

# QRTips

Behavioral Health Services  
Quality Management Services  
Quality Assurance & Quality Improvement Division

## CANS & PSC-35

# MYTHS

**BUSTED**

**MYTH OR FACT:** CANS and PSC-35 is done at every intake for each program.

**Answer:** Myth. A single “initial” CANS and PSC-35 is needed per Client’s Mental Health Plan Episode of Care (MHP EOC). In other words, once an initial CANS and PSC-35 is entered for the client’s current MHP EOC, an onboarding program does not need to complete another one.

*Example:* Client is open with a county clinic and an initial CANS/ PSC-35 is completed. Two months later, the client is referred to Wraparound as a supplement to treatment. In this case, Wraparound does not need to do another CANS/PSC-35 at intake.

**MYTH OR FACT:** I don’t have to worry about coordinating care for CANS and PSC-35.

**Answer:** Myth. It is the responsibility of each facility/provider within a client’s MHP EOC to coordinate care with each other for various reasons:

- Knowing administration timelines
- Determining the responsibility of completing the CANS and PSC-35 between the two providers
- Helping avoid errors and duplication form status entries

**MYTH OR FACT:** PSC-35 administration timelines do not matter as much as CANS.

**Answer:** Myth. PSC-35 have the same administration timelines, rules, and coordination of care guidelines as CANS.

Email any CANS and PSC-35 questions to [aqissupportteams@ochca.com](mailto:aqissupportteams@ochca.com). Please also be on the lookout for the future release of the updated CANS and PSC-35 FAQ.

## TRAININGS & MEETINGS

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### AOA Online Trainings

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

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

### MHP AOA QI Coordinators’ Meeting

**Teams Meeting: 03/07/2024**

**10:30- 11:30am**

### CYS Online Trainings

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

### MHP CYS QI Coordinators’ Meeting

**Teams Meeting: 03/14/2024**

**10:00-11:30am**

*More trainings on CYS ST website*

## HELPFUL LINKS

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[OMS AOA Support Team](#)

[OMS CYS Support Team](#)

[BHS Electronic Health Record](#)

[Medi-Cal Certification](#)



## REMINDER: TCM & ICC Care Plan Review

TCM and ICC Care Plans are required to have a review/monitoring activity, at minimum, on an annual basis. Please note, if clinically indicated, a review of the care plan can happen before; however, it is required annually and needs to be clearly documented in client's chart. Should you have any questions about this article, please send an email to QMS via [aqissupportteams@ochca.com](mailto:aqissupportteams@ochca.com).



## When to Consider Using a Modifier

There are services that require a modifier to prevent locking out other services. To see which services may be locked out, please refer to the Code Table listed under your provider type, which can be accessed here: [Payment Reform Resources](#).

## ADDING COMMENTS IN SCHEDULING TOOL

The IRIS team has noted that occasionally PHI is being entered into the Scheduling Comments box in SCHED. This may have been done to either assist front office staff with scheduling appointments or intake clinicians to prepare for sessions. The important thing to know is that this information can be viewed by anyone with IRIS scheduling access, including those who may not have a business reason to view this information. In addition, IT is unable to track who may have access to this information. For these reasons, *please do not enter PHI in the Scheduling Comments box.*

A screenshot of a software interface for scheduling. It shows a tab labeled 'Appointment' and a dropdown menu for 'CC General Resources' with '«All Resources»' selected. Below this, the 'Scheduling Comments' field is highlighted with a red circle. The text in the field reads: 'Please do not include PHI here. Thank you!'

The following examples of what can be entered in the Scheduling Comments were provided by the Health Care Agency's Office of Compliance:

- Phone number where the client can be reached if it is not possible to update the client's phone number in the system
- Reminders to obtain an ATD (without the mention of what the ATD is for), complete the Care Plan, obtain intake paperwork
- Other general reminders that do not include PHI, for example: "Obtain ATD"; "Complete intake paperwork"; "Complete Care Plan"; "Begin assessment documents"

Thank you all so much for helping us to continually improve the EHR! If you have any questions or need further information, please contact us at [bhsirisliaison@ochca.com](mailto:bhsirisliaison@ochca.com).



## 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/2<sup>ND</sup> 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



WE'RE SO  
HAPPY  
YOU'RE  
HERE!



**Catherine Shreenan, LMFT**  
Service Chief II

MCST is excited to welcome Catherine Shreenan, LMFT, Service Chief II to our QMS family. Catherine is a Licensed Marriage Family Therapist and has worked for the County of Orange since 2000. She has worked in several different programs as a clinician and later promoted to a Service Chief I in the Anaheim PACT and then to the Anaheim Clinic. She promoted to a Service Chief II in Adult and Older Adult Mental Health in 2019. She has many years of experience working in County Mental Health and is looking forward to this new opportunity with MCST.



**Esther Chung**  
Office Specialist

Esther, our newest addition to the QMS MCST! Hailing from diverse professional experiences, Esther brings a wealth of expertise as a linguist and project manager in the field of translation. With a heart dedicated to mental health, Esther is passionate about contributing to the well-being of our community. Join us in welcoming Esther as she embarks on her journey to make a positive impact on the health and wellness in Orange County.

## REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)

### COUNTY CREDENTIALING & RE-CREDENTIALING

**Certified Peer Support Specialists** registered with the certifying organization, CalMHSA must be credentialed. Be sure to submit credential packet to the MCST to be County credentialed.



