Client Plans

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL SAN DIEGO

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This handout contains screen shots of confidential and proprietary information for viewing only. It shall not be copied or shared for anything other than its intended purpose as a training device for the County of San Diego, Mental Health Management Information System.

CONFIDENTIALITY

HIPAA regulations mandate that all client information be treated confidentially.

Access to CCBH is based on your position and your job classification. You will have the access you need to complete your job duties. This can include access to clients in your Unit/SubUnit or may include full client look up. Remember – with more access comes greater responsibility regarding confidentiality!

You are not to share passwords with other staff. The Summary of Policy you signed before receiving your access to CCBH included your agreement to this directive. You are still responsible if someone with whom you have shared your password violates confidentiality!

The MIS unit investigates any suspicions regarding sharing of passwords. Consequences are up to, and may include termination.

Do not open any active client charts unless instructed to do so, or if it is required to complete your job duties. “Surfing” clients is a blatant breach of confidentiality.

Remember you are personally and legally responsible for maintaining confidentiality. Take it seriously.

Do not leave your computer unlocked with client data on the screen for others to access or view while you are away from your desk. Lock your CCBH session before leaving your computer.

When printing, make sure you are printing to a confidential printer, and pick up your paperwork quickly. Leaving printed Protected Health Information (PHI) out is also a confidentiality violation.

Play it safe – keep in mind how you would want your own PHI handled!

<u>CLONED DOCUMENTATION</u>

<u>From the Compliance Bulletin # 30, October 17, 2011</u>

"When documentation is worded exactly like or similar to previous entries, the documentation is referred to as cloned documentation.

"Whether the cloned documentation is handwritten, the result of pre-printed template, or use of Electronic Health Records, cloning of documentation will be considered misrepresentation of the medical necessity requirement for coverage of services. Identification of this type of documentation will lead to denial of services for lack of medical necessity and recoupment of all overpayments made.

"It would not be expected that every patient had the same exact problem, symptoms, and required the exact same treatment. Cloned documentation does not meet medical necessity requirements for coverage of services rendered due to the lack of specific, individual information for each unique patient.

"Documentation exactly the same from patient to patient is considered cloned and often occurs when services have a specific set of limited or select criteria. Cloned documentation lacks the patient specific information necessary to support services rendered to each individual patient."

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COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

OVERVIEW OF CLIENT PLANS

There are different ways to hold progress notes in CCBH. Think of them as “folders” in which to keep the progress notes:

Each folder is a “stand alone” folder and they are not sequential (that is to say, there is no need to move from one to the other in order of this listing). Each has a specific purpose, defined below:

The Limited Service Log is intended to be used for progress notes where a Client Plan will never be completed.

The Interim Folder: This is intended to be used for progress notes prior to the creation of the Client Plan. CCBH needs a place to “hold” progress notes, and the Interim Folder performs that function. This is the “folder” where clinicians will document all services prior to opening the Client Plan. Can this folder be left open indefinitely? No! The Interim folder needs to be closed:

1. If the client leaves the program without a Client Plan being started and the client is not open to other programs.
2. If the Client Plan is ready to be created.

The Interim Folder needs to be closed on a date prior to opening the Client Plan.

Note: For existing clients with a valid paper Client Plan, open the Interim Folder to store the progress notes until the Client Plan is due to be updated.

The Client Plan holds all the progress notes written after opening the plan. There is no need to open an Interim Folder before opening a Client Plan if the program’s workflow is to complete the Client Plan at the initial appointment. In other words, the Client Plan can be opened as soon as direct staff start seeing the client.

STRUCTURE OF A CLIENT PLAN IN CCBH

Planning Tiers

In CCBH speak, the elements below are identified as Planning Tiers. Think of them as levels or layers in the Client Plan.

Strengths

These are the client's general strengths and how the clients can use these strengths to help them achieve their objective(s).

Area of Need

This is an area for the client where a level of impairment has been identified.

Goal

Enter Unit/Subunit and Date only. No narration required for this tier.

Objectives

These are the actions/activities/steps of the client or others to help reduce the client's impairments. For multiple objectives, list numerically under one Objective heading. For only one objective, delete the extra Objective Narrative standard text.

Interventions

Interventions are the services provided to the client. Narration for this tier can be combined with the Objective narratives.

NOTE: It's important to individualize the tier narratives to make the Client Plan reflect the individual client. Avoid "cloned documentation" in the Client Plans!

CCBH SPEAK

Limited Service Log	This log is intended to be used for notes where a Client Plan will never be completed. This log is never associated with a Client Plan.
Interim Folder	The Interim Folder will be used for progress notes prior to the development of a Client Plan.
Client Plan	Plan for client treatment. Includes strengths, area of need, goals, objectives, and interventions / planned service codes. These will pull in to progress notes for planned services.
Progress Notes	Notes to capture direct services and informational services pertaining to client treatment. Encounter entry will be completed by clinicians as part of the Individual and Group Progress Notes.
Revise	Used when a client has an active Client Plan in place and a change needs to be made (adding, editing, or updating). The start date and end date of the Client Plan will remain the same and the current information will prepopulate.
Review	Used to extend the Client Plan dates. When using the Review function in CCBH, it establishes a new start and end date from the previous Client Plan and prepopulates the information for updating.
Modify Dates	Used to change the start and/or end dates of an active plan or folder. *Note: Dates may not be modified to more than the set up duration. For example, a Client Plan may not be active for more than 365 days).*

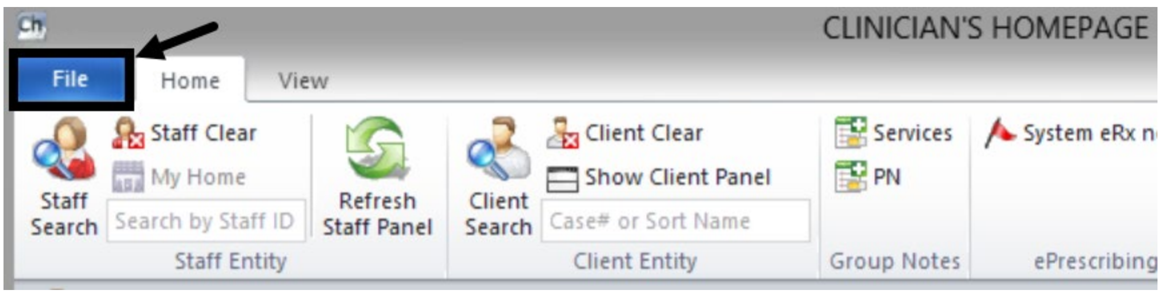
CLINICIAN'S HOMEPAGE PREFERENCES

How to Set Up and Save Preferences

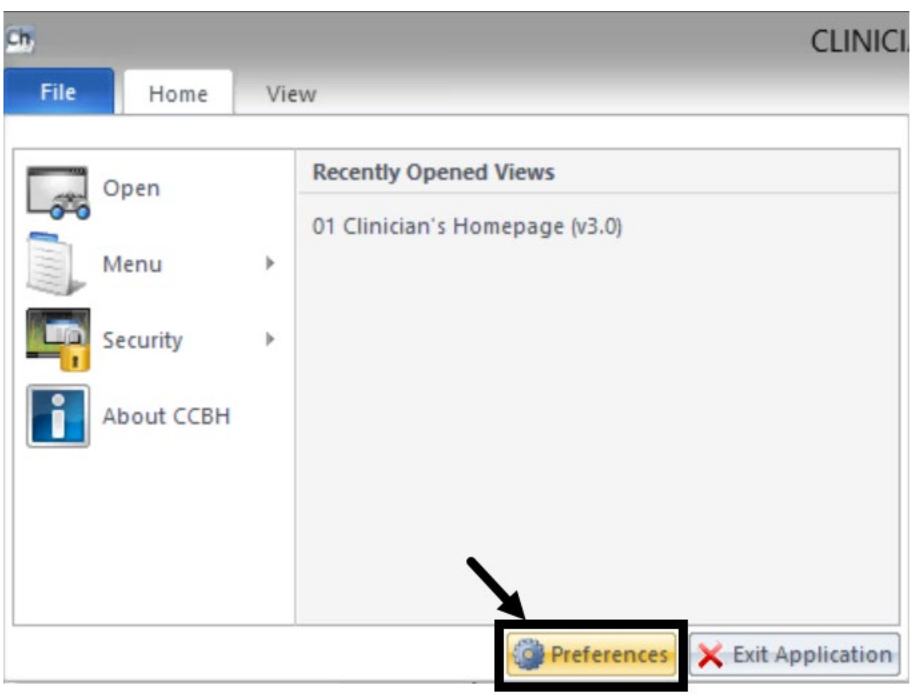
Accessing Preferences:

It is best to keep a short list of the most commonly used Client Plans for easy access. This can be set up using the Preferences feature of the system.

To set up Preferences from the Clinician's Homepage, click **File**.



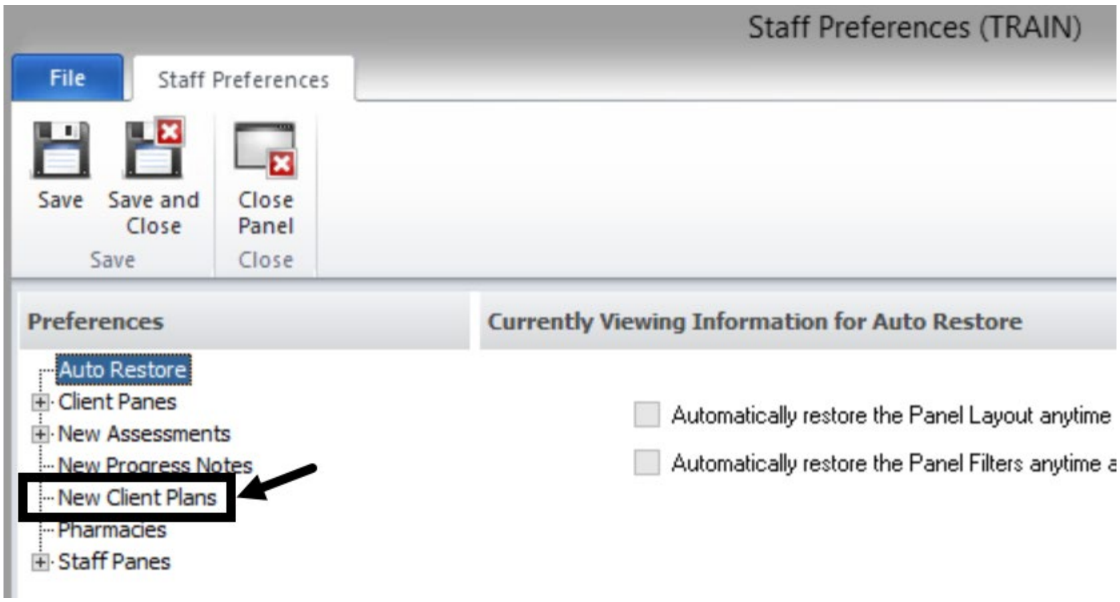
Click **Preferences**.



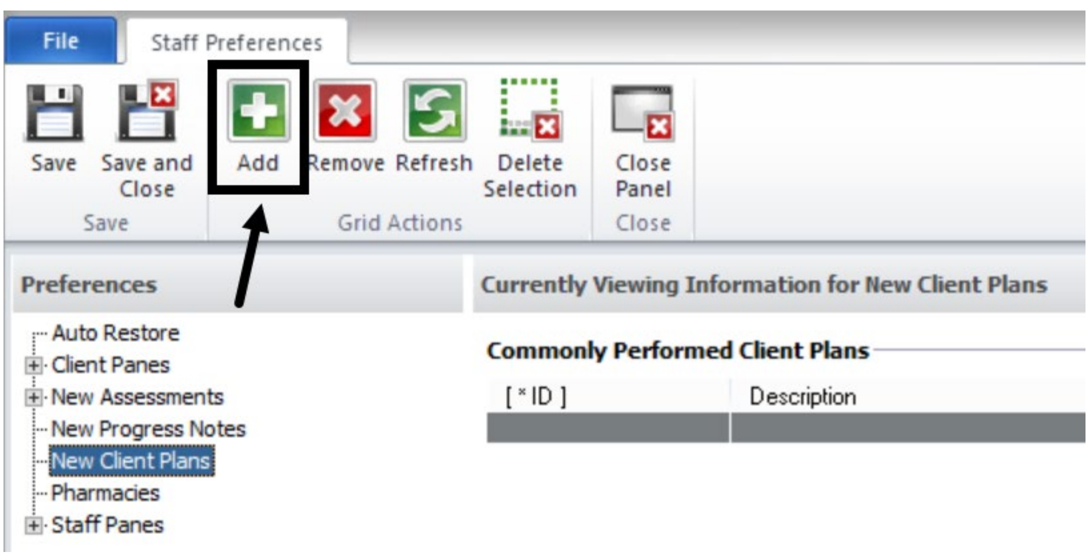
The Staff Preferences menu launches, allowing staff to set up preferences.

Staff Preferences for New Client Plans:

1. Select **New Client Plans**.

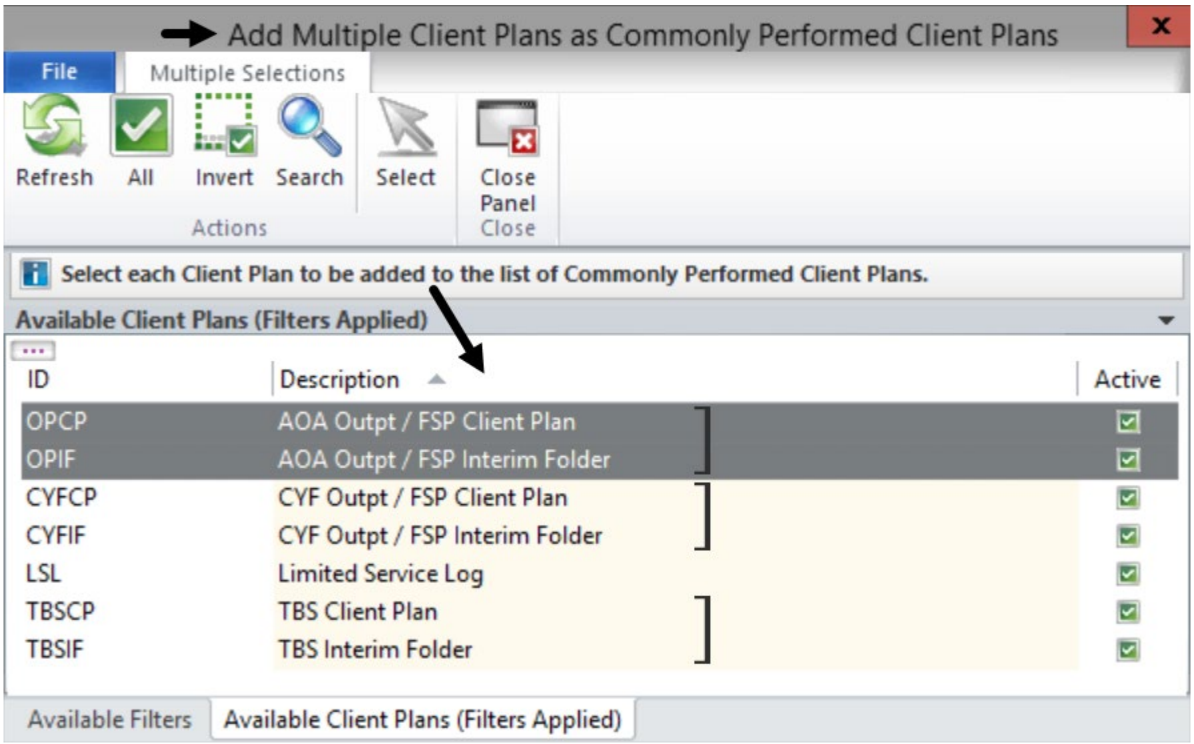


2. Click **Add**.

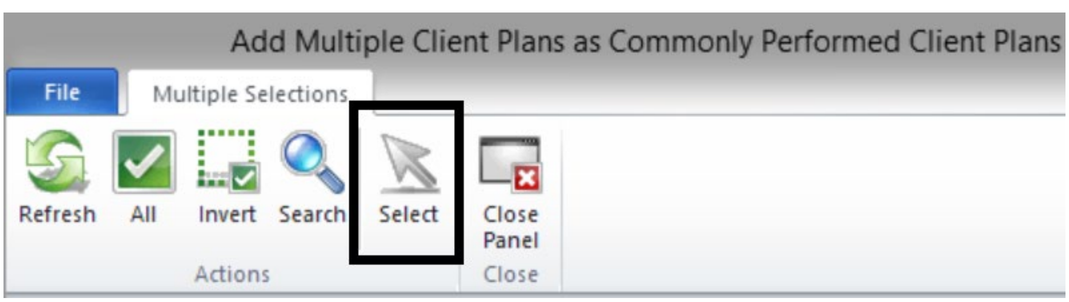


Note: There are multiple Client Plan Types. Prior to selecting the Client Plans, check with the program manager to determine the folders that are used in the program.

3. Simultaneously hold down the Control (CTRL) key and click each plan to select multiple commonly performed Client Plans. The selected family folders are then highlighted in gray.

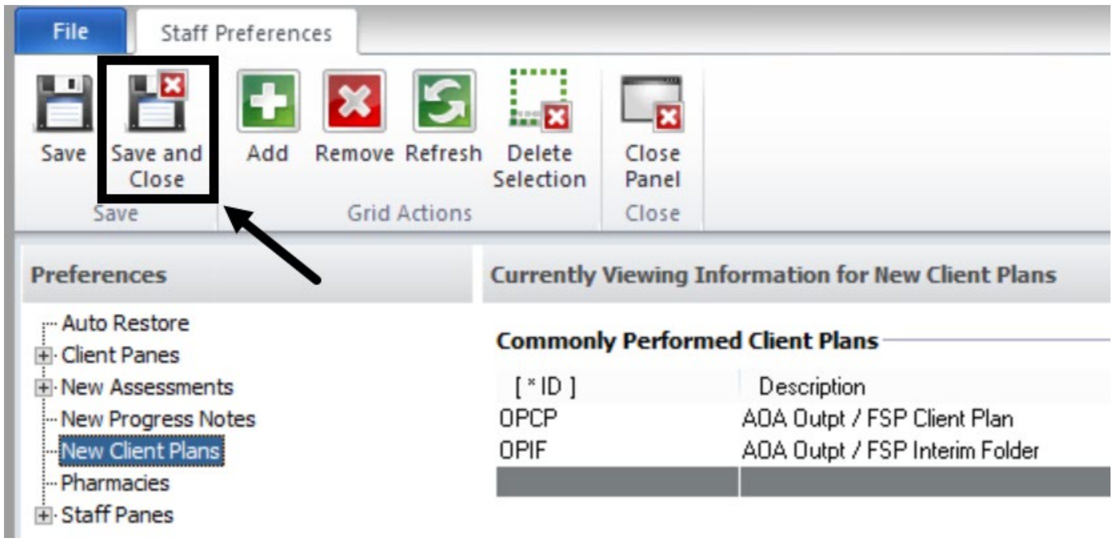


4. To confirm selection, click **Select**. This also closes the screen.

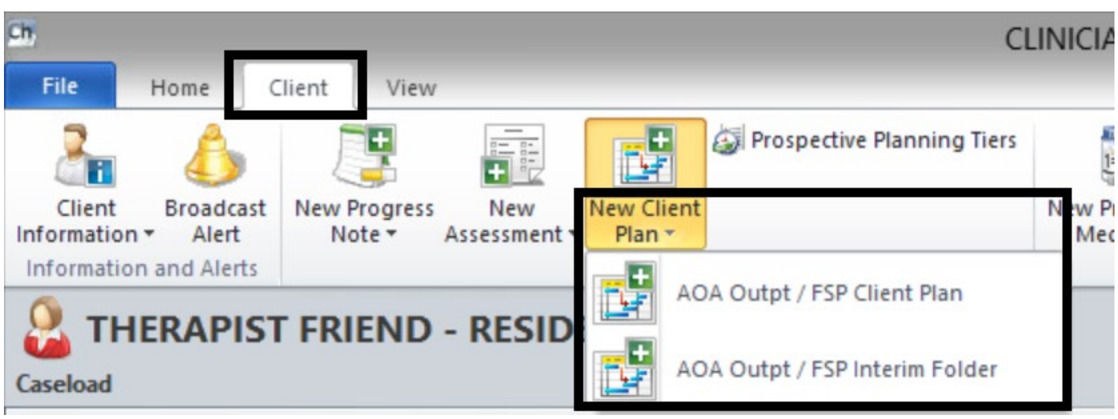


Note: Client Plans may also be selected one at a time. Click the Add button and then double click the selected plan. To select the next plan, click Add again and select the plan. A Client Plan selected by mistake can be deleted by clicking Remove, the button next to the Add button.

5. The selected commonly performed Client Plans will now display in the Currently Viewing Information for New Client Plans window. To save the selection and close the window, click **Save and Close**.



The stored Client Plan preferences can be accessed once a client record is launched and the Client tab is open.



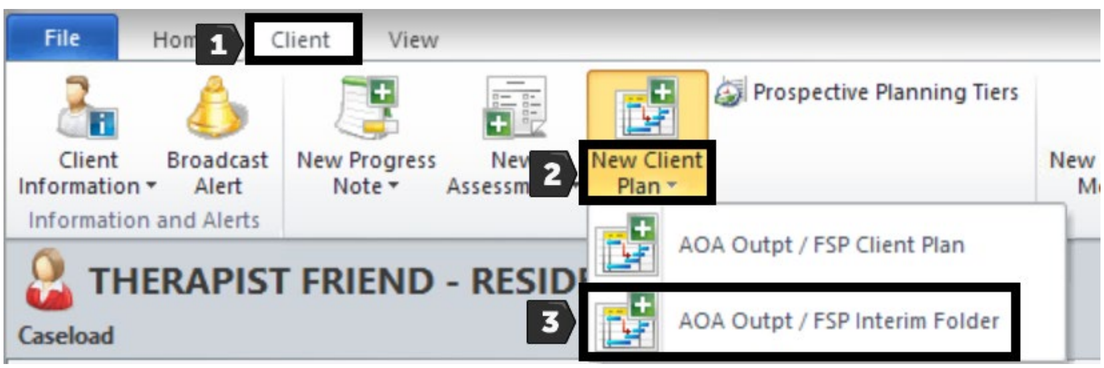
NOTES

OPENING AND FINAL APPROVING AN INTERIM FOLDER

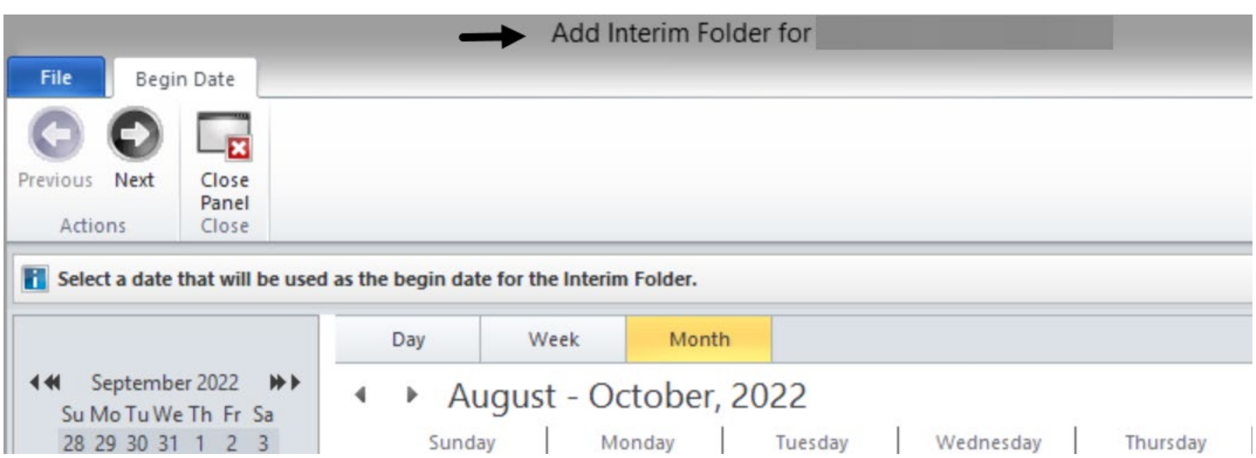
Accessing an Interim Folder

The Client Plan standards are posted on the Optum website. In CCBH, a folder must be created to store progress notes, and the Interim Folder performs this function. This is the folder where all service progress notes are held prior to opening the Client Plan.

1. To access the Interim Folder, access the desired client and click on the **Client** tab.
2. Find the **New Client Plan** button on the ribbon. The button is segmented in two parts. The upper portion of the button is a list of all Client Plans available for entry. The lower portion of the button consists of Client Plans that have been established in “Preferences.”
3. Click the New Client Plan drop down menu, and select the **Interim Folder**.



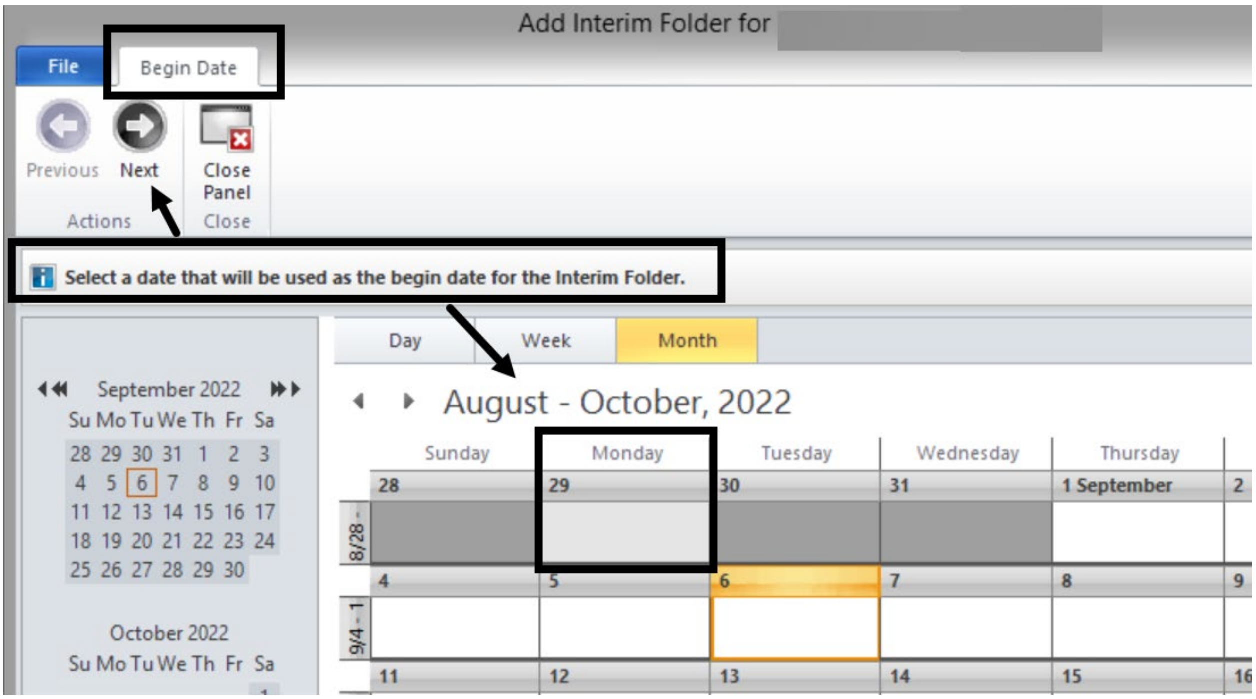
The Interim Folder launches and opens up the calendar.



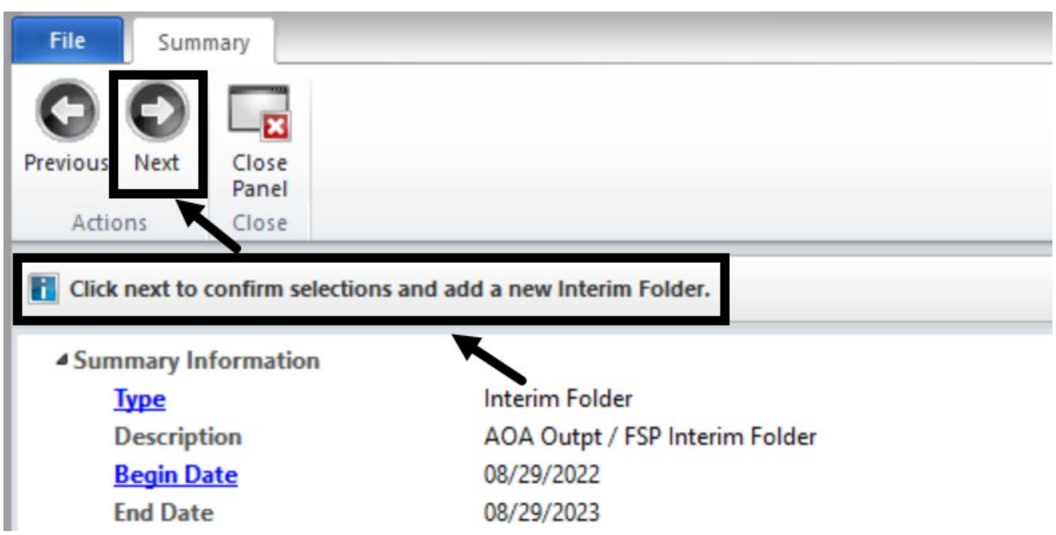
Selecting a Begin Date:

The Begin Date will be automatically highlighted as the current calendar date.

1. Single click the appropriate begin date on the large calendar.
2. Click **Next**.



3. Confirm that the selections made are accurate and click **Next**.

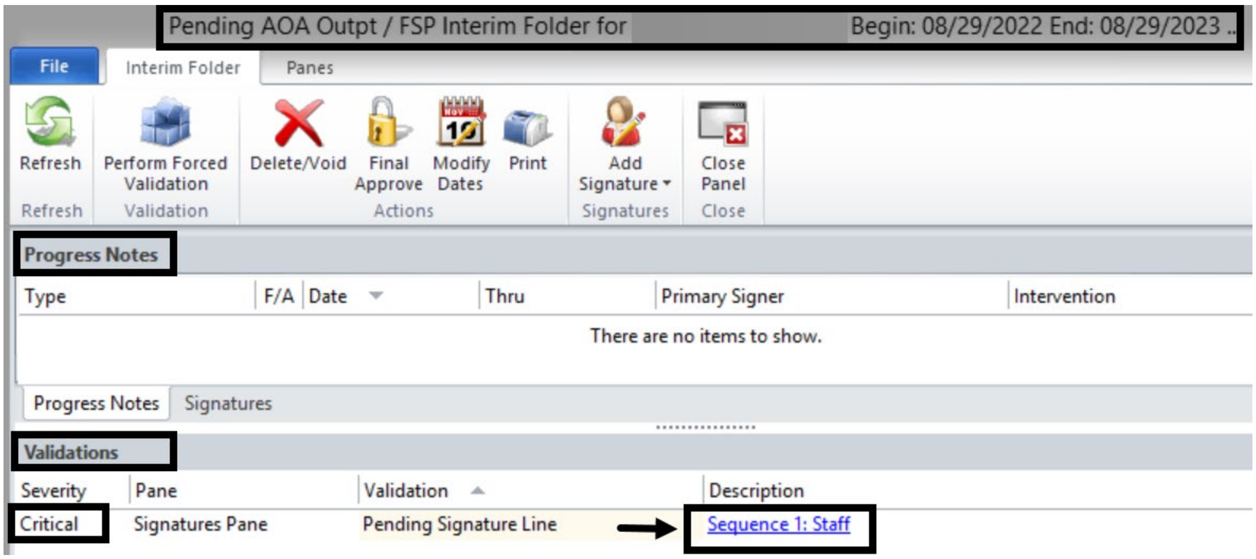


Note: The End Date is calculated based on the Interim Folder begin date. Modify the folder type and begin date by clicking the hyperlink "Type" or "Begin Date".

