

Duncan-Sanford, Judy A

From: Duncan-Sanford, Judy A on behalf of sdu_Provider Services Help
Sent: Friday, January 31, 2020 1:16 PM
Subject: Optum San Diego Public Sector - OPTUMIST Newsletter Winter 2020 Edition
Attachments: OPTUMIST Newsletter Winter 2020.pdf



Dear Provider,

Hello and welcome to the Winter 2020 edition of the OPTUMIST Newsletter. A revision of the Fee For Service (FFS) Provider Handbook is now available on our website and includes multiple changes in requirements and processes.

These revisions are very extensive containing changes in the following Sections:

- Beneficiary Rights
- Authorization and Reimbursement
- Quality Management
- Provider Contracting
- Provider Obligations
- Claims and Billing

The newsletter includes an outline of the new and/or revised sections with the page number of where the requirement can be found in the handbook. Please remember that this handbook is part of your FFS Medi-Cal Provider Agreement/Contract by reference and therefore these changes are now part of your contractual obligations.

Also included:

- An article on Therapeutic Behavioral Services (TBS)
- Training Opportunities for both FFS and TERM Providers

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

Thank you,

Judy A. Duncan-Sanford, LMFT / **Optum San Diego**
Manager, Provider Service

Optum San Diego Public Sector

Our United Culture. The way forward.

■ Integrity ■ Compassion ■ Relationships ■ Innovation ■ Performance

OPTUMIST

Optum Provider Newsletter

V25. January 2020

Provider Services Manager's Message

Hello and welcome to the Winter 2020 edition of the OPTUMIST Newsletter. This edition focuses on the changes in the Fee For Service Provider Handbook effective 01/31/2020. Please ensure you review the changes to determine how they may affect your practice.

Also included:

- Therapeutic Behavioral Services (TBS)
- Training Opportunities for both FFS and TERM Providers.

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

Judy A. Duncan-Sanford, LMFT

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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Information and Updates for FFS Medi-Cal & TERM Providers

Therapeutic Behavioral Services (TBS)

Children, youth, and families who are Medi-Cal beneficiaries treated by a Fee For Service (FFS) provider may qualify for an additional ancillary service known as Therapeutic Behavioral Services (TBS). TBS is time limited (generally 3 months) service and provides an intensive, in-home behavioral 1:1 coaching service for youth and families. Services are provided day, evening, and on weekends. TBS aims to help youth increase safety, utilize healthy coping skills, improve behaviors, and support stronger family connections and communication. TBS is designed for clients meeting the following criteria:

- Being considered or placed in a group home/or STRTP
- At risk for emergency psychiatric hospitalization or re-hospitalization
- Experiencing difficult behaviors which may jeopardize home or current placement
- Transitioning to a lower level of care and needs TBS to support the transition
- Youth has previously received TBS as a class member

As required by the State, TBS services are an adjunct to specialty mental health services and are guided by the treatment goals of the mental health provider. Eligibility requirements for TBS services include all of the following: (1) Youth must be a Medi-Cal beneficiary, (2) Mental health provider must bill Medi-Cal (billing to Optum Public Sector for Medi-Cal clients qualifies), and (3) Mental health provider must provide therapeutic services on a regular basis (at minimum twice per month). Additionally, the provider is required to have regular communication with a TBS case manager and participate in monthly collaborative meetings.

In conjunction with mental health treatment, TBS has shown to decrease the need for a higher level of care while promoting prosocial behaviors. Please review the TBS brochure and Prior Authorization Request & Referral Form for eligibility criteria and referral submission information on the Optum website at www.optumsandiego.com. Please access the “Fee For Service” tab and click on “Forms” to access the TBS forms.

TBS Referral Specialists are available to answer your questions at (858) 256-2180.

