

# OPTUMIST

Optum Provider Newsletter

V31. July 2021

## Provider Services Manager's Message

Hello and welcome to the Summer 2021 edition of the OPTUMIST Newsletter. In this edition we want to highlight the Medi-Cal Enrollment process. If you are not currently enrolled, Optum will be facilitating the application on your behalf.

### Also Included:

- Training Opportunities for FFS Providers
- QI Corner - Paperwork and Informed Consent
- TERM Probation Psychological Evaluation Mental Health Record Release
- TERM Compliance Tracking for CANS/PSC Outcome Measures
- Changes to CWS PSW Locator Number
- Updates to TERM Work Product Tracking
- TERM Training Opportunities
- RIHS Trainings: Psychotropic Medication Training and Psychotropic Medication Training
- TERM Advisory
- Upcoming Events

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

Be Safe, Be Well

*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](http://www.optumsandiego.com)

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- P2-3: Medi-Cal Enrollment - PAVE
- P4: FFS Handbook
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# Information and Updates for FFS Medi-Cal Providers

## Medi-Cal Enrollment—PAVE (OPTUM Public Sector is Facilitating)

### Behavioral Health Information Notice No: 20-071

- Specialty Mental Health Provider Screening and Enrollment Requirements in Medi-Cal (21st Century Cures Act and the CMS Medicaid and CHIP Managed Care Final Rule requirements)

It shall be Optum's Policy on behalf of San Diego County Behavioral Health Services to follow guidance herein referenced in IN 20-071 and enroll all applicable network providers, including individual rendering providers, through DHCS' Provider Application and Validation for Enrollment (PAVE) portal. Billing providers are subject to the rules, processing requirements, and enrollment timeframes defined in Welfare and Institutions Code Section 14043.26, including the timeframe within Section 14043.26(f) that generally allows DHCS up to 180 days to act on an enrollment application

For Applicable Providers, Optum's Provider Service Contract Administrator will begin an Ordering Referring Prescribing (ORP) Application or an Affiliation Application as applicable in PAVE within *5 business days* from the date the provider is fully contracted or as applicable during a special enrollment project. Providers will receive an email from PAVE asking them to log in and respond to the disclosure questions and sign their application. Providers shall respond to the notification email from PAVE and complete their application within *5 business days*.

The State is requiring all San Diego County Fee for Service (FFS) Medi-Cal Providers be enrolled at the State Level:

The Provider Services (PS) Department continues to reach out to all FFS Medi-Cal Providers who have been identified as not yet Medi-Cal Enrolled.

To facilitate this process Optum must have a clear/readable copy of the following documents:

- Driver License or State Issued ID (unexpired)
- Active Professional License (this must be your current pocket license or a copy of your original wall certificate)
- We must also report your Residential Address (cannot be a P.O. Box)

If we do not have the above information, an email request with instructions on how and where to send them will be sent to you. To ease the process, the PS Staff will complete the application for you once all the required information has been received or if it is already available in your file.

Upon completing your application, we will send you an email advising you to be on the alert for an email from PAVE. Their mail will have instructions on how to respond to the disclosure questions and provide a signature on the application. Once you have completed that step, Optum will take over the process again and submit the application.

# Information and Updates for FFS Medi-Cal Providers

## Medi-Cal Enrollment - PAVE (OPTUM Public Sector is Facilitating) - *Continued*

If you are unsure of your enrollment status, you may verify it as follows:

Go to [ORP Validation Lookup \(Beta\) \(ca.gov\)](#)

The screenshot shows the CA.gov website interface. At the top, there is a navigation bar with social media icons and a search bar. Below this is a header for "Medi-Cal Providers" with several menu items: Providers, Beneficiaries, Resources, Related, Contact Us, and Search. The main content area displays the breadcrumb "Home » References » ORP" and the title "Ordering, Referring and Prescribing (ORP) Enrollment Validation Lookup (~Beta Version)". The form includes two input fields: "\* NPI" and "\* Date Of Service (MM/DD/CCYY)". Arrows point from the input fields to a list of instructions: "Enter your NPI number" and "Enter the current date". Below the input fields are "Submit" and "Clear" buttons.

If you are ***Enrolled***, you will receive this response:

Response Message Yes, this provider is an active ORP for this Date of Service.

If you are ***NOT Enrolled***, you will receive this response:

Response Message No, this provider is not an active ORP for this Date of Service.

When you receive the above response Optum PS staff will be facilitating your enrollment at PAVE and you may be contacted to request updated documents within the next few weeks.

