

# UBH TERM NEWSLETTER



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DECEMBER 2009



To contact UBH TERM staff:

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**NEW FAX # 1-877-624-8376\***  
**\*As of January 1st**

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## TERM MANAGER MESSAGE

Happy Holidays from the UBH TERM Team. We hope that this holiday season finds you in good spirits and health.

In this issue we are including a link to a satisfaction survey. We hope you will give us your feedback about your experience working with us during the past six months. Please feel free to share your thoughts on our services by **JANUARY 10<sup>TH</sup>**. The TERM Advisory Board and other stakeholders will also be receiving a survey so that they can share feedback and suggestions for improvements.

We will share the outcome of the surveys with you in the next copy of the newsletter in March. Here is the link to the UBH TERM Provider Survey: <https://www.surveymonkey.com/s/QW87HV8>

In this edition of the Newsletter, we review and clarify significant policy changes that go into effect January 1<sup>st</sup>, 2010. We have included the text from last month, with clarifications inserted in blue.

Tyler J. Gabriel, Ph.D.  
UBH TERM Manager

## **NEW UBH TERM FAX #**

# **1-877-624-8376**

**As of January 1<sup>st</sup>, 2010,  
Please use this fax number  
exclusively!**

### INSIDE THIS ISSUE

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- 2 New TERM Policies
- 3 Procedure Clarification  
For Your Information

## POLICY AND PROCEDURE UPDATES

The following policy and procedural changes have been reviewed and approved by the TERM Advisory Board and Governing Board. These policies and procedures will be effective January 1, 2010:

### NEW TERM POLICIES

#### 1. OBJECTIVE PERSONALITY TESTING REQUIRED FOR ALL PSYCHOLOGICAL EVALUATIONS.

The use of projective testing techniques in conjunction with standardized, objective techniques is acceptable under this policy

Generally, acceptable standards for conducting forensic evaluations call for the use of standardized psychological assessment techniques which demonstrate adequate levels of reliability, validity and include measures of response style or bias. Objective personality testing (such as, but not limited to the MMPI, MAPI, MCMI, PAI) that are properly normed and validated with internal measures of validity are required for all Psychological Evaluations. (Reference: Melton, G. B., Petrila, J., Poythress, N.G., & Slobogin, C. (2007). *Psychological Evaluations for the Courts: A Handbook for Mental Health Professionals and Lawyers, Third Edition*. New York, NY: The Guilford Press, or Heilbrun, K. (1992). The Role of Psychological Testing in Forensic Assessment. *Law and Human Behavior, 16* (3), 257-72.

#### 2. SEND ALL PSYCHOLOGICAL EVALUATIONS AND TREATMENT PLANS/UPDATES ONLY TO UBH TERM.

Until December 31, 2009, please continue to send copies of your reports to PSW's and Attorneys.

Effective January 1, 2010, there is a significant change in procedure. All TERM Providers are required to submit Psychological Evaluations or Treatment Plan/Updates (ITP or TPU) to UBH TERM only. **Do not submit these documents to PSWs, Probation Officers or the Court.** UBH TERM will forward your work products to the appropriate recipient after they have passed quality review. This procedure ensures that the Courts, PSW's and Probation Officers receive documents that have met TERM quality

standards and will assist with consistency in the reports provided to the Court.

#### 3. COURT TESTIMONY DISCLAIMER: TERM Providers treating or evaluating CWS-involved clients without a CWS Referral

Background: TERM Providers occasionally receive referrals for clients involved with CWS from sources other than PSWs resulting in coordination of care challenges. Since consultation with the PSW has not occurred, the Provider does not have a complete understanding and documentation of the client's protective issues. In these situations, the Provider's credential as a TERM clinician can be misleading to the Court. Therefore, this new policy provides guidelines for Providers to follow:

The TERM provider is required to make the Court and the client aware when a TERM Provider is working with a CWS-involved client outside of the standard referral process. This policy is the direct result of complaints about Providers working with CWS clients outside of the routine CWS referral process.

#### Policy:

TERM Providers may accept the referral of a CWS-involved client without it being a PSW-generated referral or otherwise having CWS documentation of the protective issues involved in their client's case. If that Provider then gives verbal testimony or written reports to the court, the clinician is expected to provide a disclaimer to the court that: A. Explains s/he has received this case outside of the routine CWS referral process, B. Their knowledge of the protective issues and other collateral data is limited, and C. The recommendations they provide are based on limited data.

