

# OPTUMIST

Optum Provider Newsletter

V30. April 2021

## Provider Services Manager's Message

Hello and welcome to the Spring 2021 edition of the OPTUMIST Newsletter. In this edition we want to highlight an article on TERM Group Psychotherapy for your CWS client. Also, the Telemental Health Attestation and requirements are available on our website for those of you who intend to render telehealth services once the State reimplements their standard HIPAA guidelines.

Also Included:

- CANS Requirement Reminder
- Introduction to the Family Urgent Response System
- QI Corner - Address Changes
- TERM News and Updates
- Training Opportunities
- 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)

## In This Issue:

- P2: FFS Handbook
- P3: Training Opportunities for Fee-For-Service Providers
- P4: CANS Requirements  
Resume/CV Required at Recredentialing
- P5: Telehealth: Planning for the Future - *Revised*
- P6: Family Urgent Response System
- P7: QI Corner: Provider Address Update
- P8 - 10: TERM Group Psychotherapy
- P11: Training Opportunities for TERM Providers
- P12: TERM Advisory Updates
- P13 -14 : We are Recruiting
- P15: ACL Chat Services
- P16: Upcoming Events

# 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 treating psychiatrists, pain management professionals, pediatricians, and PCPs, as well as any other treating professionals who work with your clients.

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 & TERM Providers

## CANS Reminder for FFS & TERM Providers

The County of San Diego was mandated by the State to implement and manage tools to measure treatment outcomes for youth ages 0 – 21 coming into treatment as new clients with a start date on or after 7/1/19. The Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist (PSC - 35), are the outcome tools for the County of San Diego Mental Health Plan. To ensure our system of care complies with this State mandated requirement, Optum is monitoring CANS and PSC submissions when applicable. Optum will send notifications to providers when CANS or PSC is required but not submitted and/or received as incomplete. Please make sure you are aware of the submission timelines and provide these tools at the necessary intervals. This will allow us to also be able to provide you with valuable outcomes measures from the data that you are sharing (for Medi-Cal funded cases only).

Also, a reminder that there is compensation tied to submitting these reports. Please refer to the fee schedule associated with your contract. More information available at: [optumsandiego.com](http://optumsandiego.com)>BHS Provider Resources>TERM Providers or Fee for Service Providers>CANS/PSC tab. Note: At this time, this will not affect receiving an authorization for services, however it is highly encouraged to submit CANS/PSC assessments to measure client treatment outcomes for both Medi-Cal and CWS funded cases.

### Requirements for CANS and PSC:

1. Clinical staff administering the CANS must be trained and certified
2. Certified clinical staff will complete the appropriate measure (SD CANS-EC or SD CANS) for clients 0-21 years of age receiving therapy services from a mental health provider
3. CANS and PSC-35 must be completed and submitted to Optum at the below intervals
  - a. With Initial Outpatient Authorization Request or Initial Treatment Plan With Continued Outpatient Authorization Request or Treatment Plan Update or every 6 months (whichever occurs first)
  - b. With Continued Outpatient Authorization Request or Treatment Plan Update or every 6 months (whichever occurs first)
  - c. Upon discharge

## Reminder : Updated Resume/CV Required at Recredentialing

We would like to take this opportunity to remind you that updating your resume/CV at re-credentialing and at any point in time when you would like to add a clinical specialty to your profile is required. This will assist us to process your request accurately and timely.

As an example, the re-credentialing period occurs every three (3) years and you may have had trainings, acquired certifications, become more adept at providing services to a specific population and/or widened your clinical scope which you previously did not reflect in your provider profile.

We want to support you and the clients we serve to have adequate and appropriate access to care. Taking the time to update your resume/CV or additional areas of your provider profile will support continuity of care for those we serve.

# Information and Updates for FFS Medi-Cal & TERM Providers

## Telehealth: Planning for the Future

*Reprint from January 2021 with a **Revision***

In March 2020, the California Department of Health Care Services provided guidance to allow for behavioral health services to be provided by telephone and telehealth to ensure access to health and safety during the COVID - 19 public emergency.

The County of San Diego Behavioral Health Services and Children Welfare Services are currently planning for the future of telehealth services for both the FFS Medi-Cal and TERM Provider Networks. In anticipation of the end of the pandemic and in order to avoid a disruption of services, Optum in collaboration with our County partners has developed a plan to proactively implement a telehealth protocol.

