

**SPECIAL  
POINTS OF  
INTEREST:**

- Upcoming changes to Treatment Plan tracking
- Training opportunities
- AB3632 update
- Transportation of minors to KMJDF for evaluations

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EDITION**

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## OptumHealth TERM 2 Year Anniversary

This month marks an important milestone for the TERM program, the two year anniversary since TERM was transitioned to OptumHealth,

As we look back over the past two years, we would like to express our appreciation for all our partners in the system and the ongoing collaborative efforts to meet the mission of TERM's mandate.



Some of the accomplishments we would like to highlight are the development of the provider database that is utilized by CWS and Probation in making referrals, the updated Provider Handbook with enhanced guidelines for completion of treatment

plans and evaluations, and policy development aimed at quality improvement. Current initiatives include improved privileging criteria, and development of additional supportive resources to assist providers with documentation requirements. We are dedicated to making the TERM system work more efficiently and effectively, and look forward to our continued partnerships.

## Optum Brand Re-fresh

If you have recently corresponded with OptumHealth staff via email, you may have noticed that our email addresses have changed to end in "optum.com". The change is part of the completion of the brand re-fresh that was started last year. As of June 6th, OptumHealth joined other

corporate business segments in shedding their former brand identities to adopt the Optum master-brand. Collectively, business segments under the Optum brand serve people throughout the entire health system, with a focus on modernizing and making the health system work better for everyone.

Other changes in upcoming months will include a new brand logo and change from green to orange color scheme on business communications. Despite the transformation in our branding, we are still OptumHealth and remain the same people in the same company.

# Child Welfare Services Updates



## UPCOMING CHANGES TO TREATMENT PLAN TRACKING SYSTEM

TERM is diligently working on enhancing the usefulness of the Treatment Plan tracking system. Currently we are working on transitioning from the reminder phone calls to a written monthly statement of work products due that will be mailed to providers. Our vision is that the monthly statement of work products due will provide a more user friendly reference guide. We have appreciated provider feedback and hope that this method of tracking will prove more useful. Thank you for your continued collaboration in our efforts to streamline processes for providers

## TREATMENT PLAN TIPS AND REMINDERS

- ◆ To increase the usefulness of the treatment plan to the referring agency and court, documentation should allow the reader to follow the logic behind the therapist's clinical and diagnostic opinions. It is important that therapists provide sufficient behavioral details of progress, as well as document the clinical rationale behind their diagnostic impressions, particularly when diagnosing "rare" or severe conditions. Documentation of the differential diagnostic process should include prominent symptom patterns, diagnostic criteria that are met, and other diagnostic conditions that were ruled out by the therapist.
- ◆ TERM has received several calls from providers with concerns about the new treatment plan format, in which documentation of progress is included in the portion of the plan that is signed by the client. Consistent with emergent values in mental health, transparency and collaboration in the treatment planning process is encouraged, including sharing perceptions of progress with the client. Documentation included in the progress section should be specific to the identified measures for each over-arching treatment goal or indicator . Any information not directly pertaining to such progress may be noted under the "Additional Comments" section.
- ◆ Please note that PSWs do not obtain Medi-Cal authorizations for services on behalf of providers. It is the responsibility of the provider to ensure that such authorizations are in place prior to initiation services.
- ◆ For all new cases, please ensure that you are utilizing the most current version of the Initial Treatment Plan/Treatment Plan Update form (04-176/04-177). The form is dated 4/11 on the lower left hand corner and can be located at [www.optumhealthsandiego.com](http://www.optumhealthsandiego.com) under the TERM forms tab.
- ◆ As an ongoing reminder, providers are required to list the name and contact information (phone and fax numbers) for the client's PSW on all CWS treatment plans. This information is included on the Therapy Referral Form, and may also be obtained from calling the PSW Locator Number at 858-694-5191.

