

# OPTUMIST

## Provider Services Department Message

Greetings and welcome to the Winter 2023 edition of the OPTUMIST Newsletter. In this edition we are highlighting our newest Medical Director, CANS Certification, Medi-Cal FFS Documentation Training due by 02/28/23, Telehealth Consent, and TERM updates including use of DSM-5-TR and Updated Treatment Forms & Evaluation Report Templates.

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

Best wishes,

*Provider Services Department*

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## Contact Numbers

San Diego Access and Crisis Line	1-888-724-7240
Medi-Cal Provider Line	1-800-798-2254
TERM Provider Line	1-877-824-8376



[optumsandiego.com](https://optumsandiego.com)

# Information and Updates for FFS Medi-Cal & TERM Providers

## Meet Our New Medical Director

In the Fall 2022 Edition of our OPTUMIST newsletter, we introduced you to our Medical Directors, Dr. Diane Panton and Dr. Ashleigh Colin. This month we are excited to introduce you to our newest Medical Director, Dr. Ronak Jhaveri.

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## Our Medical Director Team



**Diane Panton, M.D.** has transitioned into the Senior Medical Director role ensuring that Optum San Diego continues providing outstanding service. Dr. Panton joined Optum in January 2015 and has provided excellent support and guidance to Optum's clinical teams, County of San Diego leadership and providers. Please join us in congratulating Dr. Panton as she transitions into her new role!



**Ashleigh Colin, M.D.** has transitioned into a full time Medical Director role. Dr. Colin joined our team in August 2019 on a part time basis to support System of Care Credentialing. Dr. Colin will continue to support System of Care Credentialing and will dedicate the balance of her time to support our Utilization Management and Quality Improvement functions.



**Ronak Jhaveri, M.D.** joined our Medical Director Team in January 2023. In his new role as a part-time Medical Director, Dr. Jhaveri will provide support for the Utilization Management processes.

# Information and Updates for FFS Medi-Cal & TERM Providers

## Child and Adolescent Needs and Strengths (CANS) & Pediatric Symptom Checklist (PSC)

The County of San Diego is mandated by the State to implement and manage Outcome Tools to measure treatment outcomes. As a reminder, the Child and Adolescent Needs and Strengths (CANS) and the Pediatric Symptom Checklist (PSC - 35) are the outcome tools for the County of San Diego Mental Health Plans for all youth ages 0 – 21.

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## San Diego Child and Adolescent Needs and Strengths SD CANS – EC (ages 0 – 5) and SD CANS (ages 6 – 21):

**The Child and Adolescent Needs and Strengths (CANS)** is a multiple purpose information integration tool that is designed to be the output of an assessment process. The purpose of the San Diego CANS (SD CANS) is to accurately represent the shared vision of the child/youth serving system—children, youth, and families.

The CANS gathers information on the child/youth's needs and strengths. Strengths are the child/youth's assets: areas in life where they are doing well or have an interest or ability. Needs are areas where a child/youth requires help or intervention.

**Providers must complete the CANS certification prior to administering the CANS tools. Recertification is required annually.**

### Who needs to complete the CANS outcomes tools?:

All providers rendering **individual therapy** services to youth ages 0-21

### What needs to be completed:

- **SD CANS – EC** by provider for youth ages 0-5
- **SD CANS** by provider for youth ages 6-21

### Completed by:

- Licensed Psychologist
- Licensed/Registered Social Worker or Marriage and Family Therapist
- Licensed/Registered Professional Clinical Counselor

**Note:** Physician (MD or DO) medication ONLY cases and Psychiatric Nurse Practitioners (PNP) medication ONLY cases are exempt from completing the CANS at this time.