# Information and Updates for FFS Medi-Cal Providers

## Fee-For-Service Provider Operations Handbook

Adult/Older Adult, Child, and Adolescent Mental Health Services  
Edition January 31, 2021

[Edition January 31, 2021](#)

Please visit our website at <https://www.optumsandiego.com> to download forms or to save the handbook to your desktop for easy access.

Please remember that we urge you to coordinate care with all treating professionals involved with your clients this includes pediatricians, PCPs, and others.

REMINDER: Medi-Cal regulations require that providers have an emergency referral on their outgoing voice messages. You may refer callers to the Access and Crisis Line (ACL) at (888) 724-7240.

### 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 includes an outline of the 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

[Responsive Integrated Health Solutions \(RIHS\)](#) 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.

- For a full list of available eLearning and recorded webinars, [click here](#).

Instructions on how to set up a RIHS account can be found on our website at [www.optumsandiego.com](http://www.optumsandiego.com). If you have any questions, please email [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).

**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

## QI Corner



### Best Practices Series

#### In this issue:

- ◆ Informed consent
- ◆ Intake paperwork

To help ensure your success with following County, State, and Federal guidelines, we highlight some best practices for intake paperwork and informed consent.

#### Informed Consent

- ◆ **Consent for treatment:** Documentation explains risk of noncompliance, right to terminate/refuse treatment, description of services, limits of confidentiality, emergency coverage, therapist availability and who client/guardian can contact in the event of an emergency
- ◆ **Informed consent for psychotropics** must be reviewed and signed with client or guardian and updated whenever changes are made to medications. See example template in Links and References
- ◆ The initial **client checklist** is a helpful guide to ensure all the above elements are incorporated into your chart (see below for link)

#### Intake Paperwork

- ◆ **Client face sheet:** Must include (but not limited to) demographic information, emergency contact, and insurance carrier
- ◆ **Provision of Notice of Privacy Practices and Acknowledgment** must be reviewed and signed by client or guardian
- ◆ **Grievance Appeal Process and State Guide to Medi-Cal** must be documented that it was explained/offered to the client or guardian
- ◆ **Releases of information** are completed, signed, filed and updated annually if needed. Clients are made aware that they can revoke releases at any time
- ◆ **Advanced Directives brochure** is explained, reviewed and documented that it was provided
- ◆ Information is provided to clients which includes an explanation of the **cancellation/no show policy**

#### Links and References

[Psychotropic Consent Template](#)

[Notice of Privacy Practices](#)

[Notice of Privacy Practice Acknowledgment](#)

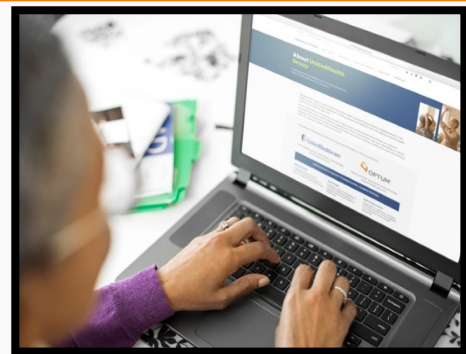
[Advanced Directive](#)

[State Guide to Medi-Cal](#)

[Quick Guide to Medi-Cal](#)

[Grievance and Appeal Brochure](#)

[Beneficiary Materials Order Form](#)



Have Questions?

Email us at: [SDQI@optum.com](mailto:SDQI@optum.com)

# Information and Updates for TERM Providers

## TERM Probation Psychological Evaluations Mental Health Record Release Process

To ensure TERM Probation evaluators have relevant clinical information, updates have been made to the mental health record release process for Probation psychological evaluations. Effective April 1, 2021, the Juvenile Court will send a copy of the minute order requesting a psychological evaluation to the County of San Diego Health Information Management Services (HIMS).

