March 2023

QRTips

Mental Health & Recovery Services (MHRS)
Authority & Quality Improvement Services
Quality Assurance & Quality Improvement Division
AOA-Support Team / CYP-Support Team / Managed Care / Certification and Designation

Drop-In Hours, Q&A's (County Clinics) Revised

It was brought to our attention that in the February 2023 QRTips article about County Q&A's, there was an error when answering a question about Social Determents of Health (SDOH). Please see the corrected question and answer in red.

Can we bill for a SDOH?
Yes, as an ICD code (Z-55 through Z-65)

Originally it referenced "F55- F65" instead of "Z-55-Z-65". To clarify, the ICD-10 codes that represent the social determinants of health are Z55 to Z65.

This discrepancy was also found in the County Clinic Questions and Answers document.

An updated corrected version of the County Clinic Questions and Answers was sent out to Service Chiefs and Program managers. As a reminder, please save the corrected version for your reference. There were no errors found in the Contract Clinic Question and Answers document, so no update was needed.

If you still have any question about this correction or other CalAIM related questions, please email : aqissupportteams@ochca.com.

Children Youth Prevention Support Team (CYP ST) Site Visits

To offer continued support and guidance with the implementation of CalAIM documentation requirements, CYP ST will be coming to an agency

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Children Youth Prevention Support Team (CYP ST) Site Visits continued 🍀

near you!!! As much as we would like to visit each individual site, we will be setting up site visits based on program type and legal entities to best meet the needs of your programs. Our tour will begin with visiting our Contracted providers first then followed with County. We encourage your participation and extend the invitation.

The goal of these visits is to not only provide documentation support with CalAIM but it will also allow for an opportunity for continued collaboration and learn a bit more about the uniqueness of each program within Orange County.

County programs: Service Chiefs please be on the look out in the near future for an email from CYP ST to coordinate the Site Visit date and time.

Contracted programs: Please coordinate with your Contract Monitor to set up a best meeting date and time with CYP ST.

ICD 10 SDOH Update 🍀

Please note, using a Z code starting with Z61 as the primary billing diagnosis for a claim is currently not recognized as an ICD-10-CM code. In other words, any variation of Z61 should not be used.

The reasoning behind this is when ICD-10-CM was created, not all WHO ICD-10 codes were moved into ICD-10-CM.

A few examples of Z61 codes that cannot be used are:

- Z61.0 Loss of love relationship in childhood
- Z61.1 Removal from home in childhood
- Z61.2 Altered pattern of family relationships in childhood
- Z61.3 Events resulting in loss of self-esteem

Med Monitoring Packets Reminder 🍀

All remaining Med Monitoring Packets must be submitted by **3/31/2023**.
- Email completed forms to AQISSupportTeams@ochca.com
  - Include AOA in the subject line for adult programs
  - Include CYP in the subject line for children's program
- If I have questions, how can I reach the medication monitoring leads?
  - **CYP**:
    - Cheryl Pitts; CPitts@ochca.com   Maby Ruelas; Mruelas@ochca.com
  - **AOA:**
    - Blanca Rosa; BAyala@ochca.com   Sang-Patty Tang; STang@ochca.com

MANAGED CARE SUPPORT TEAM

OChealth CARE AGENCY

MCST OVERSIGHT

- GRIEVANCES & INVESTIGATIONS
- NOTICE OF ADVERSE BENEFIT DETERMINATION (NOABDS)
- APPEAL/EXPEDITED APPEAL/STATE FAIR HEARINGS
- PAVE ENROLLMENT FOR COUNTY DMC-ODS CLINICS & PROVIDERS
- PAVE ENROLLMENT FOR MHP PROVIDERS
- CHANGE OF PROVIDER/2ND OPINIONS (MHP/DMC-ODS)

- COUNTY CREDENTIALING
- CAL-OPTIMA CREDENTIALING
- ACCESS LOGS
- CLINICAL/COUNSELOR SUPERVISION
- MHPS/DMC-ODS PROVIDER DIRECTORY

REMINDERS

COUNTY CREDENTIALING

- All **new providers** must submit their County credentialing packet within 5-10 business days of being hired to the MCST. The newly hired provider must **NOT** deliver any Medi-Cal covered services under their license, waiver, registration and/or certification until they obtain a letter of approval confirming they have been credentialed by the MCST. The IRIS team will not activate a new provider in the IRIS system without proof of the credentialing approval letter. It is the responsibility of the direct supervisor to review and submit the new County employee credentialing packet to the MCST.
- MHP/DMC-SUD programs with multiple locations will have a credential approval letter that will cover their entity for that provider. However, if a provider works at two different entities, then **two** credential approval letters will be issued.

