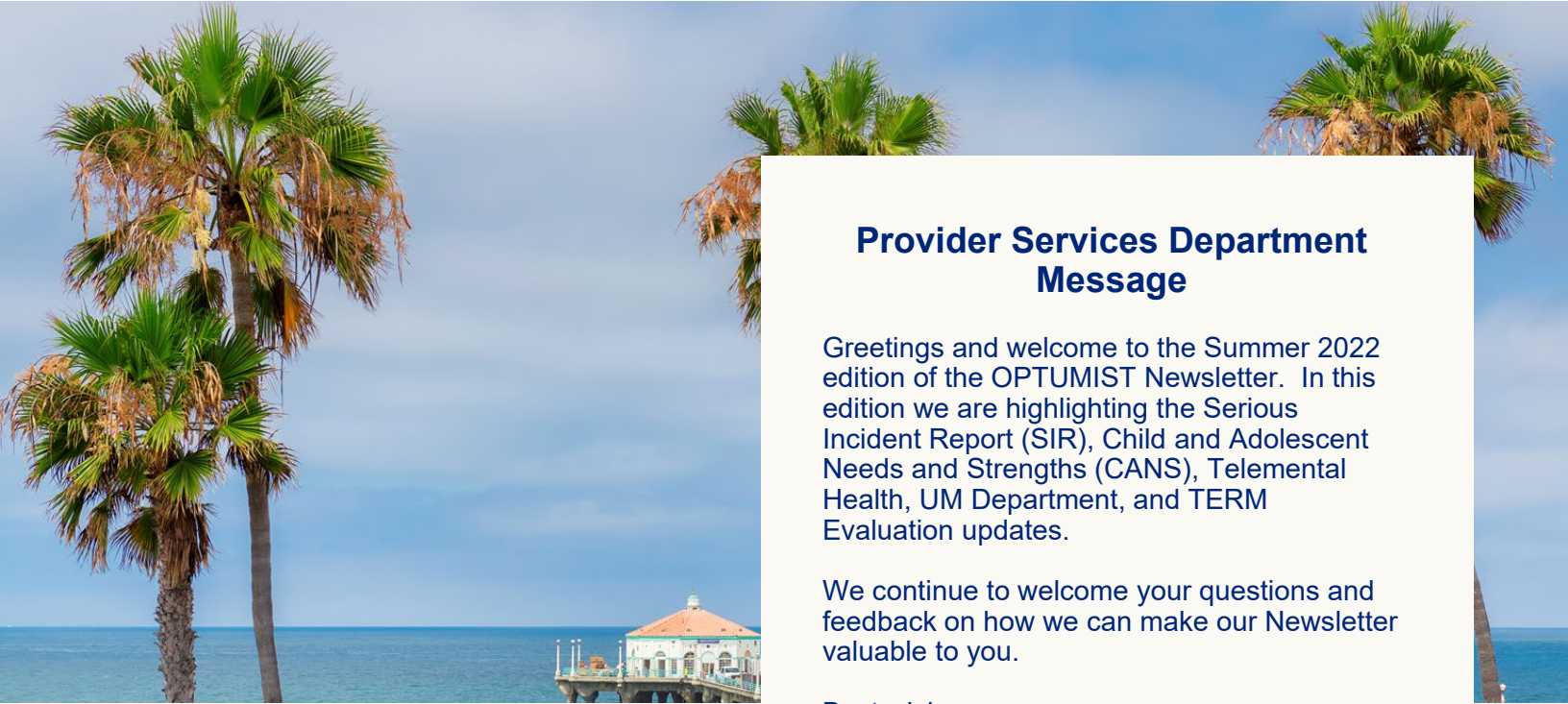


OPTUMIST



Provider Services Department Message

Greetings and welcome to the Summer 2022 edition of the OPTUMIST Newsletter. In this edition we are highlighting the Serious Incident Report (SIR), Child and Adolescent Needs and Strengths (CANS), Telemental Health, UM Department, and TERM Evaluation updates.

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

Best wishes,
Provider Services Department

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

Newsletter Highlights

- P2: Updated SIR/SIROF Forms
- P3 & P4: CANS and PSC
- P5: Telehealth Updates & Reminders
- P7: Utilization Management (UM) Department Updates
- P11 & P12: TERM Evaluations: Use of Updated Assessment Instruments

Information and Updates for FFS Medi-Cal & TERM Providers

Meet Our Provider Services Manager!