HIMS will send via a secure email a copy of the Client Roster Report (“tracking log”) to the assigned evaluator, if available. The Client Roster Report is a log of treatment episodes in many programs in the County of San Diego System of Care. Generally included on this report are treatment episodes with:

- Fee-For-Service Medi-Cal providers
- County-contracted outpatient programs
- Wraparound services
- Therapeutic Behavioral Services (TBS)
- Emergency Screening Unit (ESU)
- Inpatient psychiatric hospitalizations funded by Medi-Cal/County in San Diego County hospitals

Please note the Client Roster Report is **NOT** a comprehensive list; notable exceptions may include

- Some residential treatment care (depending on placing agency)
- Hospital emergency department visits
- Substance Treatment through school districts via IEP/Educational Related Mental Health Services (ERMHS)
- Treatment through private health insurance
- Federally Qualified Health Centers

# Information and Updates for TERM Providers

## TERM Probation Psychological Evaluations Mental Health Record Release Process —*Continued*

If a youth received care while in the juvenile detention facilities, the evaluator shall receive select clinical records via secure email. The Behavioral Health Services STAT-Team is a County-operated clinical program that provides care to youth detained in the juvenile detention facilities. Records will be emailed from the STAT-Team directly. Records that shall be shared may include, if available:

- STAT Behavioral Health Assessment (assessment completed by a clinician for youth receiving STAT services >30 days)
- STAT Psychiatric Assessment
- STAT High-Risk Assessment
- STAT Medication Progress Notes
- STAT Diagnosis Page
- STAT Discharge Summary

If there are no contacts on the Client Roster Report or clinical records available from the BHS STAT-Team, HIMS will send an email to the evaluator noting there were no available records.

The minute order includes the following language regarding mental health records for the purposes of court-ordered evaluations:

PY190: All records, including but not limited to medical, education, special education, probation, child welfare, mental health, regional center, and court records regarding the youth, shall be made available upon request to the evaluator assigned to the case. Use of these records is for the sole purpose of preparing the court-ordered evaluation and report. The records shall not be used for any other purpose.

Should additional records be required, this minute order may be used.





# Information and Updates for TERM Providers

## Compliance Tracking for CANS/PSC Treatment Outcome Measures

As a follow up to the reminder in the Spring edition of the OPTUMIST the Child and Adolescent Needs and Strengths (CANS) and Pediatric Symptom Checklist (PSC-35) outcome tools are required for San Diego County CWS-referred clients being seen by TERM providers through **both** Medi-Cal and CWS funds. TERM providers are compensated for completing and submitting the required tools, per the established fee schedule.

To ensure our system of care complies with this State mandated requirement, Optum is monitoring CANS and PSC submissions. Optum has been sending notifications to providers treating Medi-Cal beneficiaries when a CANS and/or PSC is required but not submitted and will also be initiating follow up for clients seen through CWS funding. Please make sure you are aware of the required submission timelines and provide these tools at the necessary intervals:

- With the CWS initial treatment plan
- With each quarterly CWS treatment plan update
- With the CWS discharge summary

The following crosswalk is a helpful reference for determining when these tools are required:

### Outcome Tools Crosswalk

**Effective 07/01/2019, the State is collecting data to evaluate County programs' and Network performance.**

#### Clinician Completed Measure

	<b>*SD CANS- EC</b> <i>San Diego Child and Adolescent Needs and Strengths – Early Childhood</i>	<b>*SD CANS</b> <i>San Diego Child and Adolescent Needs and Strengths</i>
<i>Completed by:</i>	Provider	Provider
<i>Age Range:</i>	0 - 5	6 - 21
<i>**Timeframe:</i>	Submit to Optum with: <ul style="list-style-type: none"> <li>• Initial Auth Request (or ITP)</li> <li>• Continuing Auth Request/6 months (or TPU)</li> <li>• Discharge</li> </ul>	Submit to Optum with: <ul style="list-style-type: none"> <li>• Initial Auth Request (or ITP)</li> <li>• Continuing Auth Request/6 months (or TPU)</li> <li>• Discharge</li> </ul>

## Information and Updates for TERM Providers

### Compliance Tracking for CANS/PSC Treatment Outcome Measures - *Continued*

Outcome Tools Crosswalk		
Effective 07/01/2019, the State is collecting data to evaluate County programs' and Network performance.		
Parent/Youth Completed Measure		
	+PSC <i>Pediatric Symptom Checklist - Caregiver</i>	+PSC-Y <i>Pediatric Symptom Checklist - Youth</i>
<i>Completed by:</i>	Parent	Youth
<i>Age Range:</i>	3 - 18	11- 18
<i>**Timeframe:</i>	Submit to Optum with: Initial Auth Request (or ITP) Continuing Auth Request/6 months (or TPU) Discharge	Submit to Optum with: Initial Auth Request (or ITP) Continuing Auth Request/6 months (or TPU) Discharge

