MENTAL HEALTH SERVICES

Knowledge Sharing

New Collateral Contact Progress Note Template

In an effort to better support providers' documentation needs, a new progress note template for service code SC33 Collateral Contact has been created to assist service providers when documenting Collateral services.

The template will be available in CCBH and on the Optum Website in MHP Provider Documents as a form fill document under the UCRM tab. The template will "go live" in CCBH on 5/15/20.

Collateral services involve providing the client's significant support person(s) with education and training so that they can better understanding the client's mental health diagnosis and related impairments.

Optum Website Updates	
MHP Provider Documents	

UCRM tab:
- SC33 Progress Note form fill template added.

NOABD Tab:
- Updated NOABD Log to include "Type of NOABD"

Training Tab
- New NOABD Training Webinar

- Providing this education to the support person will assist them with understanding and accepting the client's mental health diagnosis.
- By understanding and accepting the client's mental health diagnosis, the support person is better able to assist the client in meeting their client plan goals.
- A key element is that the support person is able to work *with* the client around the client plan as a result of the collateral contact.
- The service is provided to client's significant support person(s).

NOABD Webinar

The Notice of Adverse Benefit Determination (NOABD) Webinar has been uploaded to the Optum Website on the Training Tab. This webinar was developed in order to assist providers in understanding the different types of NOABDs and the situations to which they may be applicable. Additionally, it reviews situations which may have exceptions to issuing the NOABD as well as most frequently asked questions. Programs are encouraged to review this webinar with their providers.

NOABD Log Updated!

The NOABD Log has been updated to include a column to indicate "Type of NOABD" and can be found on the Optum Website under the NOABD tab. Providers are advised to be sure that their program(s) are using the most current version of the NOABD Log.

SIR Report of Findings (SIROF)

A Serious Incident Report of Findings (SIROF) shall include a thorough review of the serious incident and relevant findings and interventions/recommendations.
The Report of Findings shall be submitted **within 30 days** of the reported incident. If an RCA was completed, then complete the RCA section only.

New Definition for Serious Bodily Injury

A **Serious Bodily Injury** means an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment of function of a bodily member, limb, organ or of mental faculty (i.e. fracture, loss of consciousness), or requiring medical intervention, including but not limited to, hospitalization, surgery, transport via ambulance, or physical rehabilitation.

Reminder! For the most current and updated information regarding COVID-19 as well as QM updates and memos, be sure to check the added COVID-19 tab on the Optum Website and the COVID-19 BHS Provider Resources Website.

The QM Team would once again, like to thank our SOC programs and providers for their continued hard work and dedication in providing consistent care to our clients during these challenging times. Your efforts are greatly appreciated!

Meet the New QM Specialist!

The QM team is pleased to welcome **Kristi Jones, LMFT** as our newest Mental Health QM Specialist.

Kristi comes to us from Optum where she was the Manager of Utilization Management. Kristi managed 39 clinicians and clinical administrative coordinators in reviewing for medical necessity and authorization for Inpatient Psychiatric Hospitalization, FFS Outpatient Treatment, Long Term Care, Day Treatment, TBS, IHBS and Residential Substance Use Disorder Programs, in San Diego County. Prior to Optum, Kristi was the Clinical Director of New Alternatives Day Treatment Intensive Program at the CATS residential treatment center. Kristi supervised multiple clinicians and mental health workers in providing day treatment services to severely emotionally disturbed children living in the residential program. She is looking forward to taking on new challenges as a part of HHSA with the QI Team! When not at work, Kristi enjoys being a mom to her two children who are 6 and 9 years old. She also loves her two pugs and English bulldog and considers them her fur babies. She spends most of her free time outside in beautiful sunny San Diego whether it's at the beach or going to her favorite hiking spots. She loves to spend time with her friends and traveling.

Management Information Systems (MIS)

Access Request Form (ARF)

When completing an ARF for a new user, please make sure the **Effective Date** entered is the date the employee starts working at your program.

During the COVID-19 crisis, we want to make sure providers have the access they need quickly. If you are having problems getting signatures for ARF paperwork due to telework, we will accept the form without staff signature.

Indicate in the Comments section that staff signature could not be obtained due to telework. Then, obtain staff signature when you are able. Remember, we still need the provider's correct credentials, NPI, and Taxonomy.

For programs needing the 24-hour clinical menus: If your staff will only need the full client look-up, and will NOT be adding new clients, please mention that in the Comments Section of the ARF. MIS will give them the access they need, but they will not need to take the more confusing CHA Class. They can take the Assessments class. If you have questions, please contact us as MISHelpDesk.HHSA@sdcounty.ca.gov.

We realize that the remote trainings and long wait times have been challenging for some new staff. Alternatively, some Program Managers have chosen to train staff themselves or have Lead staff support them during an Optum training. If you would like to train your staff, please contact us at MISHelpDesk.HHSA@sdcounty.gov. We will make sure you get the training packets you need. After you are confident that your new staff can complete their tasks satisfactorily, contact us to activate their Live accounts.

If you need a quick add of a Unit/SubUnit, send the request to MISHelpDesk.HHSA@sdcounty.gov. We will try to accommodate urgent needs as quickly as possible.

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

**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 can start documenting in CCBH.

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

> **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**