MENTAL HEALTH SERVICES

Updates

Program Summary-Attestation Form

Due to COVID protocols, and to decrease the workload placed on programs during the Medical Record Review (MRR) process, the completion and submission of the Program Summary-Attestation form will be **optional** at this time.

Programs are still required to complete their self-review of the identified client charts in preparation for their MRR and may continue to utilize and submit the Attestation form as part of their self-review along with their hybrid chart documents if they choose, however submission of the Attestation form is optional until further notice.

Informed Consent for Psychotropic Medication – Form Update

In response to significant feedback from our SOC providers, the Informed Consent for Psychotropic Medications (English/Spanish), which was recently updated to a form fill version, has been revised to condense the form from 3pages to 2 pages in length to allow for ability for programs to print double-sided and conserve paper waste. The revised form can be accessed via the Optum Website, MHP Provider Documents, under the UCRM Tab.

Updates to Client Plans for Significant Changes in Beneficiary's Life

DHCS indicates that there should be an update to a client plan when there is a significant change in the beneficiary's condition. DHCS defines a "significant change" as *Major life events that might lead to a change in the beneficiary's condition which include, but are not limited to*:

- job loss,
- birth of a child,
- death of a family member or significant other,
- change in relationship status,
- change in residence/living situation.
- An example may also include a beneficiary who has never been suicidal makes a suicide attempt or someone that regularly participates in treatment suddenly stops coming to appointments.

Client Plans will be monitored for updates when significant changes are noted within the client's record. If the program determines that a change is not needed, the rationale must be indicated in a progress note as to why the plan is not being updated. (ref: *QIP Meeting Minutes February 2021*)

Optum Website Updates
MHP Provider Documents

References Tab:
- DHCS and COSD Billing Guidelines
- Service Code Definitions (rev 9.23.20)

UCRM Tab:
- Informed Consent for Psychotropic Medications form updated

Knowledge Sharing

Serious Incident Reporting

- Incidents involving social media
  - For incidents reported in *social media* please contact QM to consult as to whether or not the incident is reportable as a serious incident or an unusual occurrence. Programs may send a request for a consult by emailing QIMatters or calling the SIR line.
- Incidents involving death of a client
  - When reporting the death of a client, programs may contact the County Medical Examiner's Office to confirm the client is deceased and the date of death.
  - Programs may also request the CME Report. This report may assist you in completion of your Serious Incident Report of Findings Report (SIROF), especially when the death is due to unknown circumstances.
  - The report often takes the Medical Examiner 60-90 days to complete.
  - Contact the Medical Examiner at 858-694-2895 to confirm client's death, date of death and receive CME case number. May ask for preliminary cause of death if known. Document this information in the SIR.
  - Email the Medical Examiner at records.mx@sdcounty.ca.gov. to obtain the CME report.

- SIROF Extensions
  - In the event a program is awaiting final cause of death determination from the CME report, the program may be granted an additional 30 days to complete the SIROF.
  - If you need an extension, please reach out via QIMatters and the request will be processed.

Use of SC14 by programs for chart review

As reviewed during the February QIP Meeting, MHP has determined that claiming for chart review can only occur under the following circumstances. Documentation must include how the chart review informs treatment:

- If documents being reviewed are external from CCBH (i.e. hospital discharge summary, conservator's investigation report, summary of treatment from outside provider).
- If documents within CCBH being reviewed were not generated by the program conducting the chart review.
- If the client changes therapist within the same program, and the new therapist is reviewing the previous therapist's documentation.
- MD's preparing for upcoming session, due to length of time between contacts.
- Nursing staff preparing for upcoming session.
- Clinician to review new psychiatric assessment to inform treatment
- Clinician to review previous BHAs (internal or external) in order to complete annual assessment
- Review of documentation for Crisis Intervention related services.

Programs are encouraged to review the **DHCS and COSD Billing Guidelines** which can be found on the Optum Website under MHP Documents under the References Tab for further clarification and information.

QI Matters Frequently Asked Questions

Q. Do Service Indicator Errors for Telehealth require a "Void &Replace" or can I just enter an informational note to resolve the error?

A. The required correction will be dependent on the claim status of the service and which service indicator was incorrect:

- o If the service has been paid by the state, the correction would be to enter an informational note.
- o If the service is still in the unclaimed status, programs would need to correct the service indicator for **Contact Type**, as this is the modifier that alerts to the Telehealth Service and needs to be accurate. The service indicator for Provided At would not require a correction.

Q. Can I bill an SC14 during the first 30 days of opening a new client?

A. Yes, SC14 can be used prior to the completion and final approval of the client plan.

Q. Can a Clinician bill SC14 for reviewing the previous year's BHA if they were not the clinician who completed the previous BHA?

A. Yes, if the review of the previous BHA is being done to enhance the current assessment and documents how it will inform treatment, this can be claimed using SC14.

Q. Are Program Psychiatrists able to use SC14 when a client No-Show's for their scheduled appointment?

A. Yes, they would document the originally scheduled service as a no-show and then could complete an SC14 for the review of records in order to prepare for the session.

Q. Can Support Staff bill SC14 for reviewing past client plans and/or other documentation to help them prepare for upcoming services like psychiatrists can now bill for upcoming appointments?

A. No, this would still be considered "cost of doing business" when a clinician or support staff member is preparing for an upcoming session/service with a client.

Q. Can SC14 be used for review of Discharge Paperwork when a client is released from a recent psychiatric hospitalization?

A. Yes, the SC14 can be used for review of recent hospital records.

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

Support Partners Documentation: Monday, **March 22, 2021**, from **12:30p to 3:30p** via WebEx.
Root Cause Analysis (RCA) Training: Thursday, **March 25, 2021** from **9:00a to 12:00p** via WebEx.
- The intended audience of this training are Program Managers and QI Staff
- Waitlisted registrants from the last session will have priority for admission, all new registrants will be accepted to waitlist only.
- Initial confirmations were sent out March 8, 2021.

Quality Improvement Partners (QIP) Meeting: Tuesday, **March 23, 2021** from **2:00p – 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.

Optum CCBH Trainings: Optum has transitioned to a **fully virtual training format**. All Trainings now have a video tutorial that is posted on the Training Tab on the Optum Website. While the View-Only and Reports Trainings no longer have class trainings, there have also been videos created for these to help assist staff and programs that may need to use them for reference. Please email sdu_sdtraining@optum.com if you have any questions about the process.

Resources and Links

Your QI Specialist = a Valuable Resource!

Programs are reminded that your assigned QI Specialist is not only available during your MRR process, but throughout the fiscal year to assist with program specific questions, concerns, documentation feedback and/or education and staff training needs. Programs are encouraged to reach out to your assigned QI Specialist directly, we are here to support you and your staff! If you are unsure who your assigned QI Specialist is, please reach out to QI Matters.

BHS COVID-19 Resources and Links

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**