<b>*SD CANS/SD CANS - EC:</b>	Requires certification renewed annually (available on RIHS website)
<b>**Timeframe:</b>	State mandates administration of measures within 6 month-intervals maximum; the majority of continuing auth requests take place within 6 months
<b>+PSC/PSC-Y:</b>	It is client/parent completed; training certification is not required
<b>3 – 5:</b>	For clients 3 – 5, omit questions 5, 6, 17, 18 on the Parent PSC



## Information and Updates for TERM Providers

### Changes to Child Welfare Services PSW Locator Number

Some recent changes were made to procedures for calling into the San Diego County CWS PSW Locator Line (858-514-6995) to ensure that the process is aligned with CWS Confidentiality Guide policies. A verification code is now required when calling into the line. To obtain the verification code, please call Optum TERM at 877-824-8376, option 1. For any questions about this process, please contact CWS policy analyst Jerelyn Bourdage, LCSW at (619) 417-6722.

### Updates to TERM Work Product Tracking

Enhancements have been made to the monthly TERM work product due date tracking letters to assist providers with communicating updates on their caseloads to Optum. The letters will now include fields where providers can document requests to remove clients who haven't engaged in treatment from their caseloads, or to adjust due dates when clients are delayed engaging in treatment. Providers can fax their due date tracking letter with these updates back to TERM at 877-624-8376, and the applicable changes will be made.

Please note that when clients are excluded from the due date tracking system, treatment authorizations will also be de-activated. If the client later initiates services and it is within the timeframe included in the original treatment authorization, please contact TERM at 877-824-8376 to re-initiate the authorization and associated work product tracking.



# Information and Updates for TERM Providers

## Training Opportunities for TERM Providers

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.

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Instructions on how to set up a RIHS account can be found on our website at [www.optumsandiego.com](http://www.optumsandiego.com) or you may contact Provider Services at 800-798-2254 Option 7. If you have any questions please email [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu).



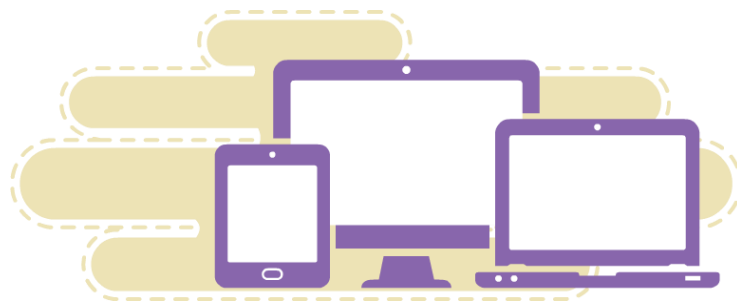
# Psychotropic Medication and Youth: Legislative Updates and Best Practices Recorded Webinar

Trainer: [Laura Vleugels, MD](#)

Course Code: BHE0126

## Course Description

In this recorded webinar, participants will be provided a historical perspective on psychotropic medication oversight. They will also be provided with information about existing guidelines from professional organizations and the state of California. Finally, participants will receive an update of recent legislative changes that pertain to prescribing.



## Learning Objectives

Upon completion of this training participants will be able to:

- Discuss antipsychotic medication use and history of oversight efforts
- Identify different approaches for antipsychotic monitoring
- Identify metrics identified for monitoring in California
- Name supports available from County of San Diego

## Audience

Treatment, Evaluation & Resource Management (TERM) providers, prescribing physicians, clinicians, public health nurses and others who support youth prescribed psychotropic medication.

[Click Here](#) to log into the LMS and register to receive CEs.

**Registration:** If you already have an account, you may search for the course by name or course code. If you do not have an account in the LMS you will need to open one by [clicking here](#). Email [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu) if you have any questions. This training is FREE of charge to BHS County employees and contractors.

**Continuing Education:** This course meets the qualifications for 1 hour of continuing education credit for LMFTs, LCSWs, LPCCs and/or LEPs as required by the California Board of Behavioral Sciences. The Academy for Professional Excellence is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy for Professional Excellence is approved by the California Board of Registered Nursing, Provider # BRN CEP10014; CCAPP-EI, Provider # 1S-98-38-98-0822, and CAADE Provider # CP40 906 CH 0323 for 1 contact hour/CEHs. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists. The Academy for Professional Excellence maintains responsibility for this program and its content. Click here for information on how to [obtain CE Certificates](#). Click here for the [CE Grievance Procedure](#).

[Click Here](#) to view this training without receiving CEs.