Validations:

The Pending Interim Folder window displays. The top portion of the window defaults to the Progress Notes panel. The bottom portion is the Validations panel.

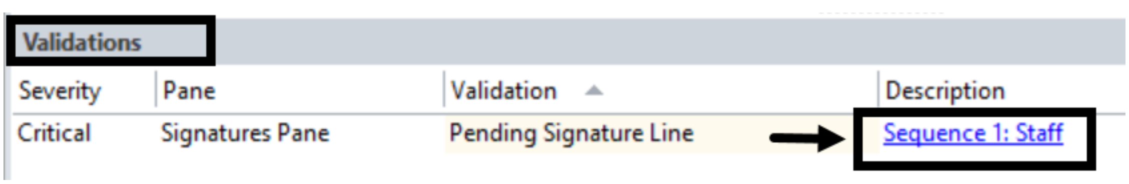
The Validations panel displays the critical validations that must be completed in order to final approve the folder. The hyperlink launches the signatory options.



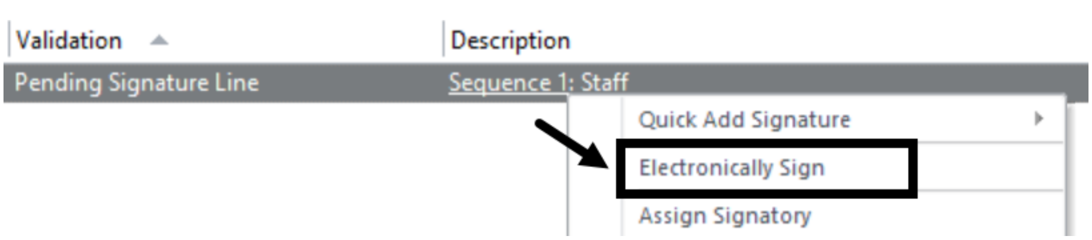
Signatures:

A signature action is required to complete the Interim Folder.

1. To sign the folder, click the hyperlink **Sequence 1: Staff**:



2. When the signature selection window opens, click **Electronically Sign**.



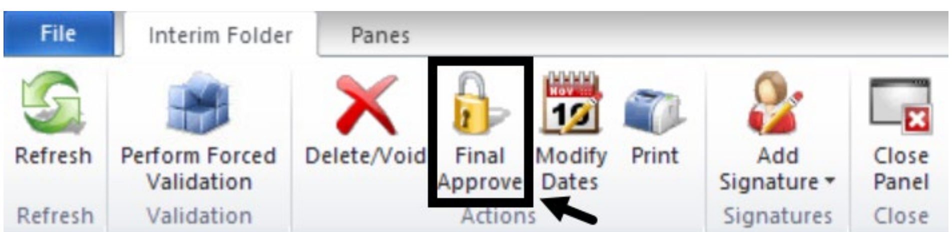
Password Verification Window:

1. At the Password prompt, enter the password and click **Ok**.

If the password is accepted, the Validations panel displays ‘There are no items to show.’, and the Interim Folder is staged for final approval.

Final Approving an Interim Folder:

1. To final approve the Interim Folder, click **Final Approve**.



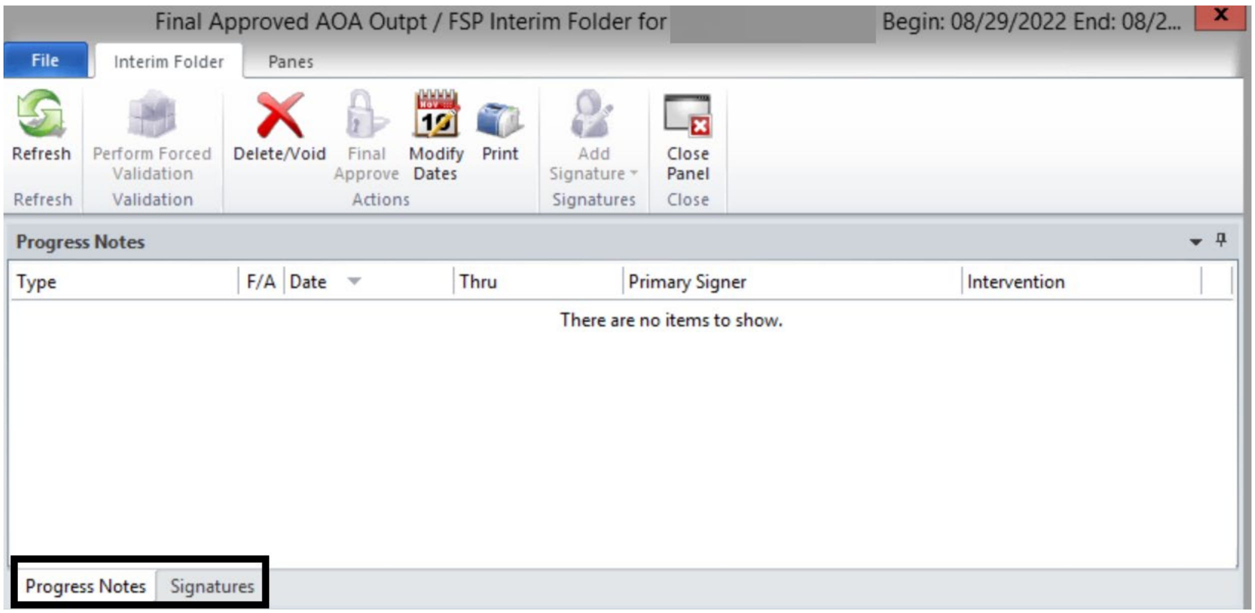
Note: The Close Panel button saves the pending Interim Folder; it does not final approve it. To launch the saved Interim Folder, locate it on the Client Plans pane and double click it.

Note: Once a Progress Note is entered, the Interim Folder cannot be deleted or voided. Contact the Support Desk to delete or void the folder.

NOTES

Progress Notes Panel:

After the Interim Folder is final approved, the Validations panel will disappear from the Interim Folder. Two panes will be available at the bottom of the Interim Folder: Progress Notes and Signatures.



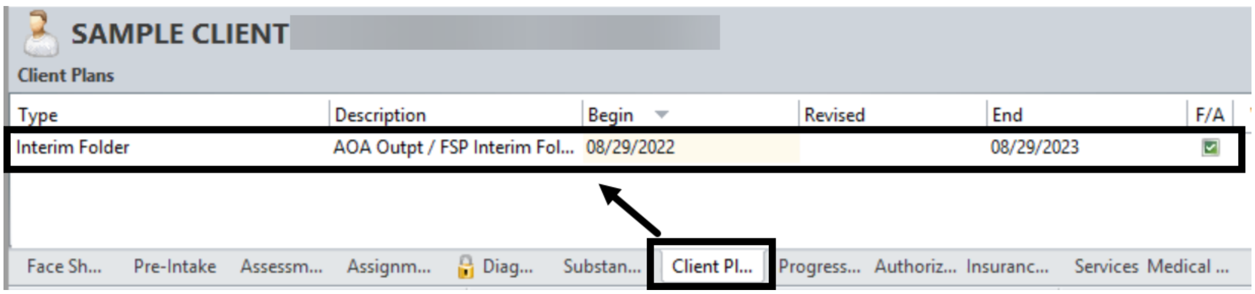
The Progress Notes pane will be blank, as the client has not had any progress notes attached to the Interim Folder. Once progress notes are created for the client, they will display in this window. The Signatures pane will show the signature history of the folder.

NOTES

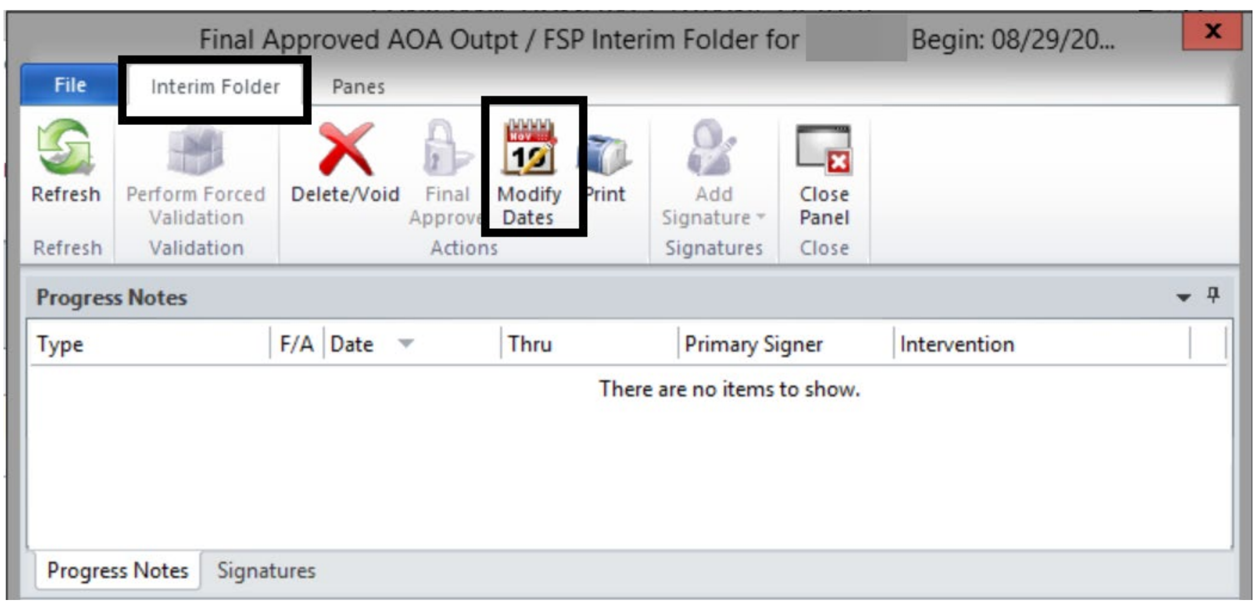
MODIFYING BEGIN AND END DATES OF AN INTERIM FOLDER

The Interim Folder dates can be revised. Modify the end date of the Interim Folder to begin the Client Plan because an Interim Folder cannot overlap with the Client Plan dates of the same family type.

To modify the folder dates from the **Client Plans** pane, double click on the Interim Folder.

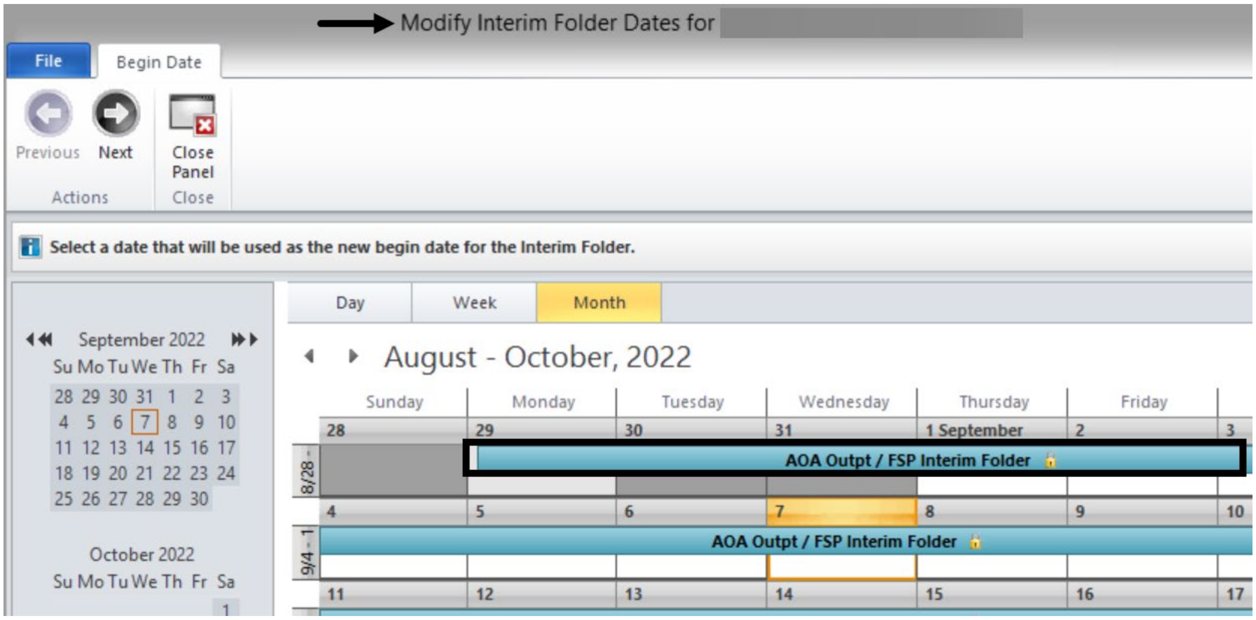


The Interim Folder launches. On the Interim Folder tab, click **Modify Dates**.

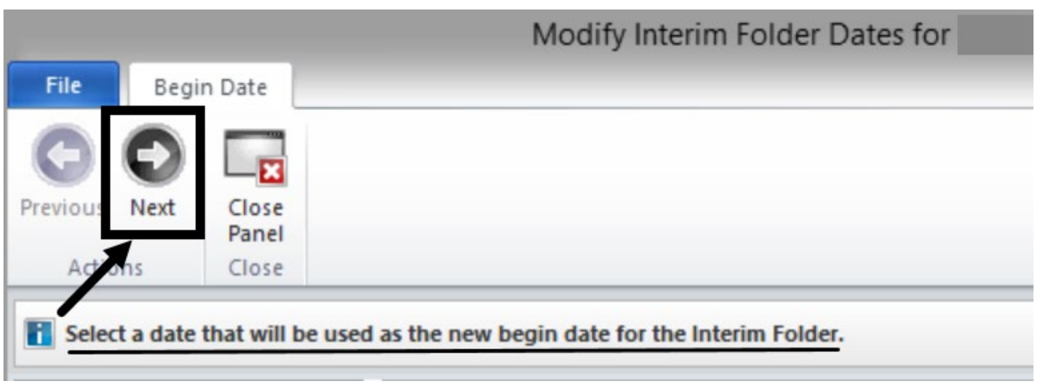


Note: All existing "Progress Note" must fall within the timeframe of an existing or modified Folder. When modifying the dates on the Interim folder, the end date must remain within 365 days of the begin date.

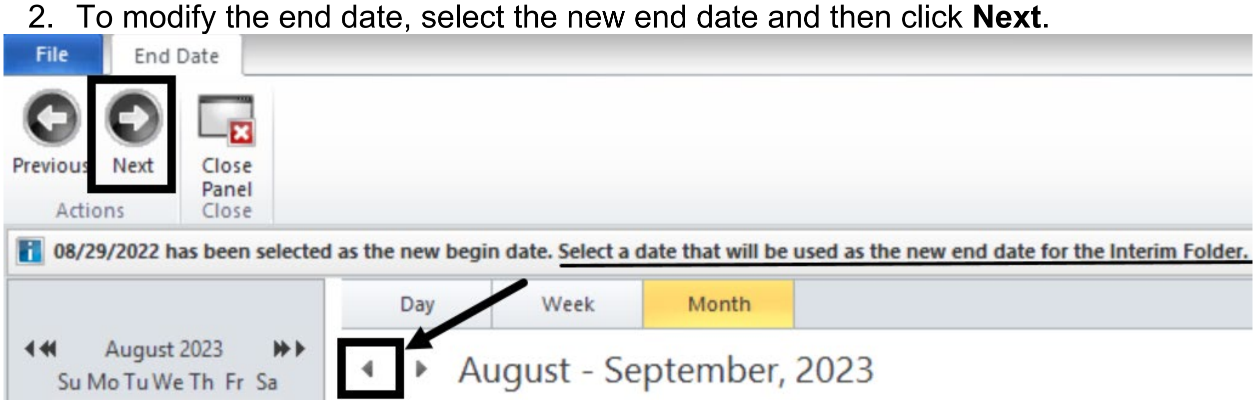
The Modify Interim Folder Dates window launches.



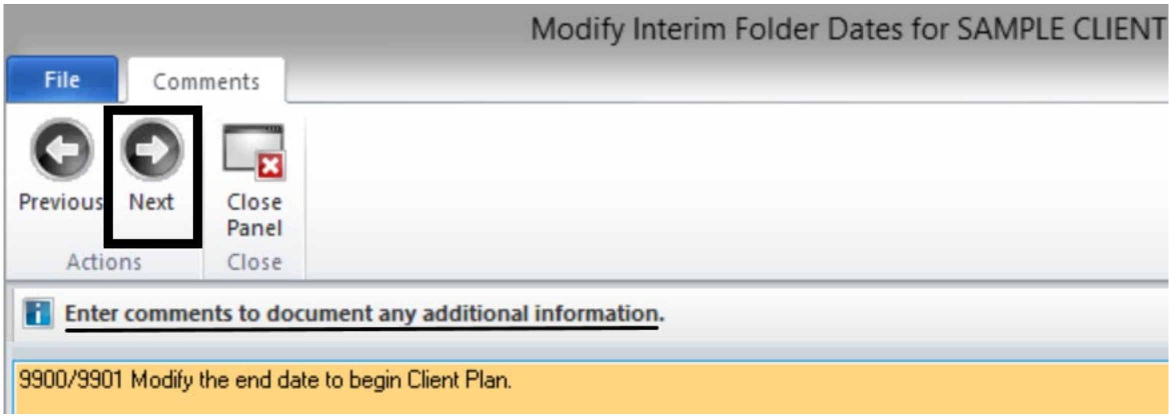
1. To modify the begin date, select the new begin date. <u>Do not click</u> the calendar <u>IF</u> the begin date remains the same. If the begin date is not being changed and the <u>end</u> date is being modified, click **Next**.



2. To modify the end date, select the new end date and then click **Next**.

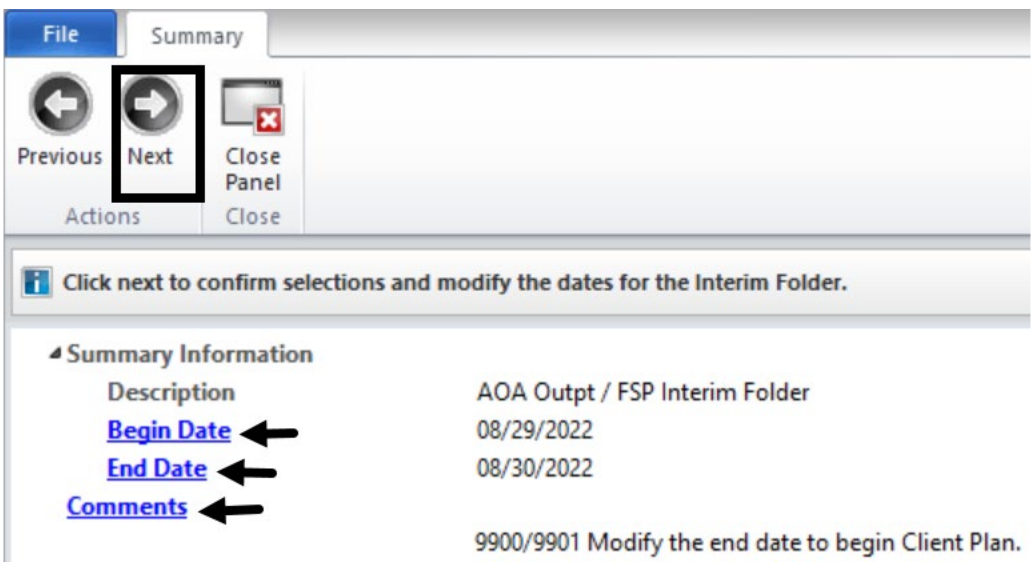


3. In the Comments section, enter the reason for revising the date and click **Next**.

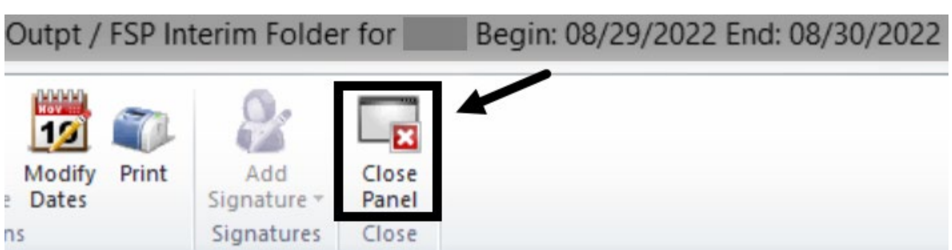


Note: Enter the Unit/ Subunit to allow coordination of care and for clarifications.

4. Review the Summary window for accuracy prior to finalizing the date modifications. To make additional changes, click the hyperlink to the Begin Date, End Date, or Comments. If everything is accurate, click **Next**.



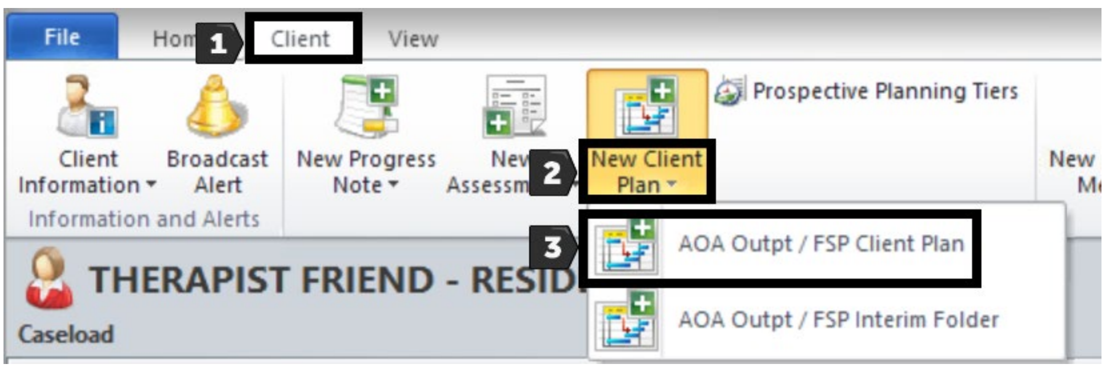
5. The new dates will display on the top of the window. To close the window, click **Close Panel**.



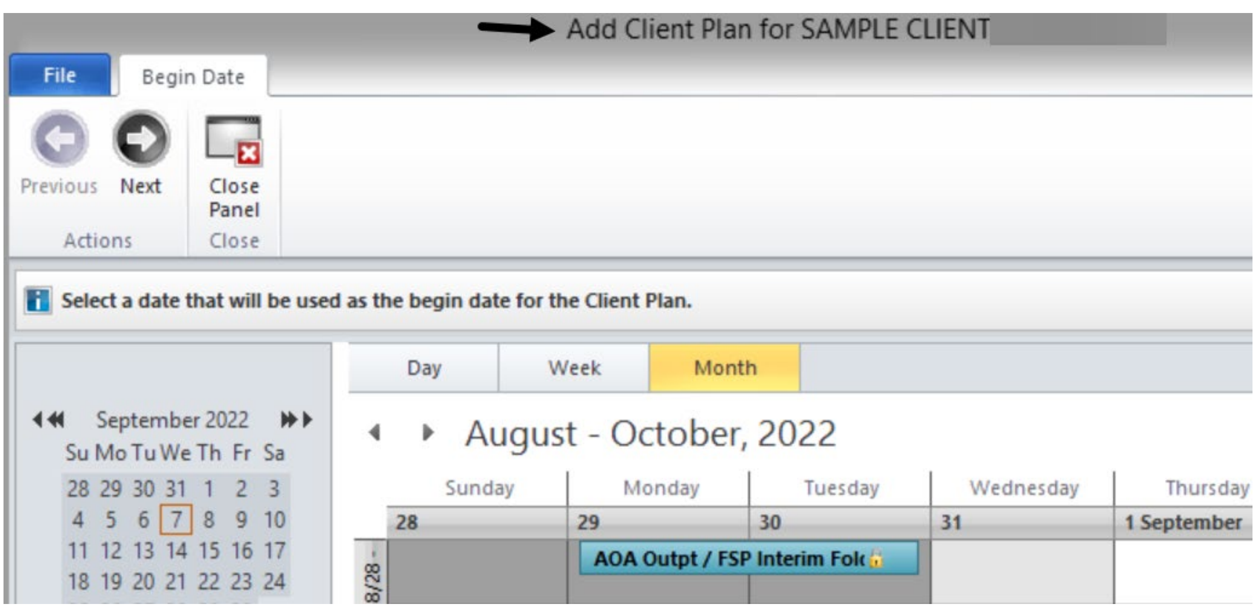
COMPLETING A CLIENT PLAN

Client Plan standards and timelines are posted on the Optum website. The elements of the Client Plan are Strengths, Areas of Need, Goals, Objectives, and Interventions.

1. To create a Client Plan, access the client and click on the **Client** tab.
2. Find the **New Client Plan** button on the ribbon. The button is segmented in two parts, the upper portion and the lower portion.
3. Click the New Client Plan drop down menu, and select the **Client Plan**.



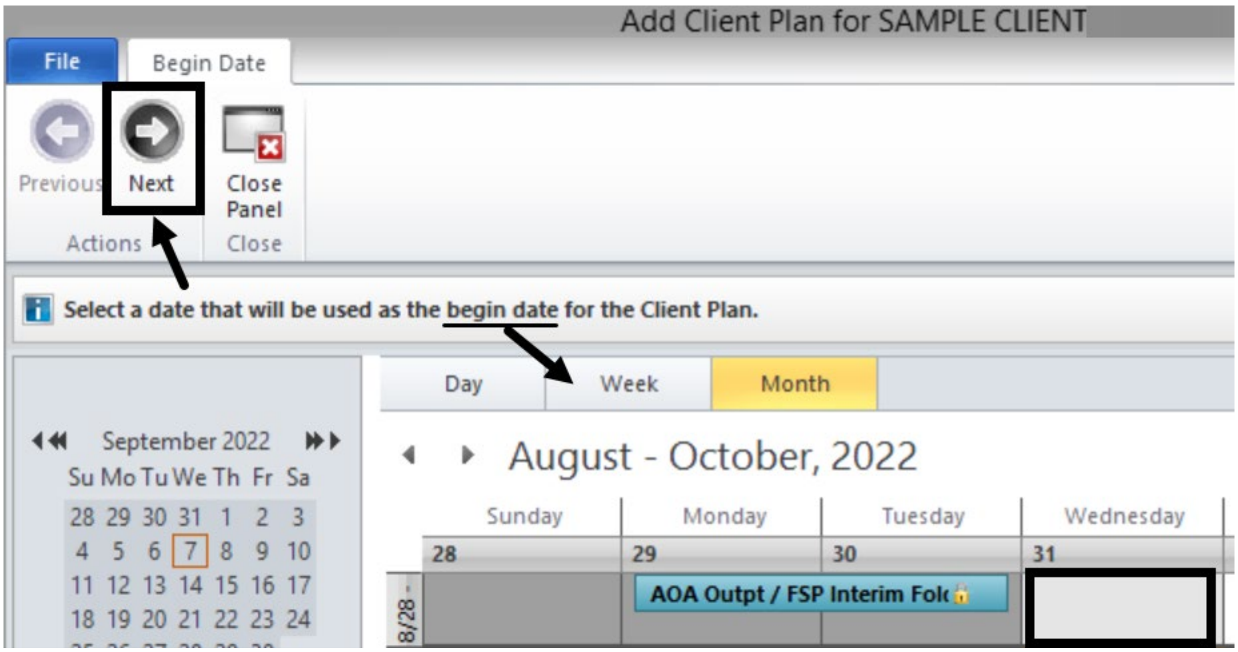
The Client Plan launches and opens up the calendar.



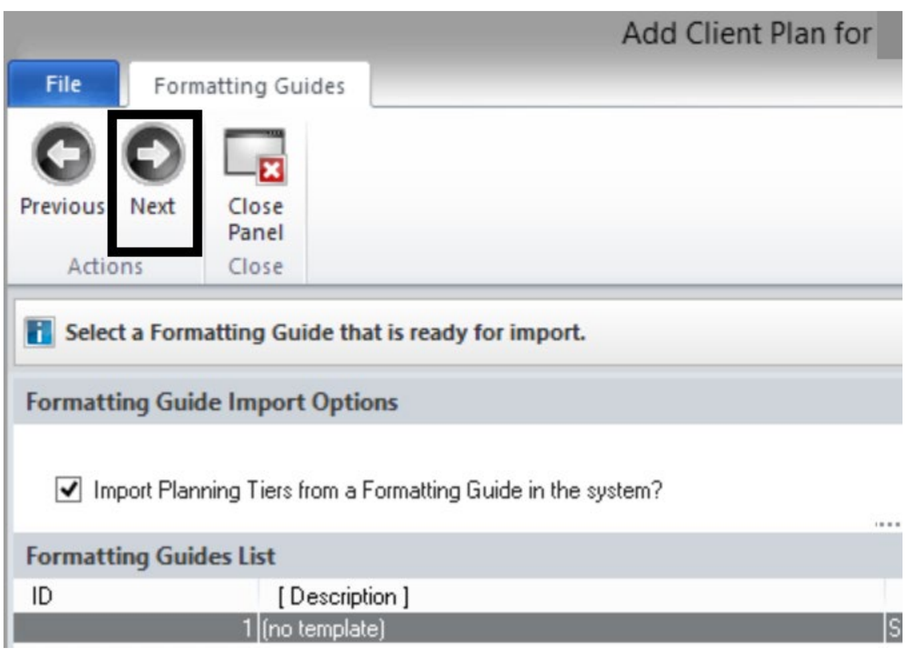
Selecting a Begin Date:

The Begin Date will be automatically highlighted as the current calendar date.