If a Provider learns, after beginning work with a client, that the client is involved in the CWS system, the Provider is **required** to inform the client about this policy above and to discuss the advantages and disadvantages of continuing the evaluation or treatment without the involvement of CWS. The Provider is **required** to offer the client the following options: A. Remaining with the Provider but with a Release of Information for the Provider to collaborate with CWS under TERM procedures, or B. Having the evaluation/treatment conducted by a different TERM Provider with the referral and the appropriate documentation provided by CWS, or

C. Continuing treatment with the Provider and not coordinating treatment with CWS. This comes with the understanding that the Provider may have limited information about their case. The client's choice should be documented by the Provider in the client's treatment record.

## **PROCEDURE CLARIFICATION**

### **LETTERS TO PROTECTIVE SERVICE WORKERS**

UBH TERM has learned that some Providers may be asked to submit treatment updates or progress reviews in letter form to PSWs. The TERM policy has always been that Providers need to submit only ITPs or TPUs to PSWs regarding treatment planning or client progress. Do not send letters that summarize a treatment plan or treatment progress to PSWs. If a PSW requests a letter, please remind him/her that case progress reports must be submitted using the ITP or TPU.

## **FOR YOUR INFORMATION** **(FYI)**

### **NEW EMAIL ADDRESS FOR UBH PROVIDER SERVICES**

UBH Provider Services is increasingly communicating with providers through email. This newsletter, for instance, is sent to providers only via email. UBH Provider Services recently switched to a new email address. Our new email address is:

**[SDU\\_providerserviceshelp@optumhealth.com](mailto:SDU_providerserviceshelp@optumhealth.com)**

### **INFORMATION ON AUTHORIZATIONS AND CLAIMS**

04-130C form vs. Treatment Authorization letter  
The 04-130C is not sufficient to render and/or perform services. You must receive the UBH Treatment Authorization letter which will be mailed to you within five days of our receipt of the 04-130C from the PSW. The UBH Treatment Authorization letter enables you to initiate or continue therapy. Initiating or continuing therapy without an authorization letter may result in non payment for the services.

#### Direct Deposit:

Unfortunately, this service is not currently available to UBH Public Sector, San Diego contracted providers.

#### CPT codes box 24D and billed amount box 24F

Do not use any non-alphanumeric characters in these fields (i.e. quotation marks, writing 'same', arrows, etc). Only the CPT codes contained in your contracted fee schedule may be used in box 24D.

#### Questions about billing?

Please refer to your contracted fee schedule and the TERM Provider Handbook for information on how to submit CWS claims. If these documents do not answer your questions, please feel free to contact CWS Claims Representatives at 619-641-6283

#### Submitting Claims and Timely Filing: 90 days to Submit Claims

*As a reminder:* All claims must be received by CWS Payment Processing within 90 days of the date of service. Claims received by CWS Payment Processing after the 90 days billable period will be denied due to late submission.

#### Resubmitting Corrected Claims within 45 days

Denied claims must be corrected and resubmitted on a new CMS-1500 claim form. Please submit the new CMS-1500 form with corrections within 45 days of the date of the Remittance Advise (RA). Corrected claims submitted later than 45 days after the date of the RA will be denied.

### **SUPERVISION OF INTERNS**

The supervision of interns is addressed in the provider contract as well as in the TERM Provider Handbook In addition, interns are required to complete a registration process with UBH which also specifies steps the supervisor and intern are required to take when rendering services to CWS clients.

As a reminder:

- Authorizations are made to the Supervisor, not to the Intern. Supervisors are expected to evaluate the client's need to ensure assignment of an intern is appropriate.
- Interns who are registered with the Board of Psychology or the Board of Behavioral Sciences must maintain an active registration. If an intern's registration expires, the intern may not render services to CWS clients.
- Supervisors are required to provide interns one hour of face to face individual supervision per week.

- Supervisors are required to sign Treatment Plans, Treatment Updates and Evaluations completed by interns.
- Supervisors of psychology interns are required to be present for the client's clinical interview and notify the client's attorney at least three days prior to the evaluation date.
- When an intern is assigned a different Supervisor or when an intern leaves the agency, please immediately notify Zelda Pierce at UBH Provider Services at 619-641-6836.
- Fax updated information about Interns to 619-641-6979, Attn: Zelda Pierce.

*Please note: Delays in notifying UBH about changes in Supervisor or Intern assignments can result in denied claims due to mismatches with the original authorizations.*