Dear Provider:

I would like to introduce myself. My name is Cris Willson and I am the new Manager of Provider Services. I have been part of the Optum Public Sector Provider Services Department for the past 5 years. I look forward to collaborate with you and serve you in my new role!

Warmest regards,
Cristofina Willson, LCSW

Updated SIR/SIROF Forms and Explanation Sheet

The Serious Incident Report (SIR) form, Serious Incident Report of Findings (SIROF) form, and Serious Incident Report Explanation sheet were updated July 1, 2022.

The SIR form has been updated to include the following changes:

- “Written and verbal” drop down selection for Type of Notification added
- Time of incident prompt box with “unknown” option check box added
- The [SIR Explanation Sheet](#) was updated as of 7/1/22 to include information on how to utilize the drop-down selections

The **SIROF form** has been updated to include the following changes:

- Questions 5-8 added to Serious Incidents related to an overdose
- The [SIROF Explanation Sheet](#) was updated to include this information

Updated forms can be found in the Compliance section on the Optum San Diego website and by clicking on the following link: [SIR/SIROF Forms](#)

PROVIDER RESOURCE MATERIALS

Select a category below to find additional materials.

Applications	Beneficiary Materials	CANS/PSC	Claims	Communications & Updates	Compliance	Manuals
Provider Newsletter	Provider Services	Review - Inpatient	Review - Medication Quality Assurance	Review - Outpatient	SMHS Authorization Requests	Templates and Examples



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 new youth ages 0 – 21.

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.

COMPLETED BY:

- Licensed Psychologist
- Licensed/.Registered Social Work 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.

COMPLIANCE REQUIREMENTS:

- Clinical staff administering the CANS must be trained and certified
- Certified clinical staff will complete the appropriate measure (SD CANS-EC or SD CANS) for clients 0-21 years of age receiving therapy services from a mental health provider
- Completed and submitted to Optum
 - a. With Initial Authorization Requests (or ITP)
 - b. With Continued Authorization Request (or TPU) or every 6 months (whichever occurs first)
 - c. Upon discharge

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)

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

COMPLIANCE REQUIREMENTS:

- Provided to caregivers of children and youth 3-18 years of age (PSC)
- Provided to youth 11-18 years of age (PSC-Y)
 - a. Upon Initial Assessment
 - b. At the time of the Continued Authorization Request (or TPU) or every 6 months (whichever occurs first)
 - c. Upon discharge
- Omit questions 5,6,17 &18 when completing for 3-5 years of age.
 - a. All questions should be completed for ages 6-18 years of age
 - b. Completed and submitted to Optum:
 - With Initial Authorization Requests (or ITP) and CANS/CANS-EC
 - With Continued Authorization Request (or TPU) and CANS/CANS-EC or every 6 months (whichever occurs first)
 - Upon discharge with CANS/CANS-EC

DOCUMENTATION STANDARDS:

- Completed tools and summary sheets are to be filed in the client chart
- If score is above the clinical cutoff, document in progress note for action to address the need
- Medication only cases are exempt from completing PSC/PSC-Y



If you have any questions, please contact the Provider Services Department at :

sdu_providerserviceshelp@optum.com

Information and Updates for FFS Medi-Cal Providers

Telemental Health Updates and Reminders



Providers rendering Telemental Health services must complete a [Telemental Health Attestation Form](#)

The following changes have been made to the Telemental Health Attestation based on the Behavioral Health Information Notice [BHIN 22-019 \(ca.gov\)](#)

Telehealth Consent Requirements

Effective **July 1, 2022**, FFS Medi-Cal and TERM providers must document in the client record the provisions of the Telemental Health Information and the client's verbal or written acknowledgment that the information was received. Clients will be informed of the right to access covered services that may be delivered via Telemental Health through an in-person, face-to-face visit; an explanation that use of Telemental Health is voluntary and that consent can be withdrawn at any time by the client without affecting their ability to access covered Medi-Cal services in the future. FFS and TERM providers are encouraged to develop their own processes and/or written consent forms in order to adhere to this mandate, however the consent for telehealth services must contain the following explanations:

- Beneficiaries have the right to access covered services that may be delivered via telehealth through an in-person, face-to-face visit
- The use of telehealth is voluntary, and consent may be withdrawn at any time by the beneficiary without affecting their ability to access covered Medi-Cal services in the future.
- The availability of Medi-Cal coverage for transportation services to in-person visits when other available resources have been reasonably exhausted
- The potential limitation and risks related to receiving services through telehealth as compared to an in-person visit to the extent that any limitations or risks are identified by the provider

As a reminder, effective **January 1, 2022**, the current Place of Service (POS) code description was revised (POS 02) and a new POS code 10 was added.