# Understanding CWS and the Juvenile Dependency Process: Helping our Families Heal Recorded Training

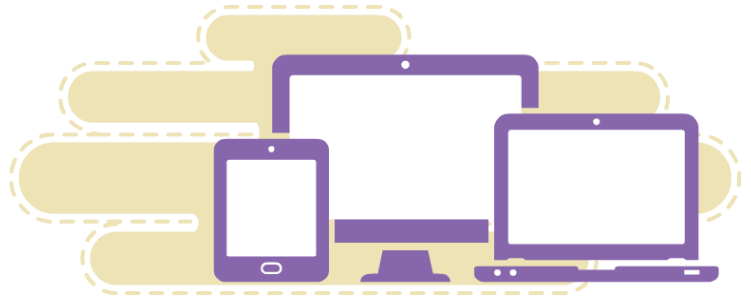
Trainer: [Babbi Winegarden, Ph.D., M.H.P.E.](#)

## Course Description

Providing therapeutic services for child welfare children and families can be a complex process. It involves an understanding of juvenile court processes and roles, Child Welfare Services (CWS) procedures, collaboration and documentation expectations vis-a-vis protective service workers, and clinical expectations related to the protective issues as identified by the court. In this recorded training, participants will be provided with information and experiences related to these processes.

## Audience

Treatment, Evaluation & Resource Management (TERM) Providers



## Learning Objectives

Upon completion of this training participants will be able to:

- Understand the juvenile court expectations of TERM therapists
- Identify the components of juvenile court legal proceedings
- Understand the role of the social worker in the CWS agency juvenile dependency process
- Understand the role of the TERM therapist in the CWS juvenile dependency process
- Provide appropriate documentation for juvenile dependency cases
- Describe the clinical framework necessary when working with Child Welfare families

[Click Here](#) to view this training without receiving CEs.

# Information and Updates for TERM Providers

## 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. Representation on the Board includes San Diego County HHS Behavioral Health Services, Child Welfare Services, Probation Department, Juvenile Court, Public Defender Juvenile Delinquency Branch, District Attorney, County Counsel, Dependency Legal Services, Children's Legal Services, Optum, TERM Provider Panel, Youth and Parent Partners. TERM providers are currently represented on the Board by:

**Michael Anderson, Psy.D.:** [drmike6666@gmail.com](mailto:drmike6666@gmail.com)

**Lorena Avitea, LCSW:** [avitealcsw@hotmail.com](mailto:avitealcsw@hotmail.com)

Please feel free to contact your provider representatives for updates from the Advisory Board meetings, process improvement ideas, or to provide professional or client feedback.

## Contact Us

For provider assistance, a TERM dedicated phone line is available Monday through Friday from 8am to 5pm at 877-824-8376. The available options for your call include:

**Option 1:** For questions about authorizations or receipt of work products

**Option 2:** For questions about CWS billing and claims

**Option 3:** For questions regarding participation in our network, credentialing, or your provider record

**Option 4:** For questions about CWS referrals

Other resources for TERM providers:

**Child Welfare Services PSW Locator Line:** 858-514-6995

**Optum Website:** [www.optumsandiego.com](http://www.optumsandiego.com)

hover over BHS Provider and Resources, and select TERM Providers



# 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:

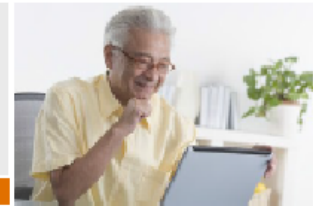
- You need to chat with a professional who cares
- You are struggling to cope
- You are concerned about someone you know
- You feel you might be in danger of hurting yourself or others

Our free, confidential Live Chat Services are available

**Monday – Friday, 4pm-10pm.**

Go to [www.optumsandiego.com](http://www.optumsandiego.com) or [www.up2sd.org](http://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](http://www.up2sd.org) or [www.optumsandiego.com](http://www.optumsandiego.com)



# Upcoming Events

**Important Notice:** Provider Orientation will be held via Teams Meeting until further notice – You will receive an invite when your RSVP is received by Provider Services.

## August

Provider Orientation: **08/25/2021** (RSVP 800-798-2254 ext.7)

## September

Provider Orientation: **09/29/2021** (RSVP 800-798-2254 ext.7)

## October

Provider Orientation: **10/27/2021** (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

## Can You Help?

The Student Behavioral Health Services at Southwestern College referred to as Personal Wellness Services is looking for providers who are available and willing to see students who have Medi-Cal Insurance and who are suffering from Moderate – Severe Behavioral Health issues.

If interested or for additional information please contact:

Dr. Clarence Amaral 619-216-6689.

Thank you

