

News

# OptumHealth TERM Newsletter

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**OptumHealth**<sup>SM</sup>  
Public Sector

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<https://www.ubhonline.com/publicSector/index.jsp>

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## TERM MANAGER MESSAGE

I'm sure you have noticed our new name "OptumHealth TERM". Only our name and logo are different; nothing else has changed. We are the same company with the same group of people completing authorizations and reviewing treatment plans and evaluations.

This edition of the newsletter features an article by Candi Mayes, CEO and Executive Director of the Dependency Legal Group, in which she introduces her new organization and describes some of the functions it fulfills for the Court. Also included in this edition:

- ◆ Information about new procedures to facilitate improved work product tracking.
- ◆ Information about the responsibilities of Supervisors and Interns.
- ◆ Update on professional visiting hours for services conducted in custodial settings.
- ◆ A newly instituted "Kudos" section where we will highlight key achievements during each quarter.



Tyler J. Gabriel, Ph.D.  
UBH TERM Manager

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## ANNOUNCEMENT– UPDATED PROCEDURES:

### Work Product Tracking Process

OptumHealth TERM is working to improve the tracking of due dates of Initial Treatment Plans (ITPs), Treatment Plan Updates (TPUs) and CWS Psychological Evaluations. In addition, OptumHealth TERM will now notify providers when reports are not submitted by the required due dates.

As always, CWS Psychological Evaluation reports will be tracked by the specified due date of 30 days from the start date of the authorization. For purposes of tracking, ITP/TPU report due dates (6 weeks, and then 12 weeks thereafter) have been based on the Initial Authorization date on the 04-130C. We are aware that there can be delays where the therapist can receive an authorization several weeks after the initial authorization start date, and that this delay gives the therapist a limited amount of time to assess the client and develop appropriate treatment plans prior to the ITP submission deadline. We are exploring ways of tracking the due dates based on methods other than the Initial Authorization date, as well as ways of enhancing communication between all parties so that the provider receives the authorization letter and begins services on a date closer to the authorized start date. We will keep everyone apprised of any new developments.

In order to have fewer errors in tracking of late reports and reduce unnecessary late report notifications to providers, it is necessary for all parties to follow guidelines and enhance communication/case coordination. To facilitate an effective tracking process, the following procedures should be followed:

#### Provider Responsibilities:

- ◆ Treatment Initiation: Per existing guidelines, providers should notify the PSW if a client does not begin services in a timely fashion or 'no shows' for appointments. This enables the PSW to contact the client and to be aware of issues resulting in treatment delays.
- ◆ Case Termination: Per existing guidelines, in therapy cases where all treatment goals are met or treatment has otherwise been discontinued (including instances in which clients drop out of treatment), the provider is required to submit a final TPU that provides a discharge summary. Providers should proactively coordinate treatment termination with the PSW.

#### PSW Responsibilities:

- ◆ Treatment Initiation: If there is a significant delay in the start of treatment, it would be helpful for the PSW to send in an UPDATED Treatment Authorization with a more accurate start date. This will enable OptumHealth TERM to change the original Authorization Date and update the report tracking system.
- ◆ Case Termination: Unless the PSW submits an additional 04-130C to inform OptumHealth TERM that services are continuing, it will be assumed that treatment ends at the end of the authorization period. **For all early terminations**, the PSW is to submit the 04-130C to inform OptumHealth TERM that services are terminating. The report tracking system can then be updated to reflect that no further reports are expected.

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## **POLICY and PROCEDURE REMINDERS:**

### **Supervising Interns**

by Harriet Stupp, MFT, Manager, Provider Services

An intern is defined as a pre-licensed professional who currently is:

- ◆ Registered with the California Board of Behavioral Sciences as a MFT Intern or an Associate Social Worker
- ◆ Registered with the California Board of Psychology as a Psychological Assistant or a Registered Psychologist
- ◆ A pre-doctoral psychology student enrolled in an APA-approved internship, or a CAPIC/APIC-approved program for interns **or**
- ◆ A licensed Psychologist or Medical Doctor pursuing clinical specialization in Psychology or Psychiatry.

