MENTAL HEALTH SERVICES

Knowledge Sharing

Double-check your Appointment Types!

- Services with Scheduled or Unscheduled/Walk-in Appointment Times that are claimed with 0:00 service time have back-logged our billing system.
  - These services may result in fraudulent reimbursement.
  - When you have Face-to-Face, Telehealth, or Telephone encounters with no client contact, select Appointment Types #3- "Cancelled by Client", #4- Cancelled by Program, or #5- "No Show" as appropriate.
- The "Client Progress Note Audit – Billing Audit" can be used to monitor entry of 0:00 service time. See page 185 of the Anaszai Reports Manual.
- That report and many others can be saved to spreadsheets for easier use – See the QIS memo dated 11/30/215 on Optum.

Case Management or Collateral?

- Deciding when to select Case Management (Service Code 50) or Collateral (Service Code 33) involves more criteria than interacting with someone outside of your program.
- Case management services include a range of activities to assist the Client access community services and treatment, including discharge planning.
  - These services often include communication or coordination with staff outside of your program.
- Collateral services involve a client's significant support person.
- Their intent is help the support person be able to improve the client's mental health status so that care plan goals can be met.
  - Collateral service may include counseling and educating the client's significant support person(s) to assist in better use of services and to better understand the client's serious mental health issues.

Reminder to Document Accurately

- Each client has a specific and individual presentation and needs unique to each client encounter.
- QM staff have seen an increase of services with documentation that is worded exactly like or quite similar to previous entries, otherwise known as "cloning". Cloned documentation is a misrepresentation of medical necessity and will result in recoupment.
- The individualized attention you give to clients needs to be supported by individualized documentation.

Optum Website Updates
Org. Provider Docs

Communications Tab
- Privacy – Confidentiality Legislative Updates
- Patient Advocacy services for BHS – Records Requests

OPOH Tab
- Table of Contents
- Section C – Accessing Services
- Section D – Providing Specialty Mental Health Services

References Tab
- CCBH Void or Replace Form
- NOABD Table (Revised 10/20/18)

UCRM Tab
- CANS Family Letter in Threshold Languages
- Demographic Form Fill
- AOA Outpatient UM Explanation Form
- AOA Outpatient UM Form Fill
- Intensive Service Request (ISR) Explanation

PWB Tab
- Child and family Team Meeting Facilitation Program (link)

Adult/Older Adult

A/OA UM Criteria
- "Unchanged MORS rating for 1 year or longer" is no longer a criterion for A/OA Outpatient UM.
- Please see the OPOH, UM Form, and Explanation updates.

OPOH Updates
- OPOH section D was updated under heading, **IV. Utilization Management process for Outpatient Programs**, removed UM criteria of "unchanging MORS rating for 1 year or longer as criteria."
- OPOH section C was updated under heading, **Language Assistance,** with the information for Hanna Interpreting Services, LLC as they are the new contactor with the county for interpreter services.

BHS QM MH Team Welcomes Three Quality Management Specialists!
- **Amber Irvine, LMFT**, has a wealth of experience in both children's and adult/older adult systems of care. She worked most recently with the PATH San Diego team as a Whole Person Wellness Clinician, working with the County's chronically homeless population. Prior to that she worked in Virginia at the Wheeler Clinic as a children's outpatient senior clinician and school-based clinician. You can find Amber at Amber.Irvine@sdcounty.ca.gov
- **Marie Khamis, LMFT,** also joins us with extensive experience with children's' and adult programs. She was most recently the Assessment and Discharge Specialist at CRF's Heartland Center and prior to her work with CRF had years of experience in private practice. You can find Marie at Marie.Khamis@sdcounty.ca.gov
- **Rhiannon Tobin, LMFT** rejoins our team with a comprehensive background in Quality Management not only in our County but also in Long Beach. While in Long Beach Rhiannon was both a Clinical Supervisor and worked as a QI Assistant. She has most recently been providing private practice and spending time with her family and the unit is very excited to have her return. You can find Rhiannon at Rhiannon.Tobin@sdcounty.ca.gov

Pathways to Well-Being

- Progress Report to Child Welfare Services bulletin, revised Progress Report to Child Welfare Services form, and explanation were emailed to Program Managers on 10/4/18.
- Date changes for the Pathways to Well-Being and Continuum of Care Reform six-hour training:

   December 6, 2018 has been CANCELLED

   February 7, 2019

   May 22, 2019

   June 13, 2019 has been ADDED

   Note: Courses scheduled from 9 a.m. to 4 p.m.

   Training focuses on 1) collaborative care of youth and families by Behavioral Health Service (BHS) providers and 2) information pertaining to the BHS provider role in the Child and Family Team (CFT). Training details functions of BHS, Child Welfare Services, Probation, Youth/Family, and the roles and responsibilities of CFT participants in both Enhanced Services CFT meetings and Continuum of Care Reform CFT meetings.

Providers are strongly encouraged to attend and receive six CE credits upon completion. Attendees must complete required prerequisites before registration. Please visit:
https://theacademy.sdsu.edu/programs/bheta/pathways/pathways-training-schedule/

Information Reminder

- Disseminate PWB announcements, bulletins, forms, and training schedules to your clinical and quality control staff.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/material along with contact information for PWB Liaisons can be found on BHETA website: https://theacademy.sdsu.edu/programs/BHETA/pathways/

Training and Events

Documentation Training

- **CYF Documentation Training:** Monday, December 17, 2018, from 9:00 AM to 12:00 PM.
  - The December training will be held at the County Operations Center, 5560 Overland Ave., San Diego, CA 92123 – 1st Floor, Room 171.
- **Root Cause Analysis, A/OA and Support Partners Documentation Trainings** are planned for January/February - Stay Tuned for dates and locations!
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- QIP meeting occurs on the fourth Tuesday of every month from 2:30 PM to 4:30 PM.
- This month it will be held on November 27rd, at 3851 Rosecrans Street, San Diego, CA 92110, Coronado Room.
- Call-in Option available. An email will be sent out prior to the meeting with the call-in information included.

> **Is this information filtering down to your clinical and administrative staff?**
> **Please share UTTM with your staff and keep them *Up to the Minute*!**
> Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**