- **POS 02:** Telehealth Provided Other than in Patient's Home
- **POS 10:** Telehealth Provided in Patient's Home

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 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](#).

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

Utilization Management Department Updates

Medical Necessity:



As described in the Winter edition of the Optumist, the definition of medical necessity and the criteria for access to Specialty Mental Health Services (except for psychiatric inpatient hospital and psychiatric health facility services) is established and can be found here: [Specialty Mental Health Services](#)

Updated Outpatient Authorization Request (OAR) Forms:



Please utilize the latest revisions of the forms:

- Therapy request form revised 1/13/22
- Psychiatry request form revised 6/3/22

Both forms can be found in the SMHS Authorization Requests section on the Optum San Diego website and by clicking on the following link: [OAR Forms](#)

Updated Minimum Required Fields for OAR Forms:



To ensure your outpatient authorization requests are complete upon submission, please review the updated tip sheets of minimum necessary fields to complete the Outpatient Authorization Request form. The tip sheets can be found in the SMHS Authorization Requests section on the Optum San Diego website and by clicking on the following link: [OAR Minimum Necessary Fields](#)

Demographic Form:



Please remember to submit a Demographic Form with each initial request. The Demographic Form and Tip Sheet with minimum necessary fields for the Demographic Form can be found in the SMHS Authorization Requests section on the Optum San Diego website, and by clicking on the following link: [Demographic Form Minimum Necessary Fields](#)

PROVIDER RESOURCE MATERIALS

Select a category below to find additional materials.

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Information and Updates for FFS Medi-Cal Providers

Medi-Cal Rx Update

In May 2022, DHCS and Magellan launched a new Medi-Cal Rx customer service support team that is dedicated to serving county behavioral health plans/providers, along with other “special populations.”

How to Access the Medi-Cal Rx Clinical Liaison Team for County Behavioral Health and Special Populations

The Special Populations Clinical Liaison (SPCL) Team is dedicated to serve populations enrolled with CA Children’s Services (CCS), Genetically Handicapped Persons Program (GHPP), and those who have behavioral health (BH) conditions.

The SPCL Team is comprised of technicians and pharmacists, as well as supervisor staff. The SPCL Team is available Monday through Friday, 8:00 a.m. to 8:00 p.m., excluding holidays.

Accessing a Clinical Liaison

To reach the SPCL Team, a user calls the Medi-Cal Rx Customer Service Center (CSC) at 1-800-977-2273, and then presses 5 (a silent option within the prompt queue) to speak with an SPCL. This SPCL Team is available to serve beneficiaries, providers, and county users who can authenticate themselves to discuss PHI. The SPCL will follow the established protocols within the CSC for authentication and disclosure of PHI.

County Threshold Languages

A review of current federal Census data has determined additional languages now meet the requirements needed to be added to the County’s threshold languages. The languages of Somali, Persian (including Farsi, Dari) and Korean have been identified as having Substantial Number of Limited English-Speaking Persons as defined by the policy.

Please note that beginning July 1, 2022, all County departments and County Contracted Providers should provide language access and services in the following languages (a total of 8 Threshold Languages):

- Somali
- Arabic
- Chinese (Mandarin)
- Korean
- Persian (Including Farsi, Dari)
- Spanish
- Tagalog (including Filipino)
- Vietnamese

BHS is working to update the versions of all documents that contain the threshold languages. Once this is complete, they will be available on the [Optum San Diego website](#) and providers should replace all prior versions in their programs with the most current versions.

