

QRTips

Behavioral Health Services
Authority and Quality Improvement Services
AOABH / CYPBH / Managed Care
Support Teams

Action Required

Notice of Adverse Benefit Determination (NOABD) - Termination

AQIS has been provided additional information and clarification from the Department of Health Care Services (DHCS) regarding Notice of Adverse Benefit Determination (NOABD) Termination Notices. Per DHCS and the Centers for Medicare & Medicaid Services (CMS) a Termination NOABD is to be issued regardless of the beneficiary's agreement. The "adverse action" is the MHP's decision to discontinue services that have been previously authorized. It is important to note that at this time the Interim Care Plan (ICP) and the Care Plan (CP) documents are "authorizing" services, therefore any changes to the provision of services during the authorized period will most likely trigger an NOABD. AQIS will be providing additional training and information regarding this directive. The effective date for all impacted AOABH and CYPBH program will be February 3rd, 2020.

Clinical Supervision Requirements

AQIS has been provided with more information regarding clinical supervision coverage. The Responsibility Statement for Supervisors and other required forms must be completed by *each* clinical supervisor even if supervision was provided for only one unit of clinical supervision. It is permissible for an Associate to not receive clinical supervision during a week's period of time and provide services as long as the clinical supervisor is accessible or some clinical supervisor is accessible. However, such hours would *not* count toward licensure and should not be included on any of the forms.

Moving forward, to be in line with the BBS requirements, AQIS requests that the Clinical Supervision Reporting Form and a copy of the BBS Responsibility Statement for Supervisors be submitted for *each* clinical supervisor that will be signing off on the hours toward licensure. Please submit the required documents to AQISManagedCare@ochca.com and be sure to indicate "Clinical Supervision" in the subject line.

TRAININGS & MEETINGS

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AOABH

New Provider Training
(Documentation & Care Plan)

Only available online at:
AOABH New Provider Training

AOABH Core Trainers Meetings

County Core Trainers Meeting

December: Canceled

January: 1/2/20 10-11:30am Rm 433

Contract Core Trainers Meeting

December: Canceled

January: 1/9/20 1:30-3:00pm Rm 433

CYPBH Trainings

**Please see CYPBH Support Team website for online trainings.*

HELPFUL LINKS

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AOIS AOABH Support Team

AOIS CYPBH Support Team

BHS Electronic Health Record

Medi-Cal Certification

Medi-Cal Certification/Re-Certification Reminders

The Short Doyle/Medi-Cal Provider Certification & Re-Certification Protocol indicates that the MHP county and contract providers must maintain a safe facility per Title 9 regulations.

Category 3 (Physical Plant) states the following:

- *Is the facility and its property clean, sanitary, and in good repair? Free from hazards that might pose a danger to the **beneficiary**?*
- *Tour Facility: Observe the building and grounds for actual and potential hazards (e.g. loose or torn carpeting, electrical cords that might pose a hazard).*



Please address potential tripping hazards (inside and outside the facility) as soon as possible.

AQIS would like to remind all Medi-Cal certified programs to immediately communicate any and all concerns related to Medi-Cal certification to the AQIS Medi-Cal Certification Team as well as the AQIS Support Teams. Questions can be sent to AQISmccert@ochca.com.

CYPBH ONLY

Short-Term Residential Therapeutic Program (STRTP) – Part 1

Since 2012, California set out to change the way services were provided to children and non-minor dependents in the foster care system through what is known as the Continuum of Care Reform (CCR). In 2015, Assembly Bill 403 was introduced with a framework to ensure children and youth be provided with services and supports to help them return to a permanent family through adoption or guardianship to counter the use of long-term group home care. Part of this change required existing group homes to transform into a Short-Term Residential Therapeutic Program (STRTP) effective January 1, 2017. Children and youth who are not ready to live with families would receive short term, intensive treatment through the STRTP with the goal of preparing them to step down to a less restrictive and more stable and permanent family setting.

In order to operate as an STRTP, a group home must obtain a provisional license through the Department of Health Care Services (DHCS), have a contract as a provider with the Orange County Health Care Agency, have a Mental Health Program Approval from DHCS, and be Medi-Cal certified (HCA – BHS).

Due to the nature of the intensive services being provided in a short period of time (6 months) by the STRTP, documentation of Medi-Cal Specialty Mental Health Services (SMHS) may be challenging due to multiple timeline requirements. AQIS will be providing more detailed documentation guidance and reminders in January 2020. Please stay tuned for the January 2020 QRTips!

Note to Chart

A Note to Chart is a very brief administrative document to note non-clinical activity that is relevant to the client's care. It is activity that should be documented in the chart, but the content of which does not meet the criteria for a Progress Note. Such activities may include simply documenting a no-show to a scheduled appointment or leaving and/or receiving a phone message.

It is important to note that it is best practice to document all activities that are provided on behalf of, and relevant to the client's care, in a manner that illustrates the quality of care we are expected to deliver. Please also remember that Note to Chart documents do not generate any Units of Service and do not appear on the EOC Last DOS Report.

Please stay tuned for "Note to Chart Documentation Guidelines" with more details and examples, which will be posted on the BHS EHR Blog.

REMINDERS

Service Chiefs and Supervisors, please document the review of QRTips in staff meetings. Thank you!

ANNOUNCEMENTS

DHCS Triennial Audit:

12/10/2019 – 12/12/2019

Copying and Pasting

Please avoid copying and pasting content in documentation as it may lead to inaccurate notes and over-documentation. Clinical documentation should be concise and should only contain information that is true and relevant for that particular session/service. It is also important to note that documentation time billed should accurately reflect the time it took to compose the progress note.



AQIS SUPPORT TEAMS

AOABH

714.834.5601

AQIS AOABH Support Manager

Kelly K Sabet, LCSW, AMII

AQIS AOABH Support Service Chief

Mary Malady, LCSW, SCII

ASO / Special Projects

Christine Min, LCSW

Contract

Susan Randhawa, LCSW

Brenda Truong, LCSW

County / Crisis Recovery Services

Blanca Rosa Ayala, LMFT

Sarah Kang, LMFT

Jessica Rycroft, LMFT

Support Staff

Araceli Cueva, SA

Sharon Hoang, SA

Kandee Tran, SA

CYPBH

714.834.5601

AQIS CYPBH Support Manager

Vacant

AQIS CYPBH Support Service Chief

Blanca Rosa Craig, LMFT, SCII

Audit Staff

Luis Arevalo, Ph.D.

Asmeret Hagos, LMFT

Tim Hoang, Psy.D.

Mark Lum, Psy.D.

Cheryl Pitts, LCSW

Chris Uyeno, LCSW

Contract Consultants

Selma Silva, Psy.D.

Medi-Cal Certifications

Chris Uyeno, LCSW

Support Staff

Irene Adams, OS

Elizabeth Martinez, SA

Managed Care

714.834.6624

AQIS MCST Support Manager

Vacant

(Kelly K Sabet, LCSW, AMII covering)

BHCII Staff

Elaine Estrada, LCSW

Sara Fekrati, LMFT

Chung M Nguyen, LCSW

Elizabeth Sobral, LMFT

Staci Ziegler, LMFT

Vacant

Vacant

Support Staff

Vacant

Vacant

Vacant