Submitted By:

- Yael Koenig, LCSW, Deputy Director, Behavioral Health Services, Children, Youth, and Families
- Eileen Quinn-O'Malley, LMFT, Behavioral Health Program Coordinator



Information and Updates for FFS Medi-Cal Providers

Fee-For-Service Provider Operations Handbook

Adult/Older Adult, Child, and Adolescent Mental Health Services
Edition January 31, 2020

[Edition January 31, 2020](#)

The Fee-for-Service (FFS) Provider Operations Handbook has been updated to reflect changes implemented in the Fee-for-Service Medi-Cal network for the County of San Diego Behavioral Health Services Mental Health Plan (MHP).

REVISIONS/ NEW PROCEDURES

When reviewing the new handbook, please pay close attention to the following:

Beneficiary Rights

- [Provider Responsibilities \(pg. 3\)](#)
 - Providers are required to securely maintain client records for 10 years
- [Client Rights \(pg. 4\)](#)
 - NOA-Notice of Adverse Benefit Determination Forms have changed
- [Client Problem Resolution Process \(pg. 6\)](#)
 - Information regarding the posting of Grievance and Appeals posters and Brochures has changed
- [Grievance and Appeals Process \(pg. 7\)](#)
 - Luke Bergmann, Ph.D, is the Director of Behavioral Health Services

Authorization for Reimbursement

- [General Authorization Reminders \(pg. 17\)](#)
 - Some verbiage/language revisions that may affect the requirement

Information and Updates for FFS Medi-Cal Providers

HANDBOOK REVISIONS/ NEW PROCEDURES— *Continued*

Authorization for Reimbursement - *Continued*

- *Outpatient Services – Assessment Authorization (pg. 18)*
 - Outpatient Psychiatric Services – Initial 26 Sessions and Continuing Sessions
 - A signed Client Plan is required in Client’s Chart within 30 days of commencing treatment and the provider may use a separate form than the OAR
 - A note explaining that concern should be in the client’s chart every time a required client signature is missed
 - Any request for authorization of additional sessions must be accompanied by an OAR

Quality Management

- Outpatient Provider Reviews
 - *Recoupment and Recoupment Appeals Process (pg. 32)*
 - It is the policy of the MHP to disallow provider billing that does not meet the documentation standards and to recoup payment in accordance with the current County of San Diego MHP policy and procedures. Please review this section for additional information
- Documentation Standards
 - *Client Record Documentation Requirements (pg. 33)*
 - A mental status examination must be documented
 - A diagnosis must be documented, consistent with the presenting problems, history, mental status evaluation, and/or other assessment data
- *Case Management (pg. 35) - New Section*
- *Discharge (pg. 35) - New Section*
- *Group Therapy (pg. 35) - New Section*
- Documentation Standards for Inpatient Client Records
 - *Medical Necessity Admissions (pg. 36) - New Section*
 - *Continued Stay Criteria (pg. 36)*
 - Some verbiage/language revisions that may affect the requirement
 - *Administrative Day Requirements (pg. 37) - New Section*

Information and Updates for FFS Medi-Cal Providers

HANDBOOK REVISIONS/ NEW PROCEDURES— *Continued*

Provider Contracting

- Agreements/Contracts (pg. 39) - **New Section**
 - Includes State Medi-Cal Enrollment and Point of Service (POS) Agreement requirements
- Credentialing
 - Credentialing Standards (pg. 40)
 - Council for Affordable Quality Healthcare (CAQH) participation is mandatory to join our network(s). The provider is required to register for a CAQH ID and then complete a CAQH Provider Profile and attach the appropriate supporting documentation
- Recredentialing (pg. 41)
 - Providers can help avoid delays at recredentialing time by maintaining their CAQH ProView Profile, attestations, and credentialing documents (DEA, Professional Liability Insurance, and license) on an on-going basis
 - Mental Health Plan (MHP) Credentialing Committee (pg. 42)
 - Some verbiage/language revisions that may affect the requirement
 - Contract Termination (pg. 43)
 - Some verbiage/language revisions that may affect the requirement