## UPCOMING TRAINING OPPORTUNITIES

There are two upcoming local training opportunities with relevance to Child Welfare Services cases:

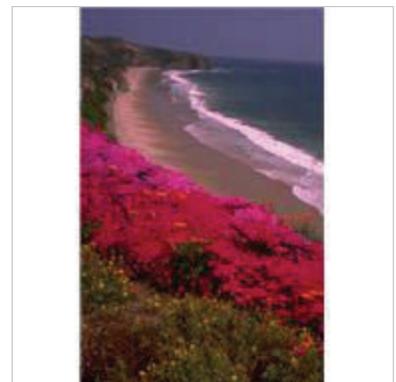
- ◆ Child Welfare Services Sr. Staff Psychologist Dr. Sara Maltzman will be offering a training on the topic of the neurobiology of trauma and resilience. The training is being planned for the end of September, 2011. Additional details will be forwarded to providers via email blast as soon as the training has been finalized.
- ◆ Save the date for the “We Can’t Wait II” conference on the topic of caring for complex children ages 0-5. The conference is being held on Saturday September 24, 2011 from 8 am-5 pm at the Scottish Rite Event Center. Cost is \$60 and CEU credits will be available. For additional information, contact: sandiegocap@yahoo.com

Other national training opportunities that may be of interest:

- ◆ Professional Training Program in Alternatives for Families: A Cognitive-Behavioral Therapy (AF-CBT) is a 3-day training in evidence based treatment taught by faculty of the University of Pittsburgh who developed the treatment. The training is being held in Pittsburgh, Pennsylvania on September 12-14, 2011. For more information, please visit [www.afcbt.org/training/](http://www.afcbt.org/training/)
- ◆ For anyone planning to attend the APA Convention in Washington DC this summer, there are several relevant workshops. Increasing Effectiveness of Providers for Children Victims of Violence is being held on August 3, 2011. A symposium on the Role of Mental Illness in Decisions About Parenting Capacity and Termination of Parental Rights will be held on August 6, 2011. Additional information can be found at [www.apa.org/convention](http://www.apa.org/convention)
- ◆ American Academy of Forensic Psychology is offering several upcoming workshops across the country. Closest to home is Intensive Issues in Forensic Psychology which is offered October 26-29 in Palm Springs, CA. Additional information on AAFP workshops can be found online at [www.aafpworkshops.com](http://www.aafpworkshops.com)

## AB 3632 Update

Effective 7/1/11, the mandate on counties to provide mental health services to special education students was eliminated and responsibility was transferred to school districts. Consequently, the name of the program will be changed from AB 3632 to “Educationally Related Mental Health Services” (ERMHS). The San Diego County Department of Education contracted with the County of San Diego to provide ERMHS for the 2010-2011 fiscal year, and are working together toward a similar agreement for the new fiscal year.



# Juvenile Probation Updates

## NEW PROCESS FOR LOCATING AN IN-CUSTODY MINOR AND ARRANGING TRANSPORTATION FROM EMJDF TO KMJDF FOR TESTING



Contributed by Christopher Carstens, Ph.D.

TERM Advisory Board Representative for Probation Evaluators

### Locating Your Minor

For program and population management reasons, male detainees often are moved between the Kearny Mesa and East Mesa Juvenile Detention Facilities. Sometimes the psychologist may be challenged by the basic question, “Where’s the kid?” Usually the Probation Officers are certain where the minor will be, but occasionally they know a move is coming, but not when it will occur. Nothing wastes a psychologist’s time like driving across town, only to learn that the minor is at the other facility.

When there is doubt about the minor’s location, the psychologist can be sure by calling one of the below-listed Probation Officers that have been identified as points of contact for TERM evaluators. They have a list of TERM psychologists’ names so they can share information with you.

