QM . . . UP TO THE MINUTE
June 2019

COUNTY OF SAN DIEGO
HHSA
HEALTH AND HUMAN SERVICES AGENCY

LIVE WELL
SAN DIEGO

Mental Health Services

Knowledge Sharing

Beneficiary Handbook Updates
- MHP Beneficiary Handbooks, commonly known as Full Guides, have been updated for Spanish, Tagalog, and Vietnamese. Translations for Arabic and Farsi are soon to follow.
- The handbooks were updated to comply with CMS Mega-Regs.
- The updates can be found on the Optum website under the Beneficiary tab and the Consumers & Families tab.

Diagnoses – Protocol for Ending
- When ending a client's diagnosis, you must first check to see if the client is being treated by another provider.
- If the client is open to another provider, you must collaborate and coordinate with the provider using that diagnosis.
- If the client is not open to another provider, you may end the diagnosis if it is no longer clinically appropriate. However, be sure to end the diagnosis for the same date that you are completing the Diagnosis Form.
- Do not back date the end date of a diagnosis as this will cause billing suspense issues.

MRR Hybrid Chart Review
- BHS complete medical records include both paper and electronic documents and use both manual and electronic processes.
- A portion of the MRR is dedicated to reviewing the program's paper-based medical records.
- If compliance issues are identified due to missing documents in the paper chart, the program shall have until the close of business (COB) on the day of the MRR to provide evidence to QM supporting compliance.
- Evidence will not be accepted if submitted past the timeline.

OPOH Updates
'Tis the season for OPOH updates – please review all that's changed!

- **Section A:** Included a reference to the Trauma-Informed Care Code of Conduct.
- **Section C:** Removed references to the Network of Care.
- **Section D:** Updated the Crisis Residential Services (CRS) description - Added language stating that CRS stays require preauthorization from Optum and removed a reference and link to the Network of Care.

Optum Website Updates
MHP Provider Documents

Beneficiary Tab
- Full Guide (MHP Beneficiary Handbook) in Spanish, Tagalog, and Vietnamese
- Quick Guide to Mental Health Services - All Threshold Languages

Forms Tab
- DPC 203 Fillable
- DPC 203 Mobile Devices
- DPC 203 Salvage and Disposal Flowcharts

OPOH Tab
- Organizational Providers Operation Handbook (Complete Handbook)
- Section A – Systems of Care
- Section C – Accessing Services
- Section D – Providing Specialty Mental Health Services
- Section J – Provider Contracting
- Section K – Provider Issue Resolution
- Section L – Practice Guidelines
- Section Q – Payment Schedule and Budget Guidelines for Cost Reimbursement Contract Only
- Section R – Quick Reference

References Tab
- MIS-25 Program Listing Report

Training Tab
- MHRS and Parapro Documentation Practicum (ppt)

- **Section J:** Updates include 1) changes to linked DPC 203 files, 2) added a new section entitled DPC Flowcharts, and 3) removed DPC 203 Mobile Devices Exhibit C Pricing Sheet since it is no longer used.
- **Section K:** Removed the word "Health" from Optum company name.
- **Section L:** Updated description of Roadmap to Recovery and corresponding link to RIHS website.
- **Section Q:** Updated to reflect salary revisions.
- **Section R:** Removed references to the Network of Care.

Quick Guide to Mental Health Services Updates

- The Quick Guide to Mental Health Services has been updated and can be found on the Optum website under the Beneficiary tab and the Consumers & Families tab.
- The guide can also be ordered using the MHP Beneficiary Order Form, with a limit of 50 per request.

Serious Incident Report Reminder

- Serious Incident – Report of Findings (SIROF) must be submitted to QM within 30 days of knowledge of a Serious Incident.
- QM has noticed a recent trend of late follow-up by programs. Prompt incident investigation helps to ensure appropriate follow-up to minimize risk to programs and prevent future occurrences.
- Serious Incident Reporting (SIR) and required follow-up is detailed in OPOH Section G, pages 17-21. See the Optum website under the OPOH tab.
- SIROF template can be found in the Optum website under the Forms tab.
- **Reminder:** For Level 1 Incidents in the media, please include the link to the news article reporting the incident. If that is not available, please provide specific information on the media outlet name, date and time of report, and specific information about the incident.

Pathways to Well-Being

- The Pathways to Well-Being June 2019 monthly bulletin was sent to providers on June 7, 2019. The monthly bulletins include provider Q and A as well as PWB-related updates and announcements.
- **NOW LIVE!** Updated version of Pathways to Well-Being & Continuum of Care Reform eLearning (PCWTADL0043).
  - Replaces the current mandated Introduction to PWB: Understanding the Katie A. Lawsuit and Core Practice Model eLearning.
  - Completion of the revised course is required within 60-days of hire.
  - Great refresher for those who took the original elearning and includes updated CCR and ICPM information.

