

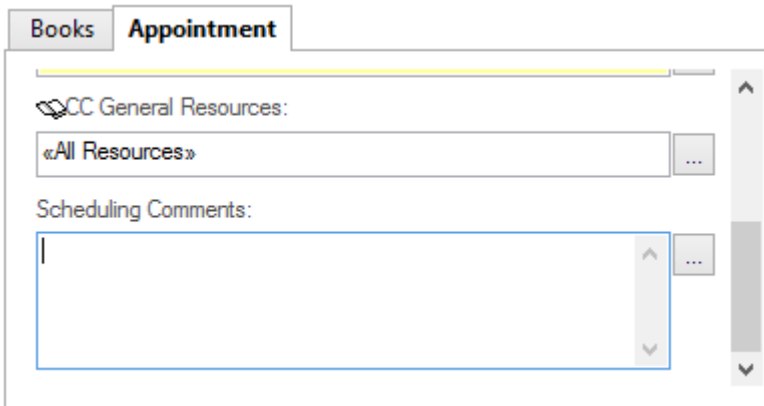
# QRTips

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

## Scheduling Comments in IRIS

### Only for County Clinics using the Electronic Health Record (EHR):

When creating an appointment in IRIS, please note that the content for the “Scheduling Comments” field should be logistical in nature and not contain PHI or clinical data. The scheduling module in IRIS typically has a wide range of user access, including front office staff and therefore, using the scheduling module to document clinical notes does not meet HIPAA’s minimum necessary standard per the Office of Compliance. Please stay tuned for more information and guidance.



### ANNOUNCEMENTS

AOABH QRTips and CYPBH QRTips are now combined! The new and improved QRTips from the AQIS MHP Support Teams will be issued monthly and will contain important announcements and helpful documentation tips. Please look for “AOABH Only” or “CYPBH Only” for information that is specific to either Program. We look forward to continuing our support!

### REMINDERS

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

### TRAININGS & MEETINGS



#### AOABH

New Provider Training  
(Documentation & Care Plan)

*\*We are transitioning to the online version of this training. We will notify as soon as it is available.*  
*Thank you for your patience.*

#### AOABH Core Trainers Meetings

**County Core Trainers Meeting**

Thurs May 2<sup>nd</sup> 10 – 11:30am Rm 433

**Contract Core Trainers Meeting**

Thurs May 9<sup>th</sup> 1:30 – 3pm Rm 433

#### CYPBH Trainings

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

### HELPFUL LINKS



[AQIS AOABH Support Team](#)

[AQIS CYPBH Support Team](#)

[BHS Electronic Health Record](#)

[Medi-Cal Certification](#)

# Medi-Cal Timelines

There has been a recent increase in audit exceptions due to clinicians not following the appropriate Medi-Cal timelines when a case transfers from one program to another. The following recommendations are helpful to avoid any potential recoupments:

- **If the previous case is already closed:**

1. Make sure the previous program has closed the MHP Tx EOC *before* a new one is opened. In this way, the new program has up to 60 days to complete a new assessment and Care Plan.
2. Remember that ALL of the documentation becomes *invalid* the moment the MHP Tx EOC closes. Therefore, the treatment modalities authorized in the previous Care Plan are no longer valid. Creating an Interim Care Plan (ICP) will be valid only after a new MHP Tx EOC has been created.

- **If the previous MHP Tx EOC is OPEN:**

In this situation, the receiving program has two options:

1. Continue following the pre-existing MHP Tx EOC. This means the clinician is in agreement with the assessment, established diagnosis, treatment modalities and Care Plan. The Care Plan can also be modified to include new objectives or modalities as long as the clinician documents in a progress note that the client/legal representative is in agreement with those changes. The clinician needs to become familiar as to when the next Periodic Re-Evaluation will be due, so it can be completed on time.
2. As always, the clinician may decide to conduct a new assessment and develop a new Care Plan. This should be done as quickly as possible. Then, a new Medi-Cal timeline will be created starting the date the client/legal representative signs the Care Plan.

If the program is still using **paper charts** and the chart is open, the clinician needs to review the assessment and Care Plan. If the clinician agrees with both of them, he or she needs to sign and date the Care Plan as the new coordinator of the case. If the chart is closed, the only option is to do a new assessment and Care Plan.

## AQIS SUPPORT TEAMS

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### AOABH

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ASO

Christine Min, LCSW

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### CYPBH

AQIS CYPBH Support Manager

Vacant

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Medi-Cal Certifications

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