

Mental Health Services

Knowledge Sharing

New Billing Correction Tutorial!

- An **interactive** Billing Correction Tutorial is now available to assist programs in completing billing corrections accurately.
- Access it on the Optum website, BHS Provider Resources, Training tab.
- This tutorial is in a decision tree format enabling users to select the type of billing correction they wish to complete along with the claim status. After making those selections, the tutorial guides the user through corrections step-by-step.

Client Plan Reminder

- QM has seen a trend towards creating client plans with a focus on clinical documentation rather than a document that is the client's roadmap to recovery.
- The Client Plan Redesign was created to create more client-friendly client plans while making the process more user-friendly with formatting changes and help text.
- Check out the 6/22/2107 memo "CCBH Client Plan Redesign" (Optum website, BHS Provider Resources, Communications tab) and Quick Click Guide Plan (Optum website, BHS Provider Resources, References tab) as well as our new Client Plan Webinar!

Client Plan Webinar

- QM is launching documentation training webinars to assist programs in onboarding new staff or providing review for current staff.
- Our first webinar reviews clinical standards to create Client Plans.
- Check it out on the Optum website, BHS Provider Resources, Training tab!

Grievance and Appeal Form Envelopes

- Self-addressed envelopes that must accompany the grievance and appeal forms for CCHEA and JFS must be stamped.
- CCHEA and JFS agreed will provide self-addressed, metered envelopes upon request.
- The Beneficiary Materials order form is updated to direct programs to those agencies to request envelopes.

OPOH Updates

- **OPOH Section C:** Updated to include the process for Continuity of Care requests.
- **OPOH Section G:** Updated to remove references to BHETA and replace with RHIS, and remove reference to the Recovery Self-Assessment tool which is no longer required by the County.

Optum Website Updates

Org. Provider Docs

Beneficiary Tab

- Beneficiary Materials MHP Order Form_03.01.19

OPOH Tab

- Section C – Accessing Services
- Section G – Quality Improvement

Training Tab

- Billing Correction Tutorials
- Client Plan Webinar

Optum Update

- The Optum website was updated to better align with our Mental Health Plan/Drug Medi-Cal SOC.
- “BHS Provider Resources” replaces “County and Staff Providers” on the webpage banner.
- “MHP Provider Documents” replaces “Org Provider Documents” on the BHS Provider Resources tab pull-down list.

Progress Note Reminder

- Progress Note Templates exist to assist providers to meet the requirements of the SC claimed.
- QM strongly encourages the use of these templates, although it is not a requirement.
- Often, progress notes that do not incorporate the templates risk documentation that does not support the SC claimed or does not meet medical necessity.

CYF/Pathways to Well-Being

Pathways to Well-Being

- The newly revised **PWB and CCR eLearning** is expected to “go live” on March 25th, 2019. This eLearning will replace the current mandated *Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model* eLearning.
 - Like our current mandated course, completion of the revised course is required within 60-days of hire and will also meet the pre-requisite for the in-person training.
- **Seats are still available** for the PWB: 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 BHS providers and 2) information pertaining to the BHS provider role in the CFT.
- Training details functions of BHS, CWS, 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

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 information along with contact information for PWB Liaisons can be found on RIHS website: <https://theacademy.sdsu.edu/programs/RIHS/pathways/>

Management Information Systems (MIS)

Telepsychiatry

- Contracted programs using telepsychiatry may use their own video conferencing equipment and applications.
- Be sure to follow the guidelines outlined in the memo sent on 3/1/19 to maintain HIPAA compliance.
- CORs will monitor and can answer questions.

Network Adequacy Certification Tool Preparation

- Optum has sent communication regarding the registration and requirements for adding staff to the COSD SOC providers directory.
- **Reminder:** Clinicians should only be attached to SubUnits where they actually work.
- If staff are assigned staff to various Units/SubUnits in your organization, please clean this up by sending ARFs to delete unused SubUnits.
- If staff need to cover in a different SubUnit, make a temporary request to MIS to add that SubUnit for a short time.

ARF Update

- MIS will distribute new versions of the ARFs soon. These will include:
 - New User ARF, to be used for staff new to your legal entity and for name changes
 - ARF for updating a current account
 - Doctor's Homepage ARF.
- A Group ARF is available and is used for common changes to staff at your program.
- We hope you find these ARFs helpful. If you are willing to test these forms, call MIS at **619-584-8090**.

MIS-related questions about the telepsychiatry guidelines, NACT Preparation or AFRFs? Call 619-584-8090.

Training and Events

Documentation Training

- **Support Partners Documentation Training:** Tuesday, April 2, 2019, from 9:00 AM to 12:00 PM.
- **RCA Training:** Thursday, April 4, 2019, from 1:00 PM to 4:00 PM.
 - *Support Partners and RCA trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.*
- **AOA/CYF Trainings:** Next sessions to be scheduled during May-June 2019.
- 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 March 26th, at National University, 9388 Lightwave Avenue, San Diego, 92123.
- WebEx option now available! An email will be sent out prior to the meeting with the WebEx login information included.

Is this information disseminated 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