Independently licensed clinicians who are contracted with OptumHealth TERM and have more than three years post-license clinical experience qualify to supervise TERM interns. Supervisors must also meet the standards set by the licensing Boards as well as OptumHealth TERM standards.

Supervisors are responsible for services rendered by interns and an intern may only provide treatment under the OptumHealth contracted licensed clinician that is on record as supervisor with OptumHealth. Supervisors are responsible for ensuring their interns maintain up to date registrations with their respective Boards. Please notify OptumHealth when any interns leave supervision, become licensed, change supervisors, or make any other pertinent changes in their status. Failure to notify OptumHealth of changes can result in claims being denied.

To notify OptumHealth of any changes, please fax a completed "Change of Supervisor" form to Zelda Pierce at 877-309-4862. You may reach Zelda directly by calling 619-641-6836.

### **Services Provided in Custodial Settings**

When performing psychological evaluations in custodial settings (e.g. Kearny Mesa Juvenile Detention Facility, East Mesa Juvenile Detention Facility), facility directors have requested that TERM providers cooperate with all procedures and directions from custody staff. Custody staff also enforce the state Title XV statutes which the facilities are required to follow. For example, providers are required to render their services so that they do not conflict with state mandated meal or break times, unless the Superintendent or Watch Commander gives prior approval. While we appreciate the challenges and tight timelines encountered by TERM providers in these settings, please proactively communicate with the Watch Commander or Superintendent in order to minimize difficulties with scheduling services.

The time frames for professional visits are:

8:00a.m. to 11:00a.m.

12:00p.m. to 4:00p.m.

5:00p.m. to 8:00p.m.

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## POLICY and PROCEDURE REMINDERS cont'd

### Treating Multiple Family Members

CWS policy prohibits therapists from seeing multiple family members, and by extension, supervisors should not supervise interns who see clients from same family. Because of the forensic nature of these cases, the risk is that the providers may be required to testify on multiple family members and therefore engage in a conflict of interest. We realize that this guideline can pose case management difficulties for providers, especially those in agencies. We request that when this situation occurs, the provider contact the PSW to develop a mutually acceptable solution.

### Miscellaneous Reminders

1. For Medi-Cal funded clients, PSWs should provide a completed 04-176A Therapy Referral Form to providers.
2. When drafting initial treatment plans and treatment plan updates please use the most current form. Current forms can be found on our website.

<https://www.ubhonline.com/publicSector/index.jsp> path- County and Org Providers > Scroll down to Forms > Page 3

3. If providers are unable to see their clients for an extended period of time as a result of illness, vacation or other planned or unexpected event, and wishes another provider to treat the client in their absence, the following process must be followed:
  - ◆ Provider or PSW to notify OptumHealth TERM of planned or unplanned absence.
  - ◆ OptumHealth TERM will end authorization for initial provider as of date discussed in notification.
  - ◆ Once a new /covering provider is identified, a new authorization must be approved by CWS management.
  - ◆ OptumHealth will complete new authorization covering only the date range requested by initial provider or PSW. A new 90801 will not be issued since initial provider or PSW is responsible for providing new/covering provider with information about the client, treatment goals, etc.
  - ◆ OptumHealth will send authorization letter to new provider.

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# OptumHealth TERM Newsletter

## Your TERM Provider Representatives

The TERM Advisory Board meets monthly to discuss policy issues and provide recommendations to OptumHealth TERM. Providers are represented on the Board by:

Christopher Carstens, Ph.D., for psychologists

[contact@drconstens.com](mailto:contact@drconstens.com)

Roberto Weiss, MFT, for therapists

[rweiss@motivaassociates.com](mailto:rweiss@motivaassociates.com)

Jeff Rowe, M.D., representing the S.D. Psychiatric Society & the S.D. Academy of Child & Adolescent Psychiatry

[jeff.rowe@sdcounty.ca.gov](mailto:jeff.rowe@sdcounty.ca.gov)

Martha Ingham, Ph.D. representing the S.D. Psychological Association\*

[drmarthaingham@gmail.com](mailto:drmarthaingham@gmail.com)

\*Welcome to Dr. Ingham, the new SDPA representative to the TERM Advisory Board

Please feel free to contact these representatives with your ideas or suggestions.

