

OPTUMIST

Optum Provider Newsletter

V13. October 2016

Provider Services Manager's Message

Hello and welcome to the Fall 2016 edition of the OPTUMIST Newsletter. In this edition, we are presenting updated information on the Medical Record Review (MRR) and Site Audit Process that is now being completed by the Optum Quality Improvement (QI) Department.

Also included:

- Understanding Medi-Cal Documentation Standards: An e-Learning Course by the County of San Diego and OptumHealth™ available on BHETA is now required for all FFS Providers
- FFS/TERM Provider Training Opportunities: BHETA Courses, TF-CBT, National Child Traumatic Stress Network, and Bullying: Risk Factors and Interventions
- CWS Request for TERM-Appointed Evaluator Form (04-178) streamlined to assist in readability
- TERM Advisory Board information/updates
- Notification of important updates to the TERM Provider Handbook
- New Provider Orientation dates

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

Judy A. Duncan-Sanford

Judy A. Duncan-Sanford, MFT

Manager, Provider Services, Optum Public Sector San Diego



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

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Outpatient Fee For Service Medi-Cal Medical Record and Site Review Changes-New Process Effective July 1, 2016

Effective July 1, 2016, the County of San Diego Behavioral Health Services requires that all outpatient Medi-Cal Fee-For-Service providers receive medical record and site reviews during each credentialing period (every 3 years) as part of the effort to ensure quality care. In the past, these reviews were completed by the San Diego County Quality Management Department. In the new process, Optum Quality Improvement clinicians will be conducting the reviews.

The review will include a tour of your practice site, a discussion of policies/procedures, and a review of a selection of your Medi-Cal client medical records.

The tools that will be used for the review, which include the medical record review and site review tools, are available for your preparation on the Optum San Diego website at www.optumsandiego.com. Providers who are selected for review will be notified by mail, email, and telephone.

Any questions regarding the review process can be directed to the Optum Quality Improvement Department at SDQI@optum.com.

New Training Requirement for All Fee For Service Medi-Cal Providers – Effective July 1, 2016

The “**Understanding Medi-Cal Documentation Standards: An e-Learning Course by the County of San Diego and OptumHealth**” available at [BHETA](#) (Behavioral Health Education & Training Academy) is now a mandatory training for all FFS Medi-Cal providers.

All FFS providers will be required to complete this training prior to being recredentialed.

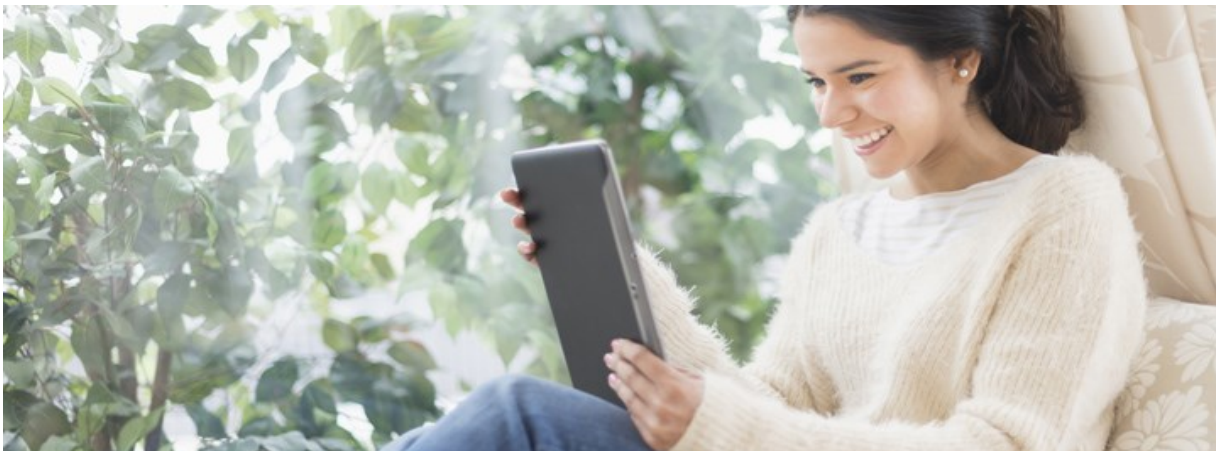
As this is a one-time requirement, you are encouraged to proactively complete the course prior to your next recredentia-ling period. Once you have finished the course, a diploma is available under the “Options” button that can be printed or saved to PDF.

Please send a copy of your diploma via email or fax to:

Provider Services: Email - Providerserviceshelp@optum.com

Fax - 877-309-4862

You can use an already existing BHETA account or create one by following the directions found on our website at www.optumsandiego.com under the Fee For Services Provider’s Quick Reference tab. Please follow these directions carefully as setting up the account may be delayed if incorrect information is used (ex- Program Name: Medi-Cal Fee For Service Network and Organization Name: OptumHealth). If you have any questions, please contact Provider Services at 800-798-2254, Option 7.



Medi-Cal Posters, Brochures, and Information Required in Your Office/Place of Business

As a Fee For Service Medi-Cal provider, there is information that must be made available to your Medi-Cal beneficiaries/clients.