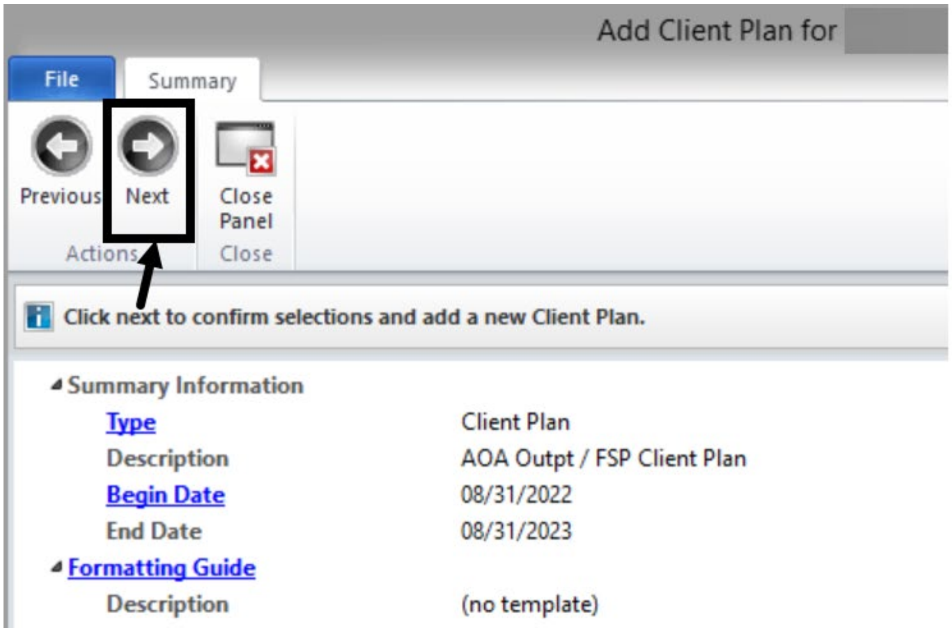
1. Single click the appropriate begin date on the large calendar.
2. Click **Next**.



3. There are no Formatting Guides templates in CCBH. To continue, click **Next**.



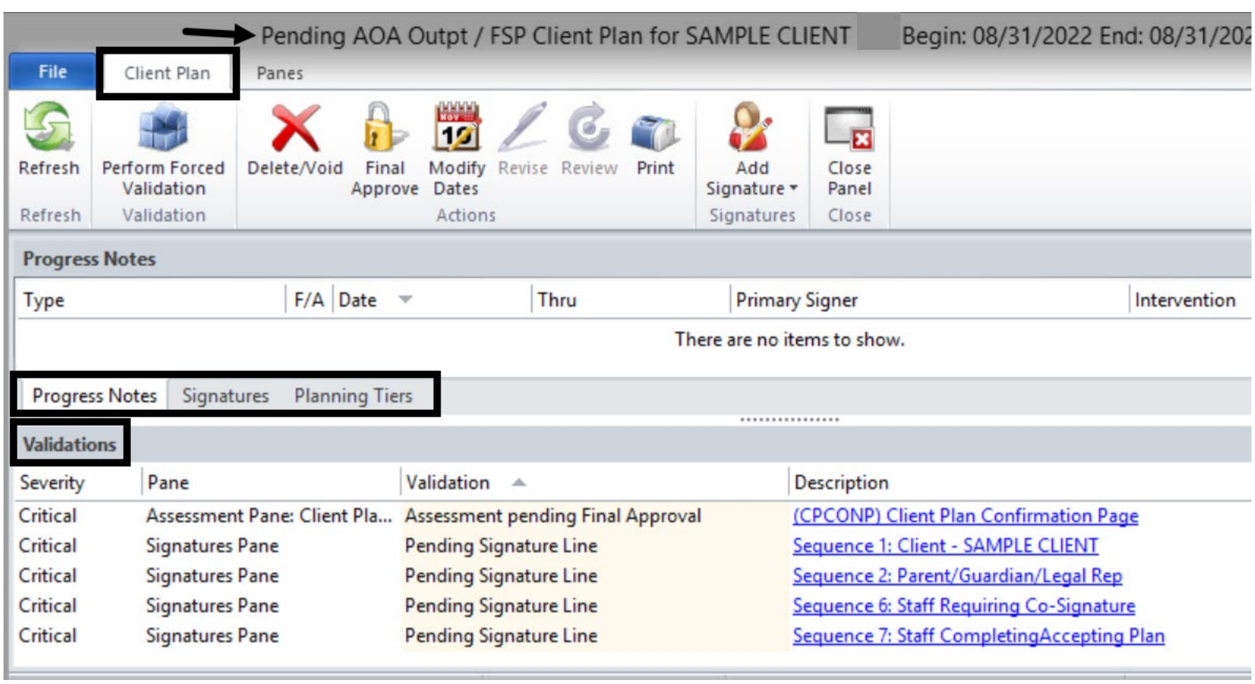
4. Confirm that the selections made are accurate. To continue, click **Next**.



Note: The End Date is calculated based on the Client Plan family plan timelines.

Pending Client Plan:

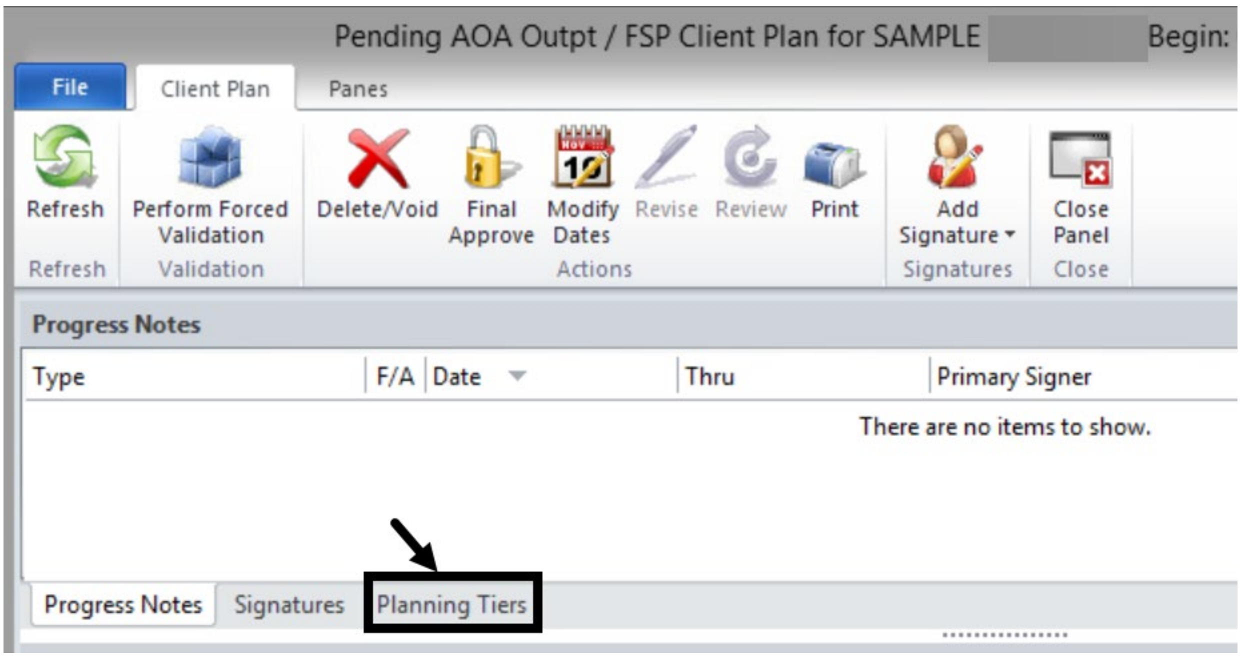
The Pending Client Plan window displays 3 top panels and 1 bottom panel.



The top panel defaults to a blank Progress Notes panel. The Signatures panel contains historical information on signatures. The Planning Tiers panel is used to complete the Client Plan. The bottom portion is the Validations panel. The Validations panel displays the critical validations that must be completed in order to final approve the folder.

Completing the Planning Tiers:

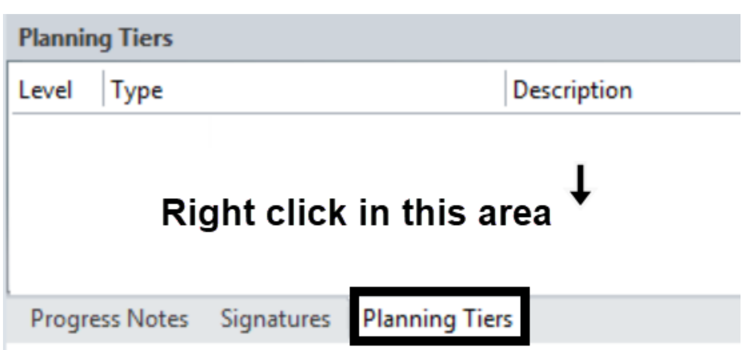
To continue creating the Client Plan, click **Planning Tiers.**



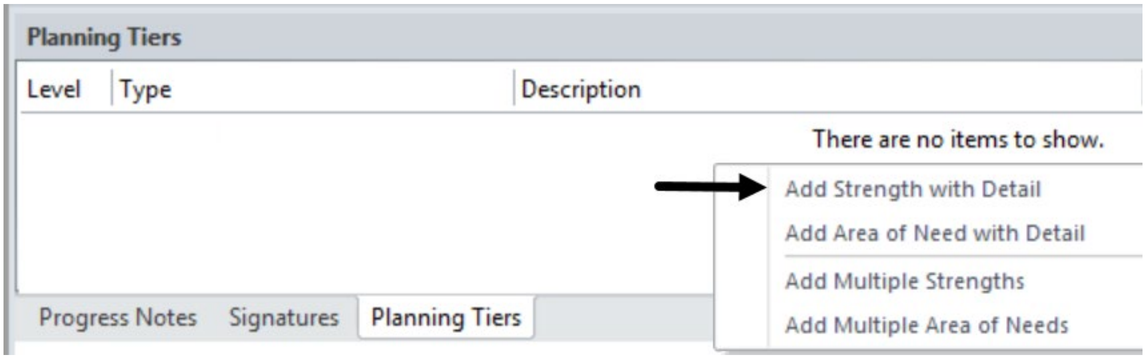
Adding a Strength:

To start building the Client Plan, add the client's strengths.

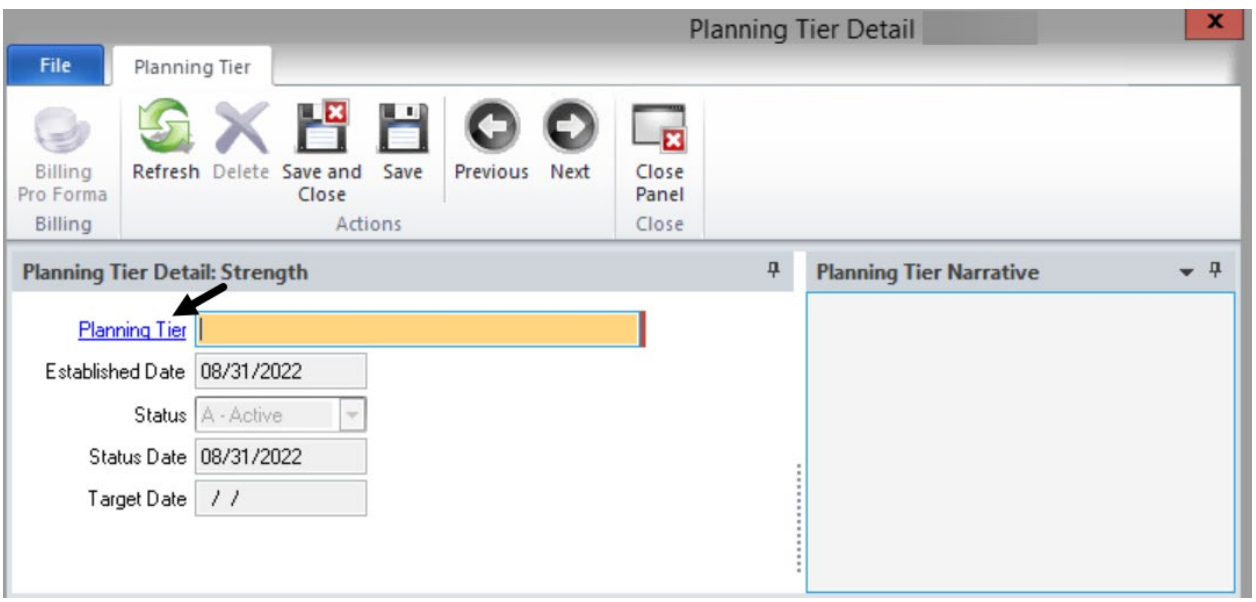
1. To pull up the Strengths menu, right click in the white area of the Planning Tiers.



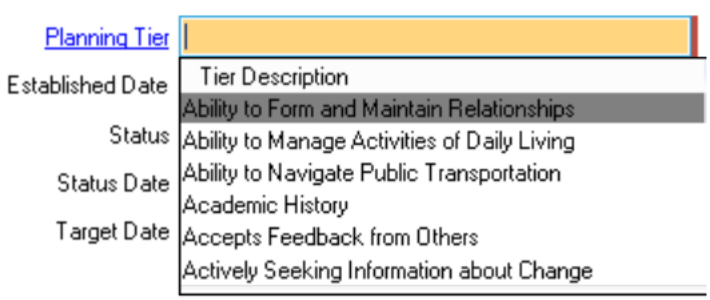
2. The floating menu displays two ways to add Strengths, one at a time or in multiples. Adding Multiple Strengths will be covered later in this resource packet. For this example, select **Add Strength with Detail**.



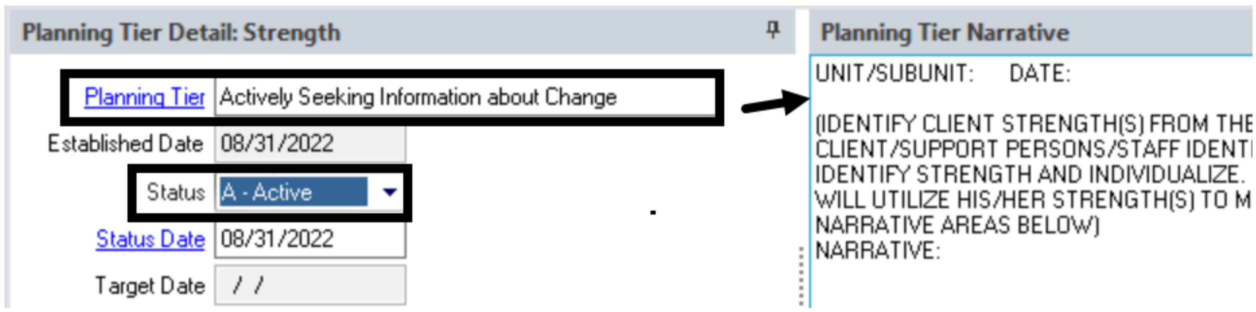
3. To pull up the Strengths table, click on the **Planning Tier** hyperlink.



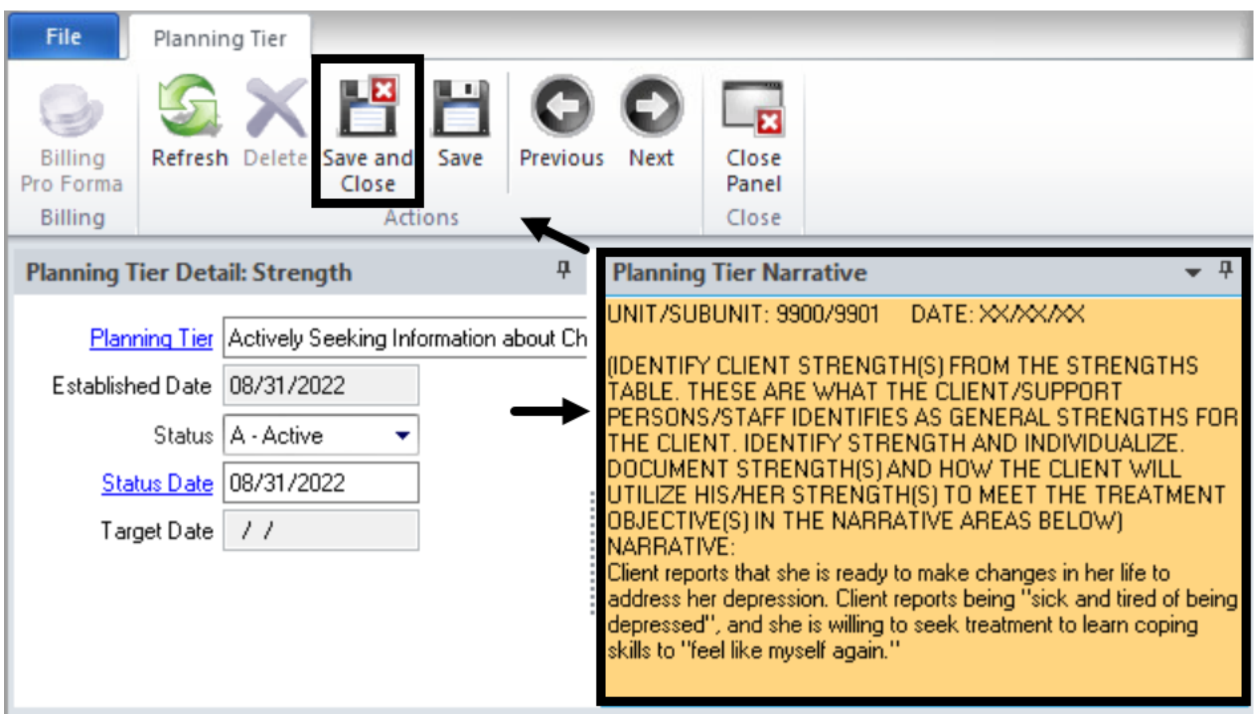
4. Find the appropriate Strength, and <u>single click</u> to select it.



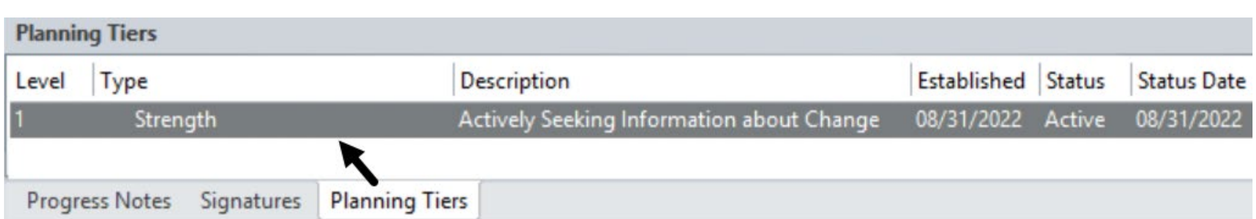
5. The selected Strength populated in the Planning Tier. The Planning Tier Detail includes the Established Date, Status, Status Date, and Planning Tier Narrative.



6. The Planning Tier Narrative includes prompts for unit/subunit, date, and narrative. Complete the narrative, then click **Save and Close**.



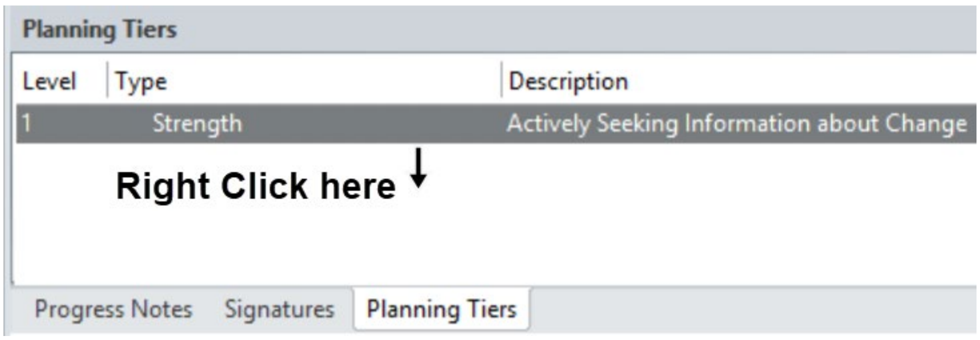
The completed Strength displays on the Planning Tiers panel. To add more Strengths, repeat Steps 1 to 6 above.



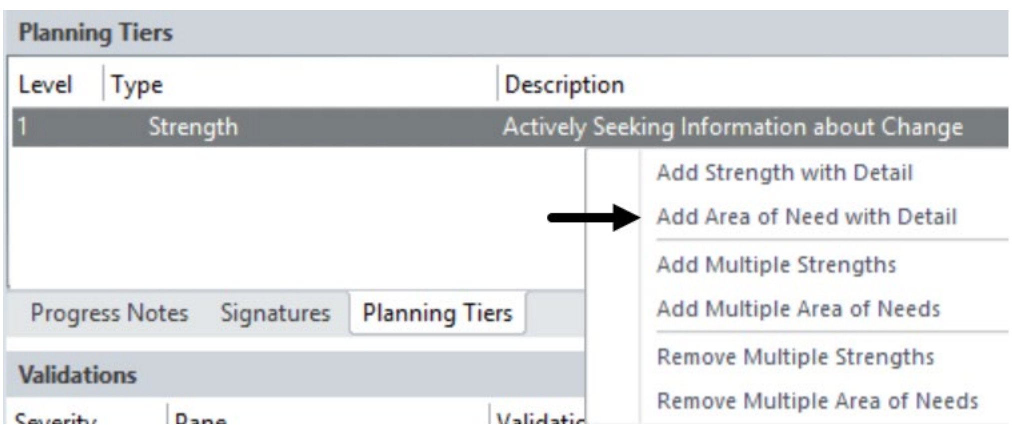
Adding an Area of Need:

The next step is to add an Area of Need.

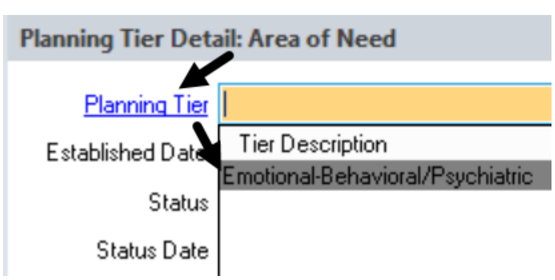
1. Right click in the white area of the Planning Tiers panel.



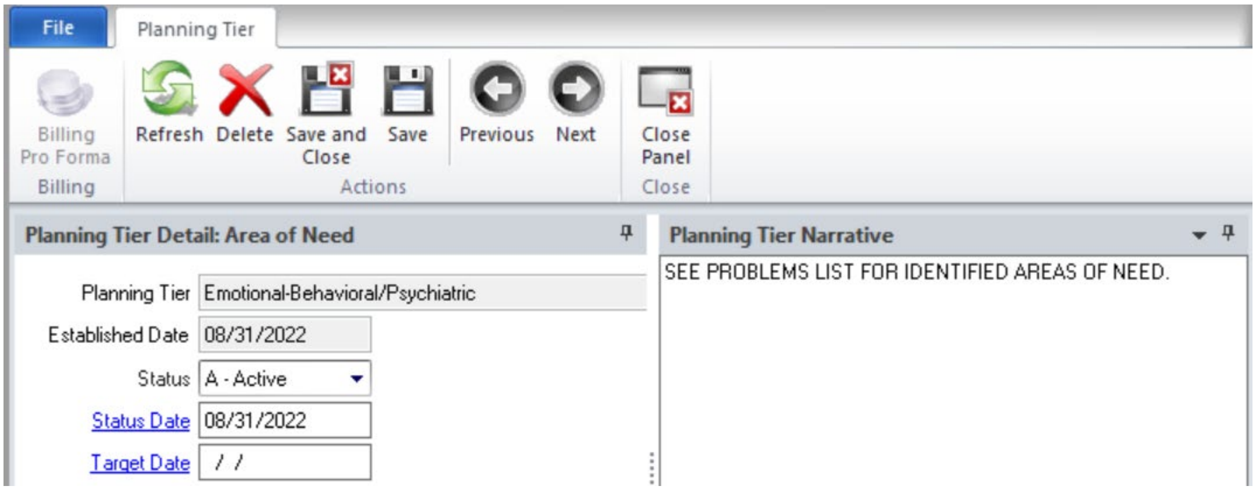
2. Select **Add Area of Need with Detail**.



3. Click on the **Planning Tier** hyperlink and select the Area of Need.



The Area of Need details and narrative populated in the Planning Tier.

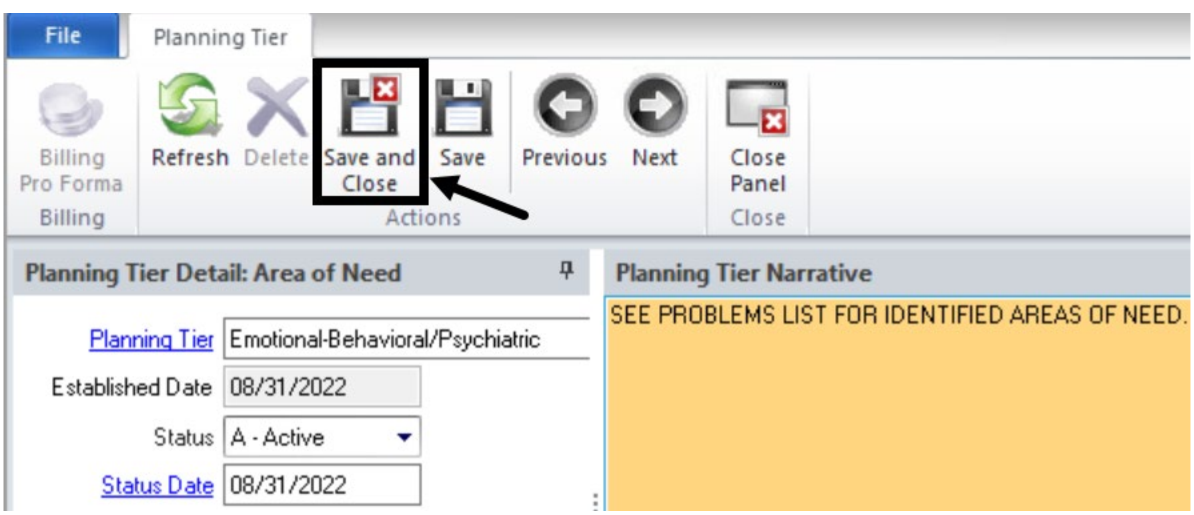


4. Completing the Area of Need Planning Tier Narrative will vary depending on the program family type or specialty.

   Programs will either defer to the Area of Need already identified in the Problem List or enter a more detailed narrative using a specialty template.

   a. Use the identified Area of Need in the Problems List.

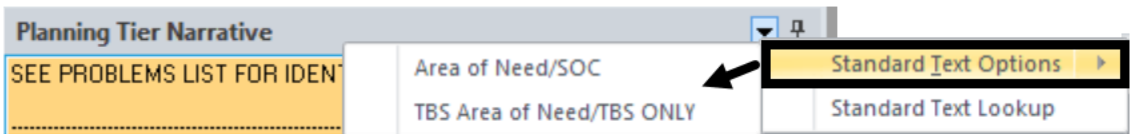
      1. The prepopulated narrative is sufficient. Click **Save and Close**.



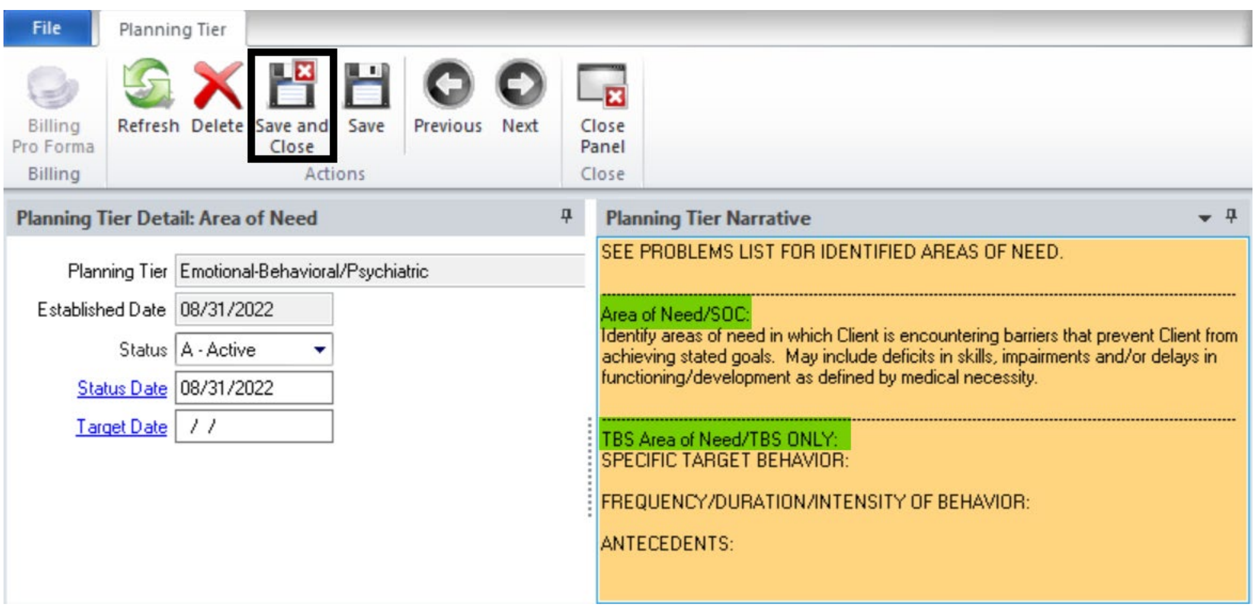
b. Use a standard template to narrate the Area of Need.

1. To access the standard text template, click the drop down menu.

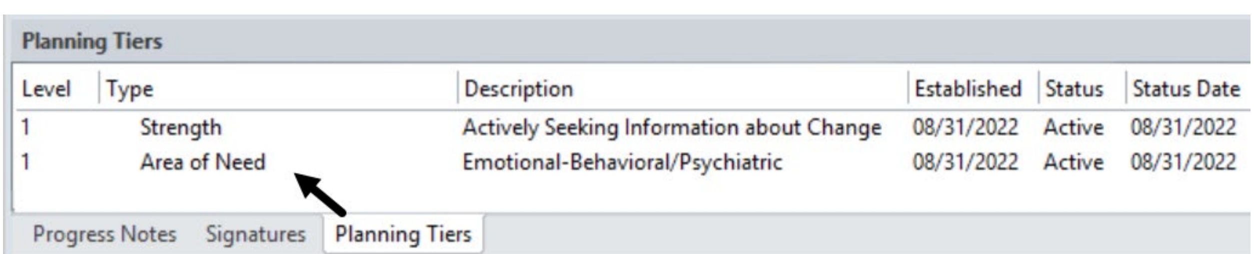
2. Hover over **Standard Text Options** and select the template.



3. The selected narrative template loaded in the Planning Tier Narrative. It includes prompts to help guide the narrative. Complete the narratives by following the prompts, and review for accuracy. Click **Save and Close**.



