MENTAL HEALTH SERVICES

Updates

The All Provider Listing Link has been resolved by Optum and providers are able to print again via:
https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/bhs_services.html

CCBH Training Page
Optum has created a new CCBH Training Page on the Optum Website under BHS Provider Resources. This page centralizes all training resources to increase accessibility to Account Request Forms (ARFs), new user registration resources and includes a Registration FAQ Manual with helpful tips when registering new staff for training and clarification of required training tracks based on job title/role and links to the Cerner/CCBH live and training application. There are also "accordion menus" for pre-training tips for trainees and program managers and the ability to download and save or print forms and resources.

New Medi-Cal benefits clients may be eligible for through their Managed Care Plan!
Enhanced Care Management (ECM) is a whole-person, interdisciplinary approach to comprehensive care management that addresses the clinical and non-clinical needs of high-cost, high-need managed care members through systematic coordination of services that is community-based, interdisciplinary, high-touch, and person-centered. Initial populations of focus include:

- Individuals Experiencing Homelessness
- Adult High Utilizers
- Adult with Serious Mental Illness (SMI) / Substance Use Disorder (SUD)
- Adults & Children/Youth Transitioning from Incarceration
- Adults at Risk for Institutionalization and Eligible for Long-Term Care
- Nursing Facility Residents Who Want to Transition to the Community

Community Supports are new statewide services provided as cost effective alternatives to traditional medical services or settings. Community Supports are designed to address social drivers of health. They may include:

Housing Transition Navigation Services	Housing Deposits
Housing Tenancy and Sustaining Services	Short-Term Post-Hospitalization Housing
Recuperative Care (Medical Respite)	Day Habilitation Programs
Caregiver Respite Services	Nursing Facility Transition/Diversion to Assisted Living Facilities

Optum Website Updates
MHP Provider Documents

References Tab:
- The Diagnosis Practice Guidelines have been updated to replace current CalAIM language related to medical necessity and diagnosis and has been uploaded onto the Optum Website.

Trainings Tab:
- A link has been added to the Trainings Tab under the MHP Documents on the Optum Website titled "CCBH Training Page – Tips and Resources". This may also be accessed via CCBH Training Page – Tips and Resources link will redirect to the CCBH Training Page.

Personal Care and Homemaker Services
Sobering Centers
Asthma Remediation

Community Transition Services/Nursing Facility Transition to a
Home
Environmental Accessibility Adaptations (Home Modifications)
Medically Supportive Food/Meals/Medically Tailored Meals

The Managed Care Plans continue to work to establish these resources; please be sure to check in with them regarding potential availability for your clients and to confirm referral processes.

Health Plan	Member Services/ Transportation
Aetna Better Health	1-855-772-9076
Blue Shield CA Promise Health Plan	1-855-699-5557
Community Health Group	1-800-224-7766
Health Net	1-800-675-6110
Kaiser Permanente	1-800-464-4000
Molina Healthcare	1-888-665-4621
UnitedHealthcare	1-866-270-5785

Knowledge Sharing

Advocacy Services and Record Requests
In accordance with the Code of Federal Regulation (CFR) Title 42, Part 438, Subpart F – Grievance System, the JFS Patient Advocacy Program and CCHEA are required to conduct grievance investigations and appeals pursuant to State and Federal law. There are mandated timelines for grievances and appeals. Providers' quick and efficient cooperation will ensure compliance with these requirements. When requested, MHP providers shall provide copies of medical records to the JFS Patient Advocacy Program and CCHEA **within seven (7) calendar days** from the date of the medical record request. The Advocacy Agencies will provide the program with a signed release of information from the client with the request.

Medication Monitoring McFloop Form Reminder
Completion of the McFloop Form is only required when there is a variance found in completing the Medication Monitoring Screening Tool. If no variances are identified within a quarter, the McFloop Form is not applicable.

QI Matters Frequently Asked Questions

Q: With the CalAIM initiative changes to medical necessity and reasons for recoupment, are prior authorizations still required or a reason for disallowance?

A: Prior Authorizations are still in place and required, there has been no change and services without prior authorization are still disallowable.

Q: Which diagnoses are available to be utilized now? Can we utilize z-codes past 30 days?

A: All ICD-10 Mental Health diagnoses, as found in the DSM-5, are open for use. Providers may use Z03.89 when deferring a diagnoses.

Q: So, if an item is no longer a reason for recoupment, will we still be marked out during our medical record review?

A: While the State may no longer require recoupment (disallowance) of a service, most items are still a compliance issue and will still result in a mark out of compliance during the medical record review. (ie: late final approvals, no valid client plan). We will continue to monitor compliance and the expectation for continued quality clinical treatment remains regardless of recoupment status.

Q: Since the state no longer requires recoupment for timelines of Client Plans, does this mean this won't be marked out during a medical record review?

A: Currently, all timelines for completion of Client Plans and BHAs remain in effect. Programs will be marked out of compliance for these items; however the service(s) will no longer be disallowed or require recoupment.

Q: Do Progress Notes still hold the 14-day Final Approval requirement? Will a service Final Approved post 14 days be recouped?

A: Yes, all Progress Notes must be Final Approved within 14 days from the date of service, or they will be recouped.

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

A new CCBH Training webpage is now available on the Optum website with the goal of further simplifying the training experience for both attendees and program managers. It centralizes existing links and resources, such as FAQs, the registration link, downloadable forms, video tutorials, resource packets, and support outlets. It also includes tips shared in previous UTTM editions for quick reference. To access the webpage, click here: CCBH Training (optumsandiego.com).

Quality Management Trainings
Progress Notes Practicum**:** Wednesday, **February 16, 2022** from **9:00a – 12:00p** via WebEx. *Registration Required.*
CYF Documentation Training**:** Thursday, **February 24, 2022** from **9:00a – 12:00p** via WebEx. *Registration Required.*
Support Partners: Wednesday, **March 2, 2022** from **12:00p – 3:00p** via WebEx. *Registration Required.*
A/OA Documentation Training**:** Monday, **March 7, 2022** from **9:00a – 12:00p** via WebEx. *Registration Required.*
Audit Leads Practicum**:** Monday, **March 21, 2022** from **12:30p – 3:30p** via WebEx. *Registration Required.*

MHBU Trainings
The Mental Health Billing Unit will be offering the following Financial Trainings in January 2022 for new staff or for those who needs a refresher. The dates and time are as follows:

1. UMDAP - Tuesday, Feb 15th from 9:30-12:30
2. 3rd Party Insurance Coverages – Wednesday, Feb 16th from 9:30-12:30
3. Billing Reports Training – Thursday, Feb 17th from 9:30-12:30

For those who are interested in any or all of the trainings, please send us the following information to MHBU email at: MHBillingUnit.HHSA@sdcounty.ca.gov
a) Your Name
b) Program you're working at
c) Email address
d) Contact Phone number

MHBU staff will send you confirmation once we received your email as well as Team invites, and materials will be sent to you a day prior to the scheduled training.

Recovery International Online Workshop
Empowering Success – Bringing Out the Best in a Peer Employee: Wednesday, March 30, 2022, at 1:00pm via Zoom. This training is for mental health service providers who work with or supervisee peer staff in the Adult/Older Adult Behavioral Health System of Care. *Registration Required via the link provided on the attached flier.*

Quality Improvement Partners (QIP) Meeting: Tuesday, **February 22, 2022,** from **2:00p – 4:00p** via WebEx

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.

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**