MENTAL HEALTH SERVICES

Knowledge Sharing

A sincere thank you to our CYF and A/OA providers for your effort, flexibility, and patience as we all navigate these challenging times together. While our work may look different these days, you're all doing an impressive job meeting these complex challenges and we are committed to working with all of you to help you through this time while still meeting client needs as best we can.

Thank you for all your work and continue to take care of yourselves and look out for each other as you serve your clients.   If you have questions or concerns, please do not hesitate to reach to our QM team.

Service Provision and Charting:

Services may be delivered via telehealth if equipment and staffing is available to support. Documentation for these services should be completed in the client chart the same way as an in-person visit, and a client's verbal or written consent for the telehealth visit should be noted. All providers may provide all services, as long as the service is within their scope of practice. For further details and guidelines, please refer to recently provided QM memos and/or Telehealth remote communications during the COVID-19 emergency.

Optum Website Updates
MHP Provider Documents

NEW: COVID-19 Tab added with relevant COVID-19 resources and communications

Training Tab: updated to include New PM Orientation Manual

Section C: information regarding incomplete authorization requests to Optum

Section D:
- information regarding incomplete authorization requests to Optum
- updated Inpatient requirements for admission

Provision of services by telephone is recommended. Clients may receive these services from anywhere in the community, outside a clinic, or other provider sites. Documentation for these services should be completed in the client chart the same way as an in-person visit, and a client's written or verbal consent for the telephone visit should be noted. All providers may provide services via telephone, as long as the service is within their scope of practice.

Paper charting is an acceptable method of documentation for services during this period, if that's not the typical process, but all services must still be documented. MH Programs can find forms templates in the MH Uniform Record Manual here: Optum Website-UCRM

- Note, a blank Progress Note template can be used to capture information for documentation if a paper template form is unavailable or not applicable (labeled "Other Progress Note").
- A "Service Indicator Table Key" is available for non-narrative prompts in MH documentation templates completed by hand and not on a computer in the MH Uniform Record Manual link above.
- When paper charting occurs, services still need to be coded appropriately and entered into CCBH.

CYF Utilization Management Temporary Revision due to COVID-19

Effective March 15, 2020 the 14-session UM Model is suspended until further notice. As the CYF SOC supports youth and families during this time, more frequent check-in sessions may be clinically indicated. The CYF Session UM suspension is inclusive of all session types, including "no shows". Organizational providers will continue to evaluate

service needs and make updates to the Client Plan and overall care as indicated. Services rendered will continue to be coded and entered into CCBH.

The State-mandated outcome measures (PSC and CANS) will continue to be administered at intake and discharge. However, with the temporary suspension of the UM, the clinical team will need to ensure that outcome measures are administered when clinically indicated beyond the intake and discharge, with attention given to the state mandate which requires that outcome tools be administered at a minimum every 6 months.

Upon written notification from the County that the CYF Session UM Model is reinstated, the tracking of sessions will date back to sessions provided prior to March 15, 2020.

The CYF Session UM Model suspension will be applied to all programs that are on a session cycle, including those programs that have a modified number of sessions.

The CYF Time Based UM Model and prior authorization requirements are unchanged at this time.   Please refer to the QM Memo that can be found in the COVID-19 Tab on the Optum Website for further clarification.

Revised Time-Based UM Cycle for Day School Services

Recognizing that Day School Service's length of stay is on average one year, the time-based utilization management will move from a 3-month time frame to 6-month time frame which will be effective **4/1/20.**

It is important to note that some UM cycles will need to finish out the 3-month time frame to ensure that the administration of CANS and PSC, client plan update and annual updates are completed at required time points.

New UM requests completed at 6-month time frame will be reviewed and approved by internal UM committee; subsequent UM requests will be submitted to COR every 6 months.

Programs are advised to contact your COR if you have additional questions.

BHS COVID-19 Resources and Links

There has been a new COVID-19 tab added to the Optum Website where providers can find current and updated information regarding COVID-19 as well as QM updates and memos.

COVID-19 BHS Provider Resources Website:
https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/BHSCOVID19Information.html

There are resources for families, caregivers, and parents around managing mental health and coping on the front page of our BHS public site here.

DCHS BHS FAQ's: https://www.dhcs.ca.gov/Documents/COVID-19/COVID-19-FAQ-for-Behavioral-Health.pdf

CDC Informational Video: COVID-19: Flattening The Curve:
https://www.youtube.com/watch?v=fgBla7RepXU&feature=youtu.be

New Program Manager Orientation

The New Program Manager Orientation has been updated and can be found on the Optum Website under the Training Tab. This resource presents a brief overview of several important topics related to program management and quality improvement in the County of San Diego's Mental Health Plan (MHP).

QM … UP TO THE MINUTE
April 2020
OPOH Updates

Section C: updated information regarding incomplete authorization requests to Optum.
Section D:
- updated information regarding incomplete authorization requests to Optum
- updated with the requirement that Hospitals cannot require as a condition of admission or acceptance of a transfer that a patient voluntarily seeking mental health care first be placed on a 5150 hold.

Management Information Systems (MIS)

MIS Questions?
MIS has an email for you to send all questions regarding your CCBH accounts.
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

Documentation Training

**Due to the COVID-19 concerns, Classroom-based CCBH trainings will be suspended until further notice. (ref: 2020-3-19 BHS Provider Notice #3)
- A self-paced, virtual model consisting of resource packets plus practice exercises will be available. Please contact sdu_sdtraining@optum.com . This includes virtual Doctor's Homepage training to ensure physicians have EHR access.
- If you need additional staff trained for billing purposes, please contact sdu_sdtraining@optum.com to discuss further.
- Once staff pass the self-guided trainings, they are able to start documenting in CCBH.

Please note, there are recorded trainings available on the Optum Website at MH_QM_Trainings

Quality Improvement Partners (QIP) Meeting: Tuesday 4/28/20 from **2:00PM – 4:00PM**, Participants will be able to join meeting via WebEx only. Email/invitation with WebEx log in to follow.
- **Please note we have adjusted the start/end time for the QIP Meetings. Meetings will occur the fourth Tuesday of every month from 2:00 PM to 4:00 PM**