

OPTUMIST

Optum Provider Newsletter

V11. May 2016

Provider Services Manager's Message

Hello and welcome to the Spring 2016 edition, of the OPTUMIST Newsletter. In this edition we are offering additional information on the "Upcoming Changes Impacting the FFS Network" related to the delivery of behavioral health services due to the Medi-Cal expansion in 2014. Also highlighted for our TERM Providers is an article on Trauma Screening and Assessment.

Also Included:

- FFS Handbook Highlights: Advanced Health Care Directive Information.
- FFS Providers Training Opportunities: BHETA Courses, TF-CBT, National Child Traumatic Stress Network.
- TERM Handbook Highlights: Professional Competence and Approved/Privileged Specialties.
- TERM Advisory Board Information/Updates
- TERM Providers Training Opportunities: BHETA Courses, TF-CBT, National Child Traumatic Stress Network.
- CEU Opportunity—Mental Health Services in Dependency Cases: Looking through a Forensic Lens.
- 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

In This Issue

- P1: Provider Services Manager's Message
- P2: Upcoming Changes Impacting FFS Network
- P3: Handbook Highlights: FFS
- P4: Training Opportunities for FFS Providers
Handbook Highlights: TERM
- P5: TERM Advisory Board Updates
Training Opportunities for TERM Providers
- P6: Trauma Screening and Assessment
- P7: Mental Health Services in Dependency Cases
- P8: ACL Chat Services
- P9: Upcoming Events

Upcoming Changes Impacting FFS Network

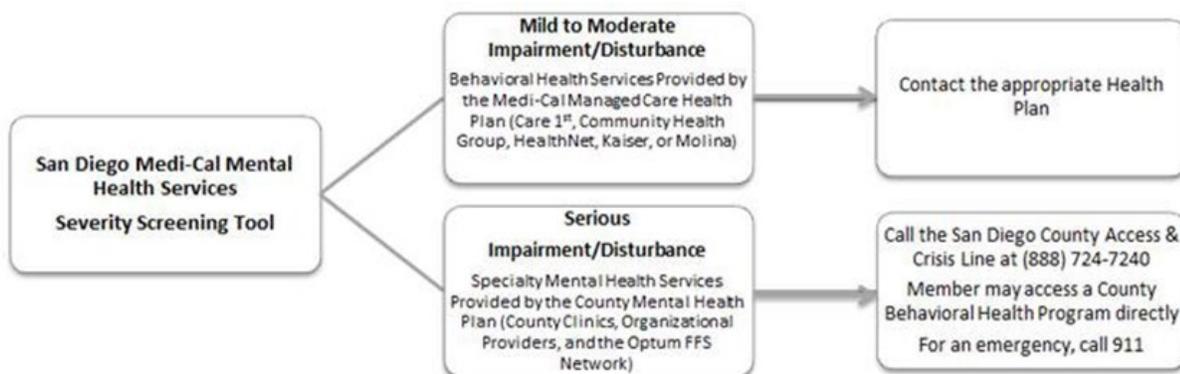
Over the last two years, Medi-Cal Expansion has had a significant impact on the San Diego County Behavioral Health System. As an Optum Public Sector Fee-For-Service Provider, you are a vital part of our San Diego County Behavioral Health System. As we continue to move forward, we want to keep you informed of these changes as they may impact your practice serving Medi-Cal beneficiaries.

CLIENTS WITH MILD TO MODERATE IMPAIRMENT/DISTURBANCE: In January 2014, the Department of Health Care Services for the State of California obligated Medi-Cal Managed Care Plans (MCPs) to provide mental health services to beneficiaries with mild to moderate impairment of mental, emotional, or behavioral functioning. Within San Diego County, the five managed care plans are Care 1st, Community Health Group, HealthNet, Kaiser, and Molina. Each Medi-Cal Managed Care Plan has its own network of contracted behavioral health providers to serve their beneficiaries. You may have been or could be contacted by the MCP to join their network of providers.

CLIENTS WITH SEVERE IMPAIRMENT/DISTURBANCE: The County Mental Health Plan (which consists of the County Clinics, Organizational Providers, and the Optum FFS Network) provides services to those individuals with more severe behavioral health impairment. This includes the FFS Network that historically may have seen a range of mild, moderate, and severe levels of functioning.

HOW THESE CHANGES WILL AFFECT YOU: We want to make sure you understand that as a result of this, the FFS Network has been shifting to serve a population that is more severely impaired. This pertains to new referrals to FFS Providers moving forward and not existing clients. This shift also means that we will be making adjustments to our utilization management process to align with best practice treatment for this population. Our current utilization management standards will continue until further notice.

