

OPTUMIST

V34. Spring 2022

Provider Services Department Message

Hello!

Welcome to the Spring 2022 edition of the OPTUMIST Newsletter. In this edition we are highlighting reminders related to your Provider Profiles in our Network Directory.

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

Best wishes,

Provider Services Department

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



Newsletter Highlights:

- P. 2: Family Urgent Response System
- P. 3: Place of Service Code Update
- P. 4 & 5: How Does Recredentialing Work?
- P.7: QI Corner: Progress Notes

Information and Updates for FFS Medi-Cal & TERM Providers

Family Urgent Response System

The hub is intended to support 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.

How FURS Helps and Why It's Important:

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

FURS Services Include:

- 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 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.

California Family Urgent Response System (Cal-FURS)

Telephone Number: 833-939-3877

Website: Cal-FURS.org

Email Address: info@cal-furs.org

**24/7 Phone and In-Person Support
for Issues Big and Small**



Information and Updates for FFS Medi-Cal & TERM Providers

Authorization Letters to FFS Providers

We are pleased to announce that Optum will continue sending out authorization letters to providers by fax. Optum will mail out authorization letters if fax fails or fax number is not indicated on the authorization letter.

Place of Service Code Update

Effective January 1, 2022, the current Place of Service (POS) code set description was revised for existing POS code 02 and adding a new POS code 10 to meet the overall industry needs, as follows:

1. POS 02: Telehealth Provided Other than in Patient's Home

Descriptor: The location where health services and health related services are provided or received, through telecommunication technology. Patient is not located in their home when receiving health services or health related services through telecommunication technology.

2. POS 10: Telehealth Provided in Patient's Home

Descriptor: The location where health services and health related services are provided or received through telecommunication technology. Patient is located in their home (which is a location other than a hospital or other facility where the patient receives care in a private residence) when receiving health services or health related services through telecommunication technology.

For more information, visit the CMS.gov website: [New/Modifications to the Place of Service \(POS\) Codes for Telehealth](#)

***** As you submit claims for both POS code 02 and POS code 10, please include the GT modifier to ensure that these can be paid. POS code 10 will only be permissible on services where POS code 02 currently is allowed.**

How Does Recredentialing Work?

Thank you so much for your participation in the Fee for Services (FFS) Medi-Cal and/or Treatment and Evaluation Resources Management (TERM) Networks. Although this may be a refresher for many of you, the outline below summarizes the Recredentialing process.

Provider Services oversees the recredentialing process for FFS and TERM Networks. We follow the National Committee for Quality Assurance (NCQA) guidelines when credentialing providers, which occurs within three years of every provider's contract start date.

Steps to Recredentialing:

1. Provider Services sends the recredentialing packet to providers via email, no less than six months prior to the three-year anniversary of the provider's initial credentialing approval by the San Diego Credentialing Committee (SDCC).
2. After Provider Services receives the recredentialing packet from the provider, they send secure copies of the recredentialing packet, the Council for Affordable Quality Healthcare (CAQH) application, proof of Professional Liability Insurance, and accompanying documentation to the contracted Credentialing Verification Organization (CVO) for Primary Source Verification (PSV).
3. All provider files that have completed PSV are sent to the SDCC for review and recredentialing approval, denial, or request for additional information.
**** SDCC is a deliberative assembly who uses the parliamentary procedure of Robert's Rules of Order to make decisions regarding the credentialing, recredentialing, termination or other disciplinary actions for providers currently on, or applying to, FFS Medi-Cal and/or TERM Networks.**
4. If the provider is approved by the SDCC, the provider is sent a Recredentialing Approval letter specifying any area/items that were not approved.

How Does Recredentialing Work? - continued



Key Reminders:

- 1.** Please update the CAQH Proview profile as required prior to submitting your recredentialing packet to us. CAQH has specific requirements for submission of documents and any non-compliance with CAQH requirements may result in delays of SDCC's review of your application, and potential denial of your recredentialing. Please contact CAQH for specific instructions regarding your provider profile.
- 2.** Be sure you are signing and printing your name, and dating the recredentialing application prior to your submission to us.
- 3.** Pursuant to the FFS/TERM contracts, providers are required to obtain a minimum of 4 hours of cultural competency training per calendar year on the effect of ethnicity and culture on mental health issues and treatment. These hours must be documented on the attestation page of the Optum website, attestation page, www.optumsandiego.com
- 4.** The FFS/TERM cultural competency training attestation is different from the Senate Bill (SB) 137 attestation. SB 137 requires providers to attest to their wait times every 6 months, which is displayed in the Fee for Service Provider Directory.

