

# The TERM Paper

Volume 15

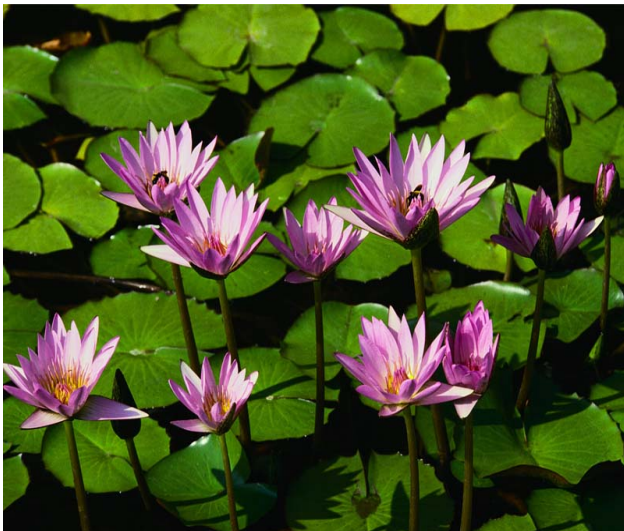
June 2009

The County of San Diego's Mental Health Services is partnering with United Behavioral Health (UBH) to assist in the management of TERM responsibilities effective July 1<sup>st</sup>, 2009. At that time, TERM Providers will interface with our contractor, UBH, for credentialing/privileging, payment authorization, and quality assurance. County Mental Health Services will continue to maintain overall oversight of the TERM process. The County has been working along with UBH to ensure this transition is as seamless as possible for our providers and the TERM partners we serve – particularly the children and youth of San Diego County and the Juvenile Court.

The County employees who have previously been managing TERM would like to take this opportunity to thank all of the providers for their years of devoted service to the children and their families. Similarly, Mental Health Administration would like to thank those same County employees for their high quality of service and dedication to the TERM program.

As the County's TERM program continues into this next era under partnership with UBH, we forward look to the continued vigilance of evaluation and treatment services for the children and families involved in the Juvenile Justice System since the establishment of this program for nearly fifteen years.

Mental Health Administration



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# UBH ASSUMING TERM RESPONSIBILITIES JULY 1ST

Mary Joyce, Director  
UBH Regulatory and Network Services

As was announced in the previous TERM Paper, United Behavioral Health (UBH) will be assuming management of the TERM Team responsibilities effective July 1<sup>st</sup>. We are very excited about this opportunity to work more closely with TERM providers and with staff from County Mental Health, Child Welfare Services, Juvenile Courts, and Probation. We have been working closely with the current TERM staff to make this transition as smooth as possible.

## INFORMATION YOU NEED TO WORK WITH UBH TERM

### What will not change?

If you have a contract with UBH to provide MediCal or TERM services, there are no changes to the process for submitting claims. Simply continue the process you are currently using.

### What will change?

Below are some items that will be changing as of July 1<sup>st</sup>.

### UBH TERM Staff:

UBH is fortunate to have an experienced team of clinicians who have worked with the Courts, Probation, and Child Welfare Services as well as the children and families involved with their services.

*Terry Villacruz*, LCSW, Director Clinical Operations—Terry has been working at UBH since 2004, first as the Sr. Manager of Provider Services, then as Manager of Utilization Management and currently as our Director of Clinical Operations.

*Tyler Gabriel*, PhD, Manager of UBH TERM—Tyler has recently joined UBH as Manager of the new UBH TERM. Prior to working at UBH, Tyler was Acting Chief of Mental Health at Centinela State Prison. Prior to that, Dr. Gabriel held a number of positions in San Diego County including Chief Psychologist at Mesa Vista Hospital, Adjunct Faculty at University of San Diego (USD), and Chief Psychologist at USD Counseling Center.

*Nancy Cowden*, MFT, UBH TERM Clinician—Nancy has been working at UBH since 2005. She has been the Advocate for Children's Inpatient Care since January 2008 and has experience working with children in Day Treatment. She also has experience in previous positions in providing counseling to children in, or at risk for entering, the juvenile justice system.

*Shannon Day*, MFT, UBH TERM Clinician—Shannon recently joined UBH to work with us as a member of the UBH TERM team. Shannon has experience working with children and families referred through the SARB program at the Mental Health Resource Center. She was one of the few to be approved to provide services in Juvenile Hall.

*Anna Williams*, UBH TERM Administrative Support Supervisor—Many of you have spoken with Anna in her role as the CWS Authorizations Processor. Anna has been in that position since June, 2008 and has worked closely with providers and Protective Service Workers to resolve CWS authorization and claims issues.

We hope to finalize hiring additional staff within the next several weeks.

### PHONE, FAX, MAIL:

Please use the following numbers when contacting UBH TERM:

*TERM phone #:* If you are a TERM provider or staff from the Courts or Probation offices you can reach the UBH TERM staff at **619-641-5374** Monday through Friday 8:30 to 5pm.

*Fax#:* When faxing documents to UBH TERM, please use **fax # 619-641-6979**.

*Mailing Address:* We strongly advise faxing documents to UBH TERM. But if you must mail documents, please mail them to:

UBH TERM, Suite 500,  
3111 Camino Del Rio North  
San Diego, CA 92108

*Continued on next page:*

**FORMS:**

We are updating the forms used by the current TERM Team in order to reflect the changes in phone, fax and mailing information. You will soon be able access the new forms on the UBH Website. In the interim, you may continue using the current TERM Team forms. Simply use the UBH TERM fax or mailing address when submitting documents.

**WEBSITE ADDRESS:**

We will be placing UBH TERM related documents on the website for July 1<sup>st</sup>. The documents will be similar to those TERM documents on the Network of Care website; however, they will have the updated UBH address, phone numbers and fax numbers.