Best Practices Series: Discharge Summary



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

The following are recommended for the discharge summary:

- Referral source/reason for admission
- Outcome (were the treatment plan goals met?)
- Significant diagnosis changes
- Medications at discharge
- Specific follow up activities, such as after care, and/or safety planning
- Recommendations/referrals
- Documented follow up efforts if client terminated prematurely
- If the client transferred/discharged to another provider or program, there is documentation that communication/collaboration occurred with the receiving provider/program, or was attempted



Each client record must contain a discharge summary completed within 30 days from the discharge date or the last date of service.

The record must reflect discharge planning throughout client treatment.

Template

[Discharge Summary](#)

Have Questions?

Email us at: SDQI@optum.com

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. Email 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 recent 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, Child Welfare Services (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 Evaluations: Use of Updated Assessment Instruments

TERM evaluations are performed within a forensic context and conducted on behalf of the referring agency or Court, and the referral questions are often psycho legal in nature. Therefore, it is important for providers to understand that there is an extra set of obligations associated with the provision of evaluations in this context that goes beyond the requirements of standard clinical practice.



The scope of the evaluation is determined by the Court’s order (in Court-ordered cases) and specified by a list of referral questions supplied by the referring party (PSW, PO) . If no specific referral questions are provided, it is the responsibility of the evaluator to contact the referring party to obtain this information. The focus of evaluations referred through the delinquency system is on providing meaningful recommendations for placement and interventions needed to help reduce recidivism and assist youth in developing a pro-social lifestyle. Recommendations as part of CWS referrals should address risk factors as related to the protective concerns. As a reminder, recommendations from the evaluations will be shared with the referring agency and the Court to assist with decision making and planning for the child(ren) and family. As such, the Court may order the PSW/PO to implement the recommendations an evaluator proposes. Given that evaluation conclusions receive greater scrutiny within the forensic arena, referral needs should guide the evaluation and opinions/findings should be derived from data obtained by reviewing the available collateral data, interviewing the client and collateral contacts, mental status examination, behavioral observations, and administration of appropriate psychological tests and instruments.

According to the 2017 APA Ethical Principles of Psychologists and Code of Conduct (Standard 9.08b), psychologists are to refrain from basing their assessment or recommendations on “tests and measures that are obsolete and not useful for the current purpose.” Evaluation results may not accurately capture or reflect the individual’s true abilities if measures with outdated psycho-metrics and standardized procedures are administered as it may have been normed on data from a select group of subjects who do not have the characteristics of the individual being assessed. Although it is recommended that updated norms are used when available, newness alone should not be the sole basis for determining test selection as the updated norms may not be appropriate for the individual(s) being assessed (i.e. culture, disability, etc.). Ultimately, it is the responsibility of the psychologist to support their decisions regarding test selection with empirical evidence (Bush et. al, 2018). If the most current version of a test is not used, it is important that the psychologist document in the report as to the reason why the instrument has been chosen, including any possible limitations and implications, especially in relation to the forensic context and referral question.

Information and Updates for TERM Providers

TERM Evaluations: Use of Updated Assessment Instruments - *Continued*

Although not exhaustive, below are some measures that have either been updated or |publications are upcoming. Please review the literature when deciding appropriate measures:

- Kaufman Brief Intelligence Test, Second Edition Revised (September 2022)
 - Minnesota Multiphasic Personality Inventory – 3 (Publication date 2020)
 - Delis-Kaplan Executive Function System, 2nd Edition (Upcoming)
 - Wide Range Achievement Test, 5th Edition (Publication date 2017)
-

References and Additional Resources:

- **American Psychological Association (2017).** Ethical Principles of Psychologists and Code of Conduct, including 2010 and 2016. Retrieved March 26, 2019.
- **Bush, S., Sweet, J., Bianchini, K., Johnson-Greene, D., Dean, P., & Schoenberg, M.** (2018). Deciding to adopt revised and new psychological and neuropsychological tests: an inter-organizational position paper. *The Clinical Neurologist*, 32 (3), 319-325.
- **International Test Commission on Guidelines for Practitioner Use of Test Revisions, Obsolete Test and Test Disposal (2015).** Retrieved March 26, 2019, from the International Test Commission Jerskey, B. (2016).
- **Neuropsychology: When is the right time to adopt test revisions?** APPIC E-Newsletter

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

We look forward to welcoming Ms. VonRotz to her first TERM Advisory Board meeting in August! 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.