There are three (3) posters that must be posted in the waiting areas and/or the office area. If you share an office and are unable to post the information in the waiting area, it must be visible to the client in the office where the treatment is being provided. The required posters are:

- 1) The Grievance and Appeals Poster (this poster is blue and the header reads: If You Have a Problem with Your Mental Health Services *What You Should Know to Resolve It*)
- 2) The Access and Crisis Line Poster
- 3) The Limited English Proficiency (LEP) Poster

In addition to the posters, there are three (3) brochures/forms that must be visible and accessible to the beneficiary/client.

- 1) The Advance Directive Brochure (titled: Your Right to Make Decisions About Medical Treatment)
- 2) Grievance and Appeals Procedures Brochure
- 3) Grievance and Appeals Forms

You must also prominently display the “*County of San Diego Guide to Medi-Cal Mental Health Services*” Beneficiary/Client Handbook for the client to take if he/she chooses.

Note: If you provide services in one of the threshold languages, you must have this information available in that language and document in your notes that the materials were provided in the client’s primary language (ex- Spanish, Vietnamese, Arabic, Tagalog, etc.).

These required documents are available by submitting a *Beneficiary Packet Materials Order Form* to San Diego County HHSA per the directions on the form. Based on availability of the materials please allow three (3) business days from the date of the request for pick-up of your materials. The order form is available on the Optum website by following the directions below.

If you have a client and do not have all of the required materials, electronic versions are available for printing on the Optum website at www.optumsandiego.com. Once on the website, select Fee for Service Providers under the County Staff and Providers heading. There you will find them under the Beneficiary Materials Tab.

If you have any questions on the information provided in this article, please contact the Optum Quality Improvement Department at SDQI@optum.com.



Training Opportunities for Fee For Service Providers

- **BHETA (Behavioral Health Education & Training Academy)** offers free training to providers who contract with County Mental Health. If you take the courses, please list OptumHealth in the “company code” field when you create a BHETA account online. The [BHETA](#) website has more details on how to create an account, eligibility, and course registration.
- * **Documentation for Medi-Cal Fee For Service Clients:** This webinar is free to you, and was created to educate, support, and assist you in fully understanding the standards and requirements specifically related to your Medi-Cal FFS documentation.
- * **[Bullying: Risk Factors and Interventions](#)** : Presenter :Mara Madrigal-Weiss, MA, M.Ed, November 30, 2016, 6505 Alvarado Rd., San Diego 92120
- * The County contracts with BHETA based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. BHETA 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 BHETA@mail.sdsu.edu if you have any questions.

Important Information for TERM Providers

Updates for CWS Evaluators

The Child Welfare Services Request for TERM-Appointed Evaluator (Form 04-178) was recently streamlined to assist with readability. TERM evaluators accepting CWS evaluation referrals will now receive the updated Request for TERM-Appointed Evaluator (Form 04-178), along with a supplemental sheet containing “Questions and Considerations for TERM Evaluations.” The information sheets outline the specific referral questions that need to be addressed and guidelines for each type of evaluation.

Evaluators will receive the information sheet that pertains to the specific referral they have accepted:

- Diagnostic Clarification and Treatment Recommendations – Parent
- Mental Disability Evaluation of Parent (Family Code 7827)
- Adoption Evaluation of Prospective Adoptive Parent
- Adoption Evaluation of a Child/Adolescent
- Diagnostic Clarification and Treatment Recommendations – Child/Adolescent
- Emotional Damage Evaluation of a Child/Adolescent

Prior to starting the evaluation process, evaluators are asked to please ensure that both forms as well as CWS background records have been received and reviewed.

TERM Advisory Board Updates

The TERM Advisory Board meets bi-monthly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. Discussion over the past quarter has included:

- **Client Representation on the Board:** We are pleased to announce that a youth partner representative joined the Board in August. The addition of this position is anticipated to afford a valuable perspective and feedback on the system. Recruitment for a parent partner representative is in process.
- **Updates to CWS Treatment Plan Forms:** Child Welfare Services has updated their treatment plan forms to further streamline documentation and to align with Medi-Cal outpatient authorization review requirements. The forms were circulated for review at the June meeting and feedback from the Board was incorporated. The new forms are now available on the Optum website at <https://www.optumsandiego.com/>. Please see page 6 of this newsletter for additional information on the updated forms.

Providers are currently represented on the Board by:

Michael Anderson, Ph.D.: manderso@nu.edu

Estela Bobadilla, LMFT: estela.bobadilla@gmail.com

Paola Wilckens-Gjata, LCSW: paolatherapy@yahoo.com

Please feel free to contact these provider representatives for additional updates from the Advisory Board meetings, or to provide professional or consumer feedback.

