

December 2023

QR Tips

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

CANS Reminders

Got CANS questions? If you do, please make sure you send your CANS questions to AQISSupportTeams@ochca.com. Don't forget to identify AOA or CYS in the subject line.

Sharing is caring!!! If a beneficiary has a secondary delivery system involved with their care such as Social Services Agency (SSA), don't forget to share your initial or updated CANS scores with them. This will help ensure the beneficiary has consistent CANS scores between the two delivery systems.

TRAININGS & MEETINGS

AOA Online Trainings

[New Provider Training \(Documentation & Care Plan\)](#)

[2022-2023 AOABH Annual Provider Training](#)

MHRS-AOA MHP QI Coordinators' Meeting

WebEx Meeting: 12/7/2023

10:30- 11:30am

CYS Online Trainings

[2022-2023 CYPBH Integrated Annual Provider Training](#)

MHRS-CYS MHP QI Coordinators' Meeting

Teams Meeting: 12/14/2023

10:00-11:30am

**More trainings on CYS ST website*

HELPFUL LINKS

[QMS AOA Support Team](#)

[QMS CYS Support Team](#)

[BHS Electronic Health Record](#)

[Medi-Cal Certification](#)

Signature Reminders



Please review the following signature requirements from DHCS (BHIN 23-068) for assessments and progress notes:

Assessments shall include a typed or legibly printed name, signature of the service provider, provider title (or credentials), and date of signature.

Progress notes shall include a typed or legibly printed name, signature of the service provider, and date of signature.

As a general rule, all chart documents that have a signature section should be signed by the provider and/or client. Please ensure that documents are not missing signatures.

Note to Chart Reminder

(County Clinics Only)

Result Type:	Doc - Note to Chart
Result Date:	
Result Status:	
Result Title:	
Performed By:	
Verified By:	
Encounter info:	

The following information is important to note regarding the client. However, the information described below does not meet the conditions required for documentation as a Progress Note. "Note to Chart" does not replace a Progress Note, and does not create any units of service.

It was recently brought to the attention of QMS that some providers have been documenting clinical content, such as PHI, within the subject line and/or body of a 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 an 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.

Is it billable or not?

We, at QMS, understand that this can be a confusing time for providers to feel confident about how to bill their services. The following scenarios will hopefully provide some clarification and understanding of when typical assessment services are billable and when they are not.

Scenario 1: Clinician meets with caregiver and client at an outpatient clinic. Clinician spent time obtaining information about client's family history and any trauma client has experienced. Clinician also gathered information from client's caregiver about client's school history. Clinician observed client become anxious and shy when the caregiver shared about their family history.

Yes, this is billable. The service focused on obtaining and gathering information for the assessment while meeting with the client and caregiver. Also, helpful information was gathered by observation which helped with clinical formulation. Based on the activities described above, a code to capture the service most likely would be "Mental Health Assessment by Non-Physician, 15 Minutes"

Scenario 2: Client cancels appointment with clinician. Clinician decides to spend the time reviewing the client's chart. Clinician reviewed the internal records to confirm the current diagnosis and to explore possible treatment options.

This is not billable. Review of internal records is not a billable service even if it is to confirm a client's diagnosis and to explore treatment options. The only time a clinician, when alone, can capture service time conceptualizing or formulating a diagnosis or treatment plan is when it is related to documenting the 7 domain assessment form. Based on this scenario, a code to capture this time most likely would be "NonBillable BH Mental Health Assessment Services."

MCST OVERSIGHT

- EXPIRED LICENSES, WAIVERS, CERTIFICATIONS AND REGISTRATIONS
- NOTICE OF ADVERSE BENEFIT DETERMINATION (NOABDS)
- APPEAL/EXPEDITED APPEAL/STATE FAIR HEARINGS
- PAVE ENROLLMENT (MHP PROVIDERS ONLY)
- CHANGE OF PROVIDER/2ND OPINIONS (MHP/DMC-ODS)
- CAL-OPTIMA CREDENTIALING (AOA COUNTY CLINICS)
- GRIEVANCES & INVESTIGATIONS
- COUNTY CREDENTIALING
- ACCESS LOGS
- CLINICAL/COUNSELOR SUPERVISION
- MHP & DMC-ODS PROVIDER DIRECTORY

REMINDERS, ANNOUNCEMENTS & UPDATES

EXPIRED LICENSES, WAIVERS, CERTIFICATION AND REGISTRATIONS



When a provider's license has expired, the MCST sends an e-mail notification suspending the provider from delivering any Medi-Cal covered services. The e-mail requires an **immediate response** by the provider and/or administrator by the end of the business day to explain the reason for the lapse with the provider's credential. This is important information for the MCST to track and monitor. Be sure to respond promptly upon receiving the e-mail notification.

COUNTY RE-CREDENTIALING

Providers are required to be re-credentialed every 3 years. The Credentialing Verification Organization, Verge/RLDatix sends e-mail notifications to providers 90 days in advance and then every week until the provider attest and provides the required documents needed to initiate the re-credentialing process.

There is a trend of provider's who have failed to complete the re-credentialing process upon the expiration and were suspended from delivering any Medi-Cal covered services.

Once you receive a re-credentialing approval letter from MCST you must contact IRIS to petition for your credential suspension to be lifted to begin delivering Medi-Cal covered services. Your reinstatement is not automatic.