Child Welfare Services PSW Locator Number

Procedures for calling into the San Diego County CWS PSW Locator Line (1-858-514-6995) have been updated to ensure that the process is aligned with CWS Confidentiality Guide policies. A verification code is now required to when calling into the line. To obtain the verification code, please call Optum TERM at 1-877-824-8376, option 1. For any questions about this process, please contact CWS policy analyst Jerelyn Bourdage, LCSW, at 1-619- 417-6722.

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

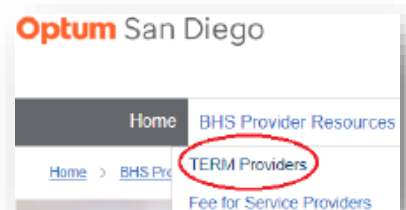
Option 3: For questions regarding participation in our network, credentialing, or your provider record

Option 4: For questions about CWS referrals

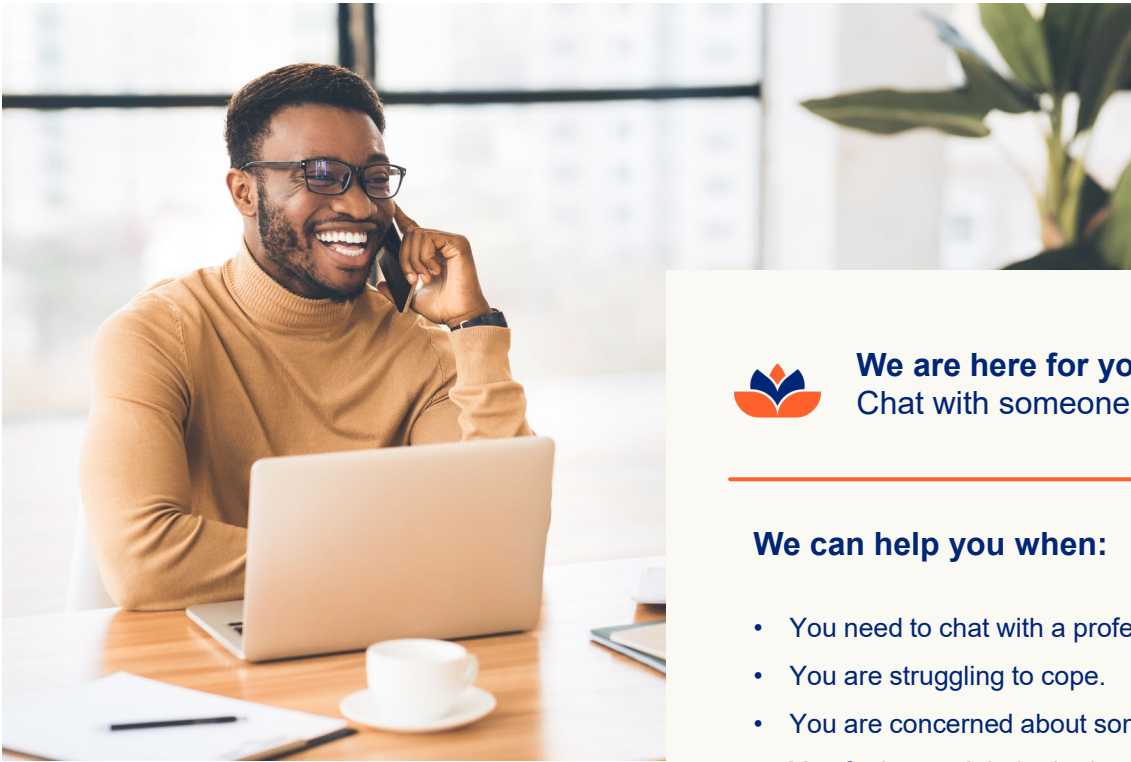


optumsandiego.com

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 optumhealthsandiego.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 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 Nurse
- 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 Recruiter

1-619-641-6833

Denise.Hammersla@optum.com

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

Upcoming Events



Provider Orientations

August 25, 2022

TERM Presentation 9-10AM

FFS Presentation 10AM-1230PM

September 29, 2022

TERM Presentation 9-10AM

FFS Presentation 10AM-1230PM

October 27, 2022

TERM Presentation 9-10AM

FFS Presentation 10AM-1230PM

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 remains open 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