

OPTUMIST

Optum Provider Newsletter

V29. January 2021

Provider Services Manager's Message

Hello and welcome to the Winter 2021 edition of the OPTUMIST Newsletter. In this edition the future of Telehealth Services for the FFS Medi-Cal and TERM Networks are addressed. Additionally, information related to CWS Evaluation client feedback sessions is included.

Also Included:

- FFS Provider Operations Handbook Update
- QI Corner - Address Changes
- TERM News and Updates
- Training Opportunities
- Upcoming Events

Contact Numbers

San Diego
Access and Crisis Line
(888) 724-7240

Medi-Cal Provider Line
(800) 798-2254

TERM Provider Line
(877) 824-8376

Website:

www.optumsandiego.com

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Information and Updates for FFS Medi-Cal

FFS Medi-Cal Documentation Training

Optum is pleased to announce an updated Medi-Cal Documentation training available to you now on the Optum San Diego website. The previous training hosted by Responsive Integrated Health Services (RHIS) has been retired and is no longer available on their site.

It is highly recommended that all providers take advantage of the new training as it provides a current overview of the required documentation standards.

Training & Assessment Overview

The four video training modules discuss the required elements followed by an assessment to ensure your understanding of the requirements. Successful completion of the assessment attests to the completion of the training as part of the initial contracting process.

Video Training Modules Include:

- Module 1 - Medi-Cal Standards & Medical Necessity
- Module 2 - Assessments/Treatment Plan/Progress Notes
- Module 3 - Discharge and Recoupment Reasons
- Module 4 - Medication Management (Prescribers)



Assessments:

- Non-Prescriber
- Prescriber

Link: [FFS Medi-Cal Documentation Training \(optumsandiego.com\) Understanding Medi-Cal Documentation](https://optumsandiego.com/Understanding-Medi-Cal-Documents)

This training is available to all providers on the FFS and TERM Networks.



Information and Updates for FFS Medi-Cal Providers

Fee-For-Service Provider Operations Handbook

Adult/Older Adult, Child, and Adolescent Mental Health Services
Edition January 31, 2021

[Edition January 31, 2021](#)

The Fee-for-Service (FFS) Provider Operations Handbook has been updated to reflect changes implemented in the Fee-for-Service Medi-Cal network for the County of San Diego Behavioral Health Services Mental Health Plan (MHP).

REVISIONS/ NEW PROCEDURES

When reviewing the new handbook, please pay close attention to the following:

- Claims Clusters (Starting on page 65)

CPT/HCPCS Code / Group Listed on Authorization	CPT/HCPCS Codes within the cluster you may bill
90791	90791
90792	91792

Please visit our website at <https://www.optumsandiego.com> to download forms or to save the handbook to your desktop for easy access.

Please remember that we urge you to coordinate care with all treating professionals involved with your clients. This includes treating psychiatrists, pain management professionals, pediatricians, and PCPs, as well as any other treating professionals who work with your clients.

REMINDER: Medi-Cal regulations require that providers have an emergency referral on their outgoing voice messages. You may refer callers to the Access and Crisis Line (ACL) at (888) 724-7240.

Fee-For-Service Provider Operations Handbook Updates

The Fee-For-Service Operations Handbook will be reviewed and updated as appropriate on a quarterly basis. A notification that includes an outline of the revisions will be sent via email blast. The OPTUMIST Newsletter will continue to include a section for the handbook to ensure you are always informed about changes in processes and requirements. Please remember this handbook is part of your contract.

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.

- 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 our website at www.optumsandiego.com. If you have any questions please email RIHS@sdsu.edu.

The National Child Traumatic Stress Network Learning Center for Child and Adolescent Trauma is offering 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 offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.



Information and Updates for FFS Medi-Cal & TERM Providers

Telehealth: Planning for the Future

In March 2020, the California Department of Health Care Services provided guidance to allow for behavioral health services to be provided by telephone and telehealth to ensure access to health and safety during the COVID - 19 public emergency.

The County of San Diego Behavioral Health Services and Children Welfare Services are currently planning for the future of telehealth services for both the FFS Medi-Cal and TERM Provider Networks. In anticipation of the end of the pandemic and in order to avoid a disruption of services, Optum in collaboration with our County partners has developed a plan to proactively implement a telehealth protocol.

In order to comply with the [Standards of Practice for Telehealth](#) and facilitate a smooth transition for ongoing services Optum will require all providers to complete and submit a [Telemental Health Attestation](#).

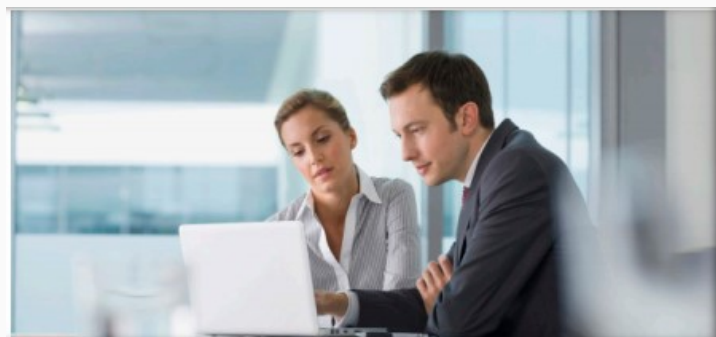
The form requires you to attest to meeting the Standards and Requirements needed to be approved to render telehealth services, as well as identify the HIPAA compliant platform you are using.

Next Steps:

If you are planning to incorporate telehealth services into your practice after the US Department of Health & Human Services reinstates HIPAA Rules, please take the following actions.

- Review the [Standards of Practice for Telehealth](#)
- Identify and contract with a HIPAA compliant Telemental health platform:
 - A minimum bandwidth of 384 kilobits per second, a minimum live video display resolution of 640 x 360 pixels at 30 frames per second. The videoconference equipment conforms to applicable federal and state regulations.
- Complete and submit a [Telemental Health Attestation](#) per the instructions on the form

NOTE: The US Department of Health & Human Services continues to have discretion regarding COVID-19 and HIPAA Standards for telehealth. The above protocol is being put into place proactively for any provider who already meets the standards and wants to be approved for ongoing telehealth services once the pandemic is over. Optum will continue to work with providers to support delivery of services through Telehealth following Federal and State available guidelines .



Information and Updates for FFS Medi-Cal & TERM Providers

Provider Address Update

If you are no longer utilizing your office space and have transitioned to telehealth for all Medi-Cal clients, please update your location to remove the office space address from your provider profile. Office location changes can be made by submitting the [Provider Update Form](#) to Optum Provider Services or by calling the Provider Services Department at: (800) 798-2254 Option 7.

Medi-Cal Fee-For-Service Outpatient Providers are required to complete a site review once during each credentialing period (typically 3-years). Providers who treat clients entirely via telehealth will not receive a site review; only a treatment record review will be conducted. Should you return to seeing Medi-Cal clients in-person, the site review requirement will be reinstated.



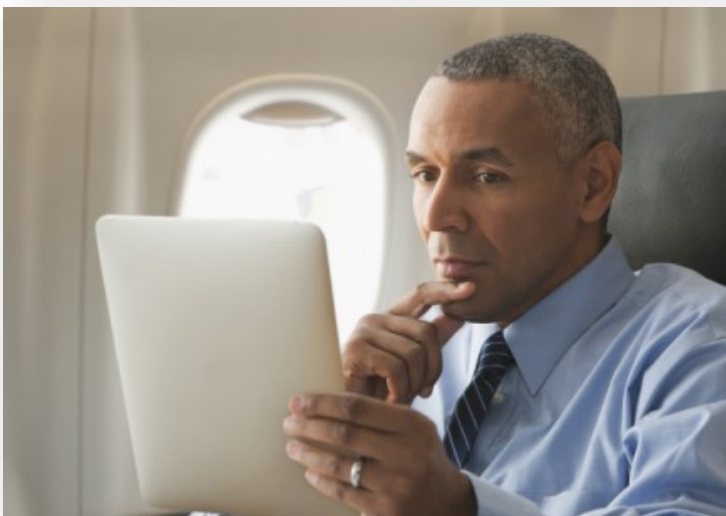
Corner

Information and Updates for TERM Providers

TERM Provider Telehealth Survey

In October and November 2020, Optum conducted a survey of TERM providers regarding the use of telehealth services with County of San Diego Child Welfare Service clients. The survey was developed by Optum in conjunction with Child Welfare Services and Behavioral Health Services as part of efforts that are being made toward longer term implementation of this modality to serve Child Welfare Services clients. Of the TERM providers who responded:

- Ninety-five percent (95%) indicated they are currently meeting with clients via telehealth in response to the pandemic.
- Of telehealth services being provided by the respondents, individual therapy has been the most common (95%), followed by conjoint with child (46%), conjoint therapy without child (26%), and group therapy (18%).
- Top client benefits reported were convenience and comfort of accessing services from home, while top client challenges were lack of privacy and lack of technology. The top provider benefit cited was convenience of working from home. There were mixed reviews regarding ease of technology for providers, and the top provider challenge reported was using the modality as effectively as in-person therapy. Challenges using telehealth with children and adolescents were also noted.
- Most providers who responded (62%) indicated they plan to continue using telehealth after the pandemic in some capacity.
- Many providers took the time to provide additional narrative comments that highlight considerations such as safety and confidentiality with the Child Welfare Services client population, efficacy of trauma treatment via the telehealth modality, and importance of additional structure such as training and policies necessary for success.



We appreciate TERM providers for their continued dedication to serving Child Welfare Services clients during this challenging time, the practice adaptations that have been made for continuity of care and for taking the time to share valuable input with us on this survey. We look forward to continued collaboration on implementation of telehealth on the TERM network outside of the current COVID emergency.

Information and Updates for TERM Providers

CWS Evaluation Client Feedback Sessions

TERM evaluators accepting Child Welfare Services psychological or psychiatric evaluation referrals may subsequently be requested to provide a feedback session to the client to discuss the results of his or her assessment. This may be requested if the parent or parent's counsel requests a copy of their evaluation report or if there is a Court order to release the results. As a clinical best practice, the evaluator will be asked to provide a feedback session rather than the report being released directly to the client without clinical interpretation. The Child Welfare Services evaluation referral form has been updated to include information about the potential for release of the report as well as the possibility of providing a feedback session.

Child Welfare Services will authorize and reimburse the evaluator for the feedback session if requested and the evaluator agrees to provide it. The authorization will be issued as one-unit CPT code 96131 to reflect the usual and customary rate for CWS evaluation services. If you should receive authorization without prior notification from the client's Protective Services Worker, please reach out to the PSW to discuss the request.

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 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 offers a web-based eLearning course on Trauma-Focused Cognitive Behavioral Therapy (TF-CBT). It can be accessed at <https://tfcbt2.musc.edu/>.

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Instructions on how to set up a RIHS account can be found on our website at www.optumsandiego.com or you may contact Provider Services at 800-798-2254 Option 7. If you have any questions please email RIHS@sdsu.edu.

Coming Soon – Updates to the CWS Treatment Plan Forms

Child Welfare Services treatment plan forms for youth and parents are under review and in the process of being updated by CWS. The goal of the updates is to align the forms with current CWS mental health policies and needs of the referring agency and court as well as ensuring instructions for form completion are sufficiently clear. We look forward to sharing information on enhancements to the forms soon.

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

Lorena Avitea, LCSW: avitealcs@hotmail.com

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

Contact Us

For provider assistance, a TERM dedicated phone line is available Monday through Friday from 8am to 5pm at 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

Other resources for TERM providers:

Child Welfare Services PSW Locator Line: 858-514-6995

Optum Website: www.optumsandiego.com (Hover over BHS Provider Resources, select TERM Providers)



We are Recruiting!

Optum San Diego Public Sector is recruiting licensed mental health providers to join our Provider Networks. Our goal is to continue our efforts in growing a richly diverse Provider Network to ensure the clinical needs of clients from diverse backgrounds are met. Optum is recruiting providers practicing in San Diego County offering face-to-face and telehealth services.

Fee For Service (FFS) Medi-Cal Network

Seeking certified providers to advance outpatient services, psychiatric consultations, medication management and psychological testing to clients covered by Specialty Mental Health Services.

Treatment and Evaluation Resource Management (TERM) Network

Qualified clinicians are encouraged to inquire about joining the TERM Specialty Network to provide specialized therapy and forensic evaluations for clients referred by San Diego County Child Welfare Services (CWS) and Juvenile Probation.

The TERM Provider Network is seeking providers with the following clinical specialties:

Therapists

- Child Sexual Abuse Victim Treatment
- Youth with Sexual Behavior Problems Treatment
- Child Physical Abuse: Individual & Group Treatment
- Adults with Serious Mental Illness Treatment
- Domestic Violence Treatment - Victim: Individual & Group Treatment
- Domestic Violence Treatment – Offender: Individual & Group Treatment
- Sexual Offender Treatment: Individual & Group Treatment
- Sexual Abuse Non-Protecting Parent Treatment: Individual & Group Treatment

We are Recruiting! - Continued

Evaluators

- Autism Spectrum Disorder (ASD) Evaluation
- CWS Involved Parents or Prospective Parents Evaluation
- Family Code 7827 Evaluation of Parenting Capacity
- CWS Involved Youth Evaluation
- Juvenile Competency Evaluation
- Juvenile Firesetter Evaluation
- Neuropsychological Evaluation
- Adult Psychosexual Risk Evaluation
- Children & Adolescents with Sexual Behavior Problems Evaluation
- Juvenile Threat Assessment Evaluation

For additional information regarding the criteria for these clinical specialties please select this [link](#).

Please feel free to share this information with your colleagues who may be interested in learning more about our Provider Networks.

Learn More

Contact Denise Hammersla

Provider Recruiter, Behavioral Health Network

619-641-6833 | denise.hammersla@optum.com

www.optumsandiego.com

Access and Crisis Line Chat Services



Access and Crisis Line Chat Services



We are here for you.
Chat with someone who understands.

We can help you when:

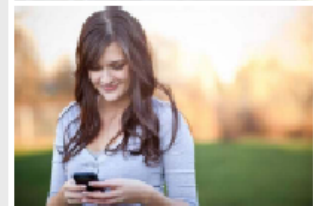
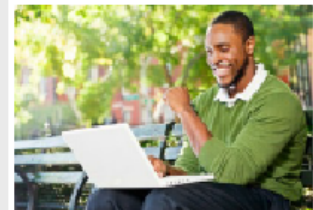
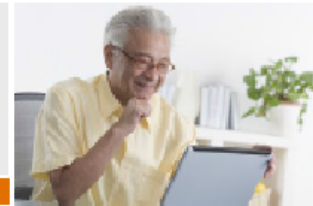
- You need to chat with a professional who cares
- You are struggling to cope
- You are concerned about someone you know
- You feel you might be in danger of hurting yourself or others

Our free, confidential Live Chat Services are available

Monday – Friday, 4pm-10pm.

Go to www.optumsandiego.com or www.up2sd.org.

San Diego Access and Crisis Line: (888) 724-7240 / 7 days a week, 24 hrs. a day!



Access and Crisis Line Chat Services funding for services is provided by the County of San Diego Health & Human Services Agency.



Please inform your clients about our available chat services if they need emotional support for their mental health and drug and alcohol needs. The online chat service is available Monday—Friday, 4pm—10pm at: www.up2sd.org or www.optumsandiego.com

WE ARE A TEAM

Tips for thinking through intentions and share tips to help you find a healthy, yet sustainable lifestyle that works for you. We'll focus on healthy eating, connecting to your personal

Stay Connected



Intention Setting

The start of a new year is a great time to reflect and think about [setting new intentions](#). They don't need to be big, lofty goals that feel unachievable. Intentions ground your daily behaviors and actions, and over time, can help you show up as your best self. For example, intentions may look like spending more quality time with family, less time on social media or more time outdoors

Feel Supported

Make the Most of Your Morning Routine

Morning routines are a great way to begin building healthy, sustainable habits that also help to set the tone for your day. Find one or two things that bring you joy and make you feel good. Try them for at least a week to see how they fit into your schedule and determine how manageable they'll be on a more consistent basis. [Some examples](#) of daily behaviors can be drinking a large cup of lemon water first thing in the morning, practicing a five-minute yoga flow or sitting down to journal gratitude notes or affirmations.



