

OPTUMIST

Optum Provider Newsletter

V10. February 2016

Provider Services Manager's Message

Hello and welcome to the winter 2016 edition of the OPTUMIST newsletter. It is with great sadness that we inform you that Mary Joyce, Director of Provider Services & Quality Improvement, passed away on Saturday, January 16, 2016. Mary was an important member of our Optum leadership team who made a substantial contribution to our operations over the last 15 years. She was extremely dedicated to our mission and the work we do for the County of San Diego. Mary will be missed greatly.

In this edition, we want to highlight and remind you of the continuing work to define the roles of the Managed Care plans and the County of San Diego for delivery of behavioral health services due to the Medi-Cal expansion in 2014.

Also included:

- Pending Changes to the Medi-Cal FFS and CWS Codes & Rates Schedules
- CURES – Mandatory Registration Extended to July 1, 2016
- Handbook Highlights – Serious Incident Reports (SIR)
- Commercial Sexual Exploitation of Children Must be Reported
- ICD-10 Tips for TERM Providers
- TERM News and Updates
- Training Opportunities
- Upcoming Events

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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Medi-Cal Behavioral Health Services

As you are aware, effective January 1, 2014, with Medi-Cal expansion, clients were enrolled in a Medi-Cal Managed Care Plan. Since this transition, Medi-Cal clients who have an assigned Managed Care Plan have been able to receive outpatient behavioral health services through either their Managed Care plan's provider network, a County behavioral health clinic, or Fee for Service (FFS) provider. The following are the Managed Care Plans currently providing services in San Diego County:

- Care 1st
- Community Health Group
- Health Net
- Kaiser Permanente
- Molina Healthcare

(Over the next year, two additional Managed Care Plans, Aetna and UnitedHealthcare, will be added.)

During the course of this transition, the County of San Diego Behavioral Health Services and Managed Care Plans have worked collaboratively to determine when the Managed Care Plans or the County of San Diego would cover behavioral health services. Medi-Cal Managed Care Plans cover behavioral health services for members who experience mild to moderate dysfunction and do not qualify for Specialty Mental Health services covered by the County. Each Medi-Cal Managed Care Plan has their own network of contracted behavioral health providers. When a Medi-Cal beneficiary has a serious and persistent psychiatric illness requiring complex biopsychosocial services, these services will be provided by San Diego County's contracted network which includes County Clinics and the FFS Network of Providers.

In the coming weeks, we will be providing additional correspondence with clarification on the criteria and the impact this has on the FFS Network of Providers. Please look out for this communication as it will be critical for our FFS providers to understand these changes and how it impacts your practice.



Mandatory Registration Extended to July 1, 2016

AB 679 (Allen, Chapter 778, Statutes of 2015) was signed into law by Governor Brown and is effective immediately. This bill amends an existing law that requires all health care practitioners that are authorized to prescribe, order, administer, furnish, or dispense Schedule II, III, or IV controlled substances and pharmacists to be registered with CURES by January 1, 2016, and extends the registration date to July 1, 2016. As such, physicians now have until July 1, 2016 to register with CURES.

The CURES database is a state system in which all controlled prescribed medications are entered. The intention is to prevent an opiate addict from going from doctor to doctor to obtain multiple prescriptions for Dilaudid or morphine.

This new law requires everyone to register with CURES. While psychiatrists may not be prescribing Dilaudid or OxyContin, they do prescribe some controlled substances such as Ativan, Xanax, etc. Benzodiazepines tend to be a Schedule IV controlled substance and are thus covered by this law.

For more information, please visit the Medical Board of CA Website: www.mbc.ca.gov

Pending Changes to the Medi-Cal Fee for Service (FFS) and CWS Codes and Rates Schedules

Optum is revising the Medi-Cal Psych Testing CPT codes on the current FFS rate sheet as well as the individual Assessment and Therapy CPT codes (90801, 90806) on the CWS rate sheet to match those on Medi-Cal.

