a section for the handbook to ensure you are always informed about changes in processes and requirements. Please remember this handbook is part of your contract.

Information and Updates for FFS Medi-Cal Providers

Training Opportunities for Fee-For-Service Providers

RIHS (Responsive Integrated Health Solutions) The County contracts with RIHS, which is based at the Academy for Professional Excellence, a project of the SDSU School Of Social Work. RIHS training meets the qualification for continuing education credit for MFTs, LPCCs, LCSWs, and Psychologists. Providers can earn free CEUs for many of the offered classes. Email RIHS@sdsu.edu if you have any questions. You will also find instructions on how to set up a RIHS account on our website at www.optumsandiego.com.

- **Understanding Medi-Cal Documentation Standards: An e-Learning Course by the County of San Diego and OptumHealth (Course Code: BHE0037):** This webinar is free to you, and was created to educate, support, and assist you in fully understanding the standards and requirements specifically related to your Medi-Cal FFS documentation. It is mandatory that all FFS Providers complete this course at least one time.
- **Assessing for High Risk Recorded Webinar -** Course Code: [BHE0107](#)
- **CANS and PSC Recorded Webinar: Clinical Utility of the CYF mHOMS Reports -** Course Code [BHE099](#)
- **CANS Clinical Integration to Treatment Planning: Recorded Webinar—**Course Code: [BHE0102](#)
- **Understanding and Diagnosing Complex Behavioral Health Problems in Children and Youth eLearning -** Course Code: [BHE0094](#)
- **Geriatric Behavioral Health Certificate Training -** ([Multiple Days](#))
- **The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma** is offering free CEUs. To search the course catalog, please visit the [NCTSN](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.
- **TF-CBT Web** offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.



Information and Updates for FFS Medi-Cal Providers

New Review Tools and Reasons for Recoupment

NEW OUTPATIENT REVIEW TOOLS! Be sure to go to our website www.optumsandiego.com and visit the Fee-For-Service page to ensure you are aware of the updates made to the site and treatment record review tools. This will help your practice remain compliant with County, State and Federal regulations.

Reminder: "Signature on file" is not accepted as a client signature on treatment plans, informed consents, consent for psychotropic medication, or releases of information.

Also, be sure to review DHCS Reasons for Recoupment, as they do change annually. We have created a quick guide for you which is located on our Fee for Service page of the website.

Some common Reasons for Recoupment include, but are not limited to:

- Failure to document medical necessity and impairment throughout entirety of record
- Progress note date does not match date of claimed service
- There is no progress note present in record for date of claimed service



Information and Updates for TERM Providers

Training Opportunities for TERM Providers

South Bay Community Services will be offering a 40-Hour Domestic Violence Counselor Training that meets TERM clinical specialty requirements for Domestic Violence Victim treatment. Training dates are 9/6, 9/13, 9/20, 9/27, and 10/4 from 8am-5pm. The registration deadline is August 30th and cost is \$125. To register, please call 619-420-3620.

24th San Diego International Summit on Violence, Abuse and Trauma Across the Lifespan will be held September 5 - 8, 2019, at the Hyatt Regency La Jolla at Aventine, San Diego, CA. For registration and additional information, please visit <https://www.ivatcenters.org/san-diego-summit>.

The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma is offering free CEUs. To search the course catalogue, please visit the [NCTSN](http://www.nctsn.org) website. Once you establish an online account, you will be able to enroll in a variety of webinars.

TF-CBT Web offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.

[RIHS \(Responsive Integrated Health Solutions\)](#) The County contracts with RIHS based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. RIHS training meets the qualification for continuing education credit for MFTs, LPCCs, LCSWs, and Psychologists. Providers can earn free CEUs for many of the offered classes. Email RIHS@sdsu.edu if you have any questions. You can also contact Provider Services for instructions on how to set up a RIHS Account at 800-798-2254, Option 7. Upcoming training opportunities that may be of interest to TERM providers include:

- **Assessing for High Risk Recorded Webinar** - Course Code: [BHE0107](#)
- **CANS and PSC Recorded Webinar: Clinical Utility of the CYF mHOMS Reports** - Course Code [BHE099](#)
- **CANS Clinical Integration to Treatment Planning: Recorded Webinar**—Course Code: [BHE0102](#)
- **Understanding and Diagnosing Complex Behavioral Health Problems in Children and Youth eLearning** - Course Code: [BHE0094](#)

TERM Advisory Board Provider Representatives

The TERM Advisory Board meets quarterly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. TERM providers are currently represented on the Board by:

Michael Anderson, Psy.D.: drmike6666@gmail.com

Paola Wilckens-Gjata, LCSW: paolatherapy@yahoo.com

Please feel free to contact these provider representatives for updates from the Advisory Board meetings or to provide professional or consumer feedback.

