

Mental Health Services

Knowledge Sharing

CCBH Update

- A new feature in CCBH eliminates the need for two signatures on certain assessments, allowing for only one signature to final approve.
- This streamlined process will apply to **AIMS, Demographic Forms, Eligibility for Pathways, Initial Screening PERT, and Safety Alerts.**
- This new process is effective **May 20, 2019.**

CMS Review of DHCS

- The Centers for Medicare and Medicaid Services (CMS) is required to audit each state once every three years to ensure state agencies are accurately paying claims.
- The process is referred to as PERM Audits and California's audit cycle is this year.
- If your program is randomly selected to be audited, there is nothing you need to do, other than provide any records that CMS auditors or contractors may request for their review.
- We will probably not hear anything about the result of the audit since it is an audit of the State, not the County.

CSI and Demographic Forms

- Ever wonder what "CSI" means when demographic form accuracy is discussed?
- CSI stands for "Client and Service Information".
- The CSI System collects client-level service utilization data about California's county mental health programs. Data are provided monthly by county mental health programs (MHPs) and summarized at the state level.
- The CSI System provides service utilization data to DHCS management and staff, MHPs, other state agencies, federal agencies, the Legislature, and other interested entities.
- **NOTE: Demographic form errors prevent the inclusion of important data.** This is why timely and accurate demo form completion is important and is audited during MRRs.



Optum Website Updates MHP Provider Documents

Communications Tab

- QM Memo – New Updated Discharge Form – 4.4.19
- QM Memo – New BHS 025 Forms

Forms Tab

- Beneficiary Materials MHP Order Form
- BHS-025 Form A
- BHS-025 Form B
- BHS-025 Form A and B Tip Sheet

OPOH Tab

- OPOH – Organizational Providers Operation Handbook (Complete Handbook)
- OPOH – Section D – Accessing Services

References Tab

- 3rd Party Expense Report Instructions (ppt)

UCRM Tab

- CANS Sharing Confirmation Form Fill
- Discharge Summary Form Fill
- UM Request Form

BHS Reports

- QM – MRR – Trending Questions Report – Q3 FY 18-19

CYF EBP Reminder

- The CFT indicator needs to be selected in the EBP field when CFT meetings are being documented.
- You may enter the selection on lines 2 or 3. If all three lines are already filled you may remove what is populated on default in lines 2 or 3 only.

- Selection 1 should always remain what is populated.

MRR Trending Questions Report

- The Q3 FY18-19 MRR Trending Questions Report has been published and is available on the Optum website under the BHS Reports tab.
- Program Managers: Please share these common opportunities for improvement with your team.

OPOH Update

- Section D was updated to replace BHETA references with those for RHIS as well as removing links to the TRL and replacing those with reference directing users to the Optum website for appendices.
- The update as well as a link to the entire OPOH can be found on the Optum website under the OPOH tab.

System of Care Credentialing

- San Diego County MHP is considered a Prepaid Inpatient Health Plan and as such must comply with Federal managed care requirements.
- Federal managed care requirements include establishment of a uniform credentialing and re-credentialing process for licensed, registered, waived behavioral health providers.
- BHS is working with Optum to credential all MHP licensed, registered, waived behavioral health providers. Providers will have the option to credential in-house or go through Optum.
- Questions about credentialing can be directed to Adina Patterson, Manager of Behavioral Health Network Credentialing Services, at adina.patterson@optum.com or (619) 641-5356.

Pathways to Well-Being



- **NEW:** The first Pathways to Well-Being monthly bulletin was published May 3rd! This monthly bulletin will be distributed the first Friday of each month and will include provider Q and A as well as PWB-related updates and announcements.
- **NOW LIVE!** Updated version of Pathways to Well-Being & Continuum of Care Reform eLearning (PCWTADL0043).
 - Replaces the current mandated Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model eLearning.
 - Like our current mandated course, completion of the revised course is required within 60-days of hire and will also meet the pre-requisite for the in-person training. It's also a good refresher!
- **Seats are still available** for the PWB: Integrated Core **Practice Model and Continuum of Care Reform** classroom training. The six-hour training dates are:
 - **May 22, 2019 – 9:00 AM to 4:00 PM**
 - **June 13, 2019 – 9:00 AM to 4:00 PM**
- **Registration for BHS/CYF Provider attendees-** complete required prerequisites before registration. Please visit: <https://theacademy.sdsu.edu/programs/rihs/pathways/pathways-training-schedule/>
- **Registration for A/OA - TAY Provider attendees-** please send the following **A/OA – TAY** information to rihs@sdsu.edu

1. Program Name
2. Organization Name
3. Name of COR
4. Program Site address

Information Reminder

- PWB information along with contact information for PWB Liaisons can be found on RIHS website: <https://theacademy.sdsu.edu/programs/RIHS/pathways/>

Management Information Systems (MIS)

ARF Update

- New ARF forms are available for use! You can download them from the Optum Registration website under Downloadable Forms: www.regpacks.com/optum
- Please begin using the new forms now. After June 1st, they will be required and any submission using outdated forms will be rejected. The new forms include:
 - New User – Reactivate ARF
 - Group ARF
 - Modify – Terminate User ARF
 - DHP ARF

Terminations

- When terminating staff from CCBH, please be sure to either 1) terminate them from your legal entity or 2) terminate them just from your Unit/Subunit.
- If you terminate staff entirely from CCBH, they can no longer use the system and MIS must research their access levels before restoring their access.

CSI Cleanup

- In the latest CSI Cleanup, teams have been working on over **10,000** closed client errors in the Demographic Form.
- **Most frequent error:** Selecting the “Estimated” radio button for the Date of Birth. Please be sure to verify Dates of Birth and check the “Actual” button.
- **Second-most frequent error:** Questions regarding where a client is born:
 - If you answer “Yes” to “Born in California”, be sure to enter “California” in the text box below.
 - If you answer “No” to that question, please enter the correct state or enter “Unknown”.
 - If you answer “Yes” to “born in the US”, be sure to enter “United States” in the text box.
 - If you answer “No” to that question, be sure to enter the name of the country of birth or enter “Unknown”.
 - **Remember:** Text responses must be consistent with radio button answers!

Training and Events

Documentation Training

- **A/OA Documentation Training:** Thursday, May 30, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Tuesday, June 18, 2019, from 9:00 AM to 12:00 PM.

- A/OA and CYF Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **RCA/Support Partners Trainings:** Next sessions to be scheduled during July-August 2019.
- 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 **May 28th**, at National University, 9388 Lightwave Avenue, San Diego, 92123.
- WebEx option now available! An email will be sent out prior to the meeting with the WebEx login information included.
- **Reminder:** Logging into the WebEx meeting from a computer allows the user to view the documents that are presented during the QIP meeting. If calling into the meeting, be sure to log on to WebEx from a computer as well.

Is this information disseminated 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