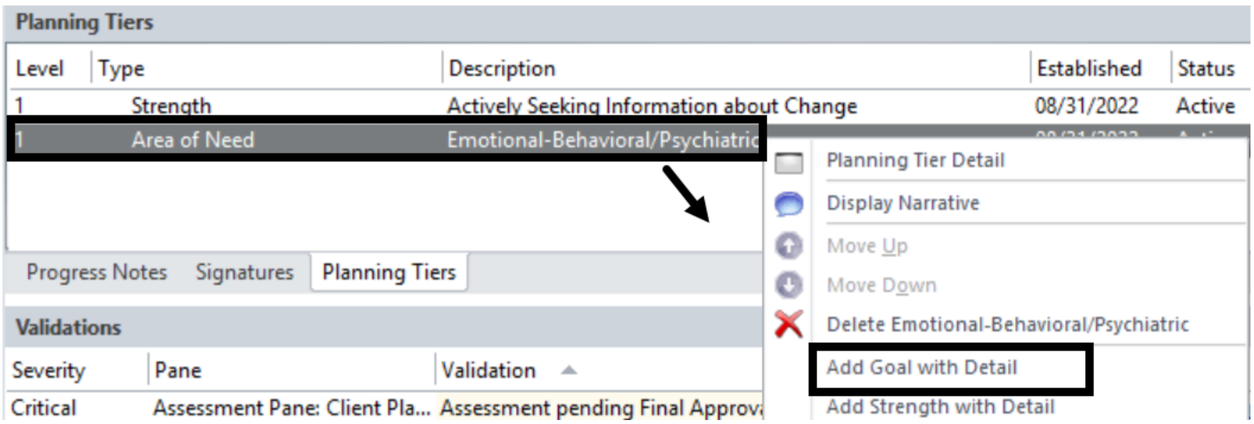
The completed Area of Need displays on the Planning Tiers panel.



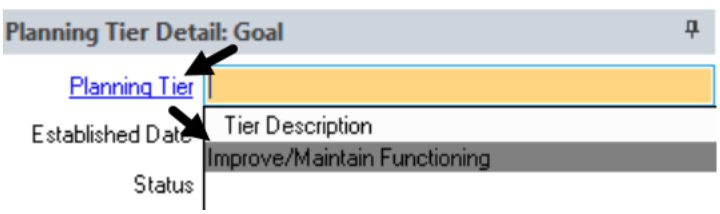
Adding a Goal:

The next step is to add a Goal.

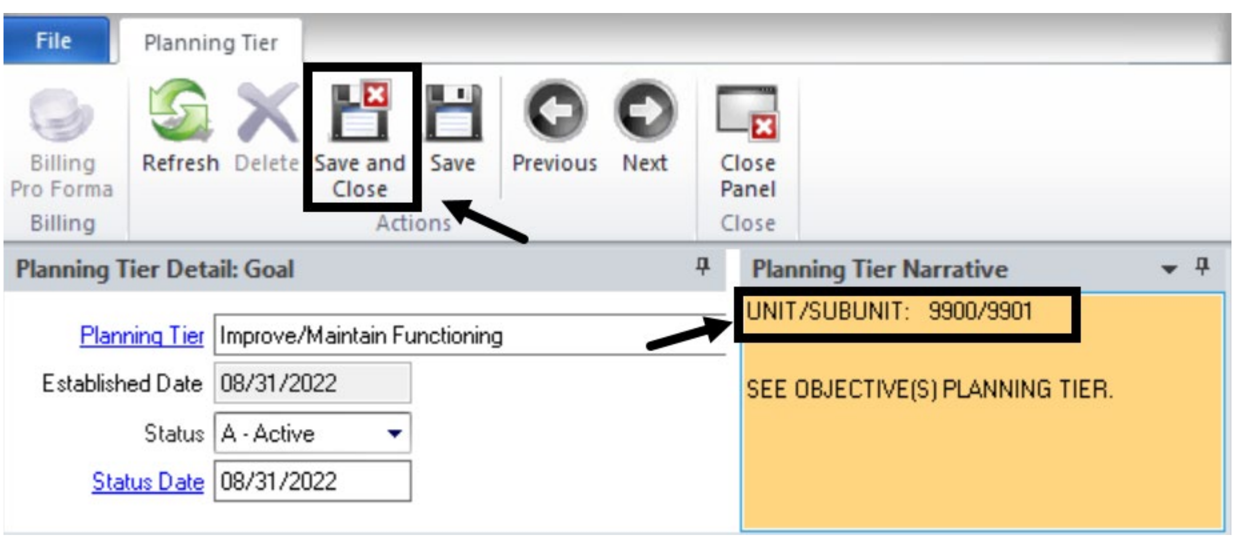
1. Right click on the Area of Need of the Planning Tiers, and from the drop down menu, select **Add Goal with Detail**.



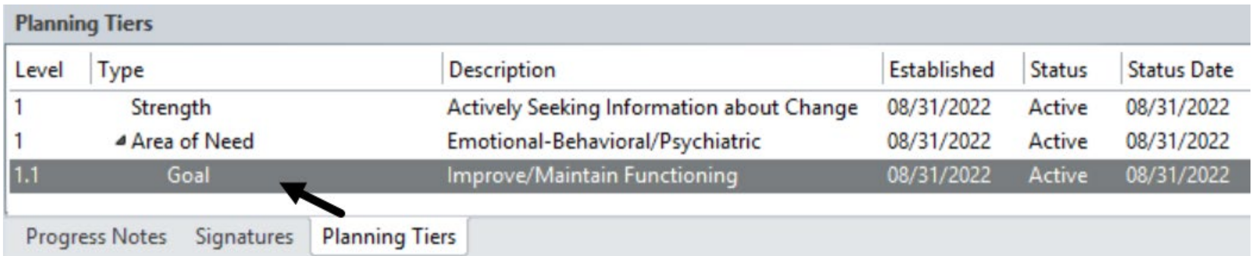
2. Click on the **Planning Tier** hyperlink and select the Goal.



3. The Goal details and narrative populated in the Planning Tier. Enter the unit/subunit and click **Save and Close**.



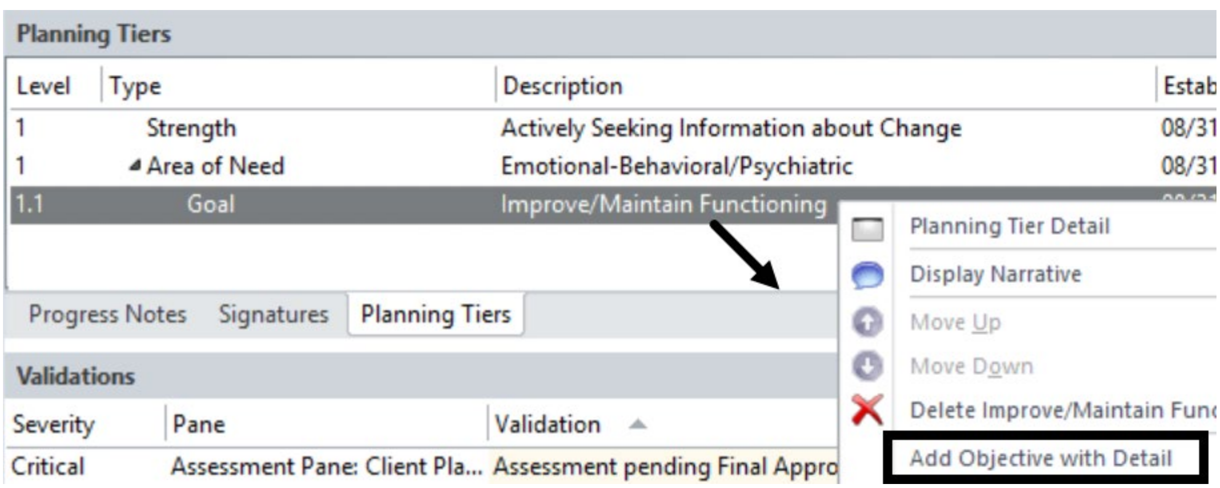
The completed Goal displays on the Planning Tiers panel.



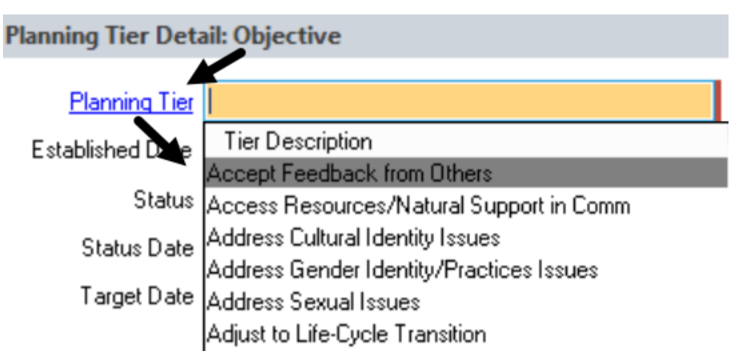
Adding an Objective:

The next step is to add an Objective.

1. Right click on the Goal of the Planning Tiers, and from the drop down menu, select **Add Objective with Detail**.



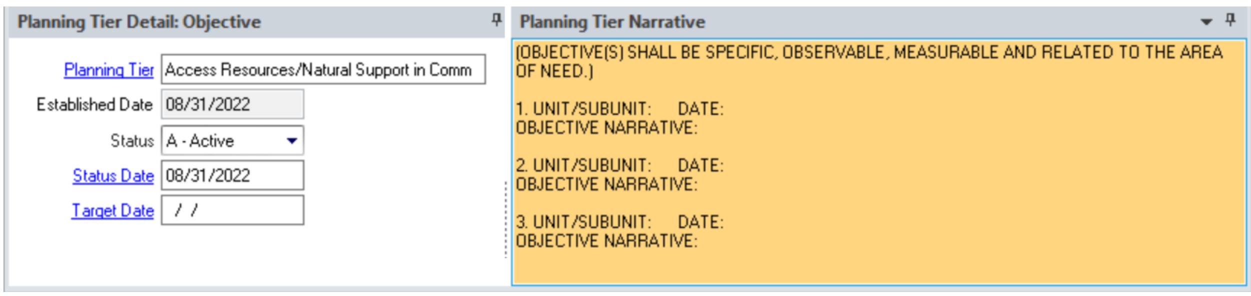
2. Click on the **Planning Tier** hyperlink and select the Objective.



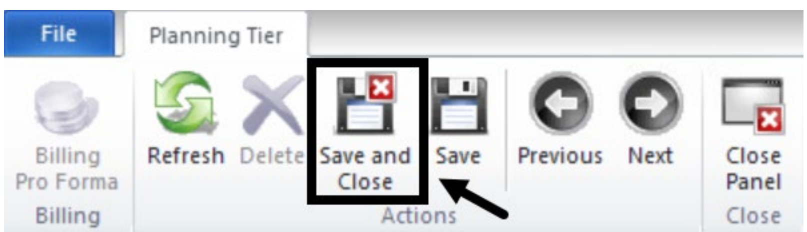
3 Completing the Objectives Planning Tier Narrative will vary depending on the program family type or specialty. Programs will either use the prepopulated template or use one of the saved narrative templates.

a. Use the prepopulated narrative template.

1. Enter the unit/subunit, date, and objective narratives.

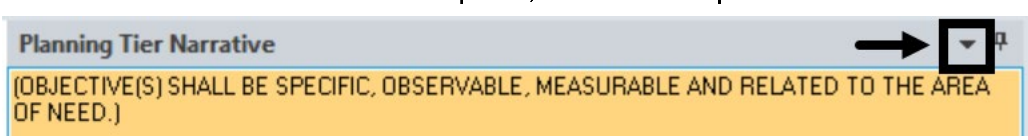


2. Click **Save and Close**.

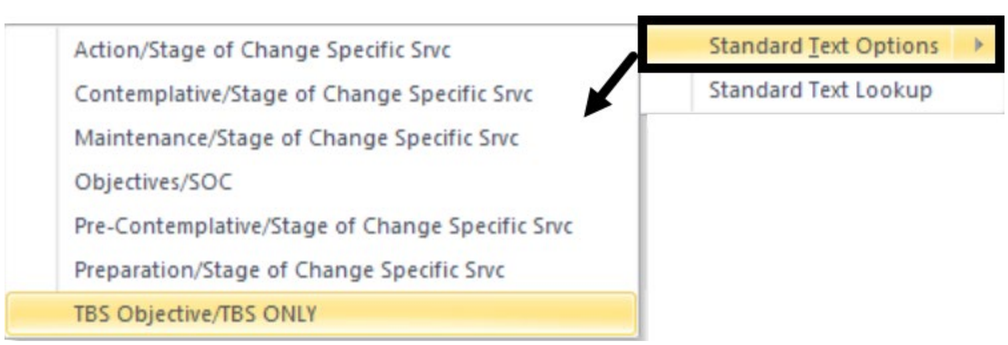


b. Use a saved Objective narrative template.

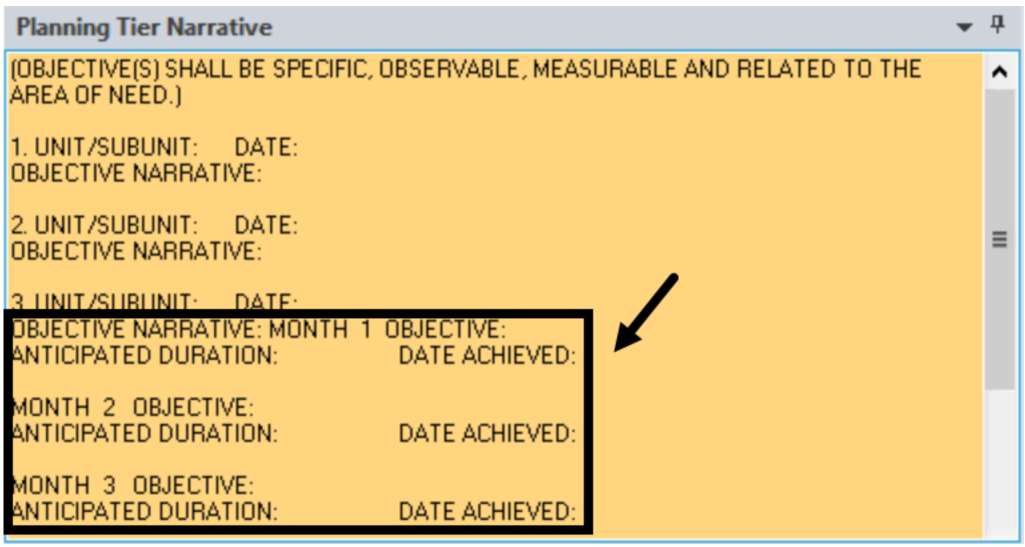
1. To access the standard text template, click the drop down menu.



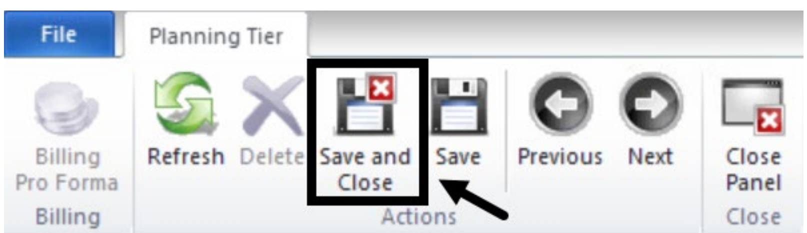
2. Hover over **Standard Text Options** and select the template.



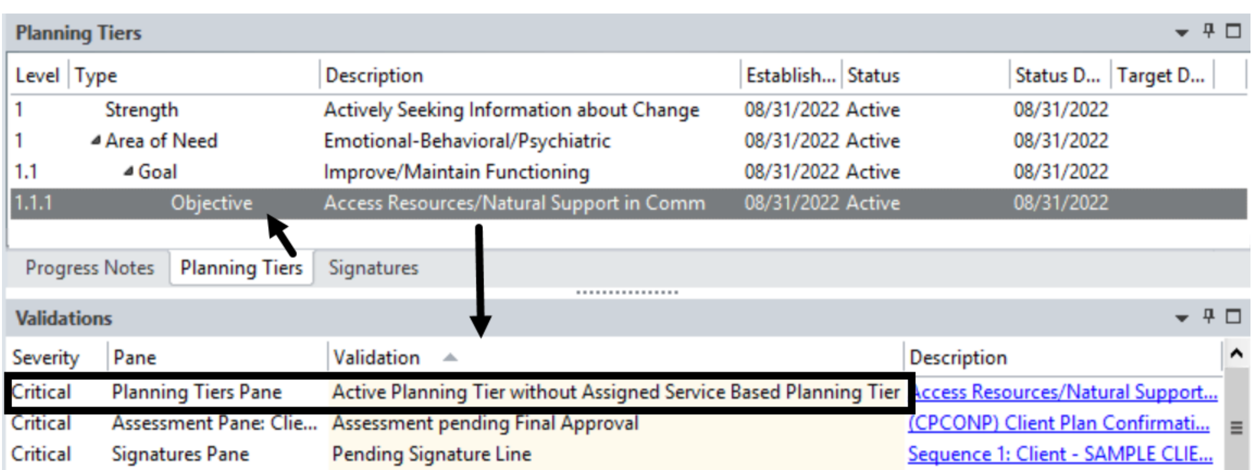
3. The selected narrative template is loaded in the Planning Tier Narrative showing prompts to help guide the narrative. To avoid confusion, delete the previously prepopulated narrative prompts first, and then following the new prompts, complete the Objective narratives.



4. Review the completed narratives for accuracy, and click **Save and Close**.



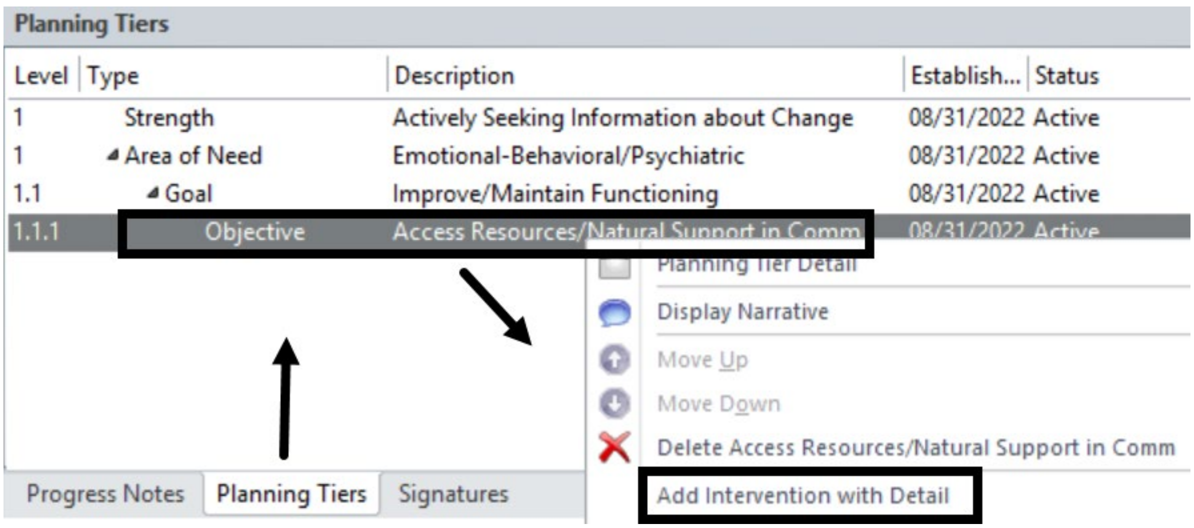
The Objective displays on the Planning Tiers panel, and a Critical item is added to the Validations panel. A service must be assigned to an Objective and will be covered next.



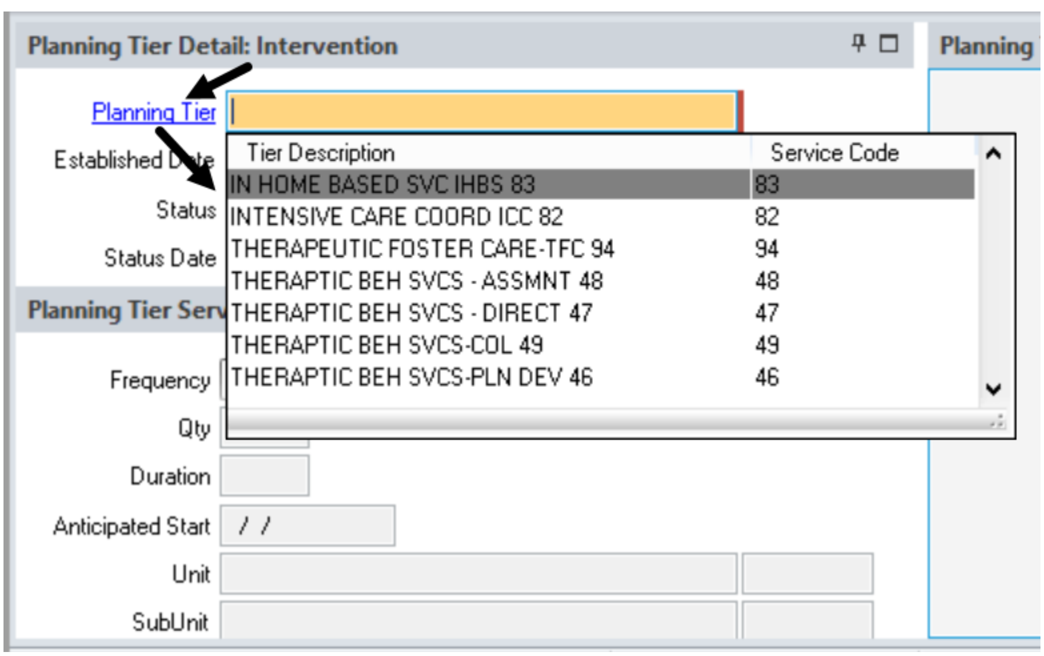
Adding Interventions:

The last elements to be added to the Client Plan are Interventions. Interventions in CCBH are the same as Service Codes. The Interventions (services) will be rendered to meet the Objectives and the Area of Need.

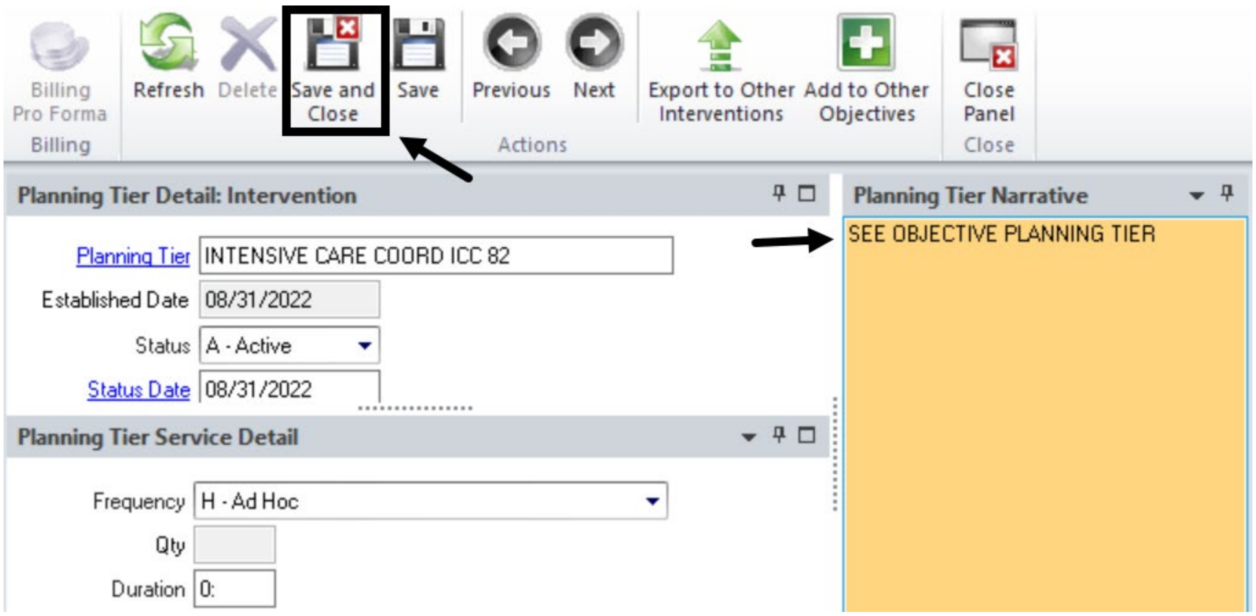
1. Right click on the Objective of the Planning Tiers, and from the drop down menu, select **Add Intervention with Detail**.



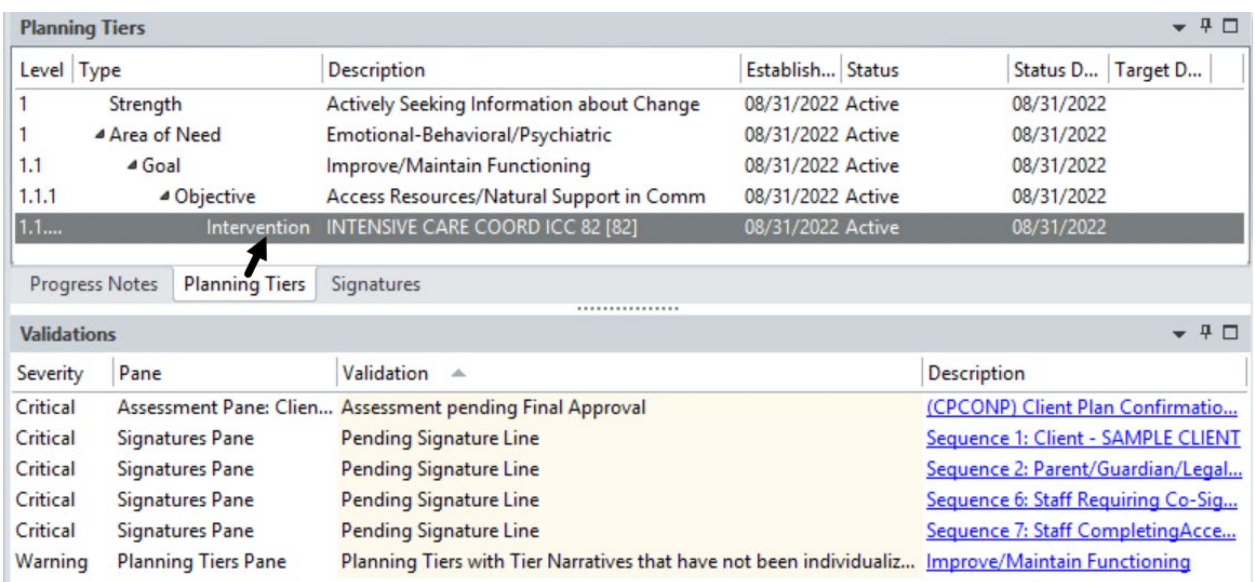
2. Click on the **Planning Tier** hyperlink and select the Intervention.



3 The selected Intervention is populated in the Planning Tier. The Planning Tier Service Detail section, located below the Intervention Planning Tier, is <u>not</u> used in the system of care. Since the Intervention narrative is combined with the Objective narratives, there is no need to narrate here. Click **Save and Close**.



The Intervention displays on the Planning Tiers panel, and the Critical item automatically cleared from the Validations panel.

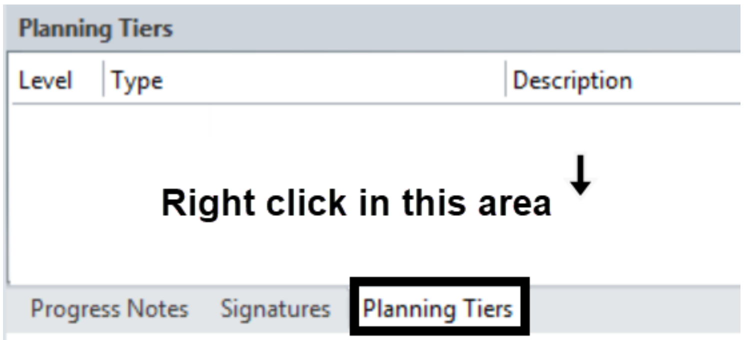


Multiple Planning Tiers

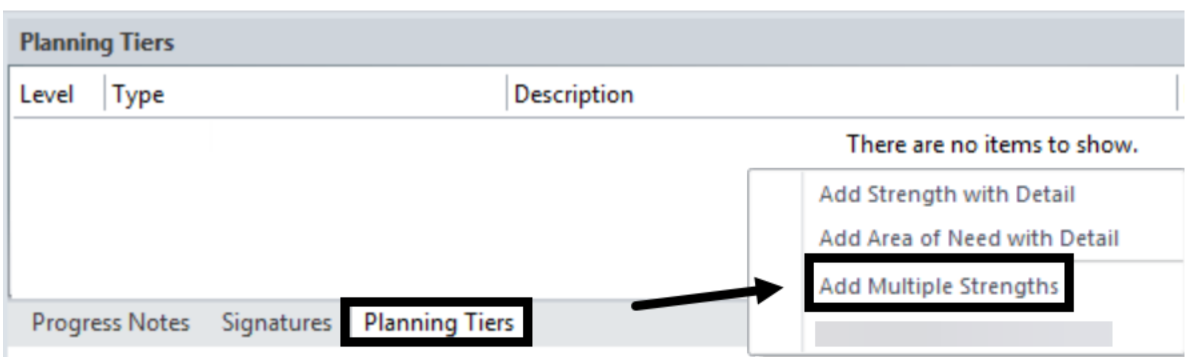
Some planning tiers, such as Strengths, Objectives, and Interventions can be added in multiples.

Adding Multiple Strengths

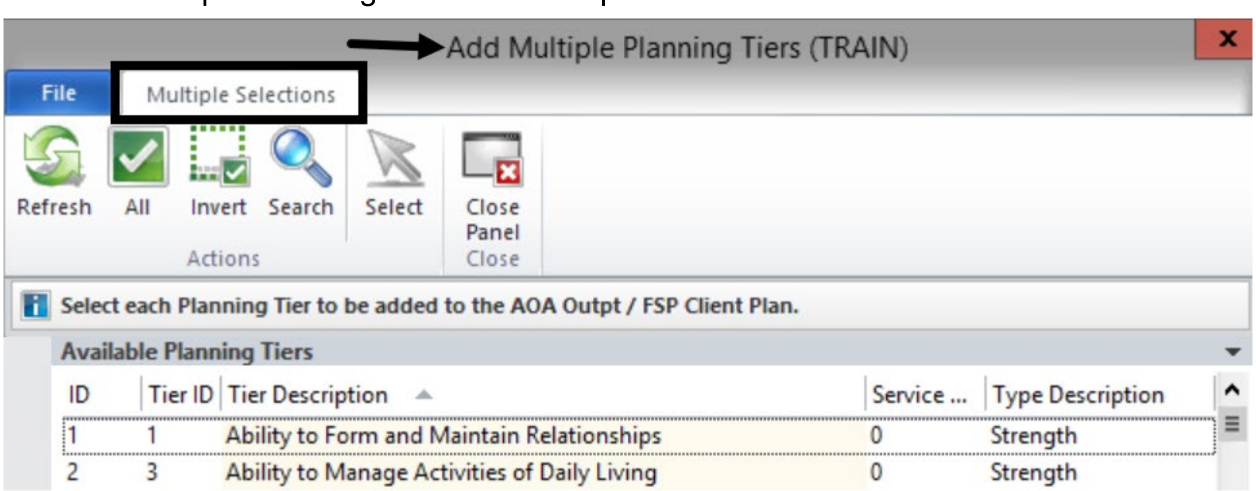
1. Right click in the white space of the Planning Tiers.