Access and Crisis Line Chat Services



Access and Crisis Line Chat Services



We are here for you.
Chat with someone who understands.

We can help you when:

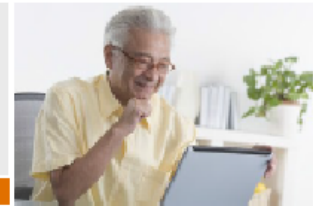
- You need to chat with a professional who cares
- You are struggling to cope
- You are concerned about someone you know
- You feel you might be in danger of hurting yourself or others

Our free, confidential Live Chat Services are available

Monday – Friday, 4pm-10pm.

Go to www.optumsandiego.com or www.up2sd.org.

San Diego Access and Crisis Line: (888) 724-7240 / 7 days a week, 24 hrs. a day!



Access and Crisis Line Chat Services funding for services is provided by the County of San Diego Health & Human Services Agency.



Please inform your clients about our available chat services if they need emotional support for their mental health and drug and alcohol needs. The online chat service is available Monday—Friday, 4pm—10pm at: www.up2sd.org or www.optumsandiego.com

Be Part of the Solution

We Need More Like You!!

Optum is looking to expand our Provider Networks! If you know of a licensed therapist or prescriber who may be interested in joining the Fee-For-Service and/or TERM Specialty Networks, or would like additional information, please contact Angelina!

Email: angelina.noel@optum.com

Call: 619-641-6833





Don't Miss This Conference! Register Today

We Didn't Wait – Do you know how far we've come?

Don't miss highlights of a decade of progress made in understanding the brain, child development, assessment, diagnosis, and protective factors that contribute to resilient children and families.

A Future of Hope – Do you know how hope heals?

Research shows that hope is a predictive factor of well-being in trauma, illness and resiliency. **Don't miss** discovering how to apply the science of hope in daily life to overcome trauma, adversity, and the struggles we face.

What About Trauma?

Trauma-informed care is essential in today's treatment and educational settings. **Don't miss** these important updates focused on trauma:

- What Can Pediatricians Do to Identify and Refer Children and Families?
- Prenatal Trauma and Depression – The Earliest Intervention
- Hope for Children with Developmental Psychopathology and Trauma
- How are the Caregivers? Vicarious Trauma and Wellness
- Trauma Sensitive Schools and Protective Factors

Other Topics?

- Hope for Infants and Toddlers Grieving
- Hope for Incarcerated Parents and Their Children
- Hope for Military Families
- Hope for Grandfamilies and Other Kinship Families
- Fostering Hope: The Role of Foster Parents
- Supporting Young Minds in a Digitally Enmeshed Era
and more.....

Don't Miss This Conference:

A Ten-Year Celebration. Two-and-a-half days with nationally known speakers. Hundreds of clinicians, treatment providers, educators and physicians.

Join us and gain a deeper understanding of how risk and resilient factors shape the brain and impact child development. Explore the progress we've made and what can be done to support children and families in the future.

[more info](#)

EXHIBITORS

Join us as an Exhibitor! Participants have identified this as "the one" conference on Early Childhood Mental Health they must attend. Past conferences have attracted over 600 attendees.

[Click here to apply as an exhibitor](#)



REGISTRATION FEES

Continuing Education Credits
Additional \$35 per day

Registration on/before August 7, 2019

Thursday and Friday
\$150 per day

Saturday
\$30

Registration on/after August 8, 2019

Thursday and Friday
\$175 per day

Saturday
\$50



To view this email as a web page, go [here](#)

Upcoming Events

August

Provider Orientation: 08/28 (RSVP 800-798-2254 ext.7)

September

[24th San Diego International Summit on Violence, Abuse and Trauma Across the Lifespan](#) - 09/05

[40 Hour Domestic Violence Counselor Training](#): 09/6, 09/13, 09/20 and 10/4 8am - 5pm

[10th Annual Early Childhood Mental Health Conference](#):

We Didn't Wait - A Decade of Progress - A Future of Hope - 09/09 - 09/14

Provider Orientation: 09/25 (RSVP 800-798-2254 ext.7)

October

Provider Orientation: 10/30 (RSVP 800-798-2254 ext.7)

The ACL remains open 7 days per week, 24 hours per day.

Access and Crisis Line: (888) 724-7240