Brian Berry, Senior Probation Officer (M-F 6:30 am – 2:30 pm), Desk Phone 619-671-4465, **or**  
Barry Calabrese, Supervising Probation Officer (M-Th, 8 am – 4 pm), Desk Phone 619-671-4463

If you do not get an answer, call 619-671-4419, and have them paged. As a last resort, if neither Brian or Barry is available, you can contact the Watch Commander at 619-671-4426 to confirm the minor’s location. (The Watch Commander is a very busy individual, and should be your last resort.)

### Transporting a Minor From EMJDF to KMJDF for Testing

To request transportation of a minor from EMJDF to KMJDF for testing, call either Brian or Barry, no later than the morning of the day before you want to test the child. They will arrange transportation. The minor will leave EMJDF at 6 am and will be at KMJDF for testing at 8 am. If there is no afternoon court, the minor will have to leave KMJDF at 11:45. Psychologists are urged to begin their interviews at 8 AM, to be sure you can finish. Showing up early also makes it easier to get a testing room.

# Probation and CWS Evaluation Tips and Reminders

- ◆ As an ongoing reminder, Probation evaluators are required to list the name and contact information (phone and fax numbers) for the client's attorney and PO on all Probation evaluation reports. This information is located on the minute order. CWS evaluators are required to list the name and contact information (phone and fax numbers) for the client's PSW on all CWS evaluation reports. This information is included on the Therapy Referral Form, and may also be obtained from calling the PSW Locator Number at 858-694-5191.
- ◆ When evaluating children and adolescents, a collateral interview with the caregiver is a required element of the evaluation. If a caregiver interview is not conducted, please include an explanation of the extenuating circumstances which precluded its completion in the body of the report.
- ◆ Testing batteries should include the most recently validated/normed versions of measures (e.g., WISC-IV, WRAT-4, TONI-4, VMI-6). Consistent with forensic evaluation guidelines, selected measures should be standardized and empirically supported for the client's population.
- ◆ A lack of normative data and objectivity in scoring limit the usefulness of projective instruments in the forensic context. As such, any use of such measures should be supplemental to objective, validated testing. Projective instruments should not be relied upon for differential diagnosis due to the lack of empirical basis for this purpose.
- ◆ Please exercise caution not to rely on a single test or score in formulating clinical opinions. Test results should be correlated with other data, and appropriate limitations placed on any conclusions when there is insufficient data to rule in/rule out a potential deficit or condition.
- ◆ Age and grade equivalents have inherent psychometric problems that limit their reliability and validity; therefore, these scores should not be used for making diagnostic or placement decisions. Standard scores are considered more accurate because they are based not only on the mean at a given age level but also on the distribution of scores.



## Messages from Providers Services

### ORIENTATION FOR NEW PROVIDERS

All providers new to the OptumHealth TERM panel are now required to attend an orientation facilitated by the Provider Services Department, in conjunction with TERM, Utilization Management, and Claims. The orientation has been well-received as an excellent opportunity for providers to familiarize themselves with unique requirements for services provided through the Fee for Service and TERM panels. We would also like to extend an invitation to our seasoned providers to attend one of the orientations. It is not necessary to sit through the whole orientation; for example, you may arrange to sit through only the TERM portion for an overview of TERM guidelines. If you should have an interest in attending, please contact Harriet Stupp, MFT, Manager of Provider Services at 619-641-6832 for the orientation schedule and to RSVP.

## SUPERVISION OF INTERNS

Interns are required to complete a registration process with OptumHealth which specifies steps the supervisor and intern are required to take when rendering services to CWS clients. As a reminder:

- ◆ Supervisors are expected to evaluate the client's need to ensure assignment of an intern is appropriate. High risk cases may not be assigned to interns.
- ◆ Interns who are registered with the Board of Psychology or the Board of Behavioral Sciences must maintain an active registration. *If an intern's registration expires, the intern may not render services to CWS clients.*
- ◆ If an intern with an expired registration renders services to CWS clients, the intern will be terminated from the TERM network and will not be allowed to treat TERM clients.
- ◆ Supervisors are required to provide interns one hour of face to face individual supervision per week.
- ◆ Supervisors are required to sign Initial Treatment Plans, Treatment Plan Updates, and Evaluations completed by interns.
- ◆ Supervisors of psychology interns completing psychological evaluations are required to be present for the client's clinical interview and notify the client's attorney at least three days prior to the evaluation date.
- ◆ When an intern is assigned a different supervisor or when an intern leaves the agency, please immediately notify Zelda Pierce at OptumHealth Provider Services at 619-641-6836.
- ◆ Fax updated information about interns to 619-641-6979, Attn: Zelda Pierce.



