



JANUARY – MARCH 2023

### **Welcome to Quality News!**

In an effort to increase communication and information sharing on important topics related to CalAIM and other regulations that impact our county MHP and DMC-ODS plan, the HHS Behavioral Health Quality Management (BH-QM) team is pleased to present its inaugural newsletter. It is our hope to present this to all system providers quarterly.

Each newsletter will feature sections dedicated to SMHS only programs, DMC-ODS only programs, and a section for items that apply to both SMHS and DMC-ODS programs entitled “Behavioral Health Program News.”

Please contact us at [HHSQualityManagement@yolocounty.com](mailto:HHSQualityManagement@yolocounty.com) with questions or suggestions for future topics.

### **Behavioral Health Program News**

Applicable to both SMHS and DMC-ODS Programs:

#### **Yolo County Behavioral Health Quality Management Website Updates**



- The [Behavioral Health Quality Management](#) page of the Yolo County website has had some recent updates to the Policies & Procedures section
- Outdated policies have been removed
- Policy placement has been re-ordered to assure each section is in numerical order, for ease of location the documents
- New policies were added
- Notation was made in SUD policy folders 4 (Compliance) and 9 (Beneficiary Protections) directing SUD providers to appropriate Behavioral Health policies (i.e., those shared by both SMHS and DMC-ODS programs)

#### **Reminder: Quality Service Verification Summary Due April 15, 2023**

- HHS Behavioral Health updated the service verification policy and disseminated this information on 12/12/2022
- [Policy 5-5-013](#) went into effect 1/1/2023
- The [Quality Service Verification form](#) is due on the 15<sup>th</sup> of the month following the end of the quarter, with the first being due April 15, 2023
- Please send the Quality Service Verification form to [HHSQualityManagement@yolocounty.org](mailto:HHSQualityManagement@yolocounty.org)

## Specialty Mental Health Program News



### Upcoming BH-QM SMHS Documentation Trainings

The HHSA BH-QM team will be resuming documentation trainings, which have been redesigned to capture CalAIM standards to date. All topics (Medical Necessity and Access Criteria, Assessments, Problem Lists, Treatment Plans, Progress Notes) will be presented in the same session. This is different than in prior BH-QM documentation trainings which focused on one topic per