MENTAL HEALTH SERVICES

The QM Team would like to take a moment, as we approach this Thanksgiving season, to express our heartfelt appreciation and recognition of the tremendous dedication and hard work that our A/OA and CYF Systems of Care provide our beneficiaries. Your continued resilience and efforts through this past year, despite its challenges, is commended; and the vital support to our beneficiaries is greatly appreciated. Thank you for all you do!

Optum Website Updates
MHP Provider Documents

OPOH Tab:
- **Section D:** pg. D.22 removed START URC requirement, replaced with initial and ongoing authorization request via Optum.

Peer Support Specialist Tab:
- New Tab!
- BHS IN 10.5.21 re: Peer Support Specialist Legacy Process added

Updates

NEW! Peer Support Specialist Tab

A new Peer Support Specialist Tab has been added to the Optum website, under MHP Documents.

- BHS Information Notice 10.5.21 regarding the BHS Peer Support Specialist Certification Program and Legacy Process has been added to this tab.

Peer Support Services Certification Program

As previously reported, and aligned with DHCS BHIN 21-041, San Diego BHS opted to work with California Mental Health Services Authority (CalMHSA) to implement a peer certification program.

- BHS providers that are interested in peer certification are welcome to participate in CalMHSA's informational meeting on **November 15th from 12:00 – 1:00p** by click on this Zoom link: Peers Certification Informational Presentation.
- Previous BHS communication on Peer Support Services are accessible online by selecting the "Peer Support" tab on Optum's DMC-ODS Provider page or MHP Provider page.
- Additional information can be accessed on the DHCS Peer Support Services page.

Empowering Success Workshop

Supervisors of Peer Support Specialists, this workshop will provide hands on information to optimize the unique skills of the Peer Support Specialist. Invest time in learning how to best support this role in your respective program services.

This workshop will be held on **Tuesday, November 30, 2021** at **1:00pm** via Zoom. You must register in advance for this workshop. After registering, you will receive a confirmation email containing the training link. To register, click here.

For more information, contact judi.holder@riinternational.com

Transition to Medi-Cal Rx Fee-for-Service Delivery System – Informational Webinar

Beginning January 1, 2022 Medi-Cal pharmacy benefits will be transitioned to the fee-for-service delivery system for all Medi-Cal beneficiaries – "Medi-Cal Rx". The QM Team is in process of identifying unique impacts to BHS prescribers and

will provide additional information in the coming weeks. Additional details can be found at the DHCS Medi-Cal Rx Transition site or the DHCS official Medi-Cal Rx site.

Healthy San Diego is hosting a **Medi-Cal Rx Webinar** on **Monday, November 22, 2021** from **3:00PM – 4:00PM** via Zoom. This webinar will provide an overview of the Medi-Cal Rx transition and Medi-Cal Rx Provider Portal and Q&A opportunity. Providers are encouraged to register for the webinar via the registration link here.

OPOH Updates

- **Section D:** pg. D.22 removed START URC requirements and replaced with the initial and ongoing authorization request conducted through Optum.

Knowledge Sharing

Reviewing Monthly TUOS for blank Mode and SFC
Programs should be reviewing the monthly TUOS for blank Mode and SFC. There should not be any Blank Mode and SFC on the report other than – 815 not counted in TUOS, 785 an add code and sometimes MAA codes that are counted on another report. If the Mode and SFC are blank, the service does not count in the TUOS and this understates the number of units provided. The blank Mode and SFC will show up at the beginning of the Unit/Subunit summary of the TUOS, see example. Any questions contact the Billing Unit or OPTUM.

Congratulations Jill Michalski, LCSW – our new QM Supervisor!

Please join us in congratulating Jill Michalski in promoting to QM Supervisor! Jill has been working with the County of San Diego in the Quality Management Mental Health Unit as a Utilization Review Quality Improvement Specialist since 2019. Jill has experience in both the A/OA and CYF Systems of Care. Jill has worked in school-based day treatment programs, A/OA and Children's outpatient community-based programs, utilization review/management in the private sector, as well as working with the nonprofit culinary program Kitchens for Good to address recidivism, homelessness, food insecurity and employment barriers related to mental health issues. Jill is a passionate foodie and home chef, and enjoys hosting themed dinner parties for friends and frequent getaways to Valle de Guadalupe. She also enjoys vintage shopping with her husband, Mitch, and spending time with their senior rescue dog, Smitty. Jill's Gallop Strengths are: Strategic, Intellection, Adaptability, Individualization, and Input.

Please join us in congratulating Casie Johnson-Taylor on her promotion to Behavioral Health Program Coordinator with the CYF System of Care! Casie joined the QM Unit in 2016 as a QM Specialist and promoted to QM Supervisor in 2018. She has been integral and valuable part of the QM Team and while she will be greatly missed, she will be a tremendous asset to the CYF System of Care! Good Luck Casie!

QI Matters Frequently Asked Questions

====Amended====Billing for sibling sets:

Q: How should we bill for individual and group services when a sibling set is open to our program?

A: When a program has a sibling set open to their program, the individual services should have the service time split between both clients. The total service time should not exceed the actual time utilized for the service. For example, if

two siblings are attending a Family Rehab session, and the service time is one hour, each youth would have a separate Family Rehab (SC 36) progress note written in their chart with a service time of 30 minutes. When billing for group services, each youth should have the entire group service time. In the case of a Collateral Group, each youth should have the entire group service time Claimed with a billable SC 40 for the Collateral Group.

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

Progress Notes Practicum: Monday, **November 15, 2021** from **12:30p – 3:30p** via WebEx. Registration required. Focus of this training is to provide education regarding documentation standards for the providers within the Adult/Older Adult and the CYF Systems of Care. This practicum is an interactive, collaborative training that allows Mental Health Providers to practice completing clinical documentation to Medi-Cal standards with the assistance of Quality Management Specialists. It is designed to supplement the Mental Health Documentation trainings, with all Mental Health provider staff as the intended audience. If you or your staff are looking to further improve your documentation skills, please join us.

Support Partners Training: Thursday, **November 30, 2021** from **12:30p – 3:30p** via WebEx. Registration Required. Focus of this training is to provide education regarding documentation standards for to para-professionals within the A/OA system of care. This practicum is an interactive, collaborative training that allows para-professionals to practice completing clinical documentation to Medi-Cal standards with the assistance of Quality Management Specialists.

Root Cause Analysis Training: Thursday, **November 18, 2021** from **12:30p – 3:30p** via WebEx.
- This interactive training introduces Root Cause Analysis (RCA), a structured process to get to the "whys and how's" of an incident without blame, and teaches effective techniques for a successful RCA, along with Serious Incident Reporting requirements. The intended audience of this training are program managers and QI staff.
- Registration required – all spots are currently filled, and all new registrants will be added to the waitlist. If a space opens, you will be notified via email of your updated registration status. Please click here to be added to the waitlist

A/OA Documentation Training: Friday, **December 3, 2021** from **9:00a – 12:00p** via WebEx. Registration Required. Focus of this training is to provide education regarding documentation standards for the providers within the Adult/Older Adult System of Care.

Audit Leads Practicum: Wednesday, **December 8, 2021** from **12:30p – 3:30p** via WebEx. Registration Required. Focus of this training is to provide technical assistance to program level QI staff and PMs that conduct chart audits

QIP Meetings will be dark for the months of November and December and will **resume January 25, 2022, from 2:00-4:00p** 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.

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.

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**