*Please note: Delays in notifying OptumHealth about changes in Supervisor or Intern assignments can result in denied claims due to mismatches with the original authorizations.*

## ON VACATION?

Taking some time off from your practice? Don't want to accept new referrals just now? Please notify Provider Service at 800-798-2254 option 7 when you are unavailable to accept new referrals. We can easily temporarily close your practice to new referrals. By our closing your practice to referrals, the PSWs and Probation staff will know not to send you new referrals.

*But*, please remember to call us when you return from vacation or have more time to accept new clients. When you are ready to accept new referrals, we can quickly reopen your practice. When we reopen your practice, this informs the PSWs and Probation staff that you are available to accept their referrals.

## RECRUITING PROVIDERS FOR OUR NETWORKS

OptumHealth San Diego Public Sector is actively recruiting providers for the TERM network as well as the FFS Medi-Cal network. For the TERM network we are recruiting independently licensed providers who have experience with treating children and adults involved with the Child Welfare Services system. We are also recruiting psychologists experienced with testing children and adults involved with the Child Welfare Services system or testing youth involved with the Juvenile Probation system. Child Psychiatrists also are needed to complete psychiatric evaluations for children involved with the Juvenile Probation or Child Welfare systems.

OptumHealth Provider Services staff will assist with the application process remotely by telephone or will come to the clinician's office. We offer monthly provider orientations to describe the authorization and claims submission processes as well as assistance with how to best complete treatment plans and evaluation reports.

Not only is this an effective way to develop an outpatient practice, it is also a wonderful opportunity for clinicians to give back to the community. Providers can accept as few or as many patients as they would like. Providing treatment to even a few clients can make a significant impact in the community. If you know someone who might be interested in contracting with Optum-Health to deliver services through these networks, please call the Provider Line at 800-798-2254, option 7.



## TERM Welcomes New Staff Psychologist

While a number of you may have already had an opportunity to meet or speak with the newest member of the TERM clinical team, we would like to formally introduce Rada West, Ph.D. as our new psychologist reviewer. Dr. West is a clinical neuropsychologist with experience working with both pediatric and adult populations, and comes to TERM from Rady Children's Hospital Developmental Evaluation Clinic. Her current office hours are Monday through Wednesday and Fridays from 9am to 5:30pm. Please feel free to contact her at 619-641-6915 or [radmila.west@optum.com](mailto:radmila.west@optum.com).

# TERM Advisory Board 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 psychologist evaluators

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

Roberto Weiss, MFT, for masters level therapists and clinical supervisors

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

Jeff Rowe, M.D., for 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., for the San Diego Psychological Association

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

Jordanna (Jordi) Wasilesku, MFT, for agency providers

[cbsafcc1@aol.com](mailto:cbsafcc1@aol.com)

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

## Kudos

- ◆ Kudos to Jeff Rowe, MD for planning and coordinating the recent Juvenile Competency Training for TERM Probation Evaluators, and to panelists Jo Pastore JD, Michele Linley JD, Beth Brown JD, and Honorable Cynthia Bashant for their excellent presentations on the updated legal standards.
- ◆ Kudos to Probation Aide Pixie Saiz for her conscientiousness with pre-adjudication evaluation referrals and for providing valuable feedback on ways to improve efficiencies in the referral process.
- ◆ Thank you to CWS Regional Managers for a productive meeting with TERM staff last month and for ongoing collaboration on shared goals.



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