If you have questions about the certification or recertification process, please contact the Provider Services Department at: [sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com)

# Information and Updates for FFS Medi-Cal & TERM Providers

## Child and Adolescent Needs and Strengths (CANS) & Pediatric Symptom Checklist (PSC) – *continued*

### Pediatric Symptom Checklist (PSC & PSC-Y)

#### What needs to be completed:

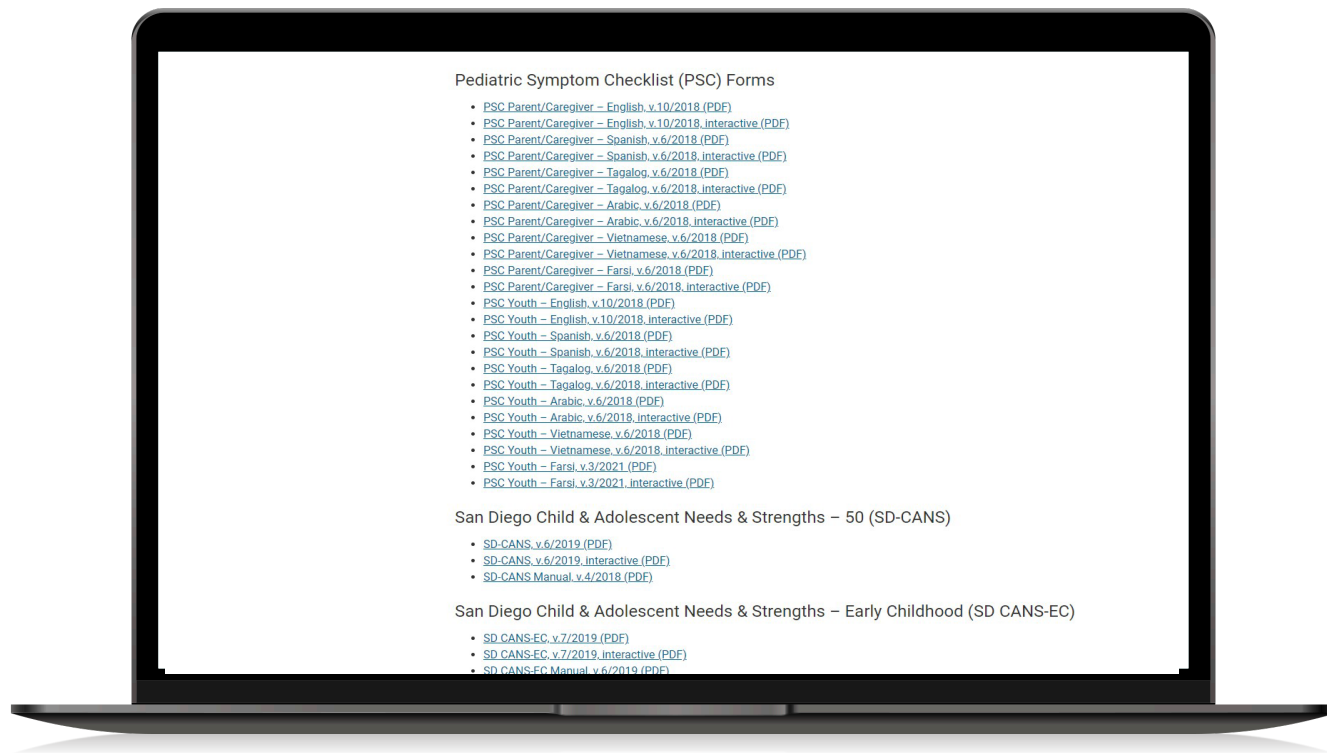
- **PSC** by caregiver of youth ages 3-18
- **PSC-Y** by youth ages 11-18

#### Completed by:

- Parent/guardian
- Client
- When no parent/guardian is available, staff may be in the role of caregiver and complete measure, notating it was completed by clinician/staff

**Note:** Medication ONLY cases are exempt from completing PSC/PSC-Y

Where can I find the tools that need to be administered? [Click here](#)



# 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.

Email [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu) if you have any questions. You can also contact Provider Services for instructions on how to set-up an account at 1-800-798-2254, Option 7.

**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 the RIHS website by clicking [here](#).

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### The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma

The NCTSN offers 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

**TF-CBT Web** Offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). To access the eLearning course, [click here](#).