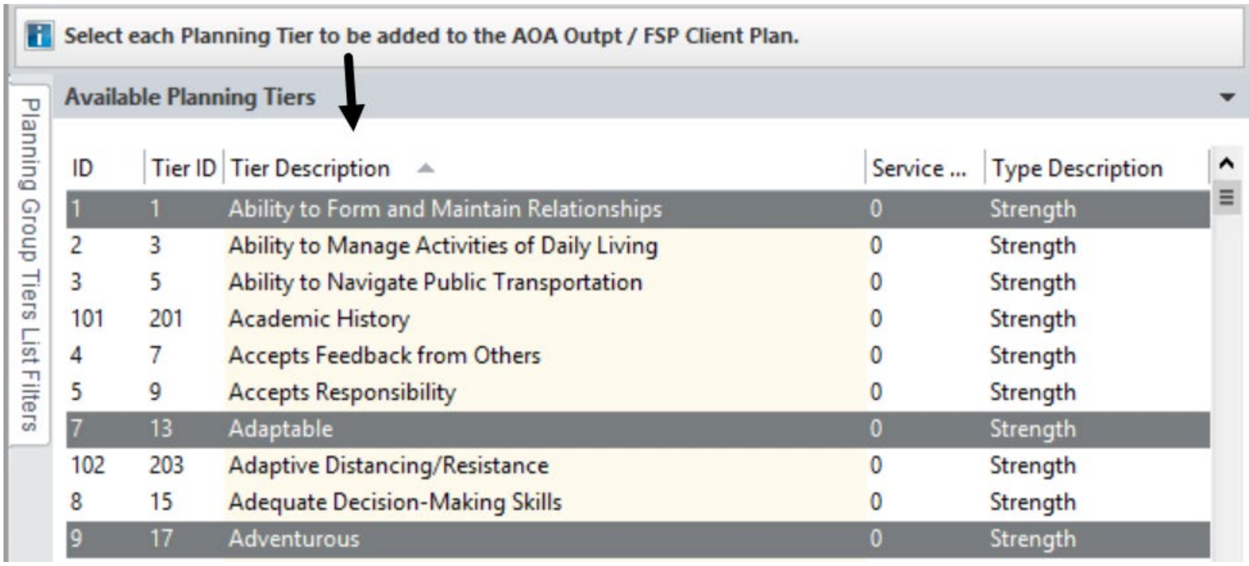
2. Click **Add Multiple Strengths**



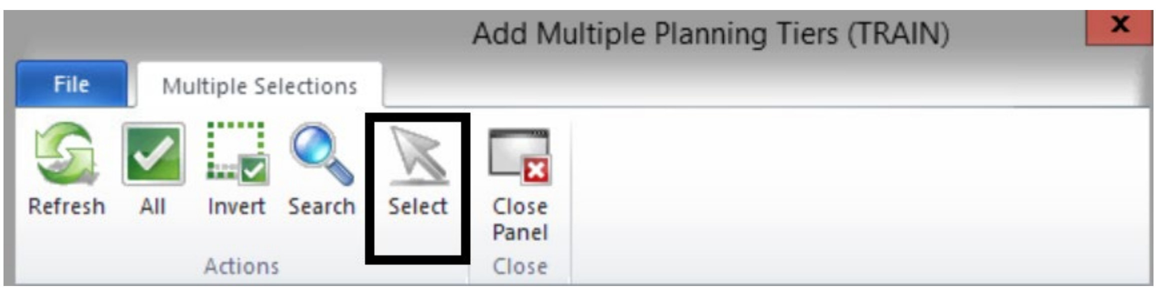
The Add Multiple Planning Tiers window opens.



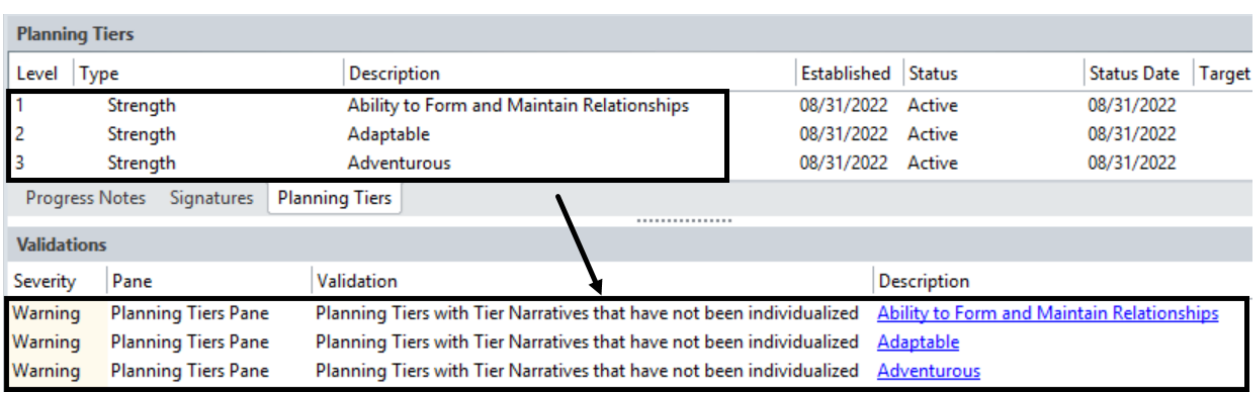
3. Single click the first Strength, and then hold down the Control key while at the same time single clicking the succeeding selections. The multiple Strengths selected are highlighted in gray.



4. Click **Select**.

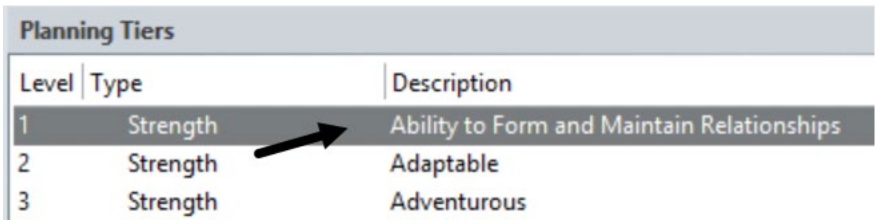


The selected Strengths display on the Planning Tiers. The Validations panel also shows warnings that the same Strengths have not been individualized.

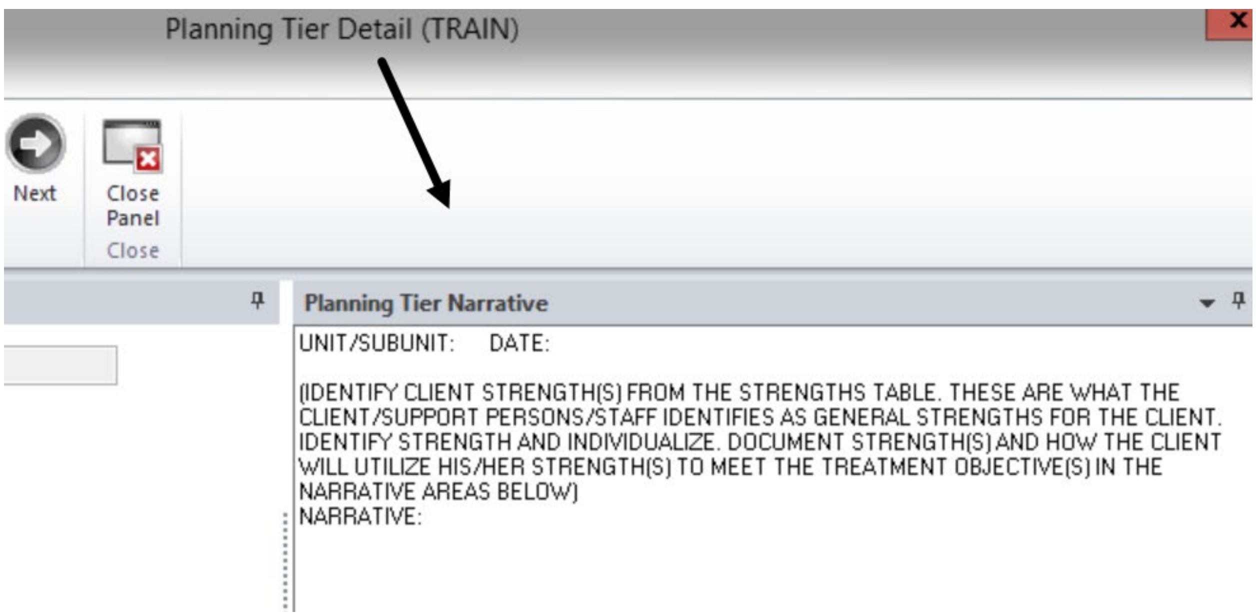


When a single tier is selected, the narrative section is automatically activated. However, when multiple tiers are added, the narratives do not automatically launch and must be manually addressed.

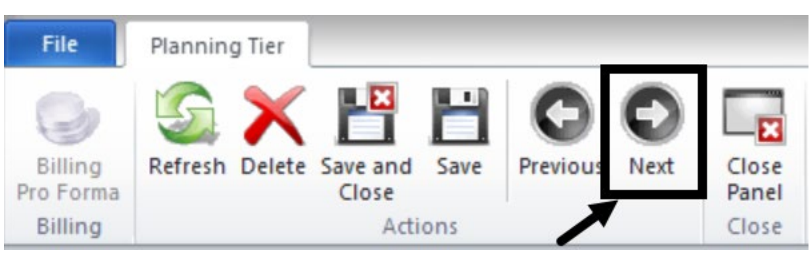
5. To add the narrative, double click on the Strength.



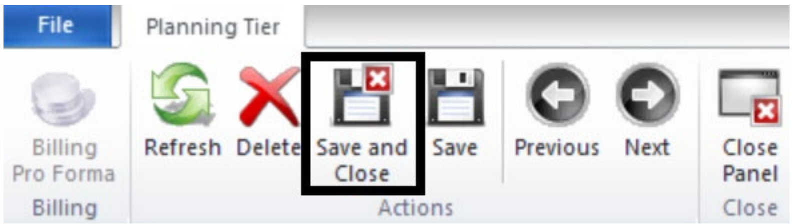
6. The Planning Tier Detail window opens. Click in the Planning Tier Narrative, add the unit/subunit, date, and narrative.



7. Click **Next**. This saves the entries for the current Strength, closes the window, and opens the next planning tier detail.



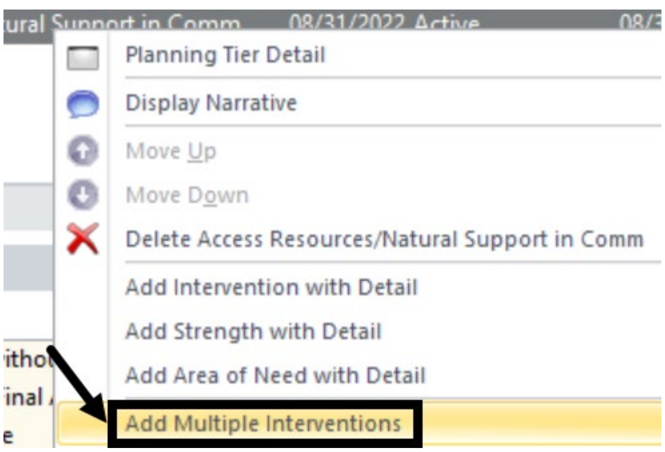
Repeat steps 5-7 until all narratives have been entered. After all narratives have been entered, click **Save and Close**.



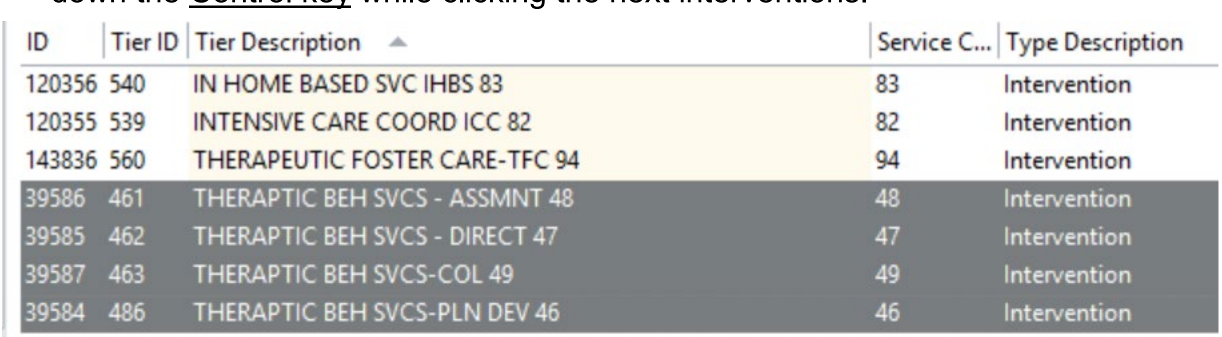
Adding Multiple Interventions

1. Right click anywhere on the Objective Planning Tier.

2. Click **Add Multiple Interventions**

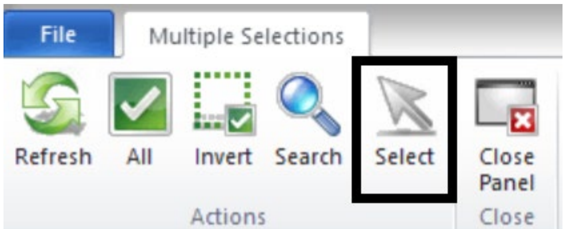


3. The table of interventions opens. Single click the first intervention, and then hold down the Control key while clicking the next interventions.

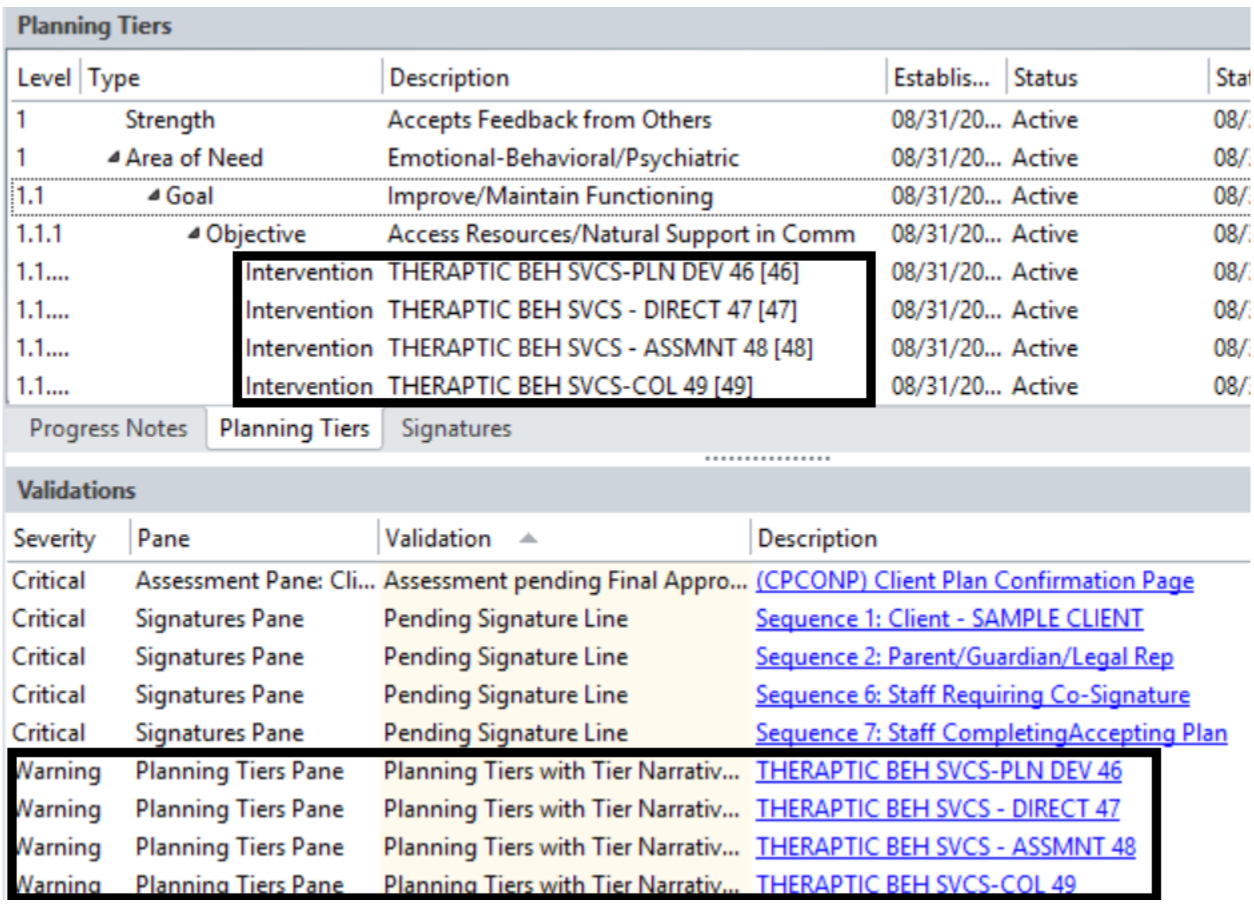


ID	Tier ID	Tier Description	Service C...	Type Description
120356	540	IN HOME BASED SVC IHBS 83	83	Intervention
120355	539	INTENSIVE CARE COORD ICC 82	82	Intervention
143836	560	THERAPEUTIC FOSTER CARE-TFC 94	94	Intervention
39586	461	THERAPTIC BEH SVCS - ASSMNT 48	48	Intervention
39585	462	THERAPTIC BEH SVCS - DIRECT 47	47	Intervention
39587	463	THERAPTIC BEH SVCS-COL 49	49	Intervention
39584	486	THERAPTIC BEH SVCS-PLN DEV 46	46	Intervention

4. Click **Select**.



The selected Interventions display on the Planning Tiers. The Validations panel also shows warnings that the same Interventions have not been individualized.



Planning Tiers

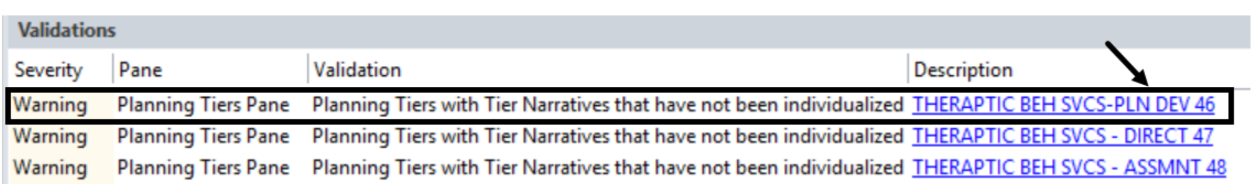
Level	Type	Description	Establis...	Status	Sta
1	Strength	Accepts Feedback from Others	08/31/20...	Active	08/
1	Area of Need	Emotional-Behavioral/Psychiatric	08/31/20...	Active	08/
1.1	Goal	Improve/Maintain Functioning	08/31/20...	Active	08/
1.1.1	Objective	Access Resources/Natural Support in Comm	08/31/20...	Active	08/
1.1....	Intervention	THERAPTIC BEH SVCS-PLN DEV 46 [46]	08/31/20...	Active	08/
1.1....	Intervention	THERAPTIC BEH SVCS - DIRECT 47 [47]	08/31/20...	Active	08/
1.1....	Intervention	THERAPTIC BEH SVCS - ASSMNT 48 [48]	08/31/20...	Active	08/
1.1....	Intervention	THERAPTIC BEH SVCS-COL 49 [49]	08/31/20...	Active	08/

Progress Notes | Planning Tiers | Signatures

Validations

Severity	Pane	Validation	Description
Critical	Assessment Pane: Cli...	Assessment pending Final Appro...	(CPCONP) Client Plan Confirmation Page
Critical	Signatures Pane	Pending Signature Line	Sequence 1: Client - SAMPLE CLIENT
Critical	Signatures Pane	Pending Signature Line	Sequence 2: Parent/Guardian/Legal Rep
Critical	Signatures Pane	Pending Signature Line	Sequence 6: Staff Requiring Co-Signature
Critical	Signatures Pane	Pending Signature Line	Sequence 7: Staff CompletingAccepting Plan
Warning	Planning Tiers Pane	Planning Tiers with Tier Narrativ...	THERAPTIC BEH SVCS-PLN DEV 46
Warning	Planning Tiers Pane	Planning Tiers with Tier Narrativ...	THERAPTIC BEH SVCS - DIRECT 47
Warning	Planning Tiers Pane	Planning Tiers with Tier Narrativ...	THERAPTIC BEH SVCS - ASSMNT 48
Warning	Planning Tiers Pane	Planning Tiers with Tier Narrativ...	THERAPTIC BEH SVCS-COL 49

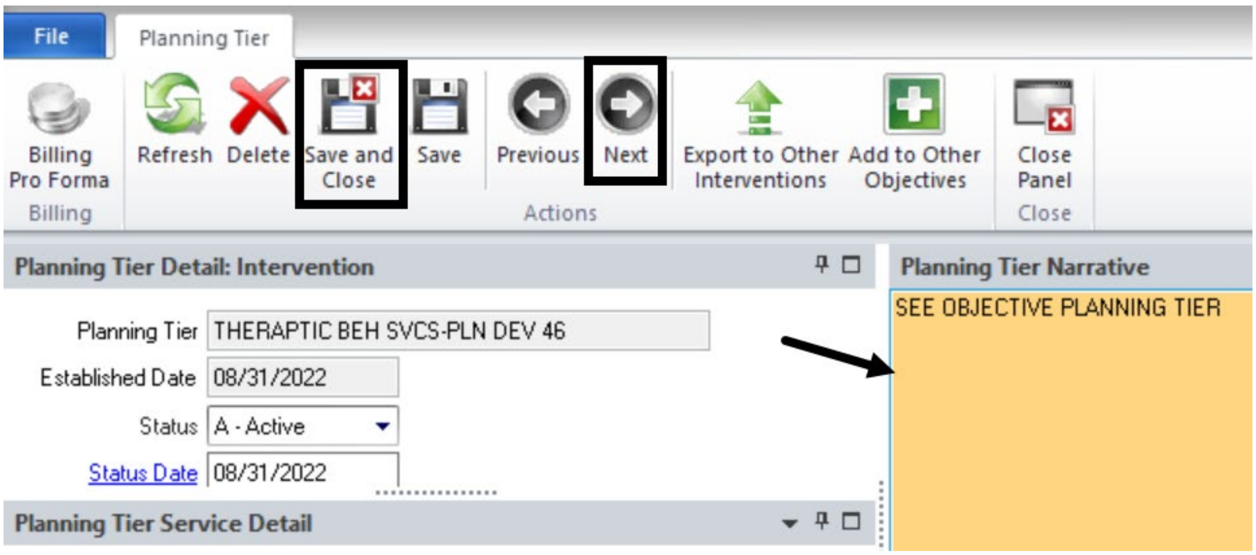
5. To address the warnings, click one of the narrative hyperlinks.



Validations

Severity	Pane	Validation	Description
Warning	Planning Tiers Pane	Planning Tiers with Tier Narratives that have not been individualized	THERAPTIC BEH SVCS-PLN DEV 46
Warning	Planning Tiers Pane	Planning Tiers with Tier Narratives that have not been individualized	THERAPTIC BEH SVCS - DIRECT 47
Warning	Planning Tiers Pane	Planning Tiers with Tier Narratives that have not been individualized	THERAPTIC BEH SVCS - ASSMNT 48

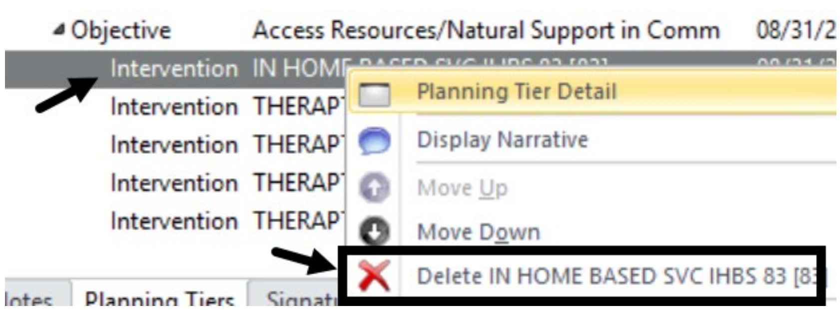
6. The Planning Tier Detail window opens. Complete as appropriate and click **Next** to go to the next planning tier. On the last narrative plan tier, click **Save and Close.**



Removing a Planning Tier

If a planning tier was incorrectly added, it can be deleted as long as the Client Plan is not final approved.

To delete a planning tier, **right click** on the specific planning tier that was incorrectly added, and click **Delete**.

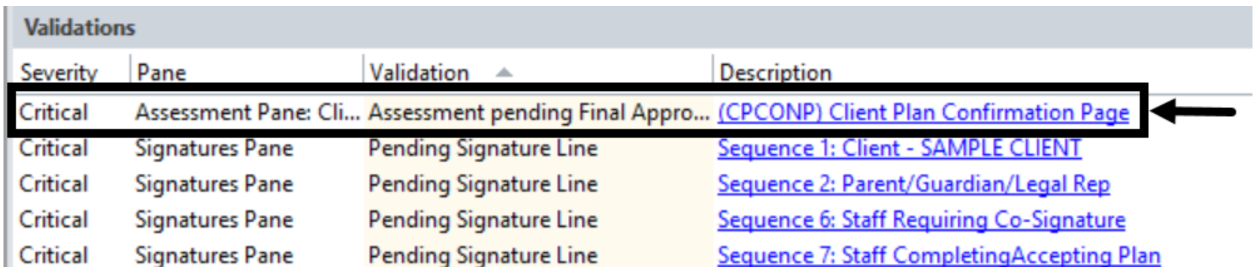


*Note: Do **NOT** click the Delete/Void button on the ribbon of the Client Plan as this will delete the whole Client Plan. Once a Client Plan is deleted, it cannot be restored. It is completely gone from the system.*

CLIENT PLAN CONFIRMATION PAGE

The Client Plan Confirmation Page is required each time a new Client Plan is created. This includes a new plan, when a plan is revised, and when a plan is reviewed. It will be listed as a Critical validation, to be completed before the Client Plan is signed and final approved.

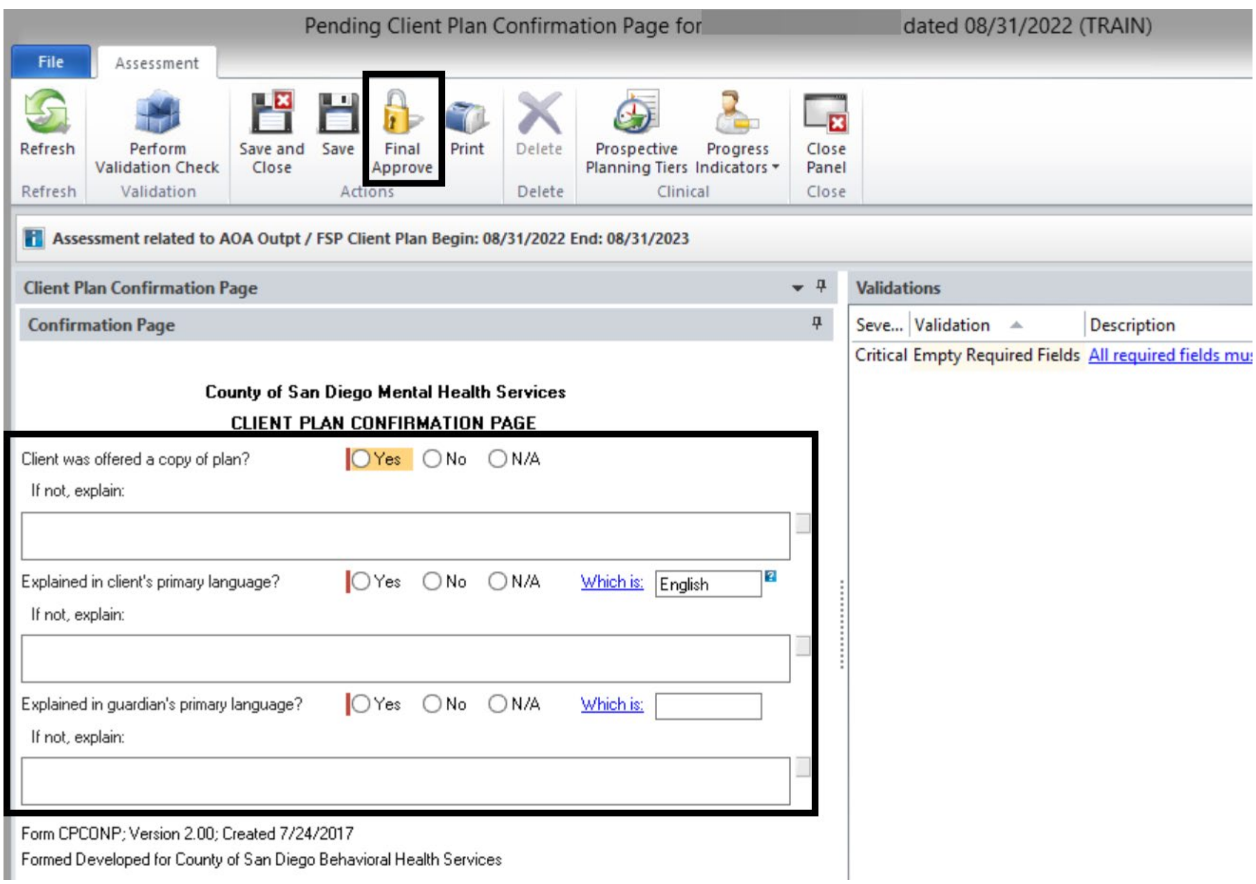
1. Single click on the hyperlink in the Validations Pane.