Here are the expected changes and anticipated implementation start dates to facilitate your planning:

Fee for Service (FFS) – Psychologists Only

Psych Testing codes to be revised: Anticipated Start Date—March 1, 2016

The psych testing rates are currently listed on the FFS Fee Schedule as *X codes* (X9514, X9526, X9530, X9534, X9538, X9540). Once the revision is completed, there will only be one CPT code that will subsume all of these codes.

The **new code will be: 96101 Psychological Evaluations** - Psychological Evaluation - Includes collateral contacts, records review, test administration, test scoring, report writing - one time only per client per year (10 hour maximum).

When pre-approved for Psych Testing, 1 unit of CPT code 90791 (Diagnostic Evaluation) and up to a maximum of 10 units of CPT code 96101 may be authorized based on Title 9 medical necessity criteria.

CWS – All License Types

CPT codes 90801 and 90806 will be changed to the match Medi-Cal CPT Codes: Anticipated Start Date—March 1, 2016

90801 to 90791 – Initial Assessment

90806 to 90834 – Individual Therapy

Additional Information and a copy of the Revised Medi-Cal Fee for Service (FFS) and CWS Codes and Rates Schedules will be sent to you via email blast as soon as it is completed.

Serious Incident Reporting (SIR)

All providers are required to report unusual occurrences or “serious incidents” involving clients in active treatment to San Diego County Behavioral Health Services (BHS), in accordance with policies and procedures established by the MHP.

There are two Levels of Serious Incidents:

- Level One – *Must be reported to Quality Management (QM) immediately upon knowledge of the incident – 619-641-8800 and SIR faxed within 24 hours.*

Level One is the most severe type of incident and must include at least one of the following:

- Any event that has been reported in the media, current or recent past, regardless of the type of incident.
 - The event has resulted in a death or serious physical injury on the provider’s premises.
 - The event is associated with a significant adverse deviation from the usual process for providing behavioral health care.
 - Any suspected or actual Privacy Incident (must be reported within one business day).
- Level Two – All other Incidents are Level Two incidents and must be reported within 72 hours of the occurrence.

The FFS Provider Operations Handbook includes a more comprehensive list of 14 Incidents (suicide, attempted suicide, injurious assault on a client, injurious assault by a client, Tarasoff notification made, etc.) that require the submission of a SIR form. Please review the Provider Obligations Section of your FFS handbook, pages 46-47, and/or the Professional Responsibilities Section of the TERM handbook, pages 15-16, for more information.

At times, the HHSA Behavioral Health Quality Management Department will become aware of an incident and Optum will contact you on their behalf to request the completion of the form.

The Serious Incident Report (SIR) is found on the Optum website (www.optumsandiego.com) in the Fee for Service Providers Section under the “Forms” Tab and in the TERM Providers Section under the “Manuals” Tab; the form is titled “BHS Serious Incident Report FINAL 01 01 2015”.

Mandated Reporting of Commercially Sexually Exploited Children

As of January 1, 2016, Commercial Sexual Exploitation of Children (CSEC) is being officially defined as a form of sexual abuse and must be reported by law. Mandated reporters are required to report abuse or neglect when they have reasonable suspicion that it has occurred.

CSEC Definition:

- A form of human trafficking.
- Sexual abuse of a child in exchange for cash or something of value or threat to the child

Please make sure you are familiar with the definitions and requirements to ensure that you are in compliance with the new reporting requirement.

Resources:

National Human Trafficking Resource Center hotline at 888-373-7888 or text to BeFree (233733) for specialized victim services referrals

San Diego Youth Services STARS Program at 619-521-2250 ext. 3804

TERM Advisory Board Updates

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: The Board has expressed the need to include the voice of the client in the TERM system and is seeking to recruit caregiver and youth representation on the Board.