Get Inspired



Five Minutes Can Do a Body Good

Have you heard of "end with five"? If you are lucky enough to get five minutes back at the end of a meeting, what do you do with that time? Why is five minutes of your time so important? There's the obvious – you get five minutes before heading to your next meeting, allowing you to answer that email. Perhaps consider doing something positive for your mind and body – get up and move, stretch, grab a brain-healthy snack, meditate and/or grab a drink of water. You will start your next meeting with a bit more energy and focus. Not sure where to start? Visit stride.uhg.com to find five-minute – and longer – online workouts. Explore desk stretches, cardio, strength training and more.

Upcoming Events

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.

February

Provider Orientation: **02/24/2021** (RSVP 800-798-2254 ext.7)

March

Provider Orientation: **03/31/2021** (RSVP 800-798-2254 ext.7)

April

Provider Orientation: **04/28/2021** (RSVP 800-798-2254 ext.7)

NOTE: Additional Information regarding RIHS Telehealth Trainings can be found on the next page

The ACL remains open 7 days per week, 24 hours per day.

Access and Crisis Line: (888) 724-7240

Can You Help?

The Student Behavioral Health Services at Southwestern College referred to as Personal Wellness Services is looking for providers who are available and willing to see students who have Medi-Cal Insurance and who are suffering from Moderate – Severe Behavioral Health issues.

If interested or for additional information please contact:

Dr. Clarence Amaral 619-216-6689.

Thank you



Telehealth Consultations for Behavioral Health Services Providers



Trainer: [Steven R. Thorp, Ph.D., ABPP](#)

Course Code: BH0282

Course Description

Telehealth has become the primary mode of behavioral health service delivery during this uncertain time. This transition from in person to telehealth was swift for many providers. These consultation sessions are designed to support providers in making a smooth transition to delivering services via telehealth. Providers will receive support with; best practices for implementation, ways to engage participants during telehealth sessions, and direct service consultation as needed.

Please register for consultation to gain support in addressing barriers and developing tools for delivering behavioral health services using telehealth. Click Here for [Outline](#)

Audience

SUD and Mental Health Adult and Older Adult providers.

Location: Live Consultation Sessions This sessions will be conducted via [Zoom](#)

Dates:

Monday, September 21, 2020	Thursday, February 18, 2021
Monday, October 5, 2020	Monday, March 15, 2021
Thursday, November 19, 2020	Monday, April 12, 2021
Thursday, January 21, 2021	Thursday, May 20, 2021
All Sessions are 9 AM - 10 AM	

Learning Objectives

Educational Goal: To improve the delivery of telehealth

Upon completion of consultation , participants will be able to:

- Identify solutions to barriers for incorporating telehealth into existing services
- Problem solve solutions to barriers to engaging people through telehealth

[Click Here](#) to log into the LMS and Register

Registration: If you already have an account, you may search for the course by name or course code. If you do not have an account in the LMS you will need to open one by [clicking here](#). Email RIHS@sdsu.edu if you have any questions. This training is FREE of charge to BHS County employees and contractors.

Continuing Education: This course meets the qualifications for 1 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists and the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy for Professional Excellence is approved by the California Board of Registered Nursing, Provider # BRN CEP15014; CCAPP-EI, Provider # 1S-98-398-0820, and CAADE Provider # CP40-906-CH0323 for 1 contact hours/CEHs. The Academy for Professional Excellence maintains responsibility for this program and its content. CE certificates will be available for download 5 business days after course completion. Click here for information on how to [obtain CE Certificates](#). Click here for the [CE Grievance Procedure](#).



Responsive Integrated Health Solutions (RIHS) is a County of San Diego Behavioral Health contracted program of the Academy for Professional Excellence, and a project of San Diego State University School of Social Work.

