

## Mental Health Services

### Knowledge Sharing

#### Beneficiary Material Orders

- All Beneficiary Order Forms should be sent directly to QIMatters.hhsa@sdcounty.ca.gov
- Orders received in QIMatters will be submitted to BHS administrative staff for processing within 1 business day.
- BHS administrative staff will process orders within 3-5 business days.

#### Beneficiary Handbook Revision

- MHP Beneficiary Handbook has been revised and is available on Optum under the Manual tab.
- Beneficiary info is also available for Consumers and Families under the “Consumers and Families” tab.

#### BHS Provider Directory

- Updated monthly
- Available on the Network of Care website (provides Google translation)
- Available on the County Public website (for printing)
- Must notify clients of where to find the Provider Directory online and print and provide to clients as requested.

#### Cloned Documentation: Pratfalls and Penalties

- Cloning is documentation that is worded exactly like or quite similar to previous entries. It lacks the patient-specific information required to support services claimed for each patient in each encounter.
- It is also a misrepresentation of medical necessity and will result in recoupment and could lead to worse sanctions such as this news from New Jersey:
  - *A medical group was fined over \$400,000 by the Office of Inspector General (OIG) for allegedly violating the Civil Monetary Penalties Law. Among allegations was that the medical group cloned patient progress notes leading to false and fraudulent claims.*
- Individualized documentation is the right clinical and legal practice.

#### Collaborative Documentation Training

- Ready to efficiently engage clients to enhance meaningful conversations while improving documentation of medical necessity?

### Optum Website Updates

#### Org. Provider Docs

#### Beneficiary Tab

- Beneficiary Materials MHP Order Form
- Limited English Proficiency Posters - all threshold languages

#### Communications Tab

- ICD-10 updates
- QM Memo - Prospective Risk Analysis

#### Manuals Tab

- MHP Beneficiary Handbook

#### OPOH Tab

- Section G – Quality Improvement (formatting changes only)

#### References Tab

- ICD-10 Crosswalk version 2.3
- ICD-10 Inpatient Included Diagnosis for SMHS 18-19
- ICD-10 Outpatient Included Diagnosis for SMHS 18-19
- Reasons for Recoupment FY 2018-2019

#### UCRM Tab

- AOA Outpatient UM Form Explanation
- AOA Outpatient UM Form Fill
- BHA Form Fills for Adult, Adult Walk-in, Children, ESU, and START
- High Risk Assessment Explanation
- Prospective Risk Analysis (PRA) Explanation
- PRA Form Fill

- Checkout two PowerPoint presentations on Collaborative Documentation posted on Optum under the Training tab!

### Doctor's Homepage

- Doctor's Homepage (DHP) enables easily visible Medication and Medical Data and has built-in Safety Features for providers. Use of this CCBH feature is a requirement for all programs using the clinical module of CCBH. DHP information is viewed via two tabs:
- **Medical Conditions Tab**
  - Medication/substance allergies, vital signs, and physical conditions/diseases must be entered by medical staff using the New Medical Conditions Review in the DHP during medication-related services.
  - This vital info is accessed on the Clinician's Homepage (CHP) using the Medical Conditions tab at the bottom of the CHP.
- **Medications Tab**
  - DHP also enables providers to enter and view pre-existing medications and new prescriptions. DHP alerts psychiatric providers about contraindications between medications and existing medical conditions and provides a platform to electronically prescribe.
  - Use the Medications tab to view pre-existing and new prescriptions.
- For more info, see 4/11/14 memo, "**Doctor's Home Page**" posted on Optum.

### OPOH Updates

- **OPOH Section N:** Updated content under the "Medication Only Clients" heading indicating meds-only clients do not need to have outcome measures entered into the CYF mHOMS database.
- **OPOH Section D:** Updated with the following:
  - Removed language referring to clients that we **may** serve under the Initial Eligibility for Services as it refers to more mild cases vs. mod/severe,
  - Updated language under URC process to include running a Client Services report to assist with UM determination,
  - Updated Telehealth section to include the requirements for videoconferencing indicated for Org Providers,
  - CYF Updates for CCR.

### Telephone or Telehealth?

- We've seen confusion among providers whether to select Telephone or Telehealth for Contact Type.
- Telehealth is selected only when providing services via technology that includes the use of two-way, **real-time, interactive audio and video communication** between the patient and telepsychiatry providers which includes the practice of health care delivery, diagnosis, consultation, treatment, and transfer of medical data and education.
- Telehealth is used by only a few programs in our System of Care at this time.
- Telephone is the contact type used most often for the provision of services using telecommunications.

### Tobacco Cessation Benefits Reminder

- Tobacco use is the leading preventable cause of death while tobacco cessation services are proven to be effective to counter this threat.

