

MENTAL HEALTH SERVICES



Updates

System of Care Application (SOC): Registration

The SOC Application is a web application designed as a one-stop shop for providers to access and submit all documentation required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs.

- The SOC Application will also be used to view, verify, and update your program's Network Adequacy Certification Tool (NACT) data and Provider Directory information.
- Having one portal to manage all Mega-Reg requirements will streamline workflow and enhance accuracy of the submitted information. It will also reduce administrative burden and redundancy by combining several separate submissions into one system.
- Program managers and service providers **must first register** through Optum in order to access the SOC Application.
- **To register:** visit www.OptumSanDiego.com and click on the "Register" link on the upper right corner of the webpage.
- To access a Registration Tip Sheet: visit the BHS Provider Resources page at www.OptumSanDiego.com and click on the "Optum San Diego Registration Tip Sheet" link towards the bottom of the page. You may also click [here](#) to access the tip sheet directly.
- Once registration is approved by the Optum Support desk, you will be able to access your profile and site attestation. Profile and site attestations should be completed via the SOC application now, and again prior to the next NACT submission due April 2021.
- A memo regarding the SOC Application with additional details was emailed to BHS providers on 11/23/2020. It has also been posted to www.OptumSanDiego.com under "Communications". You may also click [here](#) to access the memo directly.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.

Optum Website Updates MHP Provider Documents

OPOH Tab:

- **Section G:**
 - updated 30 day extension of SIROF submission when CME report is pending.
 - Updated to clarify access time definitions.

EHR Training Survey

As we plan for the future, we are considering various EHR training formats, and would very much appreciate your input. Please respond to our [survey](#).

OPOH Updates

- **Section G:**
 - Updated information to indicate the 30 day extension for SIROF submission when CME is pending.
 - Updated to clarify access time definitions.

Welcome Our New QM Specialist!

BHS QM Team welcomes Michelle Hemmings, Psy.D.! Michelle joined BHS in November 2020, bringing her experience as a Program Manager with Palomar Health in both Inpatient and Outpatient Behavioral Health settings. Michelle has extensive experience with Utilization Review, working for several private sector companies, as well as with Quality Review, working for Optum as a TERM Team Psychologist. Michelle's past clinical experience includes working as a Clinical Supervisor for Heritage Clinic (an FSP program for Older Adults) and Manager of the Therapeutic Behavioral Services Program at Mental Health Systems. When not working on QM matters, Michelle enjoys spending her time with her family and pets, going to the beach, and swimming! You can find Michelle at Michelle.Hemmings@SDCounty.ca.gov

Knowledge Sharing

Effective Jan 1, 2021: New Laws Regarding Security Prescription Form Requirements and CURES Reporting:

Starting January 1, 2021, [California state law](#) requires 15 elements to appear on California Security Prescription Forms.

State law also requires California Security Prescription Forms to be produced by printers licensed by the California Department of Justice's [California Security Prescription Printers Program](#). Beginning January 1, 2021, the only California controlled substances prescription forms that will remain valid and acceptable by pharmacies will be those possessing a 12 character serial number and corresponding barcode compliant with the requirements introduced in Assembly Bill 149.

California-approved security printers have been issuing these prescription pads since the beginning of 2020. **Starting January 1, 2021, except for [limited emergency situations](#), pharmacists will be unable to fill a controlled substances prescription that is not on a compliant form.**

The new security form requirements are specified [in Health and Safety Code \(HSC\) section 11162.1](#), which was enacted by [AB 149](#) (Cooper, Chapter 4, Statutes of 2019).

For more information about these requirements, please review the following bulletin, which has been jointly released by the California Department of Justice and the California Department of Consumer Affairs: [AB 149 – New Requirements for Rx Forms](#).

Reminder! SIR and SIROF forms updated to Form Fill versions

The Serious Incident Report (SIR) and Serious Incident Report of Findings (SIROF) have been updated to be Form Fill, which allows for more documentation room. **The current forms can be found on the "Forms" tab on the Optum website and are dated 10/5/20.** Additionally, the following changes have been made to the forms

- Addition of the following incident types:
 - "the event has resulted in death on program's premises"
 - "the event has resulted in serious physical injury on program's premises."
 - "the event is associated with a significant adverse deviation from the usual process for providing behavioral health care"
- Item 14 changed to state "which may require hospitalization"
- The requirement of a wet signature has been removed from both forms

When calling in an incident to the SIR line, be sure to indicate the **date the incident occurred**, the **date program was informed of the incident** and the **client CCBH number**.

If the incident is a Level One incident, please provide detailed information regarding the incident. If the incident occurred in the media, indicate the media link.