Provider Obligations

- Professional Will (pg. 44) - **New Section**
- San Diego Child and Adolescent Needs and Strengths (SD CANS - Ages 6 – 21 & SD CANS-EC – ages 0 - 5) and Pediatric Symptom Checklist (PSC & PSC-Y) (pg. 47) - **New Section**
- Requirements to Notify in Case of Incident (pg. 51)
 - Some verbiage/language revisions that may affect the requirement
- Practice Information Verification and Validation (pg. 52) - **New Section**
- Submitting Changes, Updates, and Validation Attestations (pg. 52) - **New Section**
- Information Privacy and Security Provisions (pg. 52)
 - Some verbiage/language revisions that may affect the requirement
 - Definitions (pg. 53)
 - * Some verbiage/language revisions that may affect the requirement

Information and Updates for FFS Medi-Cal Providers

HANDBOOK REVISIONS/ NEW PROCEDURES— Continued

Provider Obligations - Continued

- Responsibilities of Providers (pg. 53)
 - Some verbiage/language revisions that may affect requirement
- Psychiatry Add-On Codes (pg. 56) - New Section

Claims and Billing

- Automated Eligibility Verification System (AEVS) - Provider Access (pg. 62) - New Section
 - All providers will be granted an Eligibility PIN upon the completion of the State Medi-Cal Enrollment and Point of Service (POS) Agreements
- LMFT/LPCC Providers Medi-Cal Eligibility Verification – **Removed/Eliminated**
- Claims and Clusters (pg. 65)
 - Some verbiage/language revisions that may affect the requirement
- Clients with Medicare and Medi-Cal (Medi-Medi) (pg. 67)
 - Some verbiage/language revisions that may affect the requirement
- Clients with Medi-Cal and Other Health Plan Coverage (pg. 68)
 - Some verbiage/language revisions that may affect the requirement
- Clients with No Medi-Cal Insurance, or Restricted Medi-Cal Benefit (pg. 69)
 - Some verbiage/language revisions that may affect the requirement
- Overpayment (pg. 70)
 - Some verbiage/language revisions that may affect the requirement

Please visit our new website at <https://www.optumsandiego.com> to download forms or to save the handbook to your desktop for easy access.

Please remember that we urge you to coordinate care with all treating professionals involved with your clients. This includes treating psychiatrists, pain management professionals, pediatricians, and PCPs, as well as any other treating professionals who work with your clients.

REMINDER: Medi-Cal regulations require that providers have an emergency referral on their outgoing voice messages. You may refer callers to the Access and Crisis Line (ACL) at (888) 724-7240.

Fee-For-Service Provider Operations Handbook Updates

The Fee-For-Service Operations Handbook will be reviewed and updated as appropriate on a quarterly basis. A notification that includes an outline of the revisions will be sent via email blast. The OPTUMIST Newsletter will continue to include a section for the handbook to ensure you are always informed about changes in processes and requirements. Please remember this handbook is part of your contract.

Information and Updates for FFS Medi-Cal Providers

Training Opportunities for Fee-For-Service Providers

[Responsive Integrated Health Solutions \(RIHS\)](#), The County contracts with RIHS based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. RIHS 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.

- **Understanding Medi-Cal Documentation Standards: An e-Learning Course by the County of San Diego and OptumHealth (Course Code: BHE0037):** 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. It is mandatory that all FFS Providers complete this course at least one time.
- **2/12, 3/11 and 04/28 - [Introduction to Geriatric Behavioral Health: Trauma Informed Practices for Older Adults](#) (Course Code BH0205)**
- **02/18 - [Child and Adolescent Needs and Strengths Overview Training for San Diego CANS](#) (Course Code BH0209)**
- **02/25 and 03/10 - [Introduction to Motivational Interviewing \(Course Code BH0003\)](#) Prerequisite: BHE0027 or equivalent**
- For a full list of available eLearning and recorded webinars, [click here](#).

Instructions on how to set up a RIHS account can be found on our website at www.optumsandiego.com. If you have any questions please email RIHS@sdsu.edu.

The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma is offering free CEUs. To search the course catalog, please visit the [NCTSN](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.

TF-CBT Web offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.



