OCHealth CARE AGENCY

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QRTips

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

Effective September 1, 2020 – GT Modifier for Telehealth Services Required

Effective September 1, 2020, the GT Modifier must be included in the progress note. If a service was provided on or after September 1, 2020 and the corresponding progress note does not currently include the GT Modifier, the progress note will need to be updated. If you require assistance with updating the progress note, please contact the BHS IRIS Liaison Team at 714-834-3128.

As a reminder, telephone and telehealth services are not the same. A telehealth service is when you speak with the client over the telephone or computer and are able to see them through an audio-visual platform. A telephonic service is when you speak with the client over the telephone only and are not able to see the individual.

Please be sure to choose the correct encounter type for the service being provided. For telehealth services, please choose "Site Visit" for the encounter type and "Telehealth" for the place of service. For telephonic services (audio only), please choose "Telephone" for the encounter type.

The BHS IRIS Liaison Team has posted a new document for FAQs related to telehealth services on their blog. It can be located here for additional information.

FY20-21 Medication Monitoring Update

The purpose of Medication Monitoring Process is to assure the appropriateness of psychotropic medication prescriptions for Behavioral Health Services. AQIS and the Associate Medical Directors have finalized and released the Medication Monitoring Process for the Fiscal Year 2020-2021. Programs should follow the updated process effective October 1, 2020.

TRAININGS & MEETINGS

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AOABH Online Trainings

New Provider Training (Documentation & Care Plan)

2019-2020 AOABH Annual Provider Training

AOABH Core Trainers

County Core Trainers Meeting
WebEx Mtg. 11/5/20 1030-1130am

Contract Core Trainers Meeting
WebEx Mtg. 11/12/20 2-3pm

CYPBH Online Trainings

2019-2020 CYPBH Integrated Annual Provider Training

CYPBH QRT Meeting
WebEx Mtg. 10/1/20 830-10am

**More trainings on CYPBH ST website*

HELPFUL LINKS

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AQIS AOABH Support Team

AQIS CYPBH Support Team

BHS Electronic Health Record

Medi-Cal Certification

Recent BHS Compliance Concerns Regarding Documentation

A number of compliance concerns have recently been brought to the attention of AQIS. These concerns are mostly related to providing a service without documenting the service in a progress note and/or incorrectly documenting a service that was provided. Examples of recent concerns regarding incorrect documentation include documenting a service in a note to chart that should have been documented in a progress note, documenting in the wrong chart, and documenting under an incorrect service location. Recent inquiries into these compliance concerns have indicated a serious lack of understanding of how critical the documentation is to the client record. It is not only the clinical and ethical responsibility of the provider to maintain accurate records, it is a legal obligation to document what occurred during treatment. The HIPAA Privacy Rule provides individuals with a legal right to see and receive copies of the information in their health records.

Providers have a variety of tasks that demand their attention, and this can make it challenging to complete documentation in a timely manner. AQIS recommends developing and practicing time management skills (i.e. scheduling time for documentation after each session) to ensure adherence to documentation standards. If a provider continues to have difficulty completing documentation in a manner that is consistent with the HCA Code of Conduct and Coding Manual & Clinician Handbook with Documentation Guidelines, Version 10, they should consult with their supervisor for additional support and guidance.

Medi-Cal Certification/Re-Certification Reminders

The Medi-Cal certification specialists at AQIS would like to remind providers to inform their program monitor/consultant and AQIS of changes related to their Head of Service (HOS). The HOS role is a regulatory requirement for every Medi-Cal provider of Specialty Mental Health Services. Providers must inform their program monitor/consultant and AQIS when planning a change in the HOS. If unforeseen HOS changes have already occurred, the provider should immediately notify the program monitor/consultant and AQIS. Examples of common HOS changes include employment separation, leave of absence, and the new assignment of a HOS. AQIS recommends that providers have an interim plan in place that describes coverage of the HOS role and responsibilities should the HOS change occur without notice.

Please contact your certification specialist at AQISMCCert@ochca.com or your program monitor/consultant if you have any questions regarding the HOS.

If you have any questions for specific staff, please contact:

AOABH: Chris Uyeno, LCSW cuyeno@ochca.com

AOABH or CYPBH STRTP: Sara Fekrati, LMFT sfekrati@ochca.com

CYPBH: Elizabeth Sobral, LMFT esobral@ochca.com

ANNOUNCEMENTS

Welcome!
The AQIS AOABH Support Team would like to welcome two new staff to the team joining from the P&I programs:
Ashley Bart, LMFT, BHCII
Grace Ko, LCSW, BHCII

The AQIS CYPBH Support Team would like to welcome one new staff to the team joining from CYBH North Clinic:
Mabel (Maby) Ruelas, Staff Assistant

REMINDERS

Service Chiefs and Supervisors:

Please remember to submit monthly updates on program and provider changes for Provider Directory to AQISManagedCare@ochca.com.

Please document the review of QRTips in staff meetings. Thank you!

***Disclaimer**: The AQIS Quality Assurance (QA) and Quality Improvement (QI) Division develops and distributes the monthly QRTips newsletter to County and County Contracted Behavioral Health providers as a tool to assist with compliance with various QA/QI regulatory requirements. IT IS NOT an all-encompassing document. Programs and providers are responsible for ensuring their understanding and compliance with all local, state, and federal regulatory requirements.*

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