  - **PWB: Integrated Core Practice Model and Continuum of Care Reform** classroom training (6 CE's). **Only 1 Remaining Classroom Training:**
    - **June 13, 2019 – 9:00 AM to 4:00 PM**
    - **Note:** Training in FY 19/20 will shift from classroom to webinar

  - **Registration for BHS/CYF Provider attendees**- complete required prerequisites before registration. Please visit: https://theacademy.sdsu.edu/programs/rihs/pathways/pathways-training-schedule/

- **Registration for A/OA - TAY Provider attendees**- please send the following **A/OA – TAY** information to rihs@sdsu.edu

1. Program Name
2. Organization Name
3. Name of COR
4. Program Site address

Information Reminder
- PWB information along with contact information for PWB Liaisons can be found on RIHS website: https://theacademy.sdsu.edu/programs/RIHS/pathways/

Management Information Systems (MIS)

ARF Training
- MIS has announced an Account Request training (ARFs and other paperwork), to be held on June 19th, 8:30-11:30 am, at SDCPH, 3853 Rosecrans Street, 92110.
- The class is anticipated to fill quickly, but MIS is accepting names for a second training pending requests.
- **Questions?** Contact Dolores Madrid-Arroyo, dolores.madrid@sdcounty.ca.gov

CSI Cleanup
- MIS has been working on the clean-up for services for closed clients.
- **Reminders**:
  - When documenting clerical-type services, do not document these in a non-billable note (SC802). Rather, they should be documented in a never-billable note. Some errors being being corrected are a result of clerical services entered as non-billable notes and including zero service time.
  - When documenting a no-show, be sure to document on a progress note for the service that was intended, include zero for service time, and appointment type is no-show.
- **Please be advised:** For the service clean-up, you may see notes in the system that have been voided/replicated to correct the errors by MIS staff members. They are including a never-billable note for the date of the service to include the reason for the correction.

Timeliness of Service
- All programs must begin data collection for Timeliness of Services. Data to be collected in Phase 1 are:
  - Date of First Contact to Request Services,
  - Assessment Appointment First Offer Date,
  - Assessment Start Date,
  - Assessments End Date,
  - Treatment Appointment First Offer Date,
  - Treatment Start Date, and
  - Closed Out Date.
- Please refer to the MIS memo sent out to all programs. We are working on the technical details to capture the date in CCBH, but until that is in place, please begin collecting the data and enter it when CCBH is ready.

Training and Events

Documentation Training
- **Root Cause Analysis Training:** Friday, July 19, 2019, from 09:00 AM to 12:00 PM.
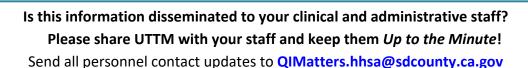
- o RCA Training will be held at the County Operations Center, 5530 Overland Avenue, San Diego, CA 92123 – Room 129.
- **A/OA Documentation Training:** Friday, August 2, 2019, from 9:00 AM to 12:00 PM.
- **CYF Documentation Training:** Thursday, August 29, 2019, from 09:00 to 12:00 PM.
  - o A/OA and CFY Documentation Trainings will be held at the County Operations Center, 5560 Overland Avenue, San Diego, CA 92123 – Room 171.
- **Support Partners Trainings:** Next sessions to be scheduled during August-September 2019.
- Notices will be sent 30 days before event dates.
- Cancel registration at BHS-QITraining.HHSA@sdcounty.ca.gov to allow those waitlisted to attend.

Save the Date – Annual Update Meeting!
- **Audience:** Program Management & QM/QA staff
- **Date:** Friday, July 12, 2018
- **Time:** 1:30 to 4:30 p.m.
- **Location:** Scottish Rite Event Center, 1895 Camino Del Rio South, San Diego, CA 92108

Quality Improvement Partners (QIP) Meeting
- QIP meeting occurs on the fourth Tuesday of every month from 2:30 PM to 4:30 PM.
- This month it will be held on **June 25th,** at National University, 9388 Lightwave Avenue, San Diego, 92123.
- WebEx option now available! An email will be sent out prior to the meeting with the WebEx login information included.
- **Reminder:** Logging into the WebEx meeting from a computer allows the user to view the documents that are presented during the QIP meeting. If calling into the meeting, be sure to log on to WebEx from a computer as well.

> **Is this information disseminated 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**