# Information and Updates for FFS Medi-Cal Providers

## Medi-Cal Fee for Service Documentation Training

Recently, the California Department of Healthcare Services released new requirements for documenting behavioral health services. The goal of these changes is to improve the client experience; effectively document treatment goals and outcomes; promote efficiency to focus on delivering person-centered care; promote safe, appropriate, and effective client care; address equity and disparities; and ensure quality and program integrity.

The California Department of Healthcare Services is requiring all Medi-Cal providers to be trained in the documentation changes. To make the required training easier, we have prepared a brief 30-minute training video that provides information about the updated documentation standards and best practices relevant to our County of San Diego Medi-Cal fee-for-service providers.

**The training and knowledge check must be completed by February 28, 2023.**

Please go to [www.optumsandiego.com](http://www.optumsandiego.com). Under “BHS Provider Resources”, click on the “FFS Providers” page to access the “FFS Medi-Cal Documentation Training”. Under Outpatient Provider Training Modules, select either the Psychotherapy or Medication Services module based on the type of services you provide.

**Following completion of the training, please return to the training page to complete the Knowledge Check and Attestation.**

### FFS MEDI-CAL DOCUMENTATION TRAINING PAGE



As a Fee-for-Service provider you are required to meet the documentation standards established by the County of San Diego Behavioral Health Services. This training provides an overview of the required documentation standards.

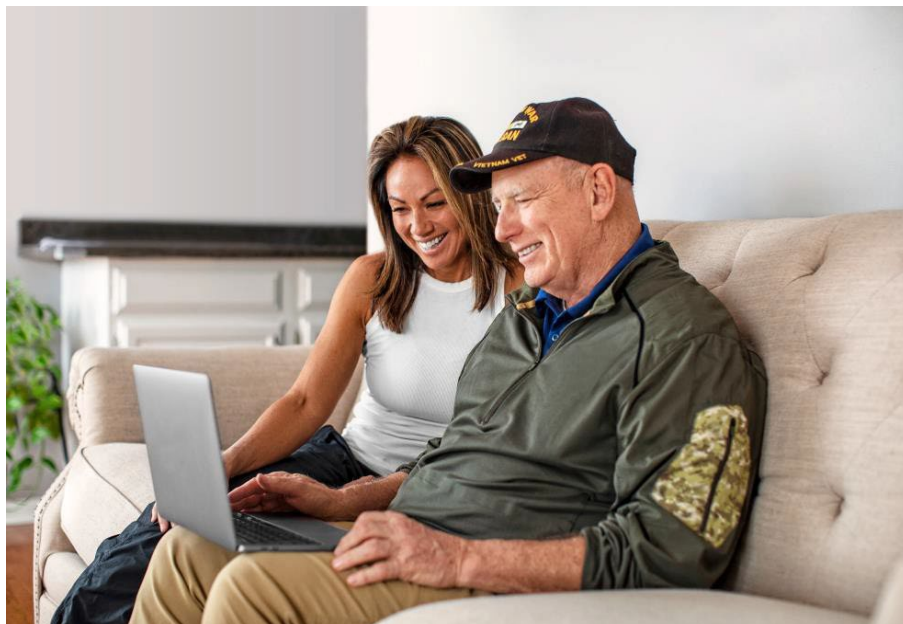
**MEDI-CAL FFS PROVIDER LINE**  
**(800) 798-2254**  
**HOURS OF OPERATION: MON. - FRI.**  
**8:00 A.M. - 5:00 P.M.**

**Have Questions? Please contact Provider Services**  
Call us at: 1 800-798-2254 Ext 7 or Email us at: [SDQI@optum.com](mailto:SDQI@optum.com)

# QI Corner

## Best Practices Series: Telehealth Consent

To help ensure your success with following County, State, and Federal guidelines, we highlight some best practices for Telehealth Consent.



### The following are recommended to be incorporated in your Telehealth Consent:

- Beneficiaries have the right to access covered services that may be delivered via telehealth through an in person, face to face visit
- An explanation that telehealth is voluntary and that consent can be withdrawn at any time
- Limitations or risks related to receiving services through telehealth as compared to in person, including but not limited to confidentiality, transmission difficulties and ability to respond to emergencies
- Documentation that the provision of this information and the clients verbal or written acknowledgment was received



Providers are required to confirm consent for telehealth or telephone service in writing or verbally at least once prior to initiating therapy.