EXPIRED LICENSES, CERTIFICATION AND REGISTRATION

- Effective January 2023, the MCST will be issuing a formal Corrective Action Plan to programs that have three (3) or more providers with expired credentials due to the failure of renewing their license, registration or certification on time. Providers are strongly encouraged to renew with their certifying organization at least 2-3 months prior to the expiration.

CLINICAL SUPERIVSION - 90-DAY RULE FOR GRADUATES

- Providers who hire staff under the BBS 90-Day Rule requirement need to classify the new staff as a MHS/MHW on the initial PAN form. This would restrict the billable services the new staff can provide.
- Though the BBS allows the licensed-waiver provider to practice during that 90-Day Rule, Medi-Cal does <u>not</u> consider it within their scope to provide therapy or full assessment services because they do not have a BBS registration number. Medi-Cal will <u>not</u> pay for those services.
- Once the provider obtains their registration # a CSRF Form, BBS Supervision Agreement Form, Written Agreement (if applicable) must be submitted to the MCST.
- IRIS will **NOT** enter the provider into the system to bill for services if they do not have an Associate # and credential approval letter from the MCST.
- County Employees do <u>not</u> qualify for the BBS "90-Day Rule" clause in the law. Human Resources requires an Associate # in order to hire a Behavioral Health Clinician I.

OC health CARE AGENCY

REMINDERS (CONTINUED)

NOABDS

- The MCST has made some modifications to the Termination NOABD requirements per discussion with DHCS and EQRO.
- NOABD Terminations are no longer required for beneficiaries who have successfully completed the program, even if they are not moving onto a lower level of care.

PROVIDER DIRECTORY

- The new Provider Directory spreadsheet (Version 1.17.23) is required to be used effective 2/1/23. Refer to the Provider Directory guideline for detailed instructions.
- Providers covering at the other sites must be identified and placed on the "Provider Tab" for each program location.
- If a provider has separated from the program before the due date of the provider directory, please include the provider on that month but use the "separated" feature. You may then remove the provider the following month from the spreadsheet.
- All new providers must be added to the provider directory spreadsheet for the following month if they started once the provider directory has been submitted.

MCST TRAININGS ARE AVAILABLE UPON REQUEST

If you and your staff would like a specific or a full training about the MCST's oversight and updates on the State and Federal regulations governing Managed Care please e-mail the Administrative Manager, Annette Tran at anntran@ochca.com or Service Chief II, Dolores Castaneda at dcastaneda@ochca.com.

GRIEVANCES, APPEALS, STATE FAIR HEARINGS, NOABDS, 2ND OPINION AND CHANGE OF PROVIDER

Leads: Esmi Carroll, LCSW   Jennifer Fernandez, MSW

CLINICAL SUPERVISION

Lead: Esmi Carroll, LCSW

ACCESS LOGS

Lead: Jennifer Fernandez, MSW

PAVE ENROLLMENT FOR MHP & SUD

Leads: Araceli Cueva, Staff Specialist   Elizabeth "Liz" Martinez, Staff Specialist

CREDENTIALING AND PROVIDER DIRECTORY

Credentialing Lead: Elaine Estrada, LCSW
Cal Optima Credentialing Lead: Sam Fraga, Staff Specialist
Provider Directory Lead: Paula Bishop, LMFT

CONTACT INFORMATION

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E-MAIL ADDRESSES

AQISGrievance@ochca.com (NOABDs/Grievance Only)
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MCST ADMINISTRATORS

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Dolores Castaneda, LMFT, Service Chief II

AQIS, Quality Assurance & Quality Improvement Division
Azahar Lopez, PsyD, CHC
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