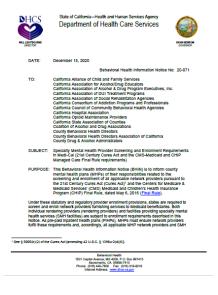# QRTips

Provider Enrollment in PAVE

In order to comply with the requirements set forth in the Cures Act and Final Rule mandates, DHCS is requiring all applicable providers within the MHP to enroll in Medi-Cal through DHCS' Provider Application and Validation for Enrollment (PAVE). A memo was recently provided to programs with information on the process to enroll. AQIS will be assisting with the application completion process to ensure all applicable and required information within the application is completed. This process only pertains to the applicable licensed providers identified by DHCS. The applicable licensed providers will be notified by their supervisors of this requirement. All registered and non-licensed providers are not required to enroll in PAVE. Providers required to enroll in PAVE need to provide the requested/required information to AQIS as soon as possible to meet DHCS' due date of enrollment by April 1, 2021. Any newly hired licensed providers or newly licensed providers are also required to enroll moving forward. If you would like more information on the PAVE enrollment requirement, please click the image of the DHCS Information Notice below.

TRAININGS & MEETINGS
• • •

AOABH Online Trainings

[New Provider Training (Documentation & Care Plan)]

[2019-2020 AOABH Annual Provider Training]

AOABH Core Trainers
County Core Trainers Meeting
WebEx Mtg. 2/4/21 10:30-11:30am

Contract Core Trainers Meeting
WebEx Mtg. 2/11/21 2-3pm

CYPBH Online Trainings

[2019-2020 CYPBH Integrated Annual Provider Training]

CYPBH QRT Meeting
WebEx Mtg. TBD

More trainings on CYPBH ST website

HELPFUL LINKS
• • •

AQIS AOABH Support Team
AOIS CYPBH Support Team
BHS Electronic Health Record
Medi-Cal Certification

Removal of Assessment Documents in EHR for Non-Licensed Mental Health Professionals (Non-LMHPs) – Effective February 1, 2021

Per the Information Notice 17-040 released by the DHCS on chart documentation requirement clarifications, the diagnosis, Mental Status Exam (MSE), medication history, and assessment of relevant conditions and psychosocial factors affecting the beneficiary's physical and mental health must be completed by a provider, operating in his/her scope of practice under California State law, who is licensed, waivered, and/or under the direction of a Licensed Mental Health Professional (LMHP).

Mental Health Specialists/Mental Health Rehabilitation Specialists (MHS) are not able complete the following assessment forms:
- BH Psychosocial
- BH Diagnosis (No change)
- BH Community Functioning Evaluation (CFE)
- Care Plan (CP)
- BH Interim Care Plan (ICP)
- Mental Status Exam (MSE)

Non-Licensed Mental Health Professionals (the non-licensed or non-registered/waivered providers) *are not to complete* the Assessment and Care Plan PowerForms. However, non-LMHPs may continue to *contribute to the assessment* by gathering non-clinical elements of assessment and care planning. The non-clinical elements of assessment and care planning include historical information such as mental health and medical history, substance exposure and use, educational, legal, developmental, cultural and family history. This information can be documented within a progress note for the LMHP to review and incorporate the information in the assessment documents to show how the behaviors or skill deficits are connected to the mental health condition. This information was previously provided to programs in January, March, and April 2020 QRTips.

Effective February 1, 2021, the assessment documents listed above will be removed from the interface of the County EHR for any non-LMHPs. If a non-LMHP has any in-progress assessment documents, they will not be able to make any changes or complete the document after February 1, 2021. Non-LMHPs will still be able to view the information of completed assessment documents by any LMHPs, and should continue to utilize the information during the course of treatment.