The UBH website address is: <https://www.ubhonline.com/publicSector/index.jsp>

Over the next few months the UBH website will be updated to make it easier for providers and other partners to locate various documents and information.

**NEW CWS PROCESS FOR REQUEST FOR PAYMENTS AND 04-176A**

This is a new process for CWS. The 04-176A ‘Therapy Referral Form’ must now accompany the 04-130C ‘Request for Payment Authorization’. This new process will ensure that TERM providers will have the basic information necessary to initiate therapy. If the 04-176A is not included with the 04-130C, the 04-130C will be returned to the PSW with a request for the additional form(s). Authorizations cannot be issued until UBH TERM receives both forms.

**INFORMATION WE NEED TO WORK WITH YOU**

If you have not already done so, please send your email address to UBH TERM team at [providerservicehelp@sdubh.com](mailto:providerservicehelp@sdubh.com) . If you are a TERM Provider, please put ‘TERM Provider Email’ in the subject line. If you are an employee at one of our TERM partner agencies, please put ‘Partner Email’ in the subject line.

**SAVE THE DATE!**

*What:* UBH TERM will be hosting an OPEN HOUSE

*When:* AUGUST 27, 3:00 pm to 5:30 pm

*Where:* Our Mission Valley office at 3111 Camino Del Rio North—suite 500, San Diego  
(plenty of free parking available)

*For Whom:* UBH TERM partners from County Mental Health, Child Welfare Services, Juvenile Probation, Juvenile Courts and the UBH TERM provider network

**The Use of Interns for Individual, Conjoint, or Family Therapy in CWS Cases**

Dr. Sara Maltzman

Please remember to follow TERM policy regarding the use of interns, as described below:

- a. Interns cannot accept direct referrals. Referrals should go to their licensed supervisor. Interns (including post-docs) cannot solicit referrals directly from CWS staff.
- b. The licensed supervisor clinically triages the case to determine if it is appropriate for intern assignment. This means that the supervisor discusses the case with the PSW to get a better idea about the severity of the client’s mental health concerns, severity of the abuse/neglect in the case, the chronicity of CWS involvement/number of past referrals/cases, etc. The licensed provider should discuss with the PSW whether they think the case is appropriate for their intern BEFORE assigning the case. The PSW may disagree. Additionally, the PSW will need to indicate that the service will be provided by an intern before the authorization for the service is submitted to UBH.
- c. As a corollary to b. above, by definition interns cannot be assigned to High Risk cases.
- d. Interns cannot be assigned by their supervisors to clients who are Medi-Cal beneficiaries because interns cannot be authorized for Medi-Cal reimbursement.

## Reimbursement For Psychological Evaluation Updates in CWS Cases

Dr. Sara Maltzman

An update of a psychological evaluation may be requested when new information becomes available within one year of a psychological evaluation. The psychologist is asked to incorporate that information and provide an updated report. This request may or may not require an interview of the client. It would not include formal testing.

Reimbursement for an update is not routinely paid at 50% of the initial evaluation reimbursement, as the TERM Handbook currently states. Requests for an evaluation update should be discussed with the CWS staff psychologist before an authorization is submitted for reimbursement.

An update is not the same thing as an addendum requested by TERM to address quality issues.

## CWS Guidelines Regarding Therapy with Multiple Family Members

Dr. Sara Maltzman, CWS Staff Psychologist

CWS cases are forensic cases: they are adjudicated. Each family member in a dependency case is represented by her/his own attorney. Voluntary Services (VS) cases may become dependency cases if the family is not compliant with services. For that reason, guidelines that are applicable to dependency cases also apply to VS cases.

Because these are adjudicated cases, CWS policy is to ensure that each family member has her/his own therapist. The potential for the perception of conflict of interest must be minimized. In particular, the child's perception that her/his therapist is maintaining client confidentiality and that the therapeutic relationship is safe and sacrosanct is paramount. Additionally, the American Psychological Association Ethical Principles of Psychologists and Code of Conduct (incorporated by reference in the California Board of Psychology Laws and Regulations) proscribes multiple relationships by psychologists. Because all TERM therapists see CWS clients and the underlying issues re: potential conflict of interest and multiple relationships pertain to all cases, it makes sense for all providers to follow the same guidelines.

For these reasons, CWS policy is that providers cannot see more than one member of a particular family for mental health services. This means that they cannot provide conjoint or family therapy if they already are seeing one of the family members for individual therapy. This also means that the same therapist should not be treating multiple children in the same family unless there are compelling reasons (geographic accessibility, cultural/linguistic) that make the option of separate therapists unfeasible. The one exception is if the therapist is seeing a child in individual therapy and the PSW requests that the child's therapist provide conjoint/family therapy as part of family maintenance/reunification process.

This means that interns cannot see multiple members of the same family if they have the same supervisor. The supervisor is the legal therapist of record; this essentially would mean that the supervisor is seeing multiple family members.

## Probation Evaluators Take Note

Dr. Michael Stewart, TERM

**Referrals:** Many of the evaluations which are ordered by the court are requested to address a specific type of concern (e.g., mental competence, fire setting risk, juvenile sex offender). If you are contacted with a referral for evaluation of one of these issues, please ensure, before you accept the referral, that you are TERM-approved for that specialty. If you have any question, or are unsure of what specialties you are approved for, please contact TERM.

**Payment:** Probation Accounting has requested that providers receive clarification regarding the submission of invoices. The provider must submit a billing invoice to Probation Accounting which includes the provider's name and credentials; an invoice number; client's name, date of birth, and Probation ID#; date of service and type of service rendered; billing amount (use the current reimbursement rate); and provider's signature.

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