Validations

Severity	Pane	Validation	Description
Critical	Assessment Pane: Cli...	Assessment pending Final Appro...	(CPCONP) Client Plan Confirmation Page
Critical	Signatures Pane	Pending Signature Line	Sequence 1: Client - SAMPLE CLIENT
Critical	Signatures Pane	Pending Signature Line	Sequence 2: Parent/Guardian/Legal Rep
Critical	Signatures Pane	Pending Signature Line	Sequence 6: Staff Requiring Co-Signature
Critical	Signatures Pane	Pending Signature Line	Sequence 7: Staff CompletingAccepting Plan

2. Complete the “Client Plan Confirmation Page”, and click **Final Appove**.

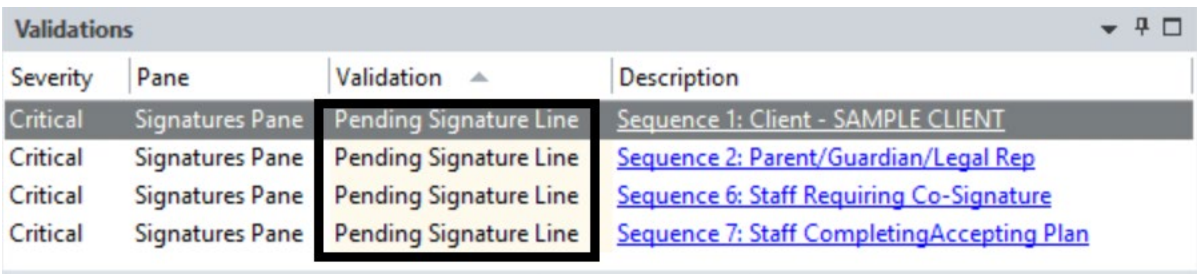


CLIENT PLAN VALIDATIONS, WARNINGS, AND SIGNATURES

Once the Client Plan has been created, the Critical and Warning Validations must be resolved. Critical indicates a required action must be completed in order for the Client Plan to be finalized. Warnings indicate an important aspect of a planning tier is missing. For example, a Strength may be missing an individualized narrative.

Completing Pending Signature Lines

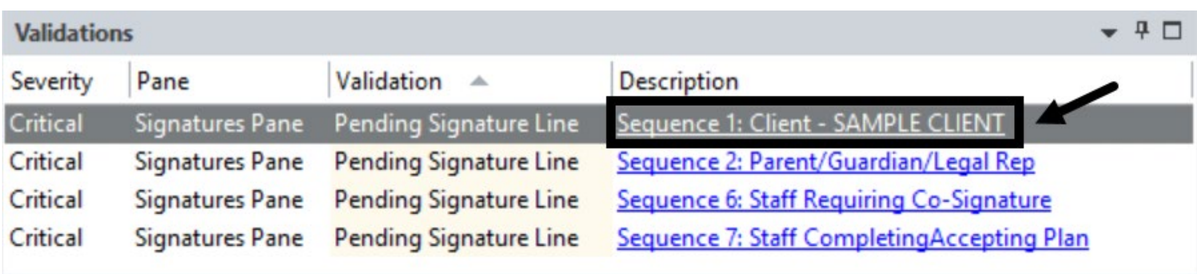
Validations address pending signatures and must be resolved before Final Approval.


Validations

Severity	Pane	Validation	Description
Critical	Signatures Pane	Pending Signature Line	Sequence 1: Client - SAMPLE CLIENT
Critical	Signatures Pane	Pending Signature Line	Sequence 2: Parent/Guardian/Legal Rep
Critical	Signatures Pane	Pending Signature Line	Sequence 6: Staff Requiring Co-Signature
Critical	Signatures Pane	Pending Signature Line	Sequence 7: Staff CompletingAccepting Plan

Sequence 1: Client Signature

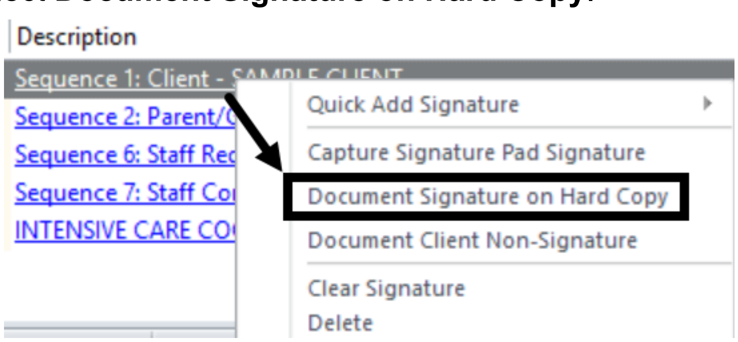
There are several options for resolving the client signature, but first select the first signature line **Sequence 1: Client**.


Validations

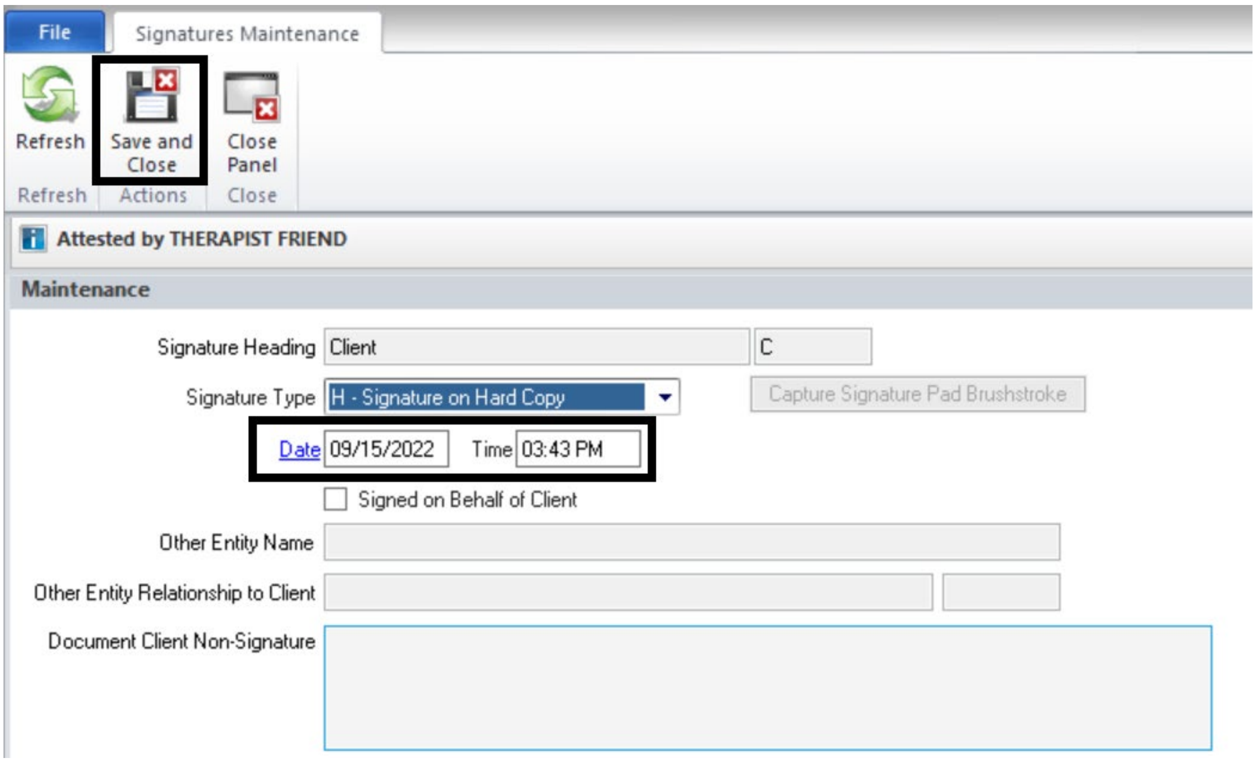
Severity	Pane	Validation	Description
Critical	Signatures Pane	Pending Signature Line	Sequence 1: Client - SAMPLE CLIENT
Critical	Signatures Pane	Pending Signature Line	Sequence 2: Parent/Guardian/Legal Rep
Critical	Signatures Pane	Pending Signature Line	Sequence 6: Staff Requiring Co-Signature
Critical	Signatures Pane	Pending Signature Line	Sequence 7: Staff CompletingAccepting Plan

A. Client Signed the Client Plan or Someone Signed on behalf of the Client:

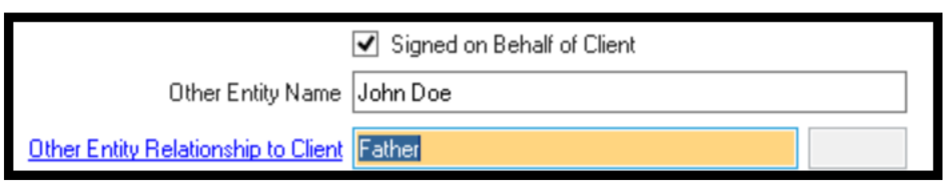
1. Select **Document Signature on Hard Copy**.



2. The Signature Maintenance window launches. If the client signed the plan, enter the date/time of the signature, and click **Save and Close**.



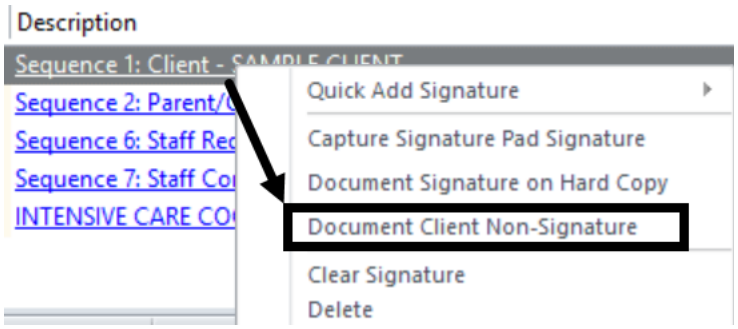
If another person signed the plan on behalf of the client, check the box next to Signed on Behalf of Client, enter the name of the person who signed for the client, and select the person's relationship to the client. Verify accuracy and click **Save and Close**.



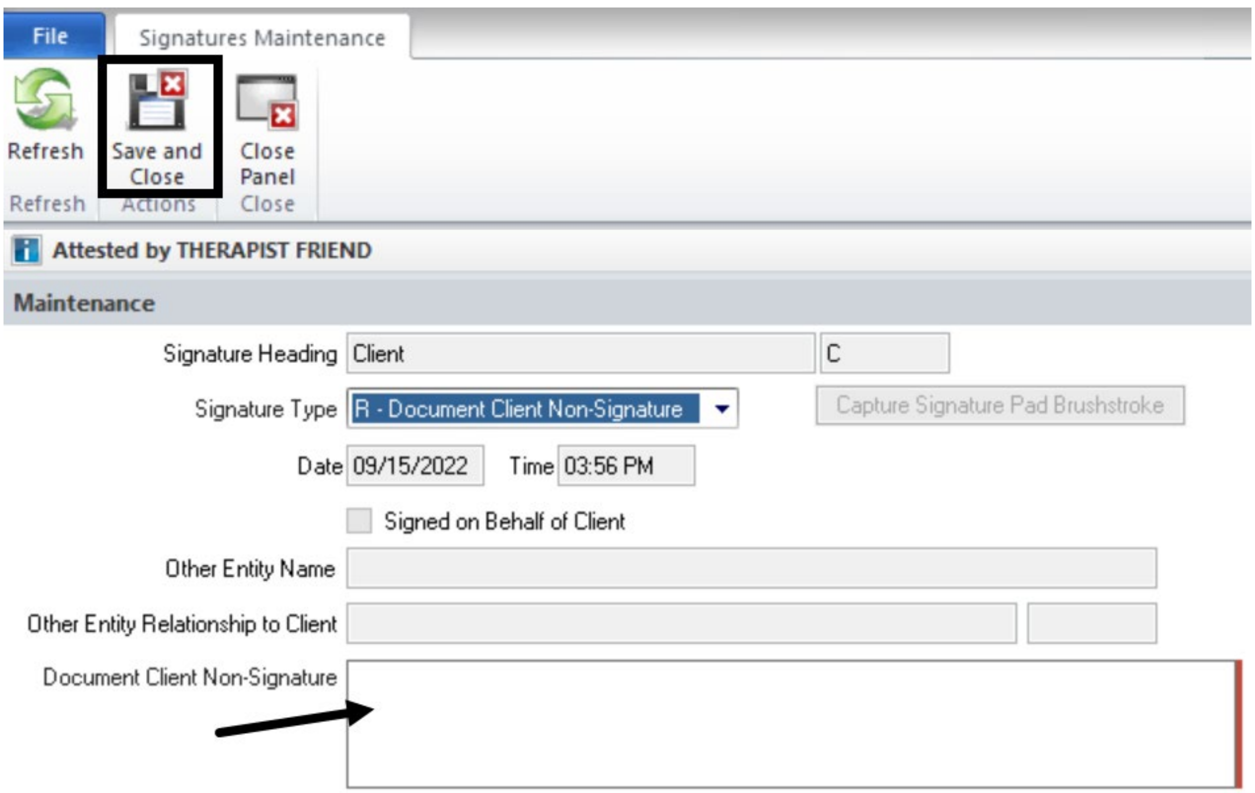
3. At the Password prompt, enter the password to attest to the accuracy of the signature information. Click **Ok**.

B. <u>Client Did NOT Sign the Client Plan</u>:

1. Select **Document Client Non-Signature**.



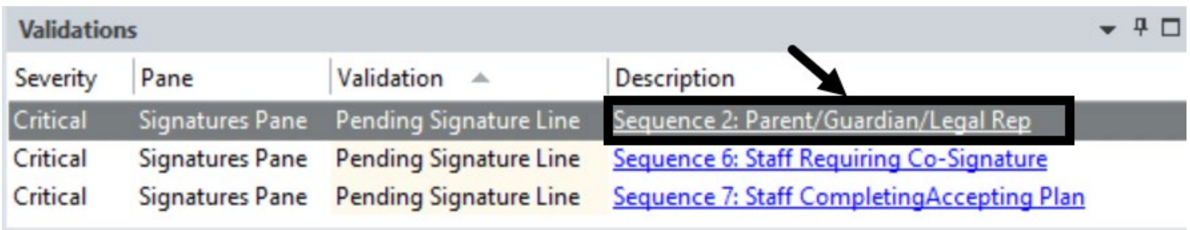
2. The Signatures Maintenance window launches. Enter the reason for client non-signature, and click **Save and Close**.



3. At the Password prompt, enter the password to attest to the reason for client non-signature. Click **Ok**.

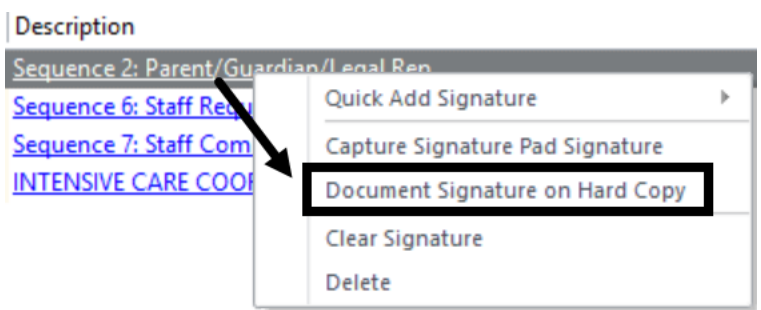
Sequence 2: Parent/Guardian/Legal Representative

There are several options for resolving the Sequence 2 signature line, but first click **Sequence 2: Parent/Guardian/Legal Rep**.

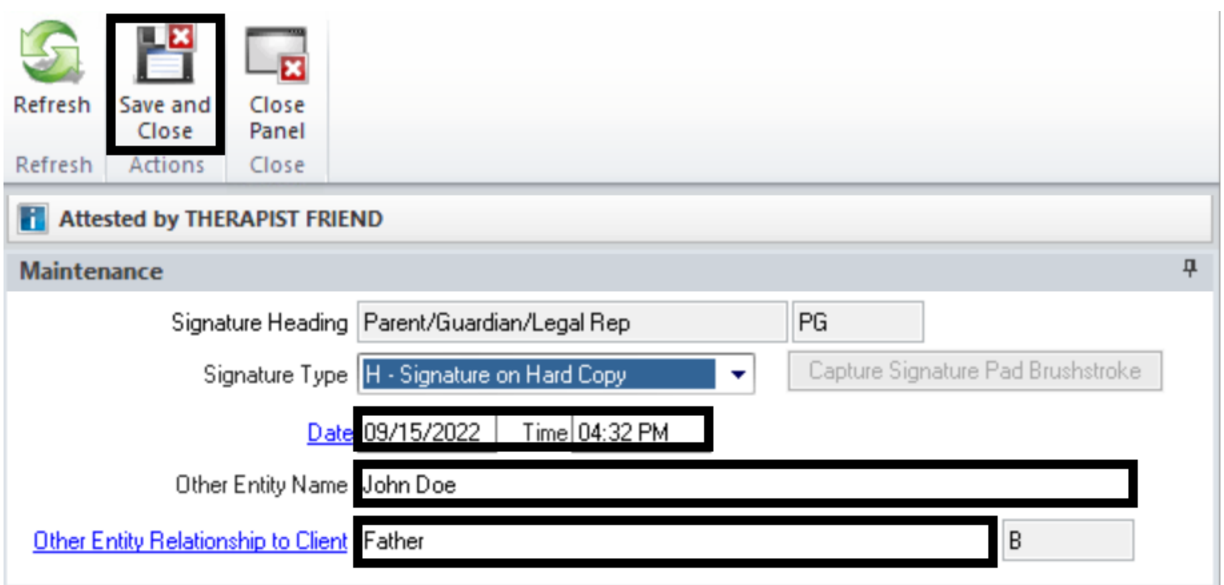


A. Parent, Guardian, or Legal Representative Signed the Client Plan:

1. Select **Document Signature on Hard Copy** if a parent, guardian, or legal representative signed.



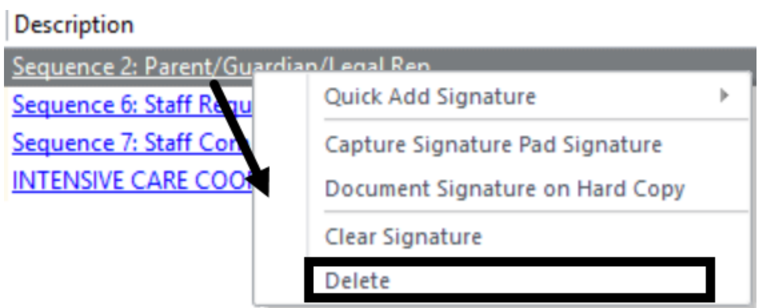
2. Complete the date/time of signature, name of the person who signed, and select the relationship to the client. Click **Save and Close**.



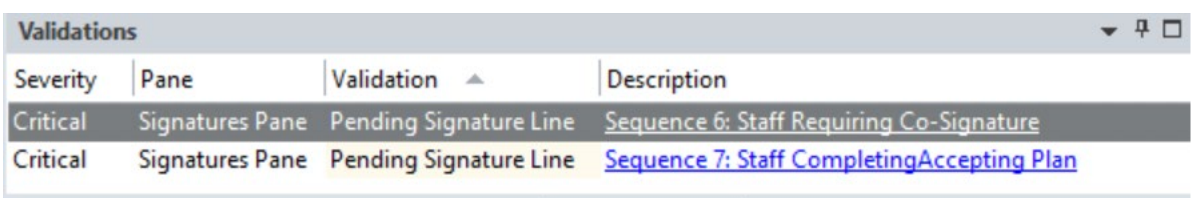
3. At the Password prompt, enter password and click **Ok**.

B. <u>Parent/Guardian/Legal Rep Did NOT Sign the Client Plan</u>:

1. If no one signed the Sequence 2: Parent/Guardian/Legal Rep signature line, click **Delete**.

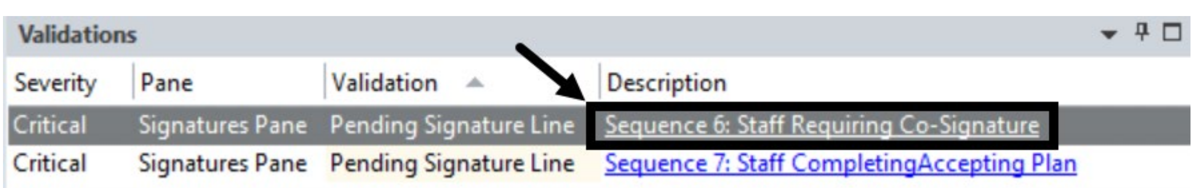


After the client related signature lines have been completed, the remaining signature lines Sequence 6 and Sequence 7 pertain to staff completing and approving the Client Plan.



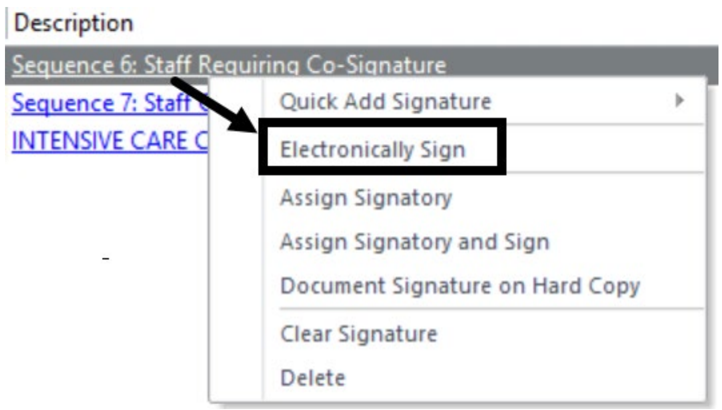
Sequence 6: Staff Requiring Co-Signature

There are two options to resolving the Sequence 6 signature line, but first click **Sequence 6: Staff Requiring Co-Signature**.



A. <u>Staff Who Completed the Client Plan Requires a Co-Signature</u>:

1. If the staff is not credentialed to sign and final approve the Client Plan, select **Electronically Sign**.



2. At the Password prompt, enter password and click **Ok**.

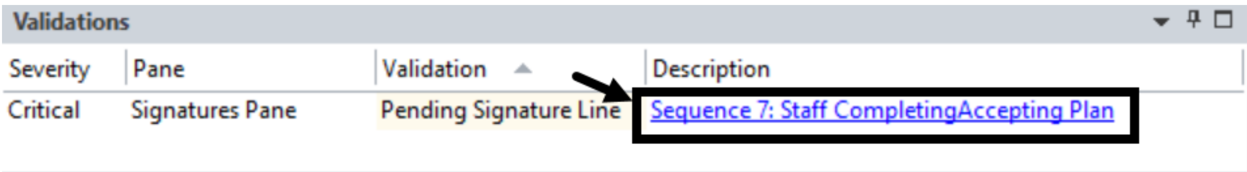
B. <u>Staff Who Completed the Client Plan Does NOT Require a Co-Signature</u>:

1. If the staff is credentialed to sign and final approve the Client Plan, click **Delete**.

Completing either Option A or Option B above clears Sequence 6 from the Validations panel.

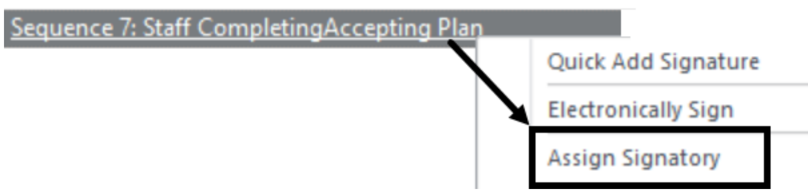
Sequence 7: Staff Completing/Accepting Plan

There are two options to resolving the Sequence 7 signature line, but first click **Sequence 7: Staff CompletingAccepting Plan**.

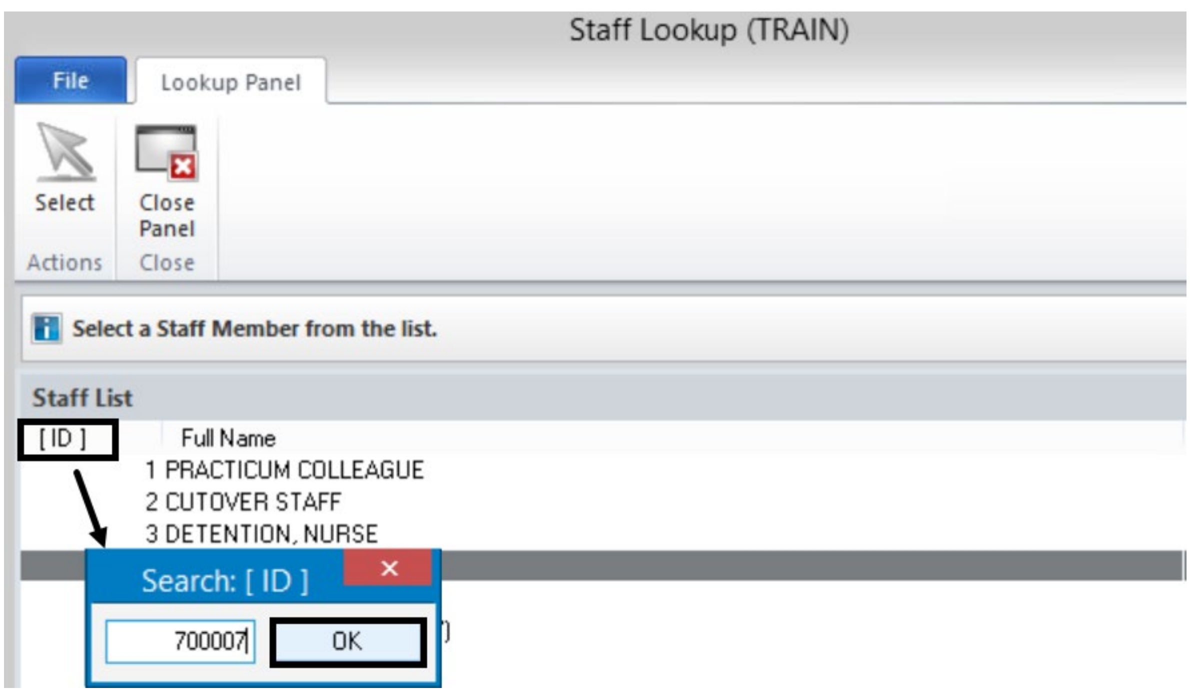


A. <u>Staff Who Completed the Client Plan Requires a Co-Signature</u>:

1. If the staff who completed the Client Plan is not credentialed to sign and final approve it, select **Assign Signatory**.

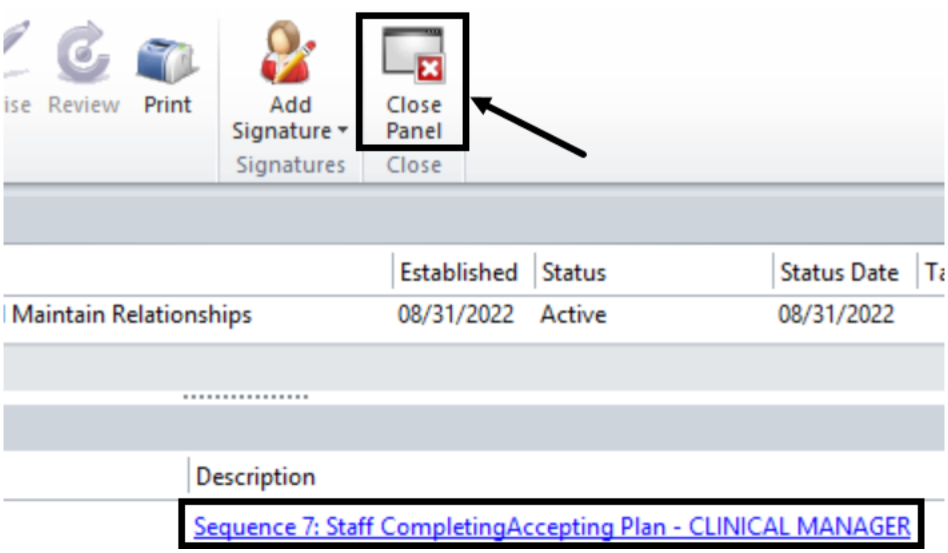


2. The Staff Lookup table opens. Click in the **ID** column and <u>start typing</u> the <u>co-signer's CCBH ID number</u>. A Search box appears. Click **Ok**.

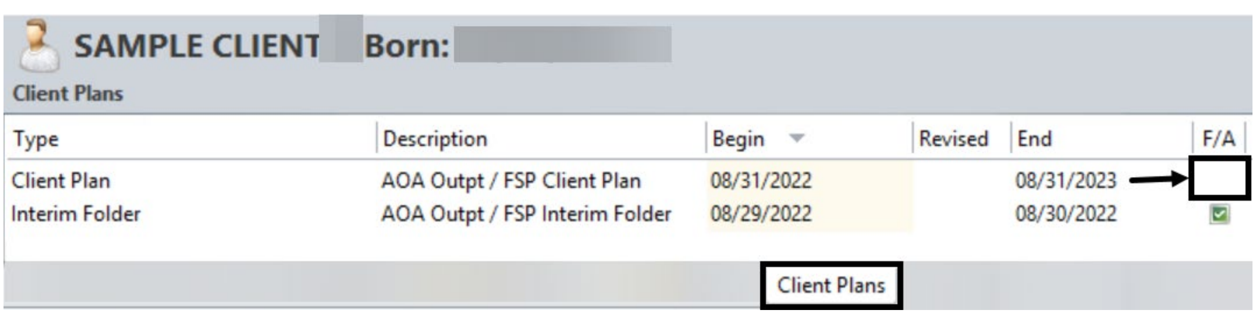


3. To confirm the selected co-signer, click **Select**.

4. Sequence 7 displays the name of the selected co-signer. Click **Close Panel**. Only one staff can actively work on a pending Client Plan.

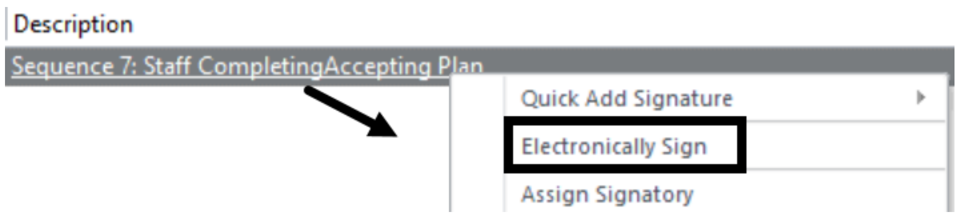


A pending Client Plan displays on the Client Plans pane. The F/A column is blank and does not show a green check mark.