Information and Updates for FFS Medi-Cal Providers

Are you new to our Fee-for-Service panel and not sure about documentation requirements?

Learning the documentation requirements for each insurance panel can be daunting. We are now offering our new providers the option of a “Courtesy Review.” You may contact a Clinical Quality Analyst to request a “Courtesy Review” within six months of joining our panel and seeing Medi-Cal beneficiaries. A clinician will come to review a Medi-Cal record of your choice and provide you with feedback on how you would do if this were your official treatment record review. This is at no risk to you, rather a learning experience to help ensure you are meeting all documentation requirements to support a successful review process (and alleviate any stress that comes with it!).

Don't forget, we also have documentation tip sheets, templates, and the treatment record review tool, all located on www.optumsandiego.com, under the Fee-for-Service tab.

If this is something you would like to request, or if you need help locating the resources on our website, contact the QI Department at sdqi@optum.com.



Corner

Information and Updates for TERM Providers

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](#) website. Once you establish an online account, you will be able to enroll in a variety of webinars.

TF-CBT Web offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.

RIHS (Responsive Integrated Health Solutions) The County contracts with RIHS based at the Academy for Professional Excellence, a project of the SDSU School of Social Work. RIHS 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. Upcoming training opportunities that may be of interest to TERM providers include:

- **TERM Evaluators** – Please Save the Date for half-day training on Targeted Threat Assessments for Juveniles on for April 22, 2020. TERM partners (Court, District Attorney, Public Defender, HHSA Behavioral Health Services, and Optum) will provide an overview of the Juvenile Court’s needs for these evaluations. A course outline and registration information will be sent out once available.
- **02/18 - Child and Adolescent Needs and Strengths Overview Training for San Diego CANS (Course Code BH0209)**
- **02/25 and 03/10 - Introduction to Motivational Interviewing (Course Code BH0003) Prerequisite: BHE0027 or equivalent**
- For a full list of available eLearning and recorded webinars, [click here](#).

Instructions on how to set up a RIHS account can be found on our website at www.optumsandiego.com. If you have any questions please email RIHS@sdsu.edu.

TERM Advisory Board Provider Representatives

The TERM Advisory Board meets quarterly to provide professional input regarding the performance of the system and its policies, procedures, and protocols. TERM providers are currently represented on the Board by:

Michael Anderson, Psy.D.: drmike6666@gmail.com

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

Access and Crisis Line Chat Services



Access and Crisis Line Chat Services



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

We can help you when:

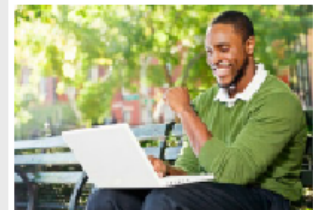
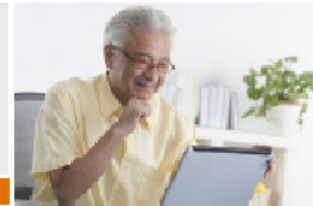
- You need to chat with a professional who cares
- You are struggling to cope
- You are concerned about someone you know
- You feel you might be in danger of hurting yourself or others

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

February

[Introduction to Geriatric Behavioral Health: Trauma Informed Practices for Older Adults:](#) 2/12/2020

[Child and Adolescent Needs and Strengths Overview Training for San Diego CANS:](#) 02/18/2020

[Introduction to Motivational Interviewing:](#) 02/25/2020

Provider Orientation: 02/26/2020 (RSVP 800-798-2254 ext.7)

March

[Introduction to Motivational Interviewing:](#) 03/10/2020

[Introduction to Geriatric Behavioral Health: Trauma Informed Practices for Older Adults:](#) 3/11/2020

Provider Orientation: 03/25/2020 (RSVP 800-798-2254 ext.7)

April

[Introduction to Geriatric Behavioral Health: Trauma Informed Practices for Older Adults:](#) 4/28/2020

Provider Orientation: 04/29/2020 (RSVP 800-798-2254 ext.7)

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

Access and Crisis Line: (888) 724-7240