### Tips and reminders when providing telehealth:

- Submit the "Telehealth Attestation" form to Provider Services prior to providing telehealth services. The attestation can be found [here](#)
- [Ensure you are using HIPAA compliant platform](#)
- Virtual visits should be provided in a private and secure environment

**Have Questions?**  
Email us at: [SDQI@optum.com](mailto:SDQI@optum.com)

# Information and Updates for TERM Providers

## TERM Intimate Partner Violence Psychotherapy Group Updates

TERM Domestic Violence Victim Group treatment standards were updated in December 2022. Updates ensure standards align with the latest evidence informed therapeutic interventions aimed at reducing the risk of future intimate partner violence and child abuse, as well as increasing clients' awareness and skills to establish and maintain healthy family relationships.

### Below is the list of updates:

- Language from Domestic Violence Victim was updated to Intimate Partner Violence (IPV) Victim to align with the language utilized in the latest research.
- The recommended topics for continuing education now include Safety & Technology, Effects of Strangulation, and Stalking. Latest research has informed the public about the overlap between coercive control and stalking, the increased risk of use of technology to perpetrate stalking, and the relationship between stalking, strangulation, and intimate partner homicide (Brady, 2022; Elliot & Romero, 2022; Smith, Basile, & Kresnow, 2022).
- Since there is conclusive data informing that fatality risk increases with stalking and strangulation, IPV Victim providers are expected to take such risks into consideration when developing a safety plan with clients.
- Attachment style has been found to be significantly associated with perpetration and victimization of intimate partner violence. Thus, TERM providers rendering treatment to victims of intimate partner violence are now expected to incorporate evidence informed interventions that aim at increasing awareness and healing from anxious, avoidant, and disorganized attachment styles in efforts to reduce the risk of clients engaging in further abusive relationships. (Spencer, Brooke, & Stith; 2021).
- Group curriculum topics are now to include Stalking and its relationship to intimate partner violence homicide, the risks of technological stalking and needed considerations for an appropriate safety plan, and the short- and long-term effects of strangulation on physical and emotional health.

**In collaboration with other systems, TERM providers play an important role in reducing the incidence of intimate partner violence and child abuse in our community. Incorporating evidence informed risk assessment, safety planning, and mental health treatment interventions is an important component of the quality mental health treatment provided to parents involved with Child Welfare Services in San Diego.**

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### References:

Brady, P. (2022). Analysis of threats and violence by stalker relationship. [2016 Supplemental Victimization Survey to the National Crime Victim Survey]. Bureau of Justice Statistics. <http://bjs.ojp.gov/library/publications/stalking-victimization-2016>.

Elliot, J. E. & Romero, D. E. (2022). Intimate Partner Homicide and Recommendations for Counselors. *Journal of Mental Health Counseling*, 44(4), 283-196.

Smith, S.G., Basile, K.C., & Kresnow, M. (2022). The National Intimate Partner and Sexual Violence Survey (NISVS): 2016/2017 Report on Stalking. Atlanta, GA: National Center for Injury Prevention and Control, Centers for Disease Control and Prevention.

Spencer, C.M., Keolholtz, B.M., & Stith, S. (2021). The Association between Attachment Styles and Physical Intimate Partner Violence Perpetration and Victimization: A Meta-Analysis. *Family Process*, 60(1), 270-284



# Information and Updates for TERM Providers

## Use of DSM-5-TR & Updated Treatment Forms/Evaluation Report Templates, Effective January 1, 2023



Child Welfare Services (CWS) has revised the therapy treatment plan and group progress reporting forms used by TERM providers. One of the major changes is the shift from use of the DSM-IV-TR to **DSM-5-TR** for diagnoses. Please note that this change also applies to all TERM evaluation services, and evaluation reporting templates for both Child Welfare Services and Juvenile Probation evaluations have also been updated to align with this change.