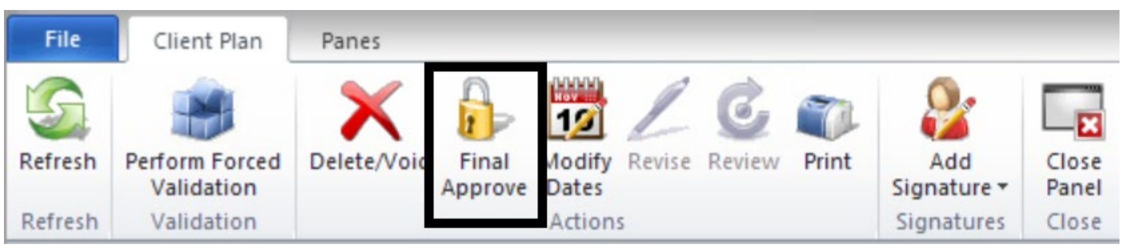
B. <u>Staff Who Completed the Client Plan Does NOT Require a Co-Signature</u>:

1. If the staff is credentialed to sign and final approve the Client Plan, click **Electronically Sign**.

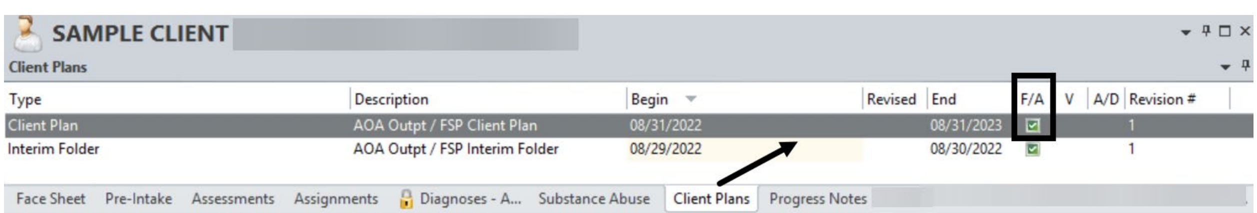


2. At the Password prompt, enter password and click **Ok**.

3. Click **Final Approve**.



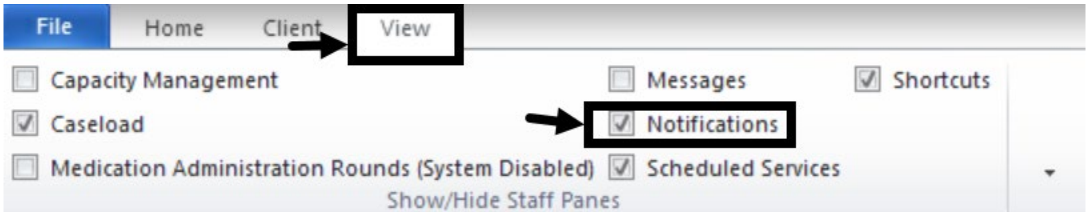
A final approved Client Plan displays on the Client Plans pane with a green check mark in the F/A column.



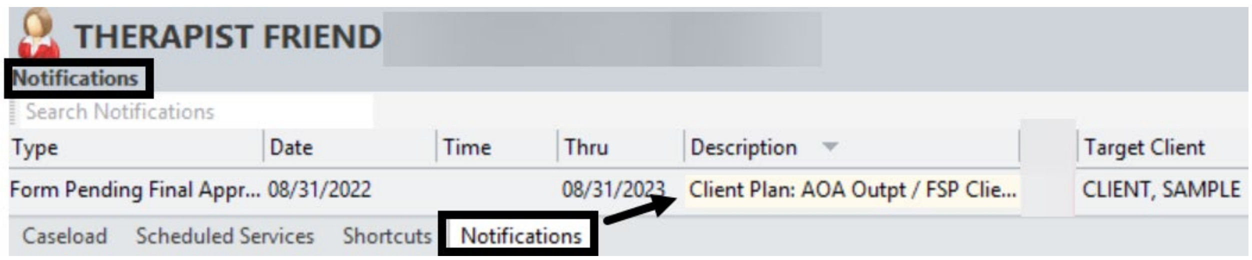
Staff Approving or Co-Signing a Client Plan

If the staff is signing the Client Plan as a co-signer, it is best to access the Client Plan through the Notifications pane in the Staff panel.

1. From the Homepage, Click the **View** tab and check mark **Notifications**.

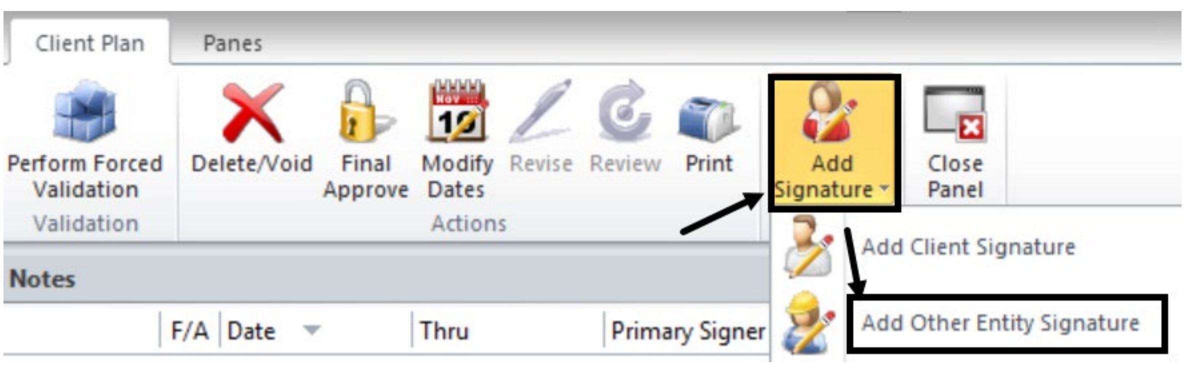


2. To view notifications from the Staff panel, click on the Notifications pane and double click on the Client Plan. Review the Client Plan, and then follow steps B1 to B3 above to sign and final approve it.

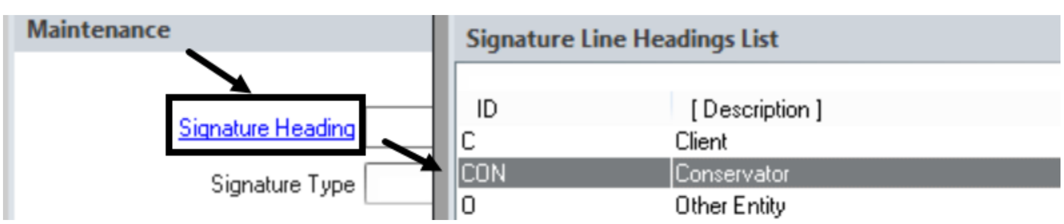


Adding an Additional Signature Line for a Conservator or Other Entity:

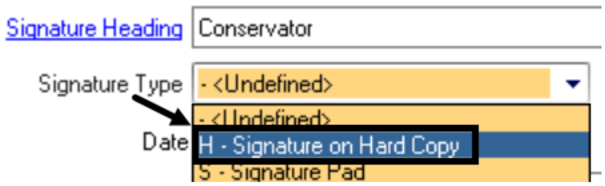
1. Click **Add Signature** and then select **Add Other Entity Signature**.



2. Click the **Signature Heading** hyperlink, and select from the Signature Line Headings List.

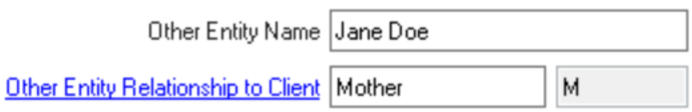


3. For Signature Type, select **Signature on Hard Copy**.

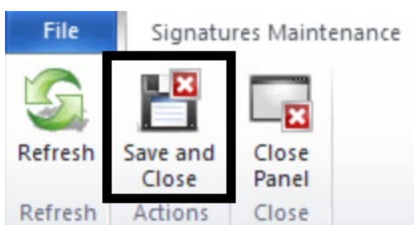


4. Verify the date/time of the signature

5. Complete the **Other Entity Name** and **Other Entity Relationship to Client** fields.



6. Click **Save and Close**.



7. At the Password prompt, enter password and click **Ok**.

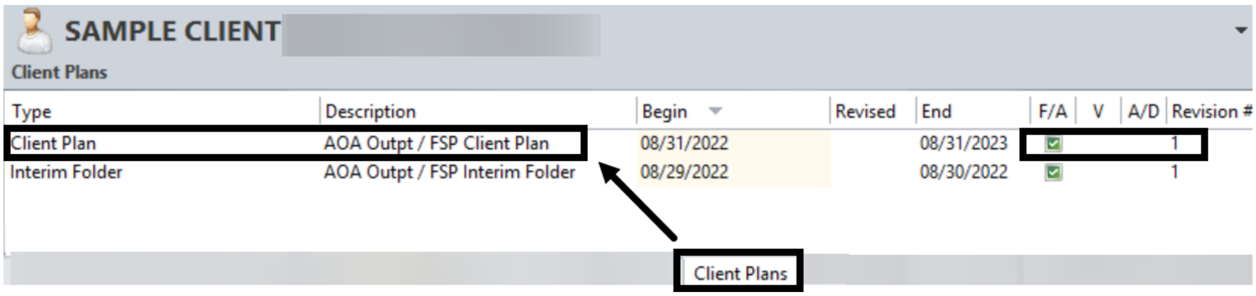
Note: This option is rarely used. Check with program manager for situations when it is appropriate to have another party sign for the client.

NOTES

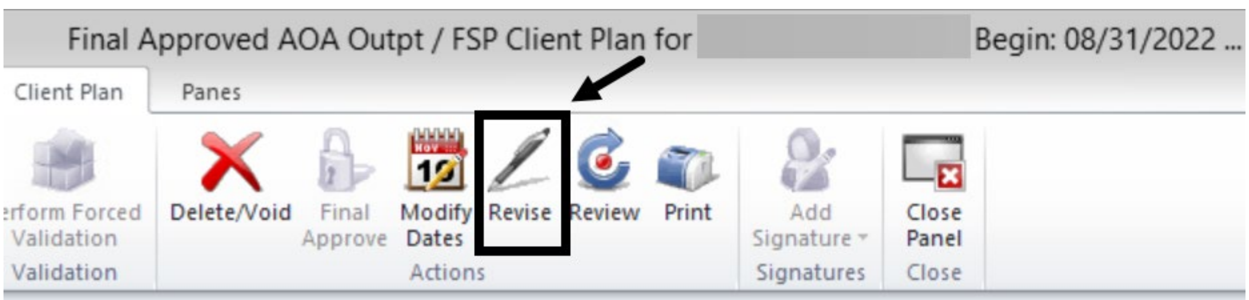
REVISING A CLIENT PLAN

Revise an active Client Plan whenever a planning tier is being added, edited, or updated.

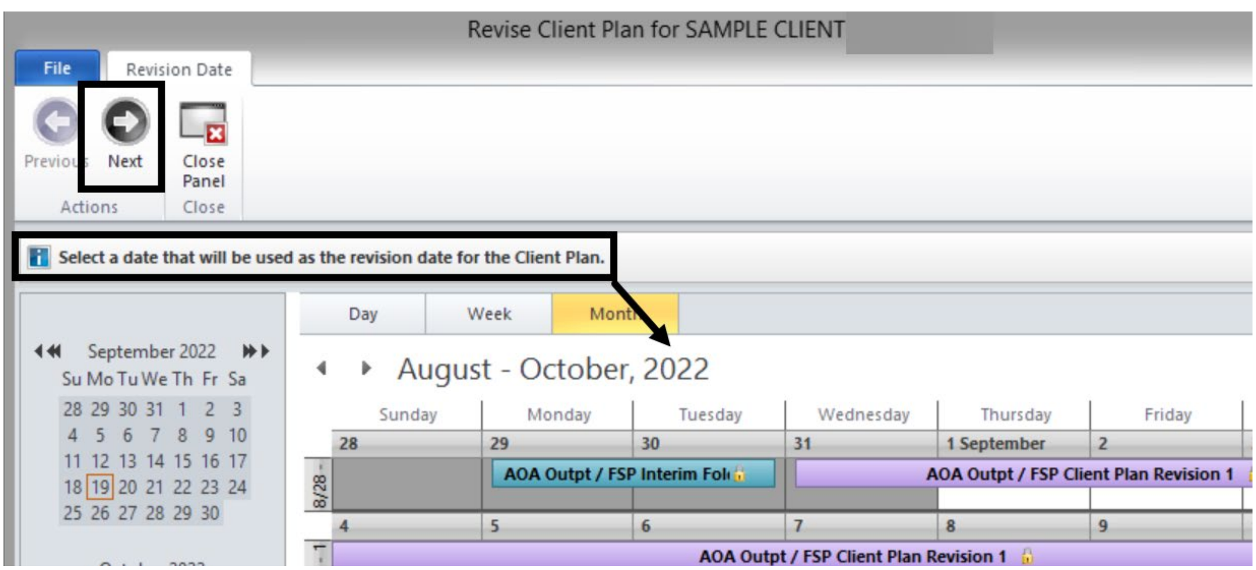
1. To revise the Client Plan from the Client Panel, go to the Client Plans pane and double click on the Client Plan to be revised.



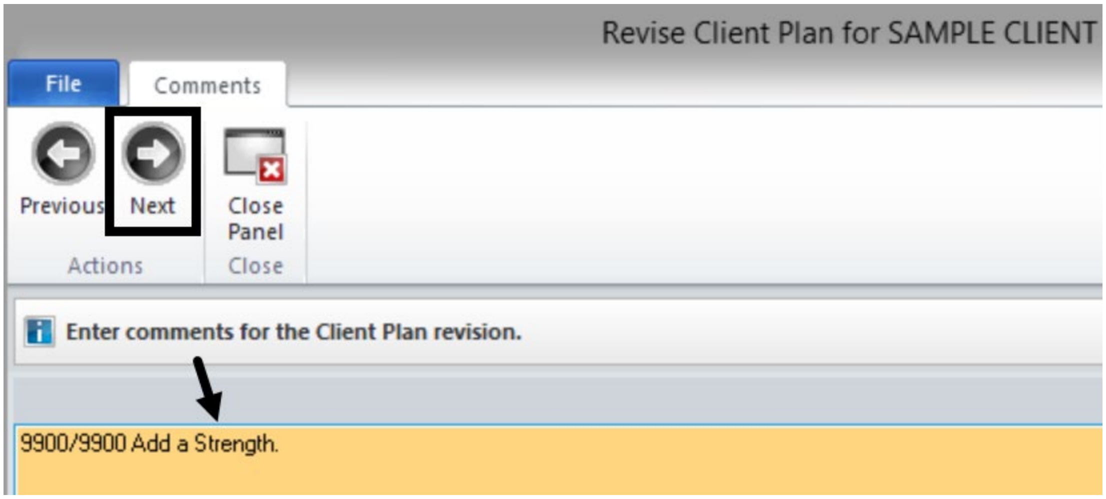
2. Click **Revise**.



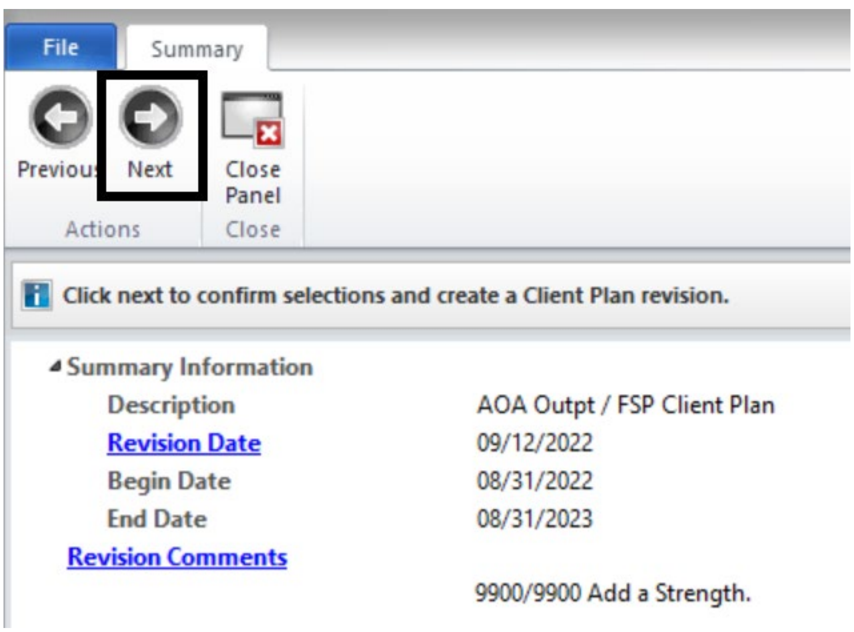
3. Select the revision date from the big calendar. Click **Next**.



4. In the Comments field, enter the reason for revision. Click **Next**.

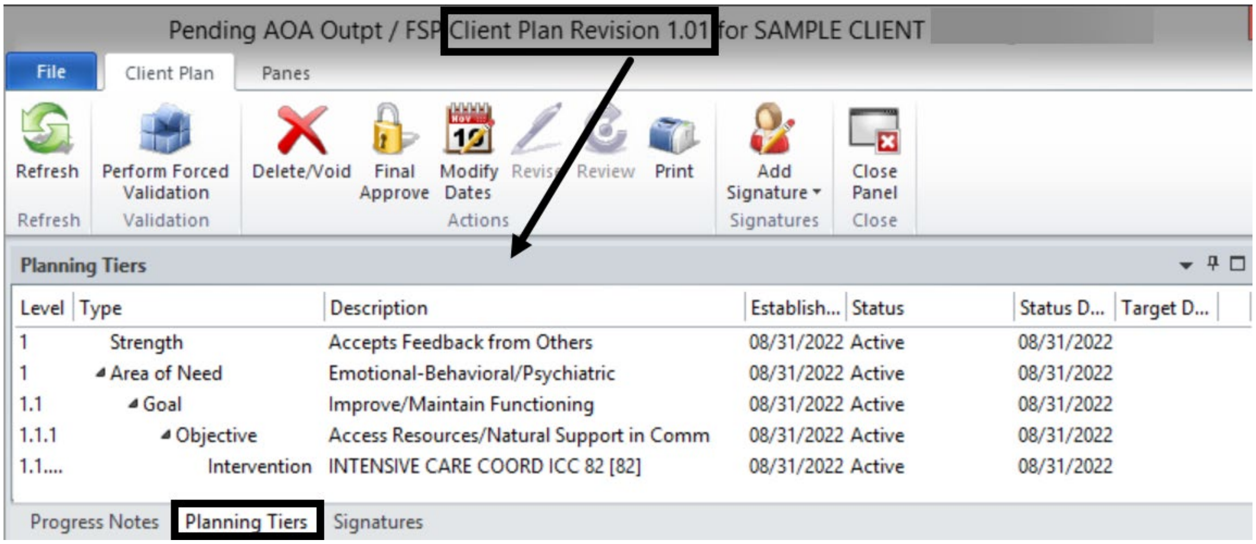


5. Verify accuracy of selections made. To make changes, click the corresponding hyperlink. To confirm selections, click **Next**.

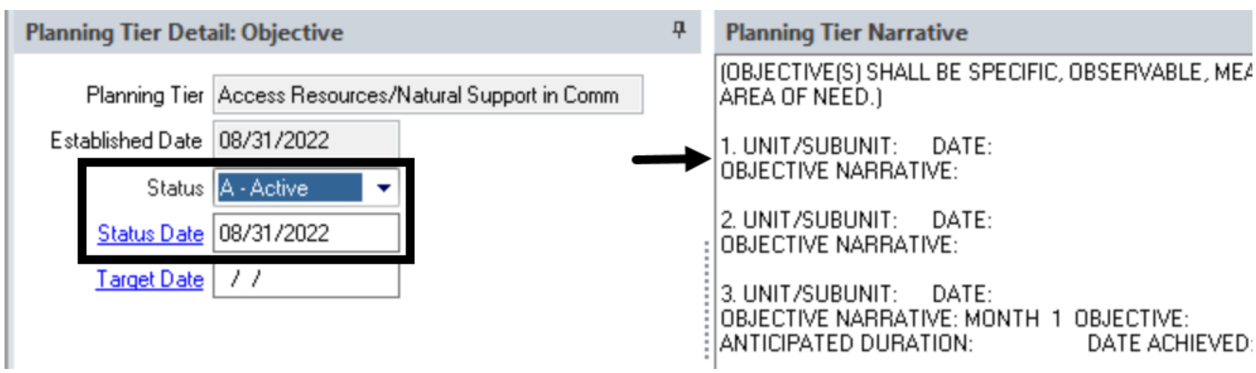


<u>NOTES</u>

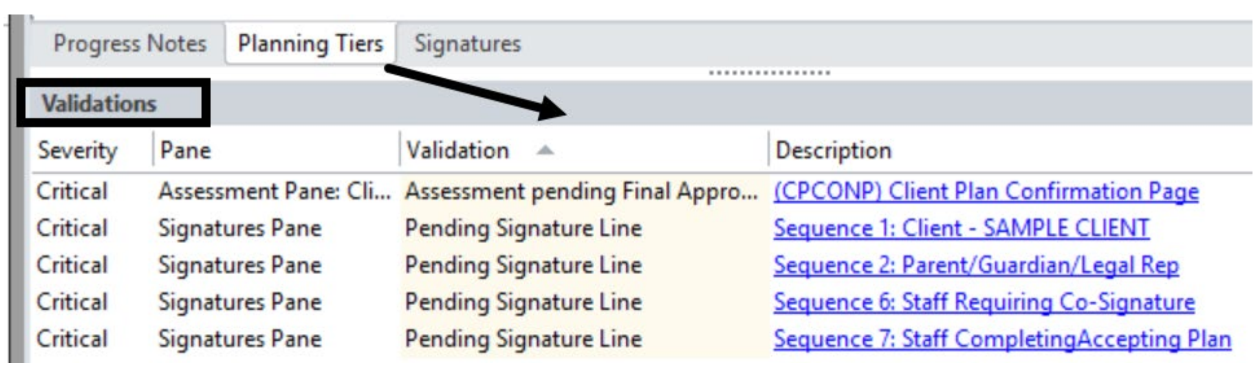
6. Click **Planning Tiers**.



7. To edit/update an active planning tier, double click on the tier. Review and update the fields- **Status**, **Status Date**, and **Planning Tier Narrative**.



8. After completing the updates in the Planning Tiers, complete all required validations including the signatures. A Client Plan must be signed whenever it is revised.



The Revised Client Plan will display on the Client Plans pane as Revision # 1.01, for the first revision, 1.02 for the second one, and so forth. The Revised column will also list the revision date.

Client Plans

Type	Description	Begin	Revised	End	F/A	V	A/D	Revision #
Client Plan	AOA Outpt / FSP Client Plan	08/31/2022	09/12/2022	08/31/2023	☑			1.01
Client Plan	AOA Outpt / FSP Client Plan	08/31/2022		08/31/2023	☑			1
Interim Folder	AOA Outpt / FSP Interim Folder	08/29/2022		08/30/2022	☑			1

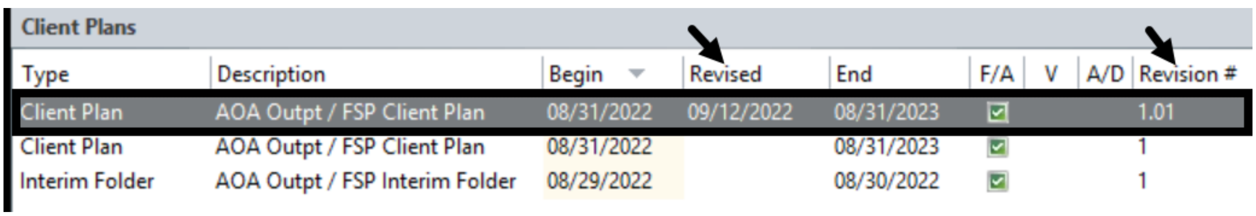
The original Client Plan remains in the Client Plans pane as part of the historical record, but it may not be revised since it is not the latest version. To make another revision, double click the most recently revised Client Plan.

NOTES

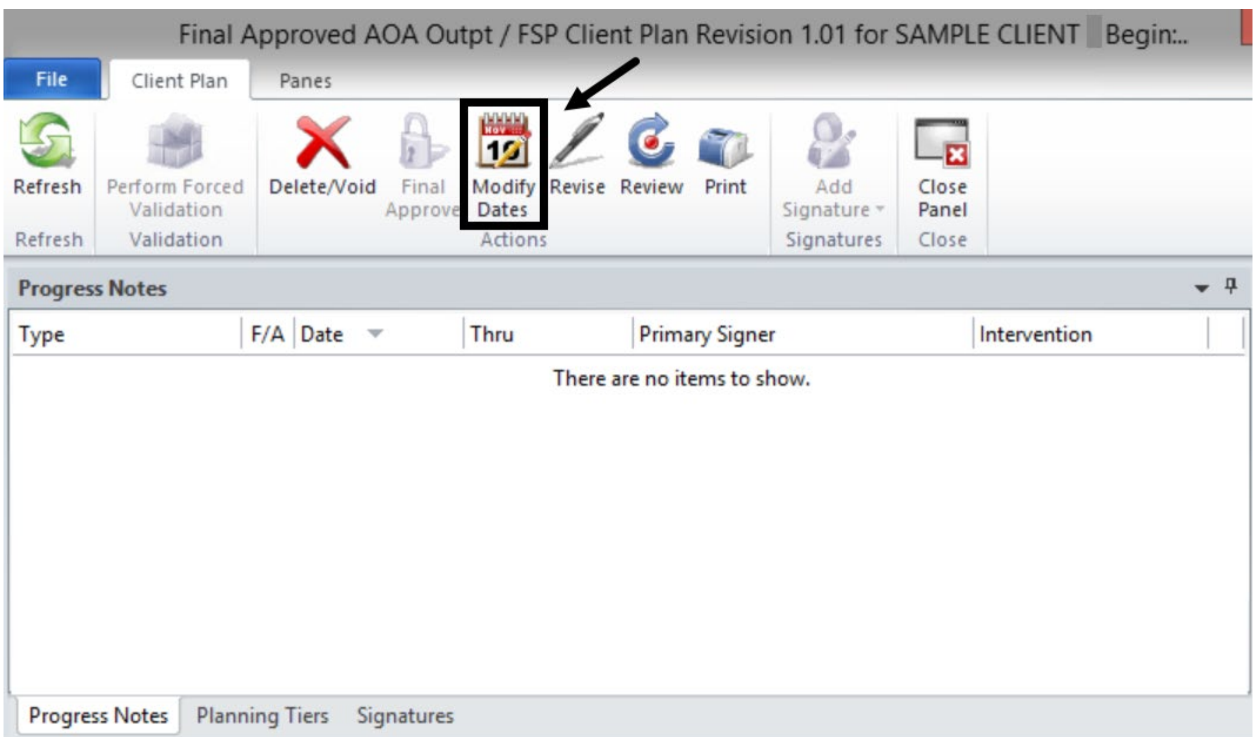
MODIFYING BEGIN AND END DATES OF A CLIENT PLAN

The Client Plan dates can be revised. Modify the end date of the Client Plan to end it early or to extend it. Client Plans of the same family type cannot overlap. The steps for modifying Client Plan dates are the same as the steps for modifying Interim Folder dates.

To modify the begin and end dates of a Client Plan from the **Client Plans** pane, double click on the most recent active plan.

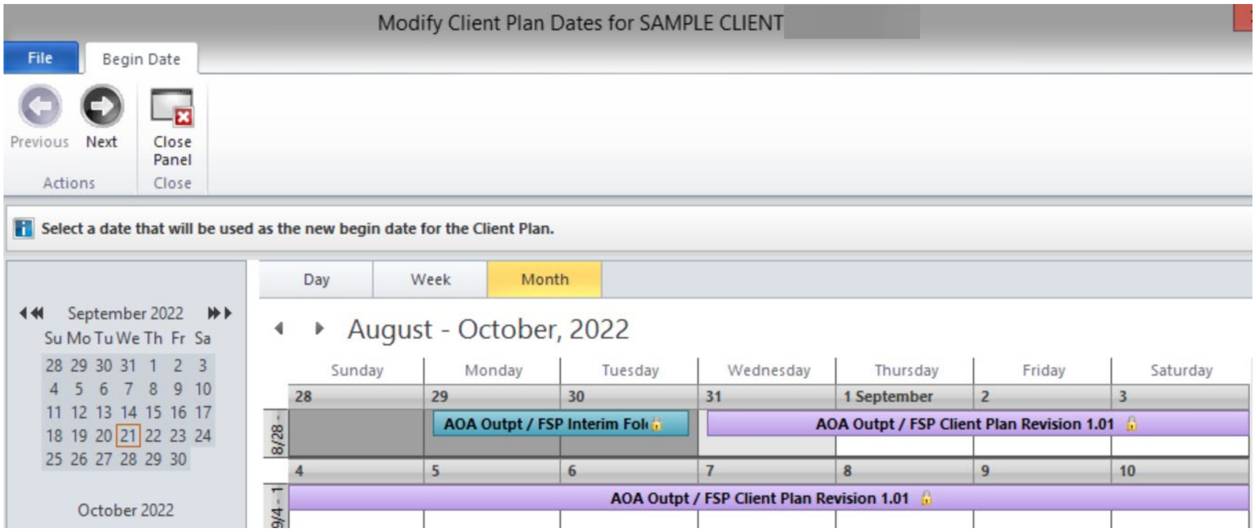


The Client Plan launches. On the Client Plan tab, click **Modify Dates**.

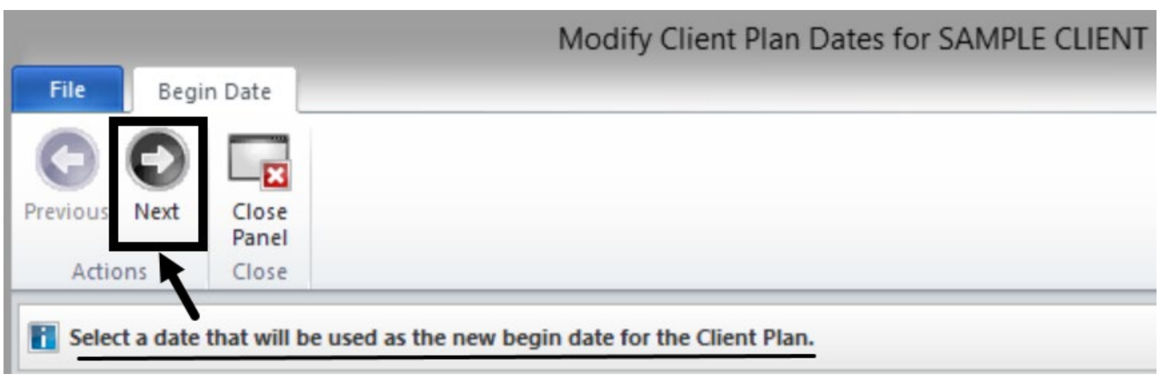


Note: All existing "Progress Notes" must fall within the timeframe of an existing or modified Folder.

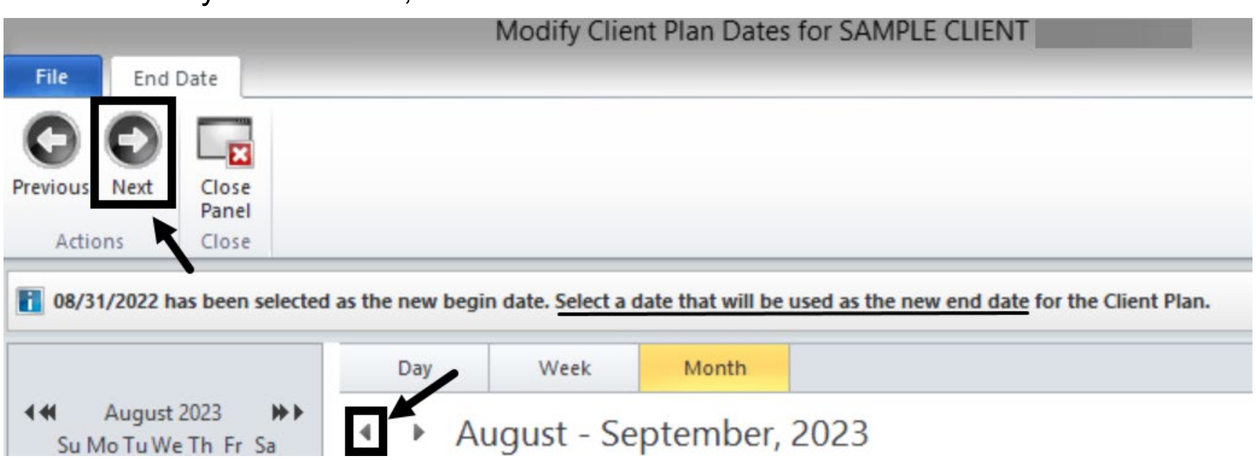
The Modify Client Plan Dates window launches.