ASSESSMENT

AUDIT   ANALYSIS   PLAN   EVALUATION   QUALITY   PROCESS   RESULT   GOAL

shutterstock.com • 1528292915

Managed Care Support Team (MCST) Reminders

MCST OVERSIGHT

- GRIEVANCES & INVESTIGATIONS
- NOTICE OF ADVERSE BENEFIT DETERMINATION (NOABDS)
- APPEAL/EXPEDITED APPEAL/STATE FAIR HEARINGS
- CLINICAL SUPERVISION
- MHP/SUD DMC-ODS PROVIDER DIRECTORIES
- CREDENTIALING
- ACCESS LOGS
- CHANGE OF PROVIDER/2ND OPINIONS (MHP)

All E-mails must have a subject line indicating what type of subject matter they are referring to (e.g. credentialing, grievance, NOABD, etc.)

CONTACT INFORMATION

200 W. Santa Ana Blvd., Suite #100A (Bldg 51-I)
Santa Ana, CA 92701
(714) 834-5601   FAX: (714) 480-0775

E-MAIL ADDRESSES

AQISGrievance@ochca.com (NOABDs/Grievance Only)
AQISManagedCare@ochca.com

MANAGED CARE SUPPORT TEAM — STAFF CONTACTS & LEADS

Grievances, Appeals, State Fair Hearings, NOABDs, 2nd Opinion and Change of Provider

Esmi Carroll, LCSW (Lead)
ecarroll@ochca.com
(714) 834-2071

Jennifer Fernandez, MSW (Lead)
jfernandez@ochca.com
(714) 834-2030

Credentialing and Provider Directory

Elaine Estrada, LCSW (Lead)
eestrada@ocha.com
(714) 834-6629

Sam Fraga
sfraga@ochca.com
(714) 834-6612

Paula Bishop, LMFT
pbishop@ochca.com
(714) 834-6602

Access Logs and Clinical Supervision

Esmi Carroll, LCSW
ecarroll@ochca.com
(714) 834-2071
Clinical Supervision Lead

Liz Martinez
emmartinez@ochca.com
(714)834-2012
CYPBH/SUD Access Log Lead

Araceli Cueva
acueva@ochca.com
(714) 834-2394
AOABH Access Log Lead
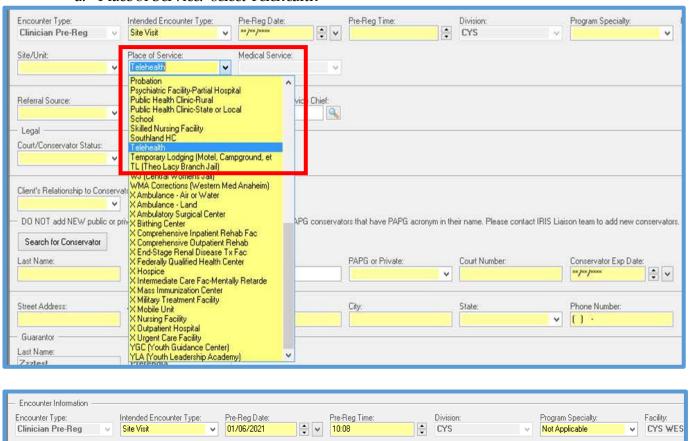
Telehealth – IRIS Workflow

IRIS considerations for SDMC EHR county providers who are providing a Telehealth service, no matter where they or the client is physically located. This would apply in all situations where Telehealth is utilized, even if the client and the provider are both in the clinic and are using the TelePresence machine.

1. In EHR BHS Clinician Pre-Reg (Providers) / EHR BHS Reg (Office Staff), select the following:
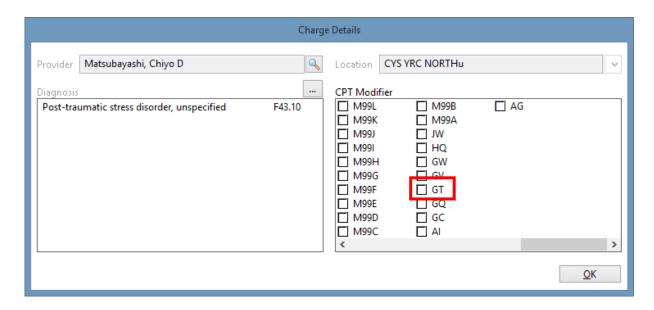   a. Encounter Type: select Site Visit

   a. Place of Service: select Telehealth

   b. Access the checked in appointment from your Home page and document the progress note as usual.
   c. Service codes: claim the appropriate CPT service code based upon the service provided.
   d. In the Charge Details window, select the GT modifier, along with any other modifiers that you normally select.