#### Optum Website Updates Org. Provider Docs (cont.)

##### **Training Tab**

- Collaborative Documentation Gets You Off Treadmill
- Collaborative Documentation SAMHSA

##### **Report Tab**

- QM MRR Trending Questions Report – Q2 FW 18-19

- Medi-Cal managed care health plans (MCPs) are required by DHCS to implement and cover payment for the following tobacco cessation services:
  - Initial and annual assessment of tobacco use for each adolescent and adult beneficiary;
  - FDA-approved tobacco cessation medication (for non-pregnant adults of any age);
  - Individual, group, and telephone counseling for beneficiaries of any age who use tobacco products;
  - Tailored services for pregnant tobacco users;
  - Prevention of tobacco use in children and adolescents;
  - Identifying tobacco users;
  - Tracking treatment utilization of tobacco users.
- Options and specific requirements for these issues can be found in DHCS's All Plan Letter 16-014 which can be accessed at:  
<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPsandPolicyLetters/APL2016/APL16-014.pdf>

### **Videoconferencing Guidelines for Telepsychiatry Providers Connecting to their own Network**

- The initial rollout of telepsychiatry in our SOC was managed by County BHS due to MHSA funds that were used for the equipment.
- Moving forward, County-contracted providers do not need to rely on the County to purchase and install hardware.
- Please see OPOH, Section D for videoconferencing guidelines.

### **Adult/Older Adult**

#### **AOA Outpatient UM Update**

- **AOA Outpatient UM language in OPOH Section D** was updated to clarify that **only** a client with MORS rating of 6 or higher **requires** UM and additional UM criteria and additional UM criteria are suggestions for an **optional** UM.
- **AOA UM Form** was updated to clarify that only a client with a MORS rating of 6 or higher requires UM and additional UM criteria is optional and does not require UM.
- **AOA UM Explanation Sheet** was updated to include before-mentioned language.

### **CYF/Pathways to Well-Being**

#### **Pathways to Well-Being**

- Pathways to Well-Being Bulletin: **Rollout for CFT Meeting Facilitation- Mandated Utilization** was emailed to Program Managers on 12/14/18.
- Seats are still available for the Pathways to Well-Being: Integrated Core Practice Model and Continuum of Care Reform six-hour training dates:

**May 22, 2019 – 9:00 AM to 4:00 PM**

**June 13, 2019 – 9:00 AM to 4:00 PM**

- Training focuses on 1) collaborative care of youth and families by Behavioral Health Service (BHS) providers and 2) information pertaining to the BHS provider role in the Child and Family Team (CFT).
- Training details functions of 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 receive six CE credits upon completion.
- **Registration for BHS/CYF Provider attendees-** complete required prerequisites before registration. Please visit: <https://theacademy.sdsu.edu/programs/rihs/pathways/pathways-training-schedule/>
- **Registration for A/OA - TAY Provider attendees-** please send the following **A/OA – TAY** information to [rihs@sdsu.edu](mailto:rihs@sdsu.edu)
  1. Program Name
  2. Organization Name
  3. Name of COR
  4. Program Site address

### Information Reminder

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

### Management Information Systems (MIS)

#### MIS presents training for completing ARFs and related paperwork!



- *Having difficulty getting ARFs processed in time for trainings due to incomplete or incorrect information?* Then this training is for you!
  - **Wednesday, February 27th 8:30 am – 11:30 am**
  - Send registration requests to [Stephanie.hansen@sdcounty.ca.gov](mailto:Stephanie.hansen@sdcounty.ca.gov)
- **ARF Tip of the Month:**
  - Please remember to check Taxonomies on the NPI Registry before submitting an ARF to ensure info matches and that the Taxonomy is correct for the credential. If you would like the Guidelines for Choosing Taxonomies, please contact Stephanie Hansen.

### Training and Events

#### Documentation Training

- **CYF Documentation Training:** Wednesday, March 6, 2019, from 9:00 AM to 12:00 PM.
  - The training will be held at the County Operations Center, 5500 Overland Ave., San Diego, CA 92123 – 1<sup>st</sup> Floor, Room 120.
- **Root Cause Analysis, A/OA and Support Partners Documentation Trainings** are planned for April/May - Stay Tuned for dates and locations!
- Cancel registration at [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto: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 February 26<sup>th</sup>, at National University's campus at 9388 Lightwave Avenue, San Diego, CA 92123, Room #116.
- Call-in Option available. An email will be sent out prior to the meeting with the call-in information included.

**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.hsa@sdcounty.ca.gov](mailto:QIMatters.hsa@sdcounty.ca.gov)