MENTAL HEALTH SERVICES

> Knowledge Sharing

Medication Monitoring Suspended for Quarter 4

Due to the continued COVID-19 efforts, Medication Monitoring is being suspended for Quarter 4. Programs will be provided further information regarding when Medication Monitoring will resume for the upcoming fiscal year as it becomes available.

NOABD Log Submissions Suspended for Quarter 4

Programs will not be required to submit their NOABD Logs for Quarter 4 due to continued COVID -19 efforts.

Reminder: No Show Documentation and Tracking

All providers shall have policies and procedures in place regarding the monitoring of "No Show" appointments for clients (and/or caregivers, if applicable). These policies and procedures shall cover both new referrals and existing clients.

No Show Definition: when a new or current client (and/or caregiver, if applicable) is scheduled for an appointment and does not show up or call to reschedule. These appointments should be documented utilizing the appropriate "No Show" service indicator for the Appointment Type.

Optum Website Updates
MHP Provider Documents

Training Tab:
- **Progress Notes/Service Code webinar**

OPOH Tab:
- **Section D:**
  - Updated standards for Medication Assisted Treatment (MAT) referrals.
  - Updated information on the use of MHSA funding to serve parolees.
- **Section G:**
  - Definition of Serious Physical Injury included.
  - Updated information on Serious Incidents related to an overdose by an opioid or alcohol.

Appointments that are "cancelled by client/program" or "services refused by client" do not qualify as a "no show" and should be documented utilizing the appropriate Appointment Type service indicator.

Progress Notes & Service Code Webinar

The Progress Notes and Service Code Webinar has been uploaded to the Optum Website on the Training Tab. This webinar was developed to assist providers in developing a greater understanding of documentation standards for progress notes, the different service codes and how to choose the appropriate code to capture the service you provided, as well as helpful resources. Programs are encouraged to review this webinar with their providers.

Updated Standards for Medication Assisted Treatment (MAT) Referrals

Clients diagnosed with a primary or co-occurring opioid and/or alcohol use disorder should be offered a referral for an assessment for Medication Assisted Treatment (MAT). Although it is outside the scope of practice for a non-prescribing staff to make specific medication recommendations, staff can recommend a referral for MAT at the intake appointment and at other points in the treatment process, as clinically indicated. Staff are encouraged to use motivational interviewing to help clients who would benefit from medication treatment to consider this option. Clients with an opioid and/or stimulant use disorder should be referred or linked to naloxone treatment to prevent overdose risk.

Program Policy and Procedures should address clinical training and supervision on providing appropriate MAT referrals as clinically indicated at any time during treatment or following an overdose. This training and supervision should also address access to Naloxone, especially for clients who refuse a MAT referral and have an opioid use disorder.

OPOH Updates

Section D:

- Updated to include standards for Medication Assisted Treatment (MAT) referrals.
- Updated to indicate that MHSA funding may be used to provide mental health services for parolees.

Section G:

- Definition of Serious Physical Injury included.
- Updated information on Serious Incidents related to an overdose by an opioid or alcohol.

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

Performance Improvement Team (PIT)

The Department of Health Care Services (DHCS) requires that the Mental Health Consumer Perception Survey (the YSS for Children's Programs and the MHSIP for Adult/Older Adult Programs) be administered twice annually.

The DHCS-required MH Consumer Perception Survey will take place June 22-26 (Spring 2020) and will be administered electronically.

The survey will be accessible from any web-enabled device (computer/phone/tablet) and your clients will have several options to complete, depending on whether services are provided in person or via teletherapy. In alignment with State recommendations, paper forms will not be available for the June survey period.

The Research Centers (CASRC and HSRC) are developing the survey and curating a HELP document to guide you through every step of this new virtual frontier. Your CASRC/HSRC reps will contact you with specifics.

If you have any questions, please contact:

- CYF - Antonia Nunez (CASRC) at Antonia@ucsd.edu.

- AOA - Helen Chong (HSRC) at hchong@health.ucsd.edu

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 June 23, 2020** 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**

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**