Telehealth – IRIS Workflow Cont.

1. Telehealth services with the client are considered face to face. Telehealth services without the client present are non-face to face.
2. Services provided via telephone (voice only, no video) – continue to select Encounter Type of Telephone.

If you require additional assistance/guidance with choosing the telehealth option within IRIS, please reach out to the BHS IRIS Liaison Team at 714-834-3128 and someone will be able to assist you.

ANNOUNCEMENTS	REMINDERS
AQIS would like to welcome Nora Flores, Staff Assistant and Debbie Montes, LMFT, to the department. Nora will be providing support to Kelly Sabet, AQIS Division Manager. Debbie will provide support to the CDSS Team. The AOABH Support Team would like to welcome Ken Alma, LCSW, who has been promoted to SCII. The CYPBH Support Team would like to congratulate Asmeret Hagos, LMFT, on her promotion to SCII.	Service Chiefs and Supervisors: Please remember to submit monthly updates on program and provider changes for Provider Directory to AQISManagedCare@ochca.com Please document the review of QRTips in staff meetings. Thank you!

Disclaimer: *The AQIS Quality Assurance (QA) and Quality Improvement (QI) Division develops and distributes the monthly QRTips newsletter to County and County Contracted Behavioral Health providers as a tool to assist with compliance with various QA/QI regulatory requirements. IT IS NOT an all-encompassing document. Programs and providers are responsible for ensuring their understanding and compliance with all local, state, and federal regulatory requirements.*

AQIS Quality Assurance & Quality Improvement Division
Kelly K. Sabet, LCSW, CHC, DM
ksabet@ochca.com

AOABH Support Team
714.834.5601

Manager
Berenice Moran, LMFT, AMII
bmoran@ochca.com

Service Chief II
Ken Alma, LCSW
kalma@ochca.com

Blanca Rosa Ayala, LMFT
bayala@ochca.com

Ashley Bart, LMFT
abart@ochca.com

Grace Ko, LCSW
gko@ochca.com

Brenda Truong, LCSW
btruong@ochca.com

Staci Ziegler, LMFT
sziegler@ochca.com

Support Staff
Sharon Hoang, SA
shoang@ochca.com

CYPBH Support Team
714.834.5601

Manager
(Kelly K Sabet, LCSW, CHC, DM covering)

Service Chief II
Asmeret Hagos, LMFT
ahagos@ochca.com

Audit Staff
Tim Hoang, Psy.D.
thoang@ochca.com

Mark Lum, Psy.D.
mlum@ochca.com

Cheryl Pitts, LCSW
cpitts@ochca.com

Chris Uyeno, LCSW
cuyeno@ochca.com

Eduardo Ceja, LMFT
eceja@ochca.com

Support Staff
Mabel (Maby) Ruelas, SA
mruelas@ochca.com

MC Support Team
714.834.6624

Manager
Annette Tran, LCSW, AMI
anntran@ochca.com

BHCII Staff
Paula Bishop, LMFT
pbishop@ochca.com

Esmeralda Carroll, LCSW
ecarroll@ochca.com

Elaine Estrada, LCSW
eestrada@ochca.com

Jennifer Fernandez, ASW
jfernandez@ochca.com

Elizabeth Sobral, LMFT
esobral@ochca.com

Staff Specialists
Araceli Cueva, SS
acueva@ochca.com

Samuel Fraga, SS
sfraga@ochca.com

Elizabeth Martinez, SS
emmartinez@ochca.com

Certification and Designation Support Services Team
714.834.5601

Service Chief II
John Crump, LMFT, SCII
jcrump@ochca.com

Certification
Sara Fekrati, LMFT
sfekrati@ochca.com

Debbie Montes, LMFT
dmontes@ochca.com

Designation
Diana Mentas, Ph.D.
dmentas@ochca.com

Selma Silva, Psy.D.
ssilva@ochca.com

Support Staff
Josie Luevano, Staff Assistant
jluevano@ochca.com