If at any time, you have questions regarding the recredentialing process or any other question, we are here to assist you. Please call us at 800-798-2254, option 7.

Information & 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. Email: **RIHS@sdsu.edu** if you have any questions. You can also contact Provider Services for instructions on how to set-up an account at (800) 798-2254, Option 7.

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. If you have any questions, please email: **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). To access the eLearning course, [click here](#).



QI CORNER

Best Practices Series

In this issue:
Progress Notes

Included in each client record should be a progress note for every date of service billed. The progress note should be able to stand alone and be legible to someone other than the writer.



[Psychotherapy Progress Note](#)

[Medication Management Progress Note](#)

[Medication Management with Psychotherapy Add-on Note](#)

To help ensure your success with following County, State, and Federal guidelines, we highlight some best practices for progress note documentation.

Progress notes should document:

- ◆ The date of service
- ◆ The length of service rendered when providing a timed service
- ◆ Clearly who is present during the session
- ◆ The diagnosis for the session
- ◆ Progress or lack of progress towards the treatment plan goals
- ◆ Interventions used
- ◆ Client's response to treatment
- ◆ Re-assessments when clinically indicated
- ◆ Safety planning
- ◆ The date or timeframe of follow up appointments
- ◆ Referrals made
- ◆ Missed/Canceled appointments
- ◆ Medical necessity
- ◆ Provider signature, with licensure

Have Questions?

Email us at: SDQI@Optum.com

Information and Updates for TERM Providers

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Two recent live trainings for TERM providers were recorded and are now available as recorded webinars. The webinars can be accessed on the RIHS website by clicking the links below:

Understanding CWS and the Juvenile Dependency Process: Helping Our Families Heal

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 training, participants will be provided with information, and experiences related to these processes.

Psychotropic Medication and Youth: Legislative Updates and Best Practices

In this 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.



Information and Updates for TERM Providers

Upcoming Training Opportunities

TERM– School Threat Assessment in San Diego County - IN PERSON

The County of San Diego Behavioral Health Services and Responsive Integrated Health Solutions (RIHS) will present a training on School Threat Assessment in San Diego County. This 3.5 hour in-person training will present an overview of the history of school threat assessment nationally and in San Diego County. The recently updated San Diego County School Threat Protocol will be reviewed. The roles of school districts, law enforcement, the district attorney, behavioral health and forensic evaluators will be presented by representatives from each discipline. Finally, we will be discussing the role of the TERM provider in regards to specialty assessment and in supporting the Juvenile Court.

- ◆ **Location:** Academy Training Rooms
6367 Alvarado Ct. STE 103
San Diego, CA 92120
- ◆ **Date:** June 6, 2022
- ◆ **Time:** 8:30AM-12:00PM

Please [click here](#) for more information and to register.

TERM San Diego County Probation Dispositional Options 2022 - VIRTUAL

In the past five years, juvenile justice in California has undergone significant philosophical and physical changes. The San Diego County Probation Department, in collaboration with Georgetown University's Center for Juvenile Justice Reform and local collaborative partners, has transformed its custody and community supervision to strength-based models. This transformation is providing youth with opportunities for growth and supports long-term intrinsic change. This training will provide TERM providers with perspective on the reasoning behind the system change and describe the current community/custody disposition options available to the juvenile court.

- ◆ **Location:** ZOOM Virtual Event
- ◆ **Date:** June 10, 2022
- ◆ **Time:** 9:00AM-11:00AM
- ◆ **Registration:** If you already have an account, you may search for the course by name or course code **BH0329**. If you do not have an account in the LMS you will need to open one by [clicking here](#) (enter "OPTUM" in the program field). Email: RIHS@sdsu.edu if you have any questions. This training is FREE of charge to BHS County employees and contractors.

Note: Providers who do not already have a RIHS account, please enter **OPTUM** as your program on the RIHS account request form.

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

Lorena Avitea, LCSW: 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

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.

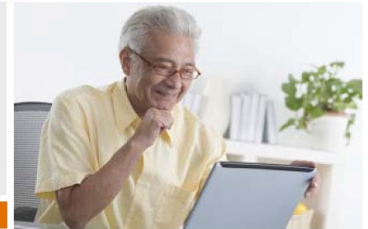
We can help you when:

- 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.optumhealthsandiego.com or www.up2sd.org.

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

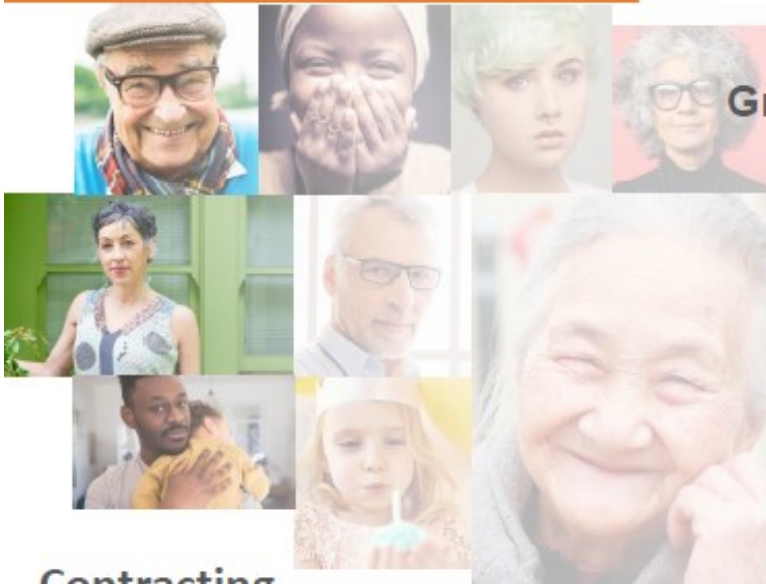


*** These services are funded by the voter-approved Mental Health Services Act (Prop. 63). It is one of several Prevention and Early Intervention Initiatives implemented by the California Mental Health Services Authority (CalMHSA), an organization of county governments working together to improve mental health outcomes for individuals, families and communities. CalMHSA operates services and education programs on a statewide, regional and local basis.*

We Are Recruiting!



www.optumsandiego.com



Growing our richly diverse provider networks

Seeking...

- Master's Level Clinicians
- Psychologists
- Psychiatrists
- Psychiatric Nurse Practitioners
- Psychiatric Physician's Assistants

Contracting For Two Networks:

Fee for Service Medical Network



Specialty Mental Health Services:

- Advance Outpatient Services
- Psychiatric Consultations
- Medication Management
- Psychological Testing

Treatment & Evaluation Resource Management



Child Welfare & Juvenile Probation Systems Services:

- Specialized Therapy
- Forensic Evaluations

Gain Supportive Solutions...

As a Contracted Provider, Optum is with you every step of the way.

We are here for you through personalized:

- ✓ Collaboration
- ✓ Courtesy Reviews
- ✓ Referrals
- ✓ Claims Processing & Payments
- ✓ And more!

What providers are saying...

"Optum was positive and collaborative."

"I never have to wait on hold for long periods of time which is appreciated."

"Provider Services staff is always friendly, responds quickly and offers help with all situations/questions. Thank you."

Are You Ready to Be Part of the Solution?

Learn More Today!

Contact Denise Hammersla

Provider Recruiter, Behavioral Health Network

619-641-6833 | denise.hammersla@optum.com

Optum San Diego Public Sector



Funding for services is provided by the County of San Diego Health and Human Services Agency.

Upcoming Events

Provider Orientations

- ◆ **June 30, 2022**

TERM Presentation 9-11AM | FFS Presentation 10AM-1230PM

- ◆ **July 28, 2022**

TERM Presentation 9-11AM | FFS Presentation 10AM-1230PM

- ◆ **August 25, 2022**

TERM Presentation 9-11AM | FFS Presentation 10AM-1230PM

Please RSVP to confirm your attendance by calling

(800) 798-2254, Option 7

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

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

Access and Crisis Line: (888) 724-7240