Complaint Process: Based on the recommendation to make the TERM complaint process more accessible to clients and to provide CWS-funded clients a process that is more consistent with the grievance process for Medi-Cal beneficiaries, a client brochure is under development for CWS-funded clients to assist them with understanding their rights and the complaint process. It is anticipated that the brochure will be finalized for distribution in the first quarter of 2016.

Providers are currently represented on the Board by:

Martha Ingham, Ph.D.: drmarthaingham@gmail.com

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

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



Important Reminder for TERM Evaluators

When assessing youth in custody, for client safety, it is imperative that any risk issues (e.g., risk of harm to self or others) noted on the evaluation are communicated timely to custody staff.

Please also note that statements made during the course of an evaluation may trigger a mandated report of child abuse. Any mandated abuse reports should be documented in the evaluation report.

TERM Documentation Assistance

TERM Clinicians are available to provide individualized assistance with TERM documentation requirements. Please call the TERM Provider Line at 1-877-824-8376 Option 4 to request an individualized orientation to documentation standards.

ICD-10 Transition Tips for TERM Providers

Thank you for all of your work towards a successful transition to ICD-10. As a reminder, all TERM work products (treatment plans and evaluation reports) are required to include ICD-10 codes with corresponding DSM-IV-TR labels. The Juvenile Court has been apprised of this protocol.

A crosswalk is included on the www.optumsandiego.com website to assist with the translation of DSM-IV-TR codes to ICD-10. The crosswalk includes Title 9 Medical Necessity codes, as well as a tab with V-codes frequently used by TERM providers and a tab with other codes that may be relevant to non-Medi-Cal funded services. The crosswalk is not a definitive resource of all ICD-10 codes; if you do not find something on the crosswalk, please consult a resource such as one of the many online tools available. For example: <https://icd10codelookup.smartbaselink.com/>.

Updated CWS treatment plan forms reflecting ICD-10 code reporting are available on the Optum website in the TERM Providers section under the “Forms” tab. Use of the updated forms is required for all new clients. For TERM evaluations, updated reporting templates are also available online in the TERM Providers section under the “Manuals” tab. The following format is an example of how documentation of diagnoses could be completed in the evaluation report:

Axis	ICD-10 Code	DSM-IV-TR Diagnostic Label
I		
II		
III		
IV		
V		GAF =



Reminder

The **Vista Hill-Juvenile Court Clinic (JCC)** provides Medication 2nd Opinion Evaluations for the Juvenile Court, CWS, and now for the San Diego Community. Concerns regarding the effectiveness, appropriateness, or side-effects of the current medication regimen may be addressed with their clinic. A record and clinical review, along with an interview of the client/family by their Board Certified Child Psychiatrist(s), may provide support or suggestions for the course of future treatment. Community 2nd Opinion services are an opportunity for non-binding feedback on the Community Standards of Practice and the simplification of often overly complicated medication regimens. Communication, collaboration, and coordination with the Prescribing Physician is always their goal. Physician, Mental Health Provider, Probation Officer, Social Worker, Attorney, Court, or Guardian referrals are accepted.

Medication Evaluation or 2nd Opinion inquiries and referrals:
(858) 571-1964 fax: (858) 571-1967

Community Liaison/Family Facilitator: Solmaria Lopez SmartCare: Bella Montgomery, Psychiatric Nurse Practitioner
slopez@vistahill.org bmontgomery@vistahill.org
Director: Marc Gotbaum, PsyD. BHCS: Deborah Skvarna, LMFT Director
mgotbaum@vistahill.org dskvarna@vistahill.org

Training Opportunities for Fee For Service and 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](#) 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.
 - * **eLearnings Relevant to TERM:** 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.



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 (CaIMHSA), an organization of county governments working together to improve mental health outcomes for individuals, families and communities. CaIMHSA 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

February

Provider Orientation — February 24

March

Provider Orientation — March 30

April

Provider Orientation — April 27

NAMI Walk — April 30