In order to comply with the [Standards of Practice for Telehealth](#) and facilitate a smooth transition for on-going services Optum will require all providers to complete and submit a [Telemental Health Attestation](#).

The form requires you to attest to meeting the Standards and Requirements needed to be approved to render telehealth services, **as well as identify and submit the Business Associate Agreement (BAA) for the HIPAA compliant platform you are using.**

### Next Steps:

If you are planning to incorporate telehealth services into your practice after the US Department of Health & Human Services reinstates HIPAA Rules, please take the following actions.

- Review the [Standards of Practice for Telehealth](#)
- Identify and contract with a HIPAA compliant health platform:
  - o A minimum bandwidth of 384 kilobits per second, a minimum live video display resolution of 640 x 360 pixels at 30 frames per second. The videoconference equipment conforms to applicable Federal and State regulations.
- Complete and submit a [Telemental Health Attestation](#) per the instructions on the form

**NOTE:** The US Department of Health & Human Services continues to have discretion regarding COVID-19 and HIPAA Standards for telehealth. The above protocol is being put into place proactively for any provider who already meets the standards and wants to be approved for ongoing telehealth services once the pandemic is over. Optum will continue to work with providers to support delivery of services through Telehealth following Federal and State available guidelines.

# Information and Updates for FFS Medi-Cal & TERM Providers

## Family Urgent Response System



The hub is intended to support the Family Urgent Response System (FURS) implementation and provide background information, resources, and links about the FURS program. FURS is a coordinated statewide, regional, and county-level system designed to provide collaborative and timely state-level phone-based response and county-level in-home, in-person mobile response

during situations of instability, to preserve the relationship of the caregiver and the child or youth.



### California Family Urgent Response System (*Cal-FURS*)

Telephone Number: 833-939-3877

Website: [Cal-FURS.org](http://Cal-FURS.org)

Email Address: [info@cal-furs.org](mailto:info@cal-furs.org)

#### How FURS Will Help and Why It's Important:

1. Provide current and former foster youth and their caregivers with immediate, trauma-informed support when they need it.
2. Prevent placement moves.
3. Preserve the relationship between the child or youth and their caregiver.
4. Provide a trauma-informed alternative for families who previously resorted to calling 911 or law enforcement.
5. Reduce hospitalizations, law enforcement contacts, and placement in out-of-home facilities.
6. Promote healing as a family.
7. Improve retention of current foster caregivers.
8. Promote stability for youth in foster care, including youth in extended foster care.

#### FURS includes the following services:

- A toll-free hotline available 24 hours a day, 7 days a week staffed with caring counselors trained in conflict resolution and de-escalation techniques for children and youth impacted by trauma.
- County Mobile Response System and Stabilization Teams also available 24 hours a day, 7 days a week.
- In-home de-escalation, stabilization, conflict resolution, and support services and resources.
- Ongoing support services beyond the initial mobile response.
- Hotline and mobile response staff trained in working with children and families who have experienced trauma.

## QI Corner

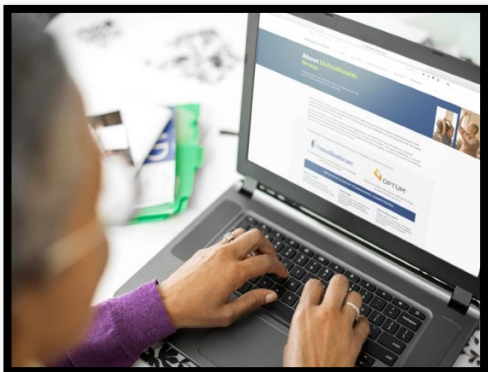


### Best Practices Series

#### In this issue:

- ♦ Record Keeping
- ♦ Record Requirements

**The importance of maintaining a uniformed clinical record cannot be overemphasized. To be complete, the clinical record must contain enough information to identify the client clearly.**



#### Links and References

- ♦ [County Approved Abbreviations](#)
- ♦ [FFS Operations Handbook \(pdf\) \(optumsandiego.com\)](#)

**To help ensure your success with following County, State, and Federal guidelines, we highlight some best practices for record keeping**