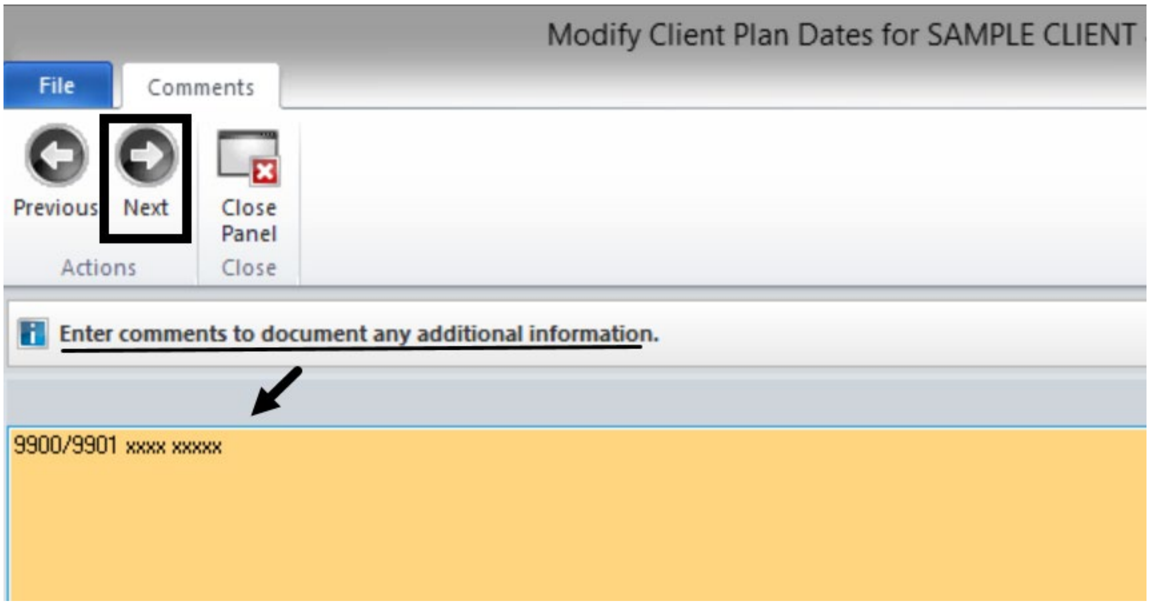
1. To modify the begin date, select the date as the new begin date. Do not click the calendar IF the begin date remains the same. If the begin date is not being changed and the end date is being modified, click **Next**.



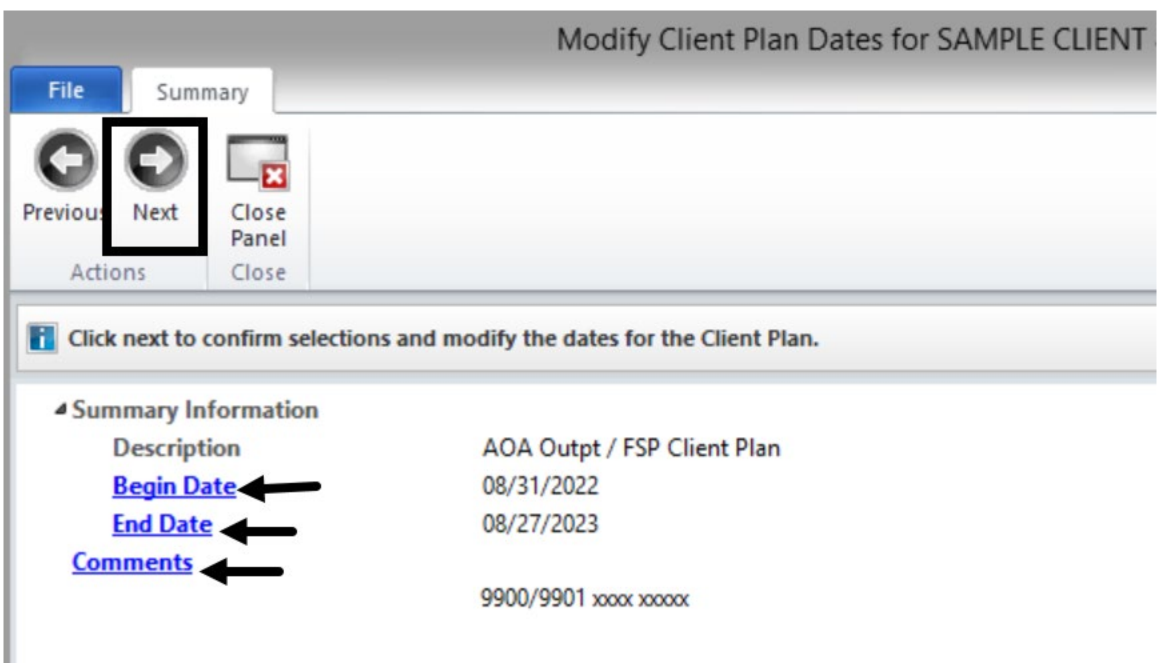
2. To modify the end date, select the new end date. Click **Next**.



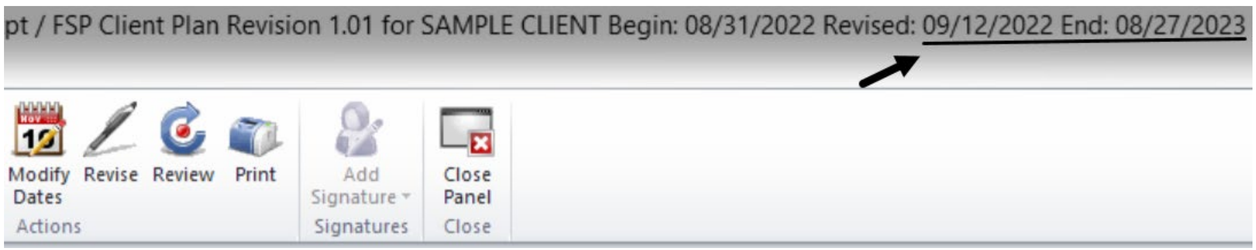
3. In the Comments section, enter the reason for revising the date. Enter the Unit/Subunit to allow coordination of care and for clarifications. Click **Next**.



4. Review the Summary window for accuracy prior to finalizing the date modifications. To make additional changes, click the hyperlink next to the Begin Date, End Date, or Comments. If everything is accurate, click **Next**.



5. The new dates will display on the top of the window. To close the window, click **Close Panel**.

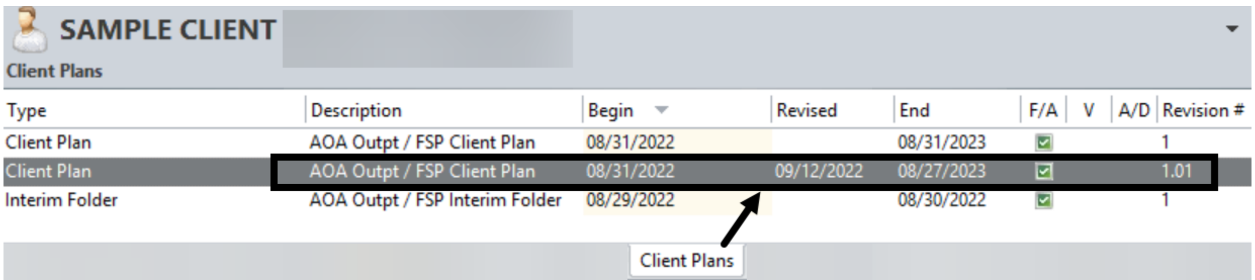


NOTES

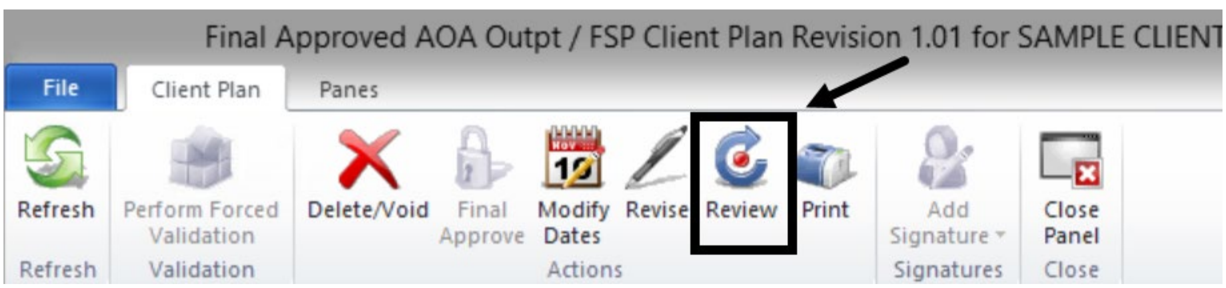
REVIEWING (RENEWING) A CLIENT PLAN

The Review feature in CCBH creates a new timeline and transfers the information from the previous Client Plan. Review an active Client Plan whenever a plan is being extended or renewed for an additional period of time.

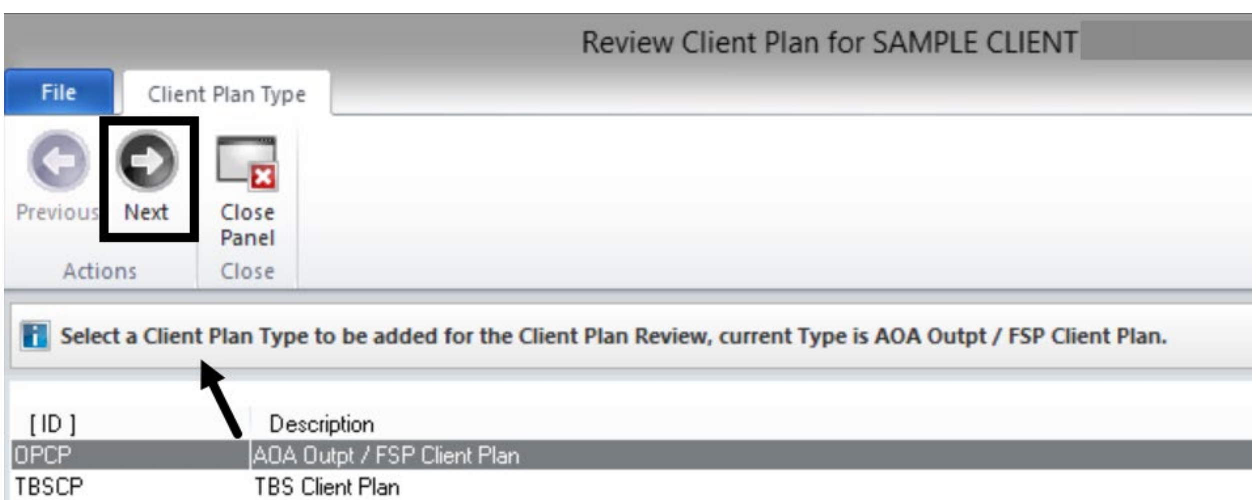
1. To Review the Client Plan from the Client Panel, go to the Client Plans pane and double click on the Client Plan to be renewed.



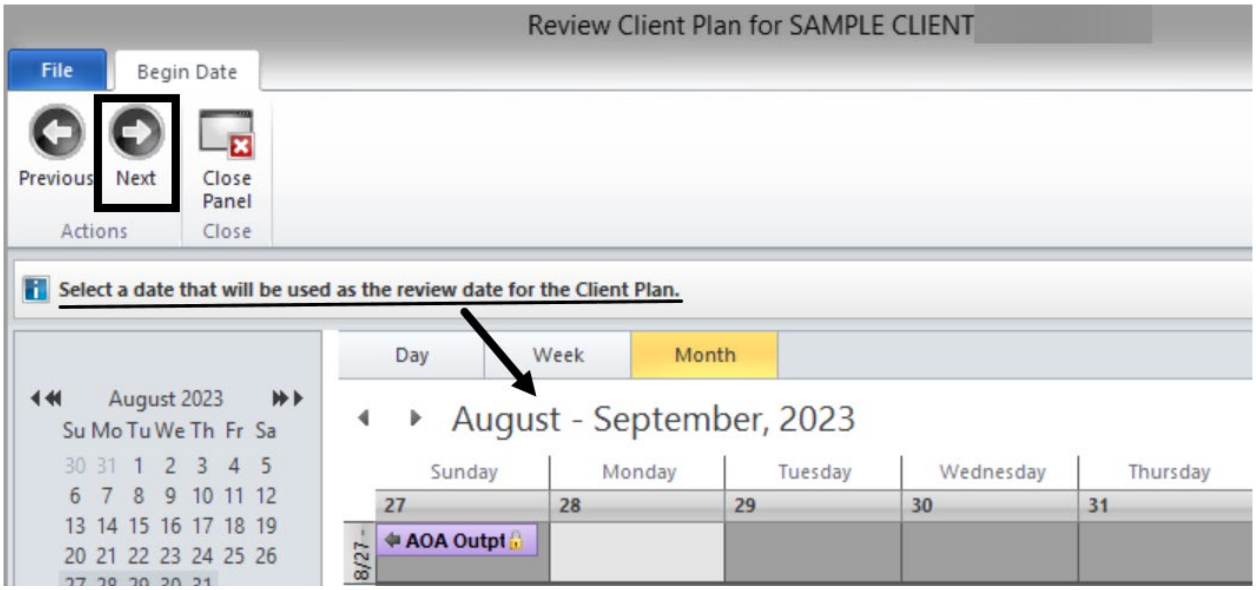
2. Click **Review**.



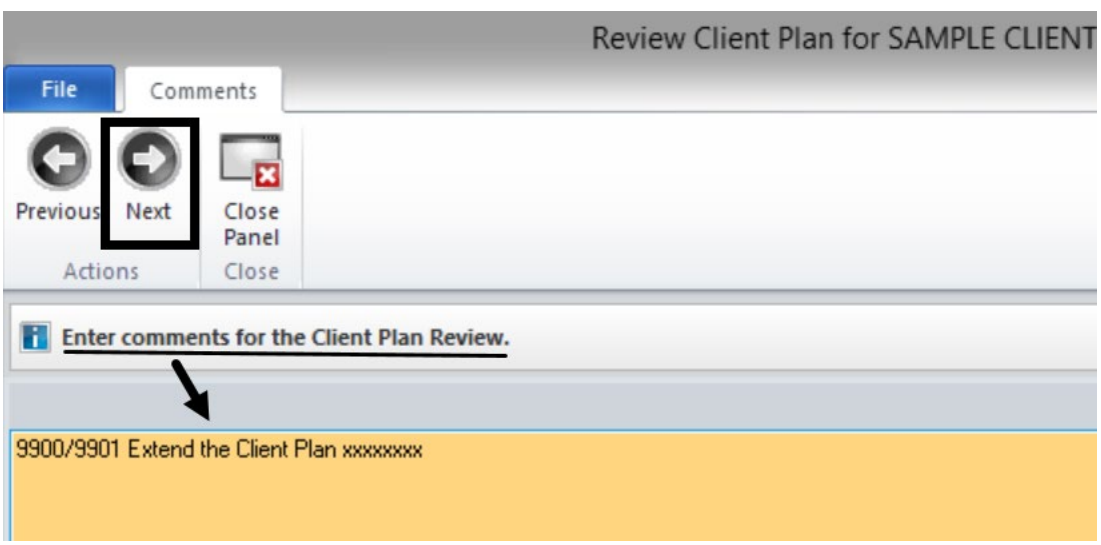
3. Select the Client Plan Type which defaults to the current type. Click **Next**.



4. Select the review date (start date of extension of the Client Plan) from the big calendar. Click **Next**.

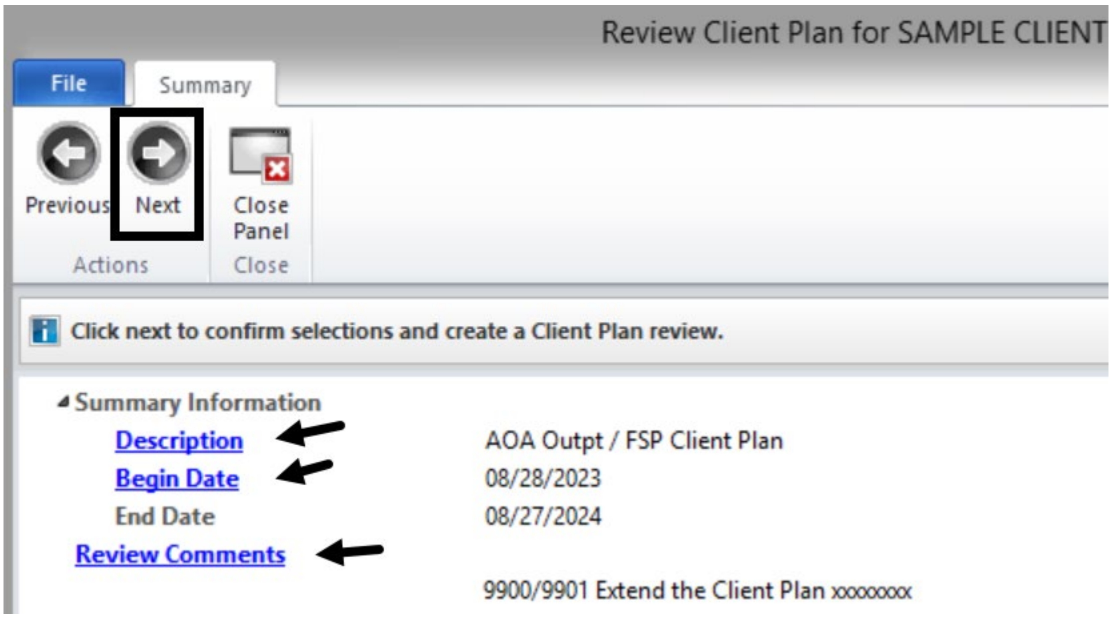


5. In the Comments field, enter the reason for Review. Click **Next**.

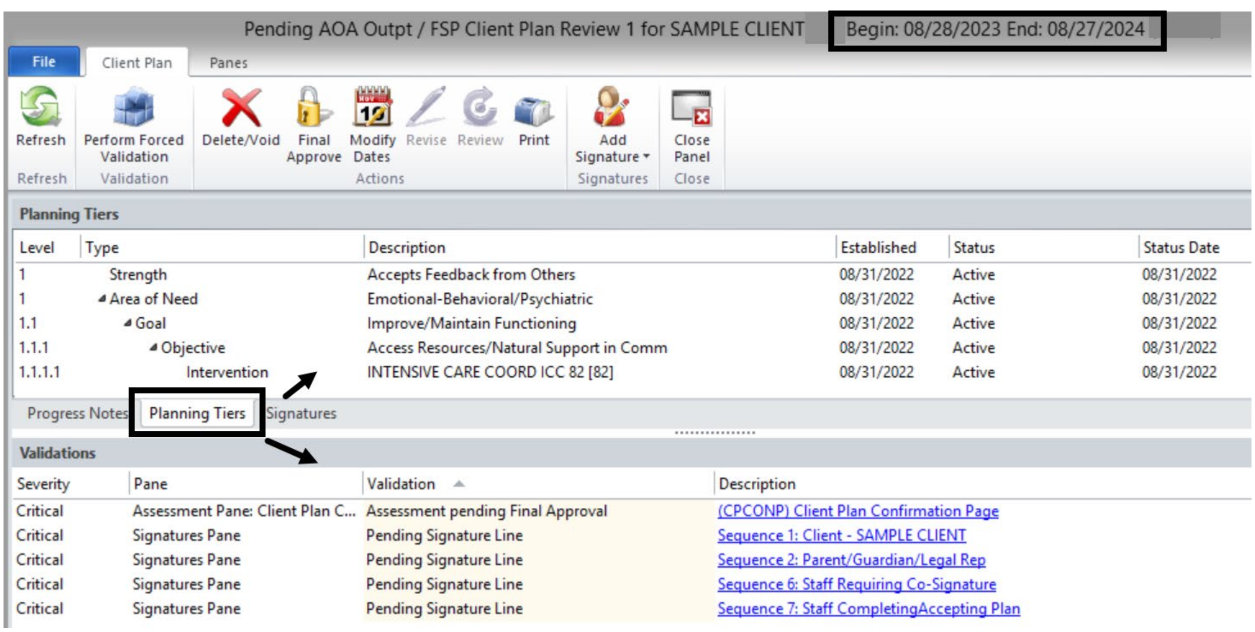


Note: The start date must be after the date the most recent plan ends. The same type of plans cannot overlap.

6. Verify accuracy of the selections made. To make changes, click the corresponding hyperlink. To confirm selections, click **Next**.



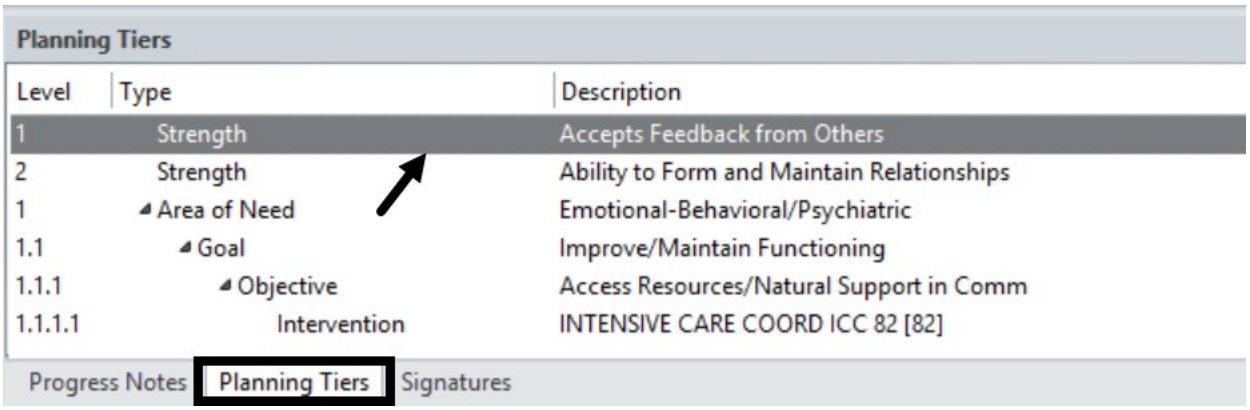
The Client Plan with new timelines launches. Complete the appropriate updates and the required validations, including signatures, through final approval.



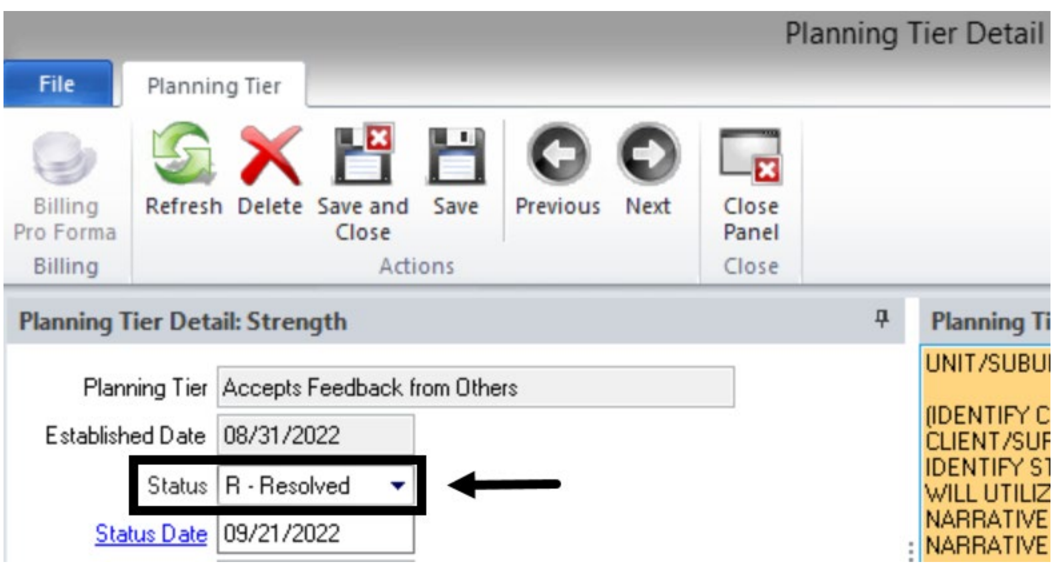
RESOLVING A PLANNING TIER

Resolve a planning tier when the tier is no longer active. Resolve can be completed through the Revise and Review features of CCBH.

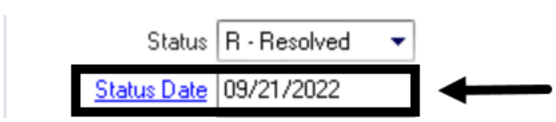
1. To resolve a planning tier, double click on the planning tier to be resolved.



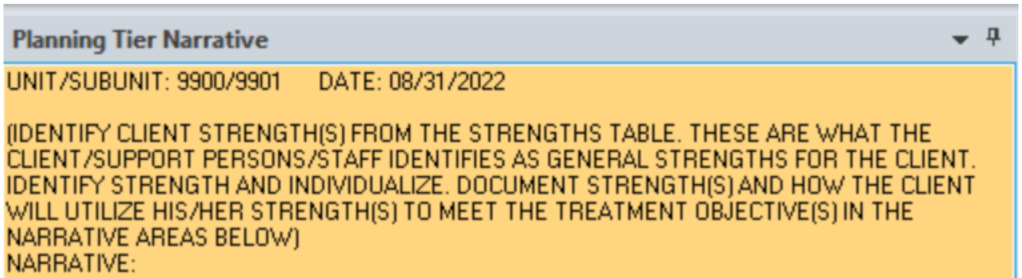
2. Change the Status of the planning tier from Active to **Resolved**.



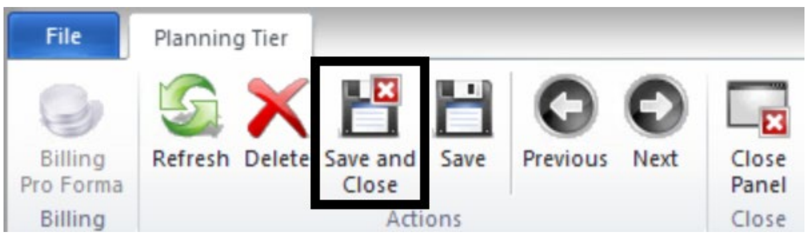
3. Change the Status Date to the date the planning tier was resolved



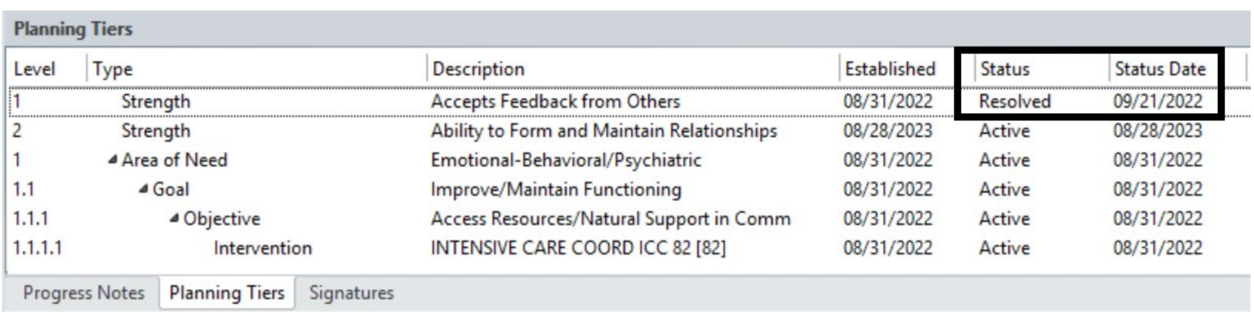
4. Edit the narrative.



5. Click **Save and Close**.



The updated status of the planning tier displays on the Planning Tiers. Proceed with updating the rest of the Client Plan, including signatures and final approval.


Planning Tiers

Level	Type	Description	Established	Status	Status Date
1	Strength	Accepts Feedback from Others	08/31/2022	Resolved	09/21/2022
2	Strength	Ability to Form and Maintain Relationships	08/28/2023	Active	08/28/2023
1	Area of Need	Emotional-Behavioral/Psychiatric	08/31/2022	Active	08/31/2022
1.1	Goal	Improve/Maintain Functioning	08/31/2022	Active	08/31/2022
1.1.1	Objective	Access Resources/Natural Support in Comm	08/31/2022	Active	08/31/2022
1.1.1.1	Intervention	INTENSIVE CARE COORD ICC 82 [82]	08/31/2022	Active	08/31/2022

Progress Notes Planning Tiers Signatures

Note: Resolving a higher tier, like an objective, automatically resolves all interventions listed under that planning tier.

NOTES

Support Desk Contact Information

sdhelpdesk@optum.com
1-800-834-3792

Monday through Friday (E-mail)

Hours	Services
6:00 am to 6:00 pm	All services except password resets or any service involving PHI

Monday through Friday (Telephone)

Hours	Services
4:30 am to 6:00 am	Resetting passwords (24 hour programs) and reporting system outages*
6:00 am to 6:00 pm	All services
6:00 pm to 11:00 pm	Resetting passwords (24 hour programs) and reporting system outages*
11:00 pm to 4:30 am	Reporting system outages*

Weekends (Telephone)

Hours	Services
4:30 am to 11:00 pm	Resetting passwords (24 hour programs) and reporting system outages*
11:00 pm to 4:30 am	Reporting system outages*

* By definition, a system outage affects multiple users. Examples include when:
  -The system does not respond and appears to be frozen
  -No data can be entered or viewed

Support Desk Suggestions

- Please consult with your program manager and your resource packet prior to contacting the Support Desk.
- When calling for a password reset on weekdays between 4:30-6a or 6-11p, or calling weekends between 4:30a-11p, you must leave a message. Include your name, CCBH staff ID, phone number and the reason for your call.
- You may be given a ticket/tracking number if you call between 6:00a and 6:00p Monday through Friday. Remember to keep this number for future reference.

Additional Contacts

Questions	Where To Go
Clinical Documentation Questions	Documentation Manual/Your Program Manager
Duplicate Clients and Name/DOB/Gender/SSN Changes	Complete Form BHS-025 and Call Medical Records: 619-692-5700 x 3
Financial Questions (UMDAP/Insurance)	Billing Unit: 619-338-2612 Fax- 858-467-9682
Online User Manuals and Forms	www.optumsandiego.com
Service Codes	CCBH (Anasazi) User Manual/QM Unit