## **Kudos to:**

- ◆ Kudos to staff at the CWS North County office and the East County offices! North County and East County CWS staff submitted the smallest number of incomplete authorization requests. Out of the 210 requests submitted by East County and 126 requests submitted by North County only 4% were incomplete! Submitting completed authorization requests not only enables clients to receive services quickly but also saves CWS the extra time it takes to redo and refax the authorizations. Keep up the great work!
- ◆ Kudos are also extended to CWS East County and South County offices for collaborating with OptumHealth TERM staff to identify and problem solve issues surrounding RightFax transmission.
- ◆ We also want to thank the Probation Department for a productive meeting with Supervisors at the Juvenile Probation Center.

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## *Introducing the Dependency Legal Group of San Diego (DLG)*

by Candi Mayes, CEO and Executive Director

DLG is a non-profit public benefit corporation formed for the express purpose of representing indigent families in San Diego County's Juvenile Dependency Court, and assumed the contract July 1<sup>st</sup>, 2010. DLG has four separate divisions within the law firm: the Minor's Counsel Office (MCO), the Primary Parent Office (PPO), the Conflict Parent Office (CPO), and the Conflict's Counsel Office (CCO).

Unless a party has retained private counsel, the Court will appoint an attorney from DLG to represent the parties in the cases that come into the Juvenile Court dependency system. The Court typically appoints attorneys for the minors at the detention hearing. The Court typically appoints attorneys for parents when a parent first makes an appearance at court, requests that an attorney be appointed to represent him or her, and asserts that he/she cannot afford to hire an attorney. The Court-appointed attorney then represents the parent at all proceedings throughout the juvenile dependency process.

DLG, Minor's Counsel Office (MCO): Attorneys from the MCO are appointed by the Court to represent the minors in most cases that come into the Juvenile Court dependency system (see also CCO, below). These attorneys are appointed both as the minor's attorney and their Guardian ad Litem (GAL). A primary responsibility of the minor's attorney, in their role as GAL is to advocate for the protection, safety, and physical and emotional well-being of the child. A primary responsibility of the minor's attorney, in their role as legal counsel, is to advocate for the minor's wishes. The minor's attorney must conduct an independent investigation in order to ascertain the facts about a case. For minors four years of age or older, the attorney must determine the minor's wishes and advise the court of those wishes. As part of their responsibility as a GAL the attorney is not allowed to advocate for the return of the minor to the parent if such a return would conflict with the protection and safety of the minor. *The minor and/or the attorney for the minor are the holder(s) of the physician-patient and psychotherapist-patient privilege for the release of information in dependency proceedings (WIC § 317(f).) Any request to release information for a dependent minor, must be signed by the minor's attorney, regardless of the placement of the minor.*

DLG, Primary Parent Office (PPO): The attorneys in the PPO usually represent the more "offending" parent – the parent who allegedly has committed the abuse or neglect. The parent's attorney role is to advocate for what the parent wants within the bounds of the law, not the minor's best interest.

DLG, Conflict Parent Office (CPO): The attorneys in the CPO represent the lesser offending parent or the non-custodial or non-offending parent. The parent's attorney role is to advocate for what the parent wants within the bounds of the law, not the minor's best interest.

DLG, Conflict's Counsel Office (CCO): In some cases, more attorneys are needed to represent additional parents or children. Attorneys from the CCO are appointed to represent them. CCO attorneys also take appointments to represent parties when conflicts arise from the other 3 divisions. CCO attorneys are the only attorneys who have mixed caseloads of both minors and parents. An individual CCO attorney will never represent both a parent and a minor on the same case, however multiple CCO attorneys may be on the same case representing various parties. CCO attorneys have the same responsibilities and roles as described above for the attorneys in the other divisions, depending upon who their client is on a particular case.

Contact information:	DLG Executive Office	(619) 795-1665
	Minors Counsel Office	(619) 795-1540
	Primary Parent Office	(619) 795-1315
	Conflict Parent Office	(619) 795-1254
	Conflict's Counsel Office	(619) 795-1440