FRAMEWORK AND TOOLS: San Diego County Behavioral Health Services collaborated with the five local Medi-Cal MCPs to develop a shared conceptual framework for evaluating clients as having either mild, moderate, or severe impairment. To assist with operationalizing the framework of this expanded system, the workgroup developed a variety of tools to serve as guides in understanding this new framework. The tools help to provide consistency to assess impairment so that clients can be referred to the appropriate system. The tools have been posted on our website: www.optumsandiego.com under the County Staff & Providers- Healthy San Diego tab. I encourage you to review these tools to better understand this process.



Upcoming Changes Impacting FFS Network (continued)

We will continue to provide additional information to you as we come closer to formalizing additional changes and we anticipate sharing more details in May. Please feel free to reach out to me directly at 619-641-5302 if you have any questions.

Thank you for your continued commitment to serving our Medi-Cal beneficiaries. We greatly appreciate the work you do and look forward to continuing to work with you on this process.

Sincerely,



Kristie Preston, LMFT
Clinical Director
Optum Public Sector San Diego



Handbook Highlights — Fee For Service Provider Handbook

Advance Health Care Directive Information

Federal Medicaid regulations (42 CFR 422.128) require the MHP to ensure that all adult and emancipated minor Medi-Cal beneficiaries are provided with information about the right to have an **Advance Health Care Directive**. **In order to be in full compliance with this regulation, it is necessary that all new clients be given this information at their first face-to-face contact for services.** An **Advance Health Care Directive** is defined in the 42 CFR, Chapter IV, Part 489.100 as “a written instruction such as a living will or durable power of attorney for health care, recognized under State law (whether statutory or recognized by the courts of the State), relating to the provision of health care when the individual is incapacitated.” Generally, Advance Health Care Directives deal with how physical health care should be provided when individuals are incapacitated by a serious physical health care condition, such as a stroke or coma, and are unable to make medical treatment decisions/verbalize treatment decisions by themselves.

In order to be in compliance with the Federal regulations (42 CFR, Chapter IV, Section 422-128), providers are required to provide and document specific information for new clients. For further information and the complete list of requirements and items to be given to new clients, please, visit our website (www.optumsandiego.com) to review pages 9 – 10 of the Fee For Service Provider Operations Handbook.

Training Opportunities for Fee For Service Providers

- **The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma** is offering free CEs. To search the course catalogue, please visit the [NCTSN](#) 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](#) 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.
- **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/>.
 - * 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

Handbook Highlights — TERM Provider Handbook

Professional Competence (Page 8)

Areas of Competence

When accepted to the Optum TERM panel, the provider is expected to work within their scope of competence and **accept referrals in only the specialty areas for which he or she is approved**. Accepting a referral outside of one’s scope of competence or that violates professional standards or policies described in this Handbook may result in disciplinary action. If an issue arises that is beyond the provider’s knowledge and competence, the client and referral source should be advised and referral to another provider considered when appropriate.

Each TERM panel provider has been privileged for specific specialties and must only accept referrals for these approved specialties. To access and review your provider profile, please follow the directions available on the “TRES III Tip Sheet” found under the Communications tab of the TERM Providers section on our website (www.optumsandiego.com).

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:

Provider Representation on the Board: Please note the following changes in TERM provider representation on the Board:

- Dr. Martha Ingham has resigned from the Board effective April 2016. We wish to express our gratitude to Dr. Ingham for her six years of service, and for her valuable input into the TERM system.
- We are pleased to announce the addition of a new provider representative on the Board, Estela Bobadilla, LMFT. Please see below for her contact information.

Complaint Process: Based on the recommendation to make the TERM complaint process more accessible to clients and to provide CWS-funded clients a process consistent with grievance rights for Medi-Cal beneficiaries, a client brochure was developed for CWS funded clients to assist them with understanding their rights and the complaint process. It is available on the Optum website (TERM Providers ->Forms tab), and is in the process of being translated into the threshold languages. The TERM Provider Handbook will be updated in the near future with information concerning provider responsibilities in this process, and an email notification will be sent to the provider panel outlining the relevant information.

Providers are currently represented on the Board by:

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

Estela Bobadilla, LMFT: estela.bobadilla@gmail.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 CEs. 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.
- **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/>.
 - * 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.

Trauma Screening and Assessment

TERM providers play an integral role in ensuring that Child Welfare Services-involved clients are effectively assessed and treated for trauma, and may find the Substance Abuse and Mental Health Services Administration (SAMHSA) Treatment Improvement Protocol (TIP) 57 *Trauma-Informed Care in Behavioral Health Services*¹ to be a helpful resource in serving this population. SAMHSA TIP 57 provides best practice guidance for the provision of trauma-informed services, including trauma-informed screening and assessment tools, as well as an overview of specific treatment models for trauma.