#### Best practices for record keeping:

- ♦ Separate record for each client
- ♦ Legible writing
- ♦ When using templates be aware of pre-populated information
- ♦ An addendum entry must be separate with credentials, signature, date and labeled "addendum"
- ♦ Documentation must be in black ink or type.
- ♦ Draw a diagonal line through all blank portions of a document and refrain from using white out
- ♦ Each entry must have the client name and provider's signature with licensure
- ♦ When documenting late entry note, enter the date the service was provided and use the phrase "late entry". The actual date of service should appear in the beginning of the note. The entry should be signed with the date the note was written, not the date the service was provided
- ♦ Use commonly used abbreviations (see link)
- ♦ The expectations for electronic record keeping are the same

#### Have Questions?

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

## Information and Updates for TERM Providers

### TERM Group Psychotherapy

A variety of psychotherapy modalities are available for parents involved with Child Welfare Services (CWS) to address the mental health needs and risk factors. In addition to individual and conjoint therapy modalities, empirically supported group psychotherapy treatments are also available to address certain protective factors. Currently, the TERM panel offers the following group therapies: **Domestic Violence Offender, Domestic Violence Victim, Child Abuse, Child Sexual Abuse Non-Offending/Non-Protecting Parents, and Sex Offender.** The San Diego County Probation Department has oversight of Domestic Violence Offender and Child Abuse Groups, while Optum TERM has oversight of Domestic Violence Victim and Sexual Abuse Non-Offending/Non-Protecting Parent Groups; the California Sex Offender Management Board (CASOMB) is responsible for oversight of Sex Offender treatment. Groups available through the TERM process are facilitated by licensed mental health professionals who meet specialty criteria for these services. Group facilitators will conduct an intake assessment as a standard part of the treatment model and will screen for mental health, substance abuse, and appropriateness for group modality. In order ensure that clinical standards are being met, TERM conducts annual site monitoring visits.

San Diego County CWS refers clients to group therapy as a first line modality for addressing safety and risk due to physical abuse, domestic violence (DV), or sexual abuse. Group modality provides an opportunity for parents to learn from peers, who are often better able to address denial, minimization of the protective issues, and defensiveness. Peers are also able to confront denial and minimization in ways that cannot be done as effectively by therapists in one-to-one sessions. Another benefit of a group psychotherapy process is that peers are also able to model protective behaviors to facilitate learning by other group members.

Group psychotherapy services can also be recommended by the parent's team, including evaluators and individual therapists. Below are descriptions regarding the group services offered through the TERM panel for adults involved with CWS.

#### **Domestic Violence Offender Group:**

This group therapy focuses on individuals who commit acts of violence involving intimate relationships with another adult. Focus of Treatment:

- Hold the offender accountable for the violence in a relationship
- Cycle of Violence: Power and control dynamics in a relationship
- Provide safety for the victim(s) and children

# Information and Updates for TERM Providers

## TERM Group Psychotherapy—*Continued*

- Changing attitudes and behaviors that contribute to abusive relationships, including the abuse of alcohol and/or drugs
- Domestic violence prevention strategies
- Child's developmental needs

### **Child Abuse Group:**

This group therapy is for an adult who is either convicted of or has a true finding of physically abusing a minor that may require a specialized approach, and for a non-protecting parent of a child who has experienced physical abuse. Focus of Treatment:

- Change attitudes and behaviors that lead to the maltreatment of children
- Child safety
- Parenting and understanding children development

### **Non-Offending/Protective Parent Group:**

This group is for an adult who is identified as the Non-Offending or Non-Protecting Parent of a child who has experienced sexual abuse. According to the County of San Diego HHSA Child Welfare Services, a Non-Offending Parent is a parent who did not commit acts of sexual abuse against the child victim. Non-Offending Parents include both the Non-Protecting Parent and the Protecting/Protective Parent. A Non-Protecting Parent(s) allowed the abuse to occur or continue because they failed to engage in acts of protection. The non-protective parent may be custodial or non-custodial. Focus of Treatment:

- Minimizing the risk of future sexual abuse to the victim and/or siblings by increasing the non-protecting parent's ability to protect
- Supporting the victim emotionally
- Ensuring that court orders prohibiting offender contact with the victim and/or siblings are maintained
- Preventing child re-victimization and understanding child development

# Information and Updates for TERM Providers

## TERM Group Psychotherapy—*Continued*

### **Domestic Violence Victim Group:**

This group therapy is for victims of intimate partner violence, which can include both females and males. The key principles for treatment are to increase child safety and outcomes for victims of intimate partner violence and their children. Focus of Treatment:

- Ensuring a non-offending parent is not held responsible for the offending partner's behavior.
- Developing a safety plan and keeping the parent/child safe.
- Respecting a child's developmental needs
- Keeping safety to ensure that a child maintains a continuous relationship with the non-offending parent
- When possible and appropriate, maintaining a safe relationship with the non-offending parent.
- Ensuring that the parent can engage in safe, secure, and nurturing relationships with the child.
- Understanding the power dynamics in a relationship and develop a safety plan.