Use of the updated reporting templates and DSM-5-TR for diagnostic classification for all TERM work products is required for all new referrals effective January 1, 2023. The updated reporting templates are now located on the [Optum website](#) under the TERM Providers section. Below is a list of the updated forms and their location on the website:

**Initial Treatment Plan/Treatment Plan Update: Child and Parent (04-176-04-177C and 04-176-04-177P):** Posted to the CWS Treatment tab at [www.optumsandiego.com](http://www.optumsandiego.com) (BHS Provider Resources → TERM Providers → CWS Treatment)

### The following changes were made:

- Streamlined list of records sent to provider
- Added Risk Assessment/Risk Factors and brief assessment of parent/youth's functioning (Mental Status Assessment)
- Updated to reflect use of DSM-5-TR

**DV Victim Intake Assessment (04-182) and DV Victim Quarterly Progress Report (04-182A):** Posted to the DV Victim Group Treatment tab at [www.optumsandiego.com](http://www.optumsandiego.com) (BHS Provider Resources → TERM Providers → DV Victim Group Treatment)

### The following changes were made:

- Updated to include a Mental Status Symptom Checklist on the Intake Assessment to report on additional mental health concerns related to Intimate Partner Violence traumatic experiences that will be addressed in treatment
- Added a treatment goal for providers to report on clients' progress around understanding of safe relationships and their impact on children
- Updated language from Domestic Violence to Intimate Partner Violence
- Updated diagnostic requirements to DSM-5-TR

# Information and Updates for TERM Providers

## Use of DSM-5-TR & Updated Treatment Forms/Evaluation Report Templates, Effective January 1, 2023 - *continued*

**Child Sexual Abuse NPP Intake Assessment (04-183) and NPP Group Quarterly Progress Report (04-183A):** Posted to the CSA-NOP/NPP Treatment tab at [www.optumsandiego.com](http://www.optumsandiego.com) (BHS Provider Resources → TERM Providers → CSA-NOP/NPP Treatment)

### The following changes were made:

- Updated to include a Mental Status Symptom Checklist on the Intake Assessment to report on additional mental health concerns related to the sexual abuse of clients' children that will be addressed in treatment
- Updated diagnostic requirements to DSM-5-TR

**CWS and Juvenile Probation Evaluation Reporting Templates:** Posted to the CWS/Probation Evaluations tab at [www.optumsandiego.com](http://www.optumsandiego.com) (BHS Provider Resources → TERM Providers → CWS/Probation Evaluations)

### Diagnostic requirements were updated to DSM-5-TR for the following reporting templates:

- Format and Required Elements of a CWS Psychological Evaluation
  - Format and Required Elements of a Probation Psychological Evaluation
  - Format and Required Elements of a Probation Psychiatric Evaluation
  - Format and Required Elements of a Juvenile Mental Competency Evaluation
  - Format and Required Elements of a Juvenile Threat Assessment
-

# Information and Updates for TERM Providers

## TERM Provider “JELS” Survey Results

Child Welfare Services (CWS) and Optum have been considering ways to streamline the exchange of information with TERM providers for CWS referrals, and recently distributed a survey to the TERM panel to gather provider input on the potential use of the County’s Justice Electronic Library System (“JELS”) for the electronic exchange of information. The JELS system would allow for referral forms, authorization letters, and client background records to be uploaded for centralized access by providers and could also potentially be used by providers for upload of their work products to Optum.



### The results of the survey are summarized below:

28 TERM providers completed the survey; 93% of the respondents were TERM therapists and 7% were TERM evaluators.

- 61% indicated that they would feel comfortable using a new digital record system
  - 25% were neutral
  - 4% indicated they would be uncomfortable with the use of this technology
- 
- 79% of respondents indicated willingness to use a new system
  - 14% were neutral
  - 7% indicated they would be unwilling

Some of the challenges reported with the existing process for exchange of referral information included waiting for mail, waste of paper and ink, and inconsistent receipt of faxed information. Providers noted that it would be important before making any changes to ensure the technology is user friendly and to ensure adequate training on its use. The most significant concerns about using the technology included possible technical issues, the need to learn new technical skills, preference for having a paper copy of documents, and costs associated with printing materials received electronically.



**Provider feedback on the survey has been valuable in assessing next steps for possible implementation of the technology, and we would like to extend our gratitude to providers for taking the time to share their input and willingness to collaborate on potential innovations. At this juncture, CWS and Optum will continue evaluating the technology with the County Information Technology team to ensure the system is sufficiently user-friendly before any piloting of the technology with providers is considered.**

# Information and Updates for TERM Providers

## Training Opportunities for TERM Providers

### The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma

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

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. Email [RIHS@sdsu.edu](mailto:RIHS@sdsu.edu) if you have any questions. You can also contact Provider Services for instructions on how to set up an account at 1-800-798-2254, Option 7.

Two live trainings for TERM providers were recorded and are now available as recorded webinars. The webinars can be accessed on the RIHS website by clicking the links below:

- [Understanding CWS and the Juvenile Dependency Process: Helping Our Families Heal](#)  
Providing therapeutic services for child welfare children and families can be a complex process. It involves an understanding of juvenile court processes and roles, CWS procedures, collaboration and documentation expectations vis-a-vis protective service workers, and clinical expectations related to the protective issues as identified by the court. In this training, participants will be provided with information and experiences related to these processes.
- [Psychotropic Medication and Youth: Legislative Updates and Best Practices](#)  
In this webinar, participants will be provided a historical perspective on psychotropic medication oversight. They will also be provided with information about existing guidelines from professional organizations and the State of California. Finally, participants will receive an update of recent legislative changes that pertain to prescribing.

# Information and Updates for TERM Providers

## 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. Representation on the Board includes San Diego County HHS Behavioral Health Services, Child Welfare Services, Probation Department, Juvenile Court, Public Defender Juvenile Delinquency Branch, District Attorney, County Counsel, Dependency Legal Services, Children’s Legal Services, Optum, TERM Provider Panel, Youth and Parent Partners. TERM providers are currently represented on the Board by:

**Michael Anderson, Psy.D.:** [drmike6666@gmail.com](mailto:drmike6666@gmail.com)

**Denise VonRotz, LMFT:** [dvonrotz@msn.com](mailto:dvonrotz@msn.com)

Please feel free to contact your provider representatives for updates from the Advisory Board meetings, process improvement ideas, or to provide professional or client feedback.

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## Contact

For provider assistance, a TERM dedicated phone line is available Monday through Friday from 8am to 5pm at 1-877-824-8376. The available options for your call include:

**Option 1:** For questions about authorizations or receipt of work products

**Option 2:** For questions about CWS billing and claims

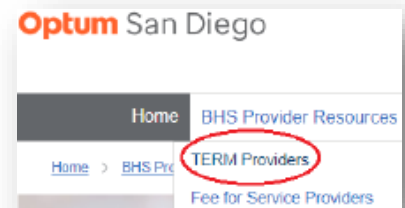
**Option 3:** For questions regarding participation in our network, credentialing, or your provider record

**Option 4:** For questions about CWS referrals



[optumsandiego.com](https://optumsandiego.com)

Hover over BHS Provider Resources and select TERM Providers



# Information and Updates for TERM Providers

## Clarification on Group Billing Codes Using Telehealth and/or Phone Modalities CPT Code Modifiers



We have recently received questions regarding the correct submission of claims for group therapy services (CPT Code 90853). The rate sheet indicates NA in the modifier section. A modifier is only required for bilingual services.

### Group Therapy

CPT Code	Modifiers	
90853	NA	Group Therapy Session
90853	TU	Group Therapy Session - <b>Bilingual</b>

Please follow the billing tips below:

When submitting claims with billing code 90853, the SC or GT modifier is not required.

- **SC = Services Render by Telephone (no video)**
- **GT = Services Rendered by Telehealth (with video)**

**If you include the SC or GT modifier, please include the correct Place of Service (POS) code for each modality.**

### Place of Service (POS):

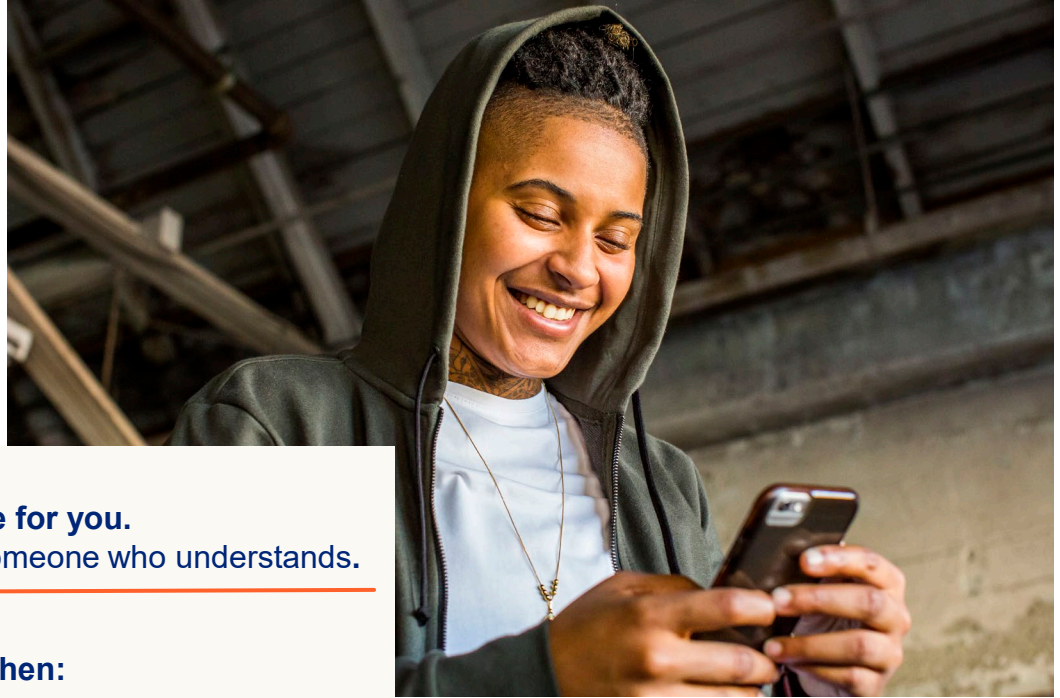
- POX 02 Telehealth (client not at home)
  - **GT** – Telehealth
- POS 10 Telehealth (client at home)
  - **GT** – Telehealth
- POS 11 – Office
  - In-person, no modifier
  - **SC** - Telephone

**Have Questions?**  
**Email us at:**  
[sdu\\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com)

Example:								
24	A DATE(S) OF SERVICE	B PLACE OF SERVICE	C	D PROCEDURES, SERVICES, OR (Explain Unusual Circumstances)				
MM	UU	YY	MM	UU	YY	ICD9	ICD10	MULTI
1	07	01	20			02	90791	GT
2	07	08	20			02	90834	GT
3	07	15	20			11	90834	SC

Diagnostic Evaluation – Telehealth  
 Individual Psychotherapy – Telehealth  
 Individual Psychotherapy - Telephone

# 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 [optumhealthsandiego.com](https://optumhealthsandiego.com) or [up2sd.org](https://up2sd.org)

San Diego Access and Crisis Line 1-888-724-7240 / 7 days a week 24 hours 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.

# We Are Recruiting!

## Contracting for Two Networks:

### Fee for Service Medi-Cal Network

Specialty Mental Health Services:



- Advance Outpatient Services
- Psychiatric Consultations
- Medication Management
- Psychological Testing

### Treatment & Evaluation Resource Management:



Child Welfare & Juvenile Probation Systems Services:

- Specialized Therapy
- Forensic Evaluations

## Growing our richly diverse provider networks

### Seeking:

- Master's Level Clinicians
- Psychologists
- Psychiatrists
- Psychiatric Nurses
- Practitioners
- Psychiatric Physicians' Assistants

### Gain Supportive Solutions:

As a Contracted Provider, Optum is with you every step of the way.

We are here for you through personalized:

- Collaboration
- Courtesy Reviews
- Referrals
- Claims Processing & Payments
- And more!

### What providers are saying:

*"Optum was positive and collaborative"*

*"I never have to wait on hold for long periods of time which is appreciated."*

*"Provider Services staff is always friendly, responds quickly and offers help with all situations/questions. Thank you."*

## Are You Ready to Be Part of the Solution? Learn More Today!



Optum serves as the Administrative Service Organization for the County of San Diego Behavioral Health Services.



**Denise Hammersla**

**Provider Relations Advocate**

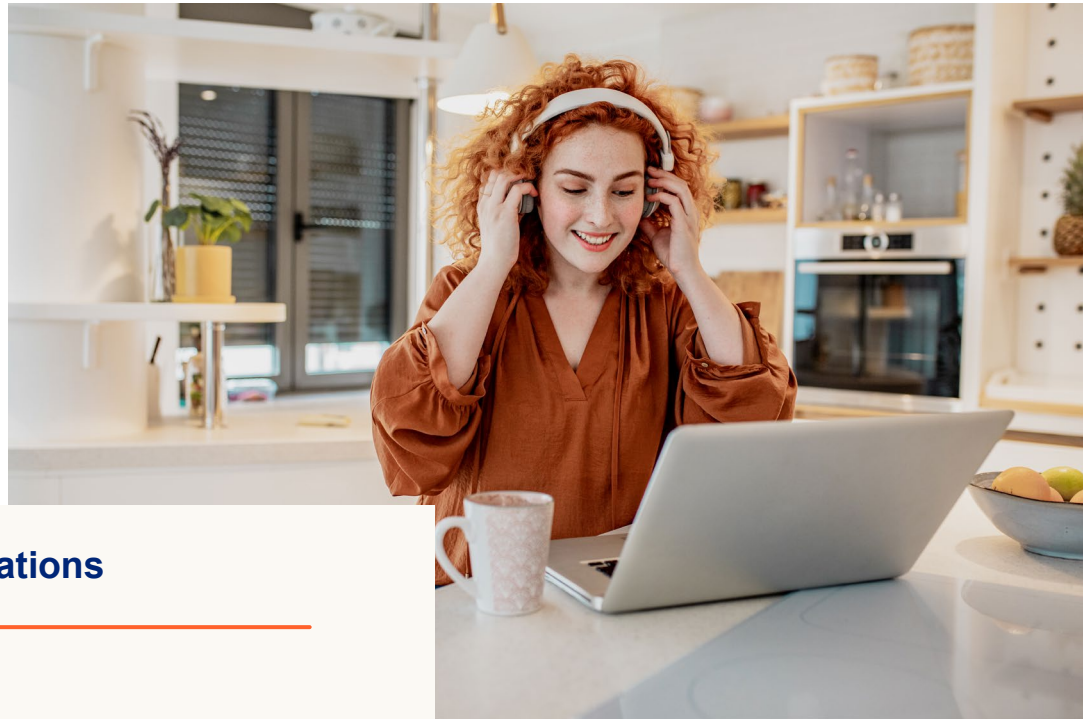
**1-619-641-6833**

**[denise.hammersla@optum.com](mailto:denise.hammersla@optum.com)**

Funding for services is provided by the County of San Diego Health & Human Services Agency



# Upcoming Events



## Provider Orientations

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**February 23, 2023**

TERM Presentation 9-10AM

FFS Presentation 10AM-12:30PM

Please RSVP to confirm your attendance by  
calling 1-800-798-2254, Option 7

**Important Notice:** Provider Orientation will be held via Teams Meeting until further notice. You will receive an invite when your RSVP is received by Provider Services.

**\*\*\*The ACL operates 7 days per week, 24 hours per day.\*\*\***

Access and Crisis Line: 1-888-724-7240

Live chat available Monday-Friday 4pm-10pm

Visit the ACL page [here](#) for more details