Despite the recognized importance of trauma-informed screening and assessment, TIP 57 notes that multiple factors can influence whether mental health providers actually screen clients for trauma. These factors include underestimating the impact of trauma on clients' physical and mental health, a belief that treatment should focus solely on presenting symptoms rather than exploring the potential origins of symptoms, insufficient time for assessment, or a belief that treatment of substance abuse issues needs to occur first before treating other behavioral health disorders. Mental health services that do not include trauma-informed screening and assessment can have a substantial, detrimental impact on client treatment which may include the under-diagnosis of mental health disorders or misdiagnosis of disorders that share overlapping characteristics with posttraumatic stress disorder such as major depression, generalized anxiety disorder, bipolar disorder, borderline personality disorder, antisocial personality disorder, or attention deficit hyperactivity disorder. In addition, unaddressed trauma can lead to poor client engagement in the treatment process and to greater risk for symptom relapse.

TIP 57 offers recommendations to assist mental health professionals foster an “effective environment” for trauma-informed screening and assessment, including clarifying for the client what to expect in the screening and assessment process, approaching the client in a matter-of-fact yet supportive manner, being aware of one's own emotional responses to hearing trauma histories, giving the client as much personal control as possible, and eliciting only the information necessary for determining a history of trauma and the extent of traumatic stress symptoms. While there are numerous screening and assessment instruments available, TIP 57 outlines important considerations in selecting an appropriate instrument such as ensuring it is developmentally and culturally appropriate and is psychometrically adequate.

Screening and assessment are only the first steps; it is equally crucial that treatment planning incorporates trauma-informed care objectives and that trauma-specific services are accessible. For additional information, please visit:

[¹Substance Abuse and Mental Health Services Administration. Trauma-Informed Care in Behavioral Health Services. Treatment Improvement Protocol \(TIP\) Series 57. HHS Publication No. \(SMA\) 13-4801. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2014.](#)



FREE

5 CEUs for
Psychologists,
LCSWs, &
MFTs

Mental Health Services in Dependency Cases: Looking through a Forensic Lens

Presenter: Sara Maltzman, Ph.D.
Senior Staff Psychologist
County of San Diego HHS Child Welfare Services

Location: County of San Diego Health Services Complex—Coronado Room
3851 Rosecrans St.
San Diego, CA 92110

Time: 9:00 a.m. – 3:00 p.m. (includes one hour lunch on your own)

Date: Saturday, May 21, 2016
OR
Friday, June 3, 2016

Are you currently providing mental health services to children and families in open Child Welfare Services cases?

Are you interested in learning more about this highly specialized, challenging, yet rewarding work?

This training provides an overview of the provision of mental health services to clients involved in the Dependency Court system. **LEARNING OBJECTIVES:** At the end of this training, you will be able to:

- Identify three sources of professional standards relevant to the provision of psychological evaluations in dependency cases
- Explain who holds the privilege, who can provide consent to treat and the authorization to release mental health records for parents and for children/youth in dependency cases
- Explain three examples of potential conflicts of interest that can arise and how to avoid them when providing mental health services in dependency cases
- Explain “True Findings” and their significance for the provision of mental health services in dependency cases

ABOUT THE TRAINER: Dr. Maltzman has served as the HHS Child Welfare Services Sr. Staff Psychologist for over 10 years. She is a Fellow of the American Psychological Association and has published and presented nationally on topics related to mental health assessment and treatment.

REGISTRATION: If you already have a BHETA LMS account, [click here](#) to register. If you do not already have an account you will need to open an account. Please see [Creating an Account](#) on our website for more details. Email BHETA@mail.sdsu.edu have any questions. **CONTINUING EDUCATION:** This course meets the qualifications for 5 hours of continuing education credit for MFTs, LPCCs, LEPs and/or LCSWs as required by the California Board of Behavioral Sciences, PCE 3776. The Academy is approved by the California Board of Registered Nursing, Provider Number BRN CEP-15014; CCAPP-EI, Provider Number 1S-98-398-0816, and CAADE Provider Number CPI0-906-C0317 for 5 contact hours/CEHs. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists. The Academy maintains responsibility for this program and its content.



Behavioral Health Education & Training Academy (BHETA) is a County of San Diego Behavioral Health contracted program of the Academy for Professional Excellence, a project of San Diego State University School of Social Work





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!



** 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.



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

May

Provider Orientation — May 25

June

Behavioral Health Recognition Dinner — June 10

Provider Orientation — June 29

July

Provider Orientation — July 27