The County's Credentialing Verification Organization, VERGE/RLDatix will be sending e-mail notifications **120 days** prior to re-credentialing. The request is to obtain the most current e-mail addresses on file upon the initial credentialing which occurred three years ago. It is important to have the provider's respond to the e-mail within **one (1) business day** to confirm their primary e-mail, employer's agency name, direct supervisor name and supervisor's e-mail for the various agencies the provider is currently employed with. Updating this information will help with the re-credentialing process and prevent any delay or suspension with the re-credentialing process.



Providers are required to be re-credentialed every 3 years. The Credentialing Verification Organization, Verge/RLDatix sends an e-mail notification 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. Be sure to re-credential your providers on-time by promptly responding to the Verge/RLDatix e-mail notifications!

### 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.

## REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)



### **COUNTY EMPLOYEES ONLY**

#### **AUDITING TIMECARD CODING FOR CLINICAL SUPERVISORS**

It is important for Clinical Supervisors to maintain proper supervisee documentation as part of the County requirement. Clinical supervision notes, weekly logs and/or records are subject to review and/or audit upon request (i.e. Human Resources, QMS, Auditor Controller, Program, etc.).

QMS and Human Resources recently conducted an audit of the clinical supervision hours claimed using the Clinical License Services (CLS) pay code on the timecards. As a reminder, it is important for Managers and Service Chiefs to maintain current records for clinical supervision, an updated Clinical Supervision Agreement (CSA) and/or the Clinical Supervision Reporting Form (CSRF) and reconcile the hours coded on the timesheet prior to approving it. This will assist MCST with concluding an accurate reconciliation when reporting the findings to Human Resources.

Remember, the CLS pay code shall only be coded for the hours dedicated to clinical supervision and that a Clinical Supervisor is certifying the Clinical Supervision Hours for a supervisee. Chart review, consultation, preparation, documentation review or other activities outside of the regularly scheduled individual and/or group supervision is **NOT** eligible to be claimed and coded to CLS. Clinical Supervision of interns and volunteers is **NOT** eligible for CLS, as well.

Refer to the [09.03.01 2003 Clinical Supervision Requirements P&P](#) for more detailed information.





## REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)



AVAILABLE  
**NOW**

### MONTHLY MCST TRAININGS – NOW AVAILABLE

MCST is offering open training sessions effective **1/1/24** for new and existing providers. The 2-hour training will be on NOABDs, Grievances, Appeals, 2<sup>nd</sup> Opinion/Change of Provider and Access Logs.

Please e-mail [AQISGrievance@ochca.com](mailto: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.

**2<sup>nd</sup> Tuesdays of the Month @ 1 p.m. MCST Training (MHP)**  
**4<sup>th</sup> 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](mailto:antran@ochca.com) and the Service Chief II, Catherine Shreenan at [cshreenan@ochca.com](mailto:cshreenan@ochca.com).



#### GRIEVANCES, APPEALS, STATE FAIR HEARINGS, NOABDS, 2<sup>ND</sup> 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: Ashley Cortez, LCSW

#### COMPLIANCE INVESTIGATIONS

Lead: Ashley Cortez, LCSW



#### CONTACT INFORMATION

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

#### E-MAIL ADDRESSES

[AQISGrievance@ochca.com](mailto:AQISGrievance@ochca.com) (NOABDs/Grievance Only)  
[AQISManagedCare@ochca.com](mailto:AQISManagedCare@ochca.com)

#### MCST ADMINISTRATORS

Annette Tran, LCSW  
Health Services Administrator  
  
Catherine Shreenan, LMFT  
Service Chief II



## Service Chiefs and Supervisors:

Please remember to submit monthly program and provider updates/changes for the Provider Directory and send to: [AOISManagedCare@ochca.com](mailto:AOISManagedCare@ochca.com) and [BHSIRISLiaisonTeam@ochca.com](mailto:BHSIRISLiaisonTeam@ochca.com).  
Review QRTips in staff meetings and include in your 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

Azahar Lopez, PsyD, CHC  
Assistant Deputy Director, QMS

### AOA Support Team

714.834.5601

[aqisupportteams@ochca.com](mailto:aqisupportteams@ochca.com)

#### Health Services

##### Administrator

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##### Service Chief II

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Blanca Rosa Ayala, LMFT

Grace Ko, LCSW

Sang-Patty Tang, LCSW

Erin Sagubo, LCSW

Patricia Iglesia, LCSW

Jessica Spargur, LMFT

Sharon Hoang, SA

Jaime Bueno, OS

### CYS Support Team

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Niyati Roy, Psy.D.

Cheryl Pitts, LCSW

Eduardo Ceja, LMFT

Tanji Ewing, LMFT

##### Support Staff

Mabel (Maby) Ruelas, SA

Renee Serna, OS

### Managed Care Support Team

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#### Health Services

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Jennifer Fernandez, ASW

##### Staff Specialists

Araceli Cueva, SS

Samuel Fraga, SS

Elizabeth "Liz" Fraga, SS

##### Support Staff

Esther Chung, OS

### Inpatient & Designation Support Services

714.834.5601

[aqiscdss@ochca.com](mailto:aqiscdss@ochca.com)

#### Service Chief II

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##### Certification

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Eunice Lim, LMFT

Debbie Montes, LMFT

Andrew Parker, LMFT

##### Designation

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Selma Silva, Ph.D.

##### Support Staff

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Fabiola Medina, OS