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 catalogue, please visit the [NCTSN](http://www.nctsn.org) website. Once you establish an online account, you will be able to enroll in a variety of webinars.
- **BHETA (Behavioral Health Education & Training Academy)** offers free training to providers who contract with County Mental Health. If you take the courses, please list OptumHealth in the “company code” field when you create a BHETA account online. The [BHETA](http://www.bheta.org) website has more details on how to create an account, eligibility, and course registration.
 - * **eLearnings:** Opportunities include Pathways to Well-Being, Introduction to Trauma Informed Care, Male Survivors of Sexual Trauma and Abuse, Introduction to Attachment Therapy, Assessing Suicide Risk in Youth, Cultural Competency, and Stages of Change.
 - * The County contracts with BHETA based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. BHETA 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 BHETA@mail.sdsu.edu if you have any questions.
- **TF-CBT Web** offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <http://tfcbt.musc.edu/>.

Important Updates to TERM Provider Handbook, Required CWS Treatment Plan Forms, and Required Timelines for CWS Initial Treatment Plan Submission

CWS Treatment Plan Forms

The following required report templates and CWS treatment plan forms have been updated and are now available on the Optum website at www.optumsandiego.com. One of the biggest changes is that the CWS Treatment Plan Form 04-176/04-177 has been split into two forms, one for youth and one for parents.

- Initial Treatment Plan/Treatment Plan Update - Youth (CWS Form 04-176/04-177)
- Initial Treatment Plan/Treatment Plan Update - Parent (CWS Form 04-176/04-177)
- Domestic Violence Victim Group Treatment Intake Assessment (CWS Form 04-182)
- Sexual Abuse Protection: Non-Offending/Non-Protecting Parent Treatment Intake Assessment (CWS Form 04-183)
- Sexual Abuse Protection: Non-Offending/Non-Protecting Parent Treatment Quarterly Progress Report (CWS Form 04-183A)

Use of the updated forms is required for all new and existing Child Welfare Services-referred clients effective November 1, 2016.

Timelines for CWS Initial Treatment Plan Submission

Timelines for Initial Treatment Plan submission have been updated for consistency across the system and to allow for more timely medical necessity and case decision making. **The due date for Initial Treatment Plans for all service types (including group modality) and funding sources is fourteen (14) calendar days from the initial authorization date. Adherence to the updated timeline for Initial Treatment Plan submission is required for all Child Welfare Services-referred clients effective November 1, 2016.**

Medi-Cal Funded Treatment of CWS-Referred Clients – No Outpatient Authorization Request (OAR) Form Required as of November 1, 2016

The updated Child Welfare Services treatment plan forms include information needed to make a medical necessity determination for Medi-Cal funded CWS clients. **In order to reduce paperwork requirements for providers, effective November 1, 2016, provider documentation on the CWS treatment plan form will be utilized to make continued outpatient Medi-Cal authorization determinations; no additional Outpatient Authorization Request (OAR) form will be required for CWS treatment funded by Medi-Cal.** FAQs and an Authorization Workflow can be found at www.optumsandiego.com under the TERM Providers Quick Reference tab.

Client Grievance Resolution Process

The TERM Provider Handbook has been updated to describe the grievance process that is available to clients who wish to express dissatisfaction about mental health services received through the TERM network. **For consistency with the rights afforded to Medi-Cal beneficiaries, effective immediately, providers are requested to make available to all CWS funded clients the TERM Grievance Procedures and Complaint Form for youth and families receiving services from TERM Network providers.** This information should be distributed at the time of the client's first appointment and upon client request. These documents are available in the five (5) threshold languages on the Optum website at www.optumsandiego.com under the TERM Providers Forms tab.

Provider Issue Resolution

The TERM Provider Handbook has been updated to include an overview of the TERM provider problem resolution process for any concerns about Optum services.

The updated TERM Provider Handbook, TERM Domestic Violence Victim Group Standards, TERM Child Sexual Abuse Protection Treatment Standards, and documentation resources can be found at www.optumsandiego.com. Once on the Optum website, please hover over County Staff & Providers and select TERM Providers (select the Forms tab for updated forms, Manuals tab for the updated Handbook, DV Victims Group Treatment tab for the updated DV Standards, or CSA-NOP/NPP Treatment tab for the updated Child Sexual Abuse Protection Standards). If you should have any questions about the updated forms or requirements, please contact us at 1-877-824-8376, Option 4.





Access and Crisis Line Chat Services



We are here for you.
Chat with someone who understands.

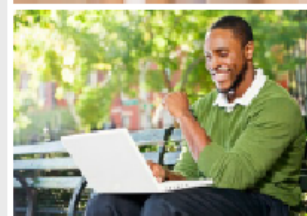
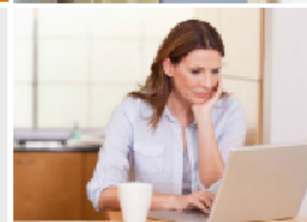
We can help you when:

- 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 or 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 or www.optumsandiego.com

Upcoming Events

November

Optum Holiday Closures—November 24 & 25

December

Provider Orientation — December 7

Optum Holiday Closures— December 26

January 2017

Optum Holiday Closures— January 2 & 16

Provider Orientation — January 25

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

Access and Crisis Line: (888) 724-7240



SAVE A LIFE SAN DIEGO COMMUNITY WALK

Sunday, November 13th

Balboa Park @ 6th and Laurel

FREE parking at meters on Sunday, come early for best parking!

www.SaveALifeWalk.org