SIROF Extensions

- In the event a program is awaiting final cause of death determination from the CME report, the program may be granted an additional 30 days to complete the SIROF.
- If you need an extension, please reach out via QIMatters and the request will be processed.

Emailing Serious Incident Reports (SIRs)

When emailing Serious Incident Reports (SIRs), programs are to ensure documents are sent via **secure email encryption** in order to avoid the risk of a privacy breach. (*Programs also have the option to submit their SIR's via secure fax to 619-236-1953.)

- Programs that have partnered with the County to establish a secured email connection "tunnel" (TLS), emails will automatically be encrypted in transit and no additional action would need to be taken by the provider.
- If the provider is unable to confirm their program's participation in TLS email encryption or for programs not participating in TLS encryption, the provider must ensure that their email account is set up with email encryption to send an encrypted email when submitting their SIR document(s).

Providers are encouraged to reach out to their Program Manager and/or their Program IT for any questions regarding their participation in County TLS Email Encryption or email encryption options.

QI Matters Frequently Asked Questions

Q. When is a Discharge Summary required in to be completed in CCBH versus a Discharge Note?

A. A Discharge Summary is required to be completed when the client has received 5 or more direct client contact services. If they have received 4 or less direct client contact services, then a Discharge Note is sufficient.

Management Information Systems (MIS)

MIS Questions?

MIS manages all things related to the system, including authorizations for all trainings/skills assessments/reactivations, account management. Our email is: MISHelpDesk.HHSA@sdcounty.ca.gov

Cerner Reminder

For questions regarding Cerner products or functions, please call or email the Optum Support Desk at 800-834-3792 or email SDHelpdesk@optum.com. Please do not call Cerner directly!

Training and Events

Support Partners Documentation Training: Tuesday, December 22, 2020 scheduled from 9:00AM to 12:00PM. This training will be held online, via WebEx. Further instructions will be provided upon registration.

- This training is specifically designed for Support Partners – Adult Peer, Child/Youth & Parent Partners and Employment Specialists who bill Medi-Cal. Covered objectives: service codes, documenting notes to acceptable Medical Necessity standards, non-billable direct client services that may not be claimed to Medi-Cal.

Quality Improvement Partners (QIP) Meeting: Tuesday, **December 15, 2020** from **2:00p – 4:00p** via Webex.

Important information regarding training registrations:

- Please be aware when registering for required or popular trainings, either with the county or a contracted trainer, there may be a waiting list.
- When registered for a training, please be sure to **cancel within 24 hours of the training if you are unable to attend**. This allows those on a wait list the opportunity to attend. **Program Managers will be informed of no shows to the trainings.**
- If registered for a training series, please be aware that attendance for all dates in the series are required to obtain certification, CEU's or credit for the training.
- **When registering for a training please include the name of your program manager.**
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

If you have any questions, or if you are having difficulty with registration, please reply to this email or contact BHS-QITraining.HHSA@sdcounty.ca.gov. We hope to see you there.

CCBH Training UPDATE!

- Optum has transitioned to a **fully virtual training format**, thus eliminating travel and allowing for expanded registration.
- Continue to enroll through www.regpacks.com/Optum.
- Most courses include a video tutorial which orients attendees to training and illustrates successful completion of the practice exercises. Video tutorials are available at <https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/orgpublicdocs.html> under the Training tab.
- The courses which do not yet include a video tutorial offer a 1-hour live Webex instead.
- Attendees contact trainers for support via phone or email as they complete the practice exercises. A screensharing option is also available.
- Once attendee practice exercises are complete and accurate, they are granted access to begin documenting in the live environment.
- Please email sdu_sdtraining@optum.com if you have any questions about the process.

CCBH Training Reminder- View Only Assessments and Reports

Please note that View Only Assessments and Reports classes were retired in March 2020 upon the cessation of classroom training. Access to View Only Assessments is granted in conjunction with successful Account Request Form (ARF) submission. When MH MIS notifies an individual that his or her account has been created, login information is provided, as well as a [Resource Packet](#) which illustrates how to navigate CCBH. With Reports, everyone with a CCBH account has access to certain reports based upon the menu group selected on the ARF. The [Reports Manual](#) provides step-by-step instructions to run reports. No information is entered into the CCBH system with View Only Assessments access or when generating reports; therefore, users are not required to demonstrate competency.

Resources and Links

BHS COVID-19 Resources and Links

Remember, for the most current and updated information regarding COVID-19 as well as QM updates and memos, including provider FAQ's, please access the [COVID-19 tab](#) on the Optum Website.

QM MH... UP TO THE MINUTE
December 2020



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