### **Sex Offender Group:**

This group therapy is for an adult involved with a CWS case and who is either convicted of or has a true finding of sexually abusing a minor. The clinician responsible for facilitating this group needs to be a certified provider by the California Sex Offender Management Board (CASOMB). Focus of Treatment:

- Responsibility of the offender to avoid risky, aggressive, or re-offending behavior and high-risk situations
- Ensuring a treatment contract requiring the offender to self-report any risky, aggressive, or re-offending behaviors to the provider and supervising officer as soon as possible
- Safety plan
- Cycle of sexual abuse

# 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.

**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/>.

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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).



# 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 HHSA 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

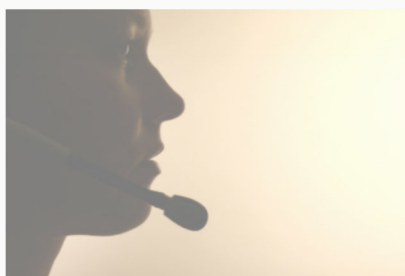
**Option 3:** For questions regarding participation in our network, credentialing, or your provider record

**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, select TERM Providers)





# **We Are Recruiting!**

Optum San Diego Public Sector is recruiting licensed mental health providers to join our Provider Networks. Our goal is to continue our efforts in growing a richly diverse Provider Network to ensure the clinical needs of clients from diverse backgrounds are met. Optum is recruiting providers practicing in San Diego County offering face-to-face and telehealth services.

## **Fee For Service (FFS) Medi-Cal Network**

Seeking certified providers to advance outpatient services, psychiatric consultations, medication management and psychological testing to clients covered by Specialty Mental Health Services.

## **Treatment and Evaluation Resource Management (TERM) Network**

Qualified clinicians are encouraged to inquire about joining the TERM Specialty Network to provide specialized therapy and forensic evaluations for clients referred by San Diego County Child Welfare Services (CWS) and Juvenile Probation.

The TERM Provider Network is seeking providers with the following clinical specialties:

### **Therapists**

- Child Sexual Abuse Victim Treatment
- Youth with Sexual Behavior Problems Treatment
- Child Physical Abuse: Individual & Group Treatment
- Adults with Serious Mental Illness Treatment
- Domestic Violence Treatment - Victim: Individual & Group Treatment
- Domestic Violence Treatment - Offender: Individual & Group Treatment
- Sexual Offender Treatment: Individual & Group Treatment
- Sexual Abuse Non-Protecting Parent Treatment: Individual & Group Treatment

# We are Recruiting! - Continued

## Evaluators

- Autism Spectrum Disorder (ASD) Evaluation
- CWS Involved Parents or Prospective Parents Evaluation
- Family Code 7827 Evaluation of Parenting Capacity
- CWS Involved Youth Evaluation
- Juvenile Competency Evaluation
- Juvenile Firesetter Evaluation
- Neuropsychological Evaluation
- Adult Psychosexual Risk Evaluation
- Children & Adolescents with Sexual Behavior Problems Evaluation
- Juvenile Threat Assessment Evaluation

For additional information regarding the criteria for these clinical specialties please select this [link](#).

Please feel free to share this information with your colleagues who may be interested in learning more about our Provider Networks.

## **Learn More**

Contact Denise Hammersla

Provider Recruiter, Behavioral Health Network

619-641-6833 | [denise.hammersla@optum.com](mailto:denise.hammersla@optum.com)

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

# 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.

## May

Provider Orientation: **05/26/2021** (RSVP 800-798-2254 ext.7)

## June

Provider Orientation: **06/30/2021** (RSVP 800-798-2254 ext.7)

## July

Provider Orientation: **07/28/2021** (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