Be sure to re-credential your providers on-time by promptly responding to the Verge/RLDatix e-mail notifications!



REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)

PROVIDER DIRECTORY

The provider directory template has been revised effective 10/27/23 to incorporate the new programs that joined the MHP and DMC-ODS network. All new programs are required to use the new template file name: Orange County Provider Directory Rev. 10.27.23.xlsm. All existing programs may continue using the prior provider directory template filename: Orange County Provider Directory Rev. 6.29.23.xlsm since the changes have no impact, at this time.



MONTHLY MCST TRAININGS WILL BE AVAILABLE

Starting January 2024, MCST will be offering training sessions for new and existing providers who would like a refresher. The 2-hour training will be on NOABDs, Grievances and Access Logs.

Please e-mail AQISGrievance@ochca.com with Subject Line: MCST Training for MHP or DMC-ODS and a MCST representative will send you an e-mail invitation to attend the training via Microsoft Teams.

2nd Tuesdays of the Month @ 1 p.m. MCST Training (MHP)
4th Tuesdays of the Month @ 1 p.m. MCST Training (DMC-ODS)

MCST TRAININGS ARE AVAILABLE UPON REQUEST

- **NEW** MHP and DMC-ODS programs are required to schedule a full-day training to comply with the MCST oversight and DHCS requirements. It is recommended to have the Directors, Managers, Supervisors and Clinical Staff participate in the training to ensure those requirements are met and implemented. Please contact MCST to schedule the training at least a month prior to delivering Medi-Cal covered services.
- If you and your staff would like a refresher on a specific topic or a full training about the MCST's oversight please e-mail the Health Services Administrator, Annette Tran at antran@ochca.com and/or the Service Chief II, Dolores Castaneda at dcastaneda@ochca.com.



REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)

CLINICAL/COUNSELOR SUPERVISION

Any of the status changes list below requires an updated Clinical/Counselor Supervision Reporting Form (CSRF) to be submitted to MCST.

- ✓ Change in Supervisor
- ✓ New Supervisee Registration #
- ✓ Termination in Supervision
- ✓ Name Change



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

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

COMPLIANCE INVESTIGATIONS

Lead: Ashley Cortez, LCSW



CONTACT INFORMATION

400 W. Civic Center Drive., 4th floor
Santa Ana, CA 92701
(714) 834-5601 FAX: (714) 480-0775

E-MAIL ADDRESSES

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

MCST ADMINISTRATORS

Annette Tran, LCSW
Health Services Administrator

Dolores Castaneda, LMFT
Service Chief II

Med Monitoring Packets Reminder

Second quarter Medication Monitoring packets are **due by 12/31/23**. All packets must be submitted by 3/31/24.

Please email questions and completed forms to AQISupportTeams@ochca.com and include AOA Med Monitoring or CYS Med Monitoring in the subject line.



Service Chiefs and Supervisors:

Please remember to submit monthly program and provider updates/changes for the Provider Directory and send to: AQISManagedCare@ochca.com and BHSIRISLiaisonTeam@ochca.com

Review QRTips in staff meetings and include in meeting minutes.

***Disclaimer:** The Quality Management Services (QMS) Quality Assurance (QA) and Quality Improvement (QI) Division develops and distributes the monthly QRTips newsletter to all MHP providers as a tool to assist with various QA/QI regulatory requirements. It is NOT an all-encompassing document. Programs and providers are responsible for ensuring their understanding and adherence with all local, state, and federal regulatory requirements.*

QMS, Quality Assurance & Quality Improvement Division

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Interim Assistant Deputy Director, QMS

AOA Support Team

714.834.5601

aqissupportteams@ochca.com

CYS Support Team

714.834.5601

aqissupportteams@ochca.com

MC Support Team

714.834.5601

aqismanagedcare@ochca.com

Inpatient & Designation Support Services Team

714.834.5601

aqiscdss@ochca.com

Health Services

Administrator

Berenice Moran, LMFT

bmoran@ochca.com

Health Services

Administrator

John Crump, LMFT

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Health Services

Administrator

Annette Tran, LCSW

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Service Chief II

Support Staff

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Service Chief II

Ken Alma, LCSW

Service Chief II

Asmeret Hagos, LMFT

Service Chief II

Dolores Castaneda, LMFT

Certification

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Eunice Lim, LMFT

Debbie Montes, LMFT

Andrew Parker, LMFT

BHCII Staff

Blanca Rosa Ayala, LMFT

Grace Ko, LCSW

Sang-Patty Tang, LCSW

Erin Sagubo, LCSW

Audit Staff

Mark Lum, PsyD

Cheryl Pitts, LCSW

Eduardo Ceja, LMFT

Tanji Ewing, LMFT

Niyati Roy, PsyD

BHCII Staff

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Esmi Carroll, LCSW

Ashley Cortez, LCSW

Elaine Estrada, LCSW

Jennifer Fernandez, ASW

Designation

Diana Mentas, Ph.D.

Selma Silva, Ph.D.

Support Staff

Sharon Hoang, SA

Jaime Bueno, OS

Support Staff

Mabel (Maby) Ruelas, SA

Renee Serna, OS

Staff Specialists

Araceli Cueva, SS

Samuel Fraga, SS

Elizabeth Martinez, SS

Support Staff

Josie Luevano, SA

Fabiola Medina, OS

Support Staff

Katherine Alvarado, OS

Esther Chung, OS