



Knowledge Sharing

Adult/Older Adult SOC Update

- Documentation standards for Employment Specialists (ES) and Housing Specialists (HS) have changed:
 - ES and HS need to discontinue providing or billing for Specialty Mental Health Services (SMHS).
 - QM has determined that those in ES/HS positions do not have the required training, education, or experience to bill for SMHS.
 - To account for productivity for employment and housing services, QM recommends that ES/HS use service code 815, non-billable support service code to document ES/HS services to clients.
 - See 9/7/18 memo, "Specialty Mental Health Services Billing for Employment and Housing Specialists" posted on the Optum website.

Evaluation of Records

- Service code 14, Evaluation of Records, may be used to claim for reviewing electronic records from outside providers.
- Documentation shall indicate which electronic records were reviewed and how they informed the assessment process.
- The time spent reviewing a client's electronic record is added to the service time claimed.

Place of Service Indicators

- There has been some confusion on which service indicators to use when a client is hospitalized and how to find the name of the hospital from the table of options.
 - "Inpatient-Full Scale Hospital/SNF" is selected by using Place of Service Indicator "D". These are hospitals that have a psychiatric unit within a hospital that offers other medical services.
 - "IP Free Standing Hospital/IMD" is selected by using Place of Service Indicator "K". These facilities provide psychiatric care services only. They do not provide medical treatment to supplement their services.
 - After selecting the appropriate place of service by hospital type, select the name of the Hospital from the "Outside Facility" table.
 - **NOTE:** This table lists all schools in the County as well as the Hospitals.
 - Begin your search for a Hospital by searching with the letters "**HOS**".
 - When you search by "**HOS**" you are taken to the portion of the table that lists all hospitals (including an option for "Out of County" hospitals).
 - Select the appropriate location- for example, to find "Sharp Chula Vista", type "HOS" to find "HOS- Sharp Chula Vista" listed in the table.

Optum Website Updates Org. Provider Docs

References Tab

- MIS-25 Program Listing Report

Communications Tab

- QM Memo - Specialty Mental Health Services Billing for Employment and Housing Specialists

UCRM Tab

- Client Assignment Form
- BHA – Adult Walk In Form

Training Tab

- Group Progress Note Corrections for Administrative Staff
- Group Progress Note Corrections for Clinical Staff
- Progress Note Corrections for Administrative Staff
- Progress Note Corrections for Clinical Staff
 - All with Appendices
- Group Master Progress Note Correction Matrix
- Individual Master Progress Note Correction Matrix
 - Both Updated

RegOnline transition to RegPack

- RegOnline is being replaced with a new platform.
- Major benefits include system logic to better guide staff into the appropriate classes, and backend performance.
- For January 2019 CCBH classes (which will open on 10/1/18) providers will register via RegPack instead of RegOnline.
- The Optum Support Desk will continue to assist providers with any registration inquiries during this transition and beyond.

Pathways to Well-Being

- Child and Family Team (CFT) Meeting Facilitation Program Rollout Mandated Utilization Bulletin 2018-5, sent on August 29, 2018, announced the new CFT Meeting Facilitation Program rollout and referral form.
- The bulletin, referral form, and explanation can be found on the BHETA website (link below) under the CFT Meeting Facilitation Program link <https://www.fredfinch.org/cft/>
- The Pathways to Well-Being and Continuum of Care Reform six-hour training still has seats available for the following dates:

October 4, 2018

December 6, 2018

February 7, 2019

May 22, 2019

Note: Courses scheduled from 9 a.m. to -4 p.m.

The focus of the training is an overview of collaborative care with youth and families served by Behavioral Health Service (BHS) providers, along with specific information pertaining to the BHS provider role in the Child and Family Team (CFT). The training will focus upon different sectors including BHS, Child Welfare Services, Probation, Youth/Family, and the roles and responsibilities of CFT participants in both Enhanced Services CFT meetings and Continuum of Care Reform CFT meetings.

Providers are strongly encouraged to attend and will receive six continuing education credits upon completion. Attendees must complete required prerequisites prior to registration. Please visit:
<https://theacademy.sdsu.edu/programs/bheta/pathways/pathways-training-schedule/>

Information Reminder

- Disseminate PWB announcements, bulletins, forms, and training schedules to your clinical and quality control staff.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/material along with contact information for PWB Liaisons can be found on BHETA website:
<https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Management Information System (MIS)

ARF Tip of the Month

- We know how important it is to have your staff trained and working in CCBH, so we need your assistance to make things efficient.
- Please remember to send in all ARF paperwork in plenty of time before a training so your staff can get accounts and training quickly. The classes close 2 weeks prior to the training, and we CANNOT put someone back into a class after an exclusion email goes out to you.

- Your ARFs must be correct to build an account, so make sure you have time to make corrections if necessary. **Thank You!**

Training and Events

Documentation Trainings

- **Support Partners Documentation Training:** Tuesday, October 23, 2018, from 9:00 AM to 12:00 PM.
- **Root Cause Analysis Training:** Thursday, October 25, 2018, from 9:00 AM to 12:00 PM
 - October trainings will be held at County Operations Center 5500 Overland Ave., San Diego, CA 92123 - 1st Floor, Room 120.
- **A/OA and CYF Documentation Trainings** are planned for November - Stay Tuned for dates and locations!
- An email will go out with more details. Registration will open 30 days prior to each training.
- If you cannot attend, cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- QIP meeting occurs on the fourth Tuesday of every month from 2:30 PM to 4:30 PM.
- This month it will be held on September 25th, at 3851 Rosecrans Street, San Diego, CA 92110, Coronado Room.
- For those of you who would like to call in, there will be an email sent out prior to the meeting with the call-in information included.
- Please send any questions and/or comments to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov



Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute!*

Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov