

OPTUMIST



Provider Services Department Message

Greetings and welcome to the Spring 2023 edition of the OPTUMIST Newsletter. In this edition we are highlighting the required Medi-Cal FFS Documentation Training, Telehealth Attestation, Problem List Documentation, Updated TERM Treatment Plan Documentation Resources, and more!

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



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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 that all Medi-Cal providers 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.

Please note that the training and knowledge check was due on February 28, 2023

Most providers have completed this requirement. For the providers who have not yet completed this training, we encourage you to please complete it as soon as possible.

To access the training page, please visit the Fee-for-Service Providers page at www.optumsandiego.com and click on “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

Therapeutic Behavioral Services

For Children, Youth, and Young Adults with Full Scope Medi-Cal



TBS provides intensive, in-home, behavioral coaching services for youth up to age 21. TBS uses a strength-based, individualized approach to help youth and their families achieve goals, reduce risk, and thrive. TBS strives to help stabilize youth to prevent psychiatric hospitalization and/or needing a higher level of care. TBS can also help a youth maintain their placement in a lower level of care.

What We Do

- Short-term intensive behavioral coaching
- Collaboration with youth, families, and treatment team
- Strength-based, trauma-informed treatment
- Assist youth and families to utilize safe ways to cope with stressors
- Help caregivers understand and manage child's needs and behaviors
- Daytime, evening, and weekend hours available
- Services offered in home, community, and residential care settings
- In addition to Coaching, Parent Partner services also available

How We Help

- Improved behaviors and attitudes
- Increased safety and prevent mental health crisis
- Increase use of coping skills to handle life's challenges
- Empowerment of youth and family
- Better social skills
- Stronger family connections and communication

Who We Help

Eligibility Requirements

- Children, youth and young adults up to age 21
- Full-scope Medi-Cal insurance required
- Youth must be receiving mental health treatment from a Medi-Cal provider
- Child is at-risk of psychiatric hospitalization or higher level of care, or is transitioning to lower level of care

Your Role as Therapist

- Maintain active therapy with the TBS youth and family
 - Individual or family services to meet the needs of client presenting with high risk (weekly or biweekly)
- 1-2 collateral contacts per month with the TBS Case Manager

Get Started

For questions about TBS services please contact our Referral Specialist

PHONE
858-256-2180

EMAIL
tbsinfo@newalternatives.org

TBS PRIOR AUTHORIZATION REQUEST & REFERRAL FORM: <https://www.optumsandiego.com/>

FAX FORM TO OPTUM
866-220-4495

New Alternatives, Inc.
Therapeutic Behavioral Services
8755 Aero Drive, Suite 230
San Diego, CA 92123

Phone: 858-256-2180
Fax: 858-256-2186

San Diego
Access & Crisis Line
888-724-7240



Information and Updates for FFS Medi-Cal & TERM Providers



Telehealth Attestation

Provider Services has been reviewing provider billing information submitted and has noticed that some providers who are rendering services via telehealth have not yet completed the Telehealth Attestation. Provider Services is reaching out to these providers to assist in the completion of the Telehealth Attestation.

Please note: In order to continue rendering telehealth services for Fee-for-Service (FFS) and/or Treatment and Evaluation Resource Management (TERM) network clients, providers will need to complete and submit a Telehealth Attestation form.

If you have any questions regarding your telehealth attestation status, please contact Provider Services at sdu_providerserviceshelp@optum.com

The Telehealth Attestation is available on the Optum San Diego website. Click [here](#).

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.

Providers rendering Individual Outpatient Therapy services to clients ages 0-21 must complete the CANS certification prior to administering the CANS tools. Recertification is required annually.



Child and Adolescent Needs and Strengths (CANS) Coupon Procedure Changes:

Effective April 1, 2023, CANS coupon for the Praed Foundation CANS training and certification exam which was previously managed by RIHS will be administered by the BHS Workforce Team, until further notice. Providers needing to obtain their certification or annual recertification can contact Provider Services for instructions.

Where can I find the CANS and PSC outcome tools that need to be administered? Click [here](#).



If you have questions about the certification or recertification process, please contact the Provider Services Department at: sdu_providerserviceshelp@optum.com

QI Corner

Best Practices Series: Problem List

To help ensure your success with following County, State, and Federal guidelines, we highlight some best practices for documenting the Problem List.



- The problem list is a list of symptoms, conditions, diagnoses, and/or risk factors identified through assessment, psychiatric diagnostic evaluation, crisis encounters, or other types of service encounters.
- The problem list shall be reviewed on an ongoing basis to reflect the current presentation of the beneficiary and maintained in the client record.
- If applicable, add any problems/diagnosis identified by a provider acting within their scope of practice or problems identified by the beneficiary/significant supports person, if any.
- The problem list can also be used to capture problems identified by a different provider. If the client is seeing a psychiatrist, for example, who identified substance abuse as an identified problem, you would capture this problem with the psychiatrist's name and title.
- The problem list should be updated as applicable, and any changes must be included and explained in the progress notes.

Below is an example of a problem list. Once a provider and/or beneficiary has identified the problem, it must be documented on a problem list. For example, if the beneficiary has identified housing problems, you would include that in the problem list accompanied by the corresponding ICD-10 code, the date the housing problems began and the date the housing problems resolved, if applicable, followed by your name and title.

Client Name:
DOB:

Problem	ICD-10	Date Added	Date Removed	Provider(s) Name, Title
Problems related to housing and economic circumstances	Z59	01/05/2021		Caring Provider, LMFT

Have Questions?
Email us at: SDQI@optum.com

Click [HERE](#) for the Problem List template

Information and Updates for TERM Providers

TERM Treatment Plan Documentation Resources

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.

TERM is pleased to share that updated Treatment Plan Documentation Resources are now available to providers to assist with documentation requirements. The updates have been made to align with the revisions Child Welfare Services (CWS) made to the treatment plan forms last year. The following resources were updated:

- **Treatment Plan Samples (Parent/Child/Conjoint)**
 - Reflect the use of DSM-5-TR for documentation of client diagnoses.
 - Demonstrate how the updated Risk Assessment/Risk Factors and Brief Assessment of Parent/Youth's functioning (Mental Status Assessment) sections are to be completed.
- **Treatment Plan Goal Banks (Parent/Child)**
 - Treatment goals were updated to reflect clinical concerns salient to the CWS population.
 - Offer providers useful examples of treatment plan goals.
- **Instructions Treatment Plan (Parent/Child)**
 - Detailed step-by-step guidance is available to help familiarize you with the new form.
- **Safety Plan Guidelines**
 - Additional safety considerations have been added.

Providers can locate the following resources on the Optum San Diego website under the TERM Providers section [CWS Treatment](#) tab. We thank you for your continued contributions to our mission, and hope that these resources offer clarity in your work supporting CWS involved families.

The screenshot shows the 'TERM Providers' website header with a 'Join the Provider Network' button. Below the header, there is a 'Please Read:' section with a link to 'Provider Services Communications during the COVID-19 Crisis'. A paragraph of text describes the TERM program. At the bottom, there is a navigation menu with several tabs: 'Clinical Specialty Additions', 'Manuals', 'CWS Treatment' (highlighted in orange), 'IPV Victim Group Treatment', 'CSA-NOP/NPP Treatment', 'CWS/Probation Ev', 'Newsletters', 'Contact Lists', 'TERM Updates', 'Grievances', 'COVID-19', 'Provider Services Info', and 'Claims'. A blue arrow points to the 'CWS Treatment' tab.

Information and Updates for TERM Providers



Important Update on DV Group Intake Authorizations

As a follow up to the email communication that was sent to TERM DV providers in March, please note that there was an update to the authorization process for DV group intake authorizations. DV Offender and DV Victim group therapy services will be authorized under two separate cluster codes:

- **1 Unit A&E (billed as 90791, with any of the following applicable modifiers: SC, GT, TU)**
- **1 Unit DVIA (billed as 90785, with any of the following applicable modifiers: SC, GT, TU)**

The cluster code allows providers to bill under any of the applicable modifiers, as clinically indicated, and will help to streamline the authorization and billing process. There is no change to the duration of service or to the billing process; however, the authorization letter will now include the new cluster code “DVIA” instead of CPT code 90785.

As always, please reach out to the TERM line with any questions: 877-824-8376 (option 1 for authorization questions; option 2 for claims questions).



TERM Provider Work Product Tracking Update

Following a brief hiatus, TERM has resumed sending monthly Due Date Tracking courtesy reminder letters to providers. Providers can expect to receive the Due Date Tracking courtesy reminder letter on the 3rd Monday of each month via fax (or mail when fax is unavailable). We encourage you to review the client names and due dates carefully and contact Optum if any information is incorrect. Providers can easily request to exclude a client from their caseload (for clients who haven't engaged in services) OR extend a due date on the letter by completing the prompts.

For your convenience, the letter can be faxed directly to TERM at 1-877-624-8376. TERM appreciates your patience as we transitioned to a new tracking system and authorization database.



Telehealth after the COVID-19 California State Emergency

As the COVID-19 California State of Emergency came to an end on 02/28/2023, Child Welfare Services has decided to continue approving mental health services rendered via telehealth if services are deemed clinically appropriate for clients' needs. Individual and group treatment can continue being rendered via telehealth due to the value the service has added to the families involved with CWS and their ability to access appropriate services. Providers will continue to be expected to assess and determine telehealth services appropriateness for clients' clinical presentation. Providers are also expected to adhere to the telehealth attestation agreement and telehealth regulations established by the Boards of Psychology and Behavioral Sciences.

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

Denise VonRotz, LMFT: 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.

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

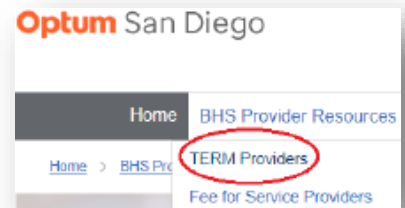
Option 2: For questions about CWS billing and claims

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



optumsandiego.com

Hover over BHS Provider Resources and select TERM Providers



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 optumsandiego.com or 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 (FFS) Medi-Cal Provider Network:



Specialty Mental Health
Services:

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

Treatment & Evaluation Resource Management (TERM) Provider Network:



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.



Alecia Neuben

Provider Recruiter

(619) 528-4411

alecia.neuben@optum.com

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

Announcements



Provider Orientation

We've moved from a monthly live virtual presentation to a recorded video presentation – now available online for your convenience.

Please contact Provider Services for more information on how to access Provider Orientation

1-800-798-2254, Option 7
sdu_providerserviceshelp@optum.com

Coming Soon: Revised Fee Schedules

Keep on the lookout for more information regarding updated billing codes, effective July 1, 2023.

*****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

OUTPATIENT OPEN HOUSE

Optum Public Sector San Diego - Utilization Management

Join us for a Virtual Open House!

Agenda:

- Overview of Medical Necessity
- Accurate Documentation
- Optum Processing Times
- Authorizations
- Q&A



Friday May 5th, 2023 | 9:30AM – 10:30AM

RSVP by May 3rd, 2023
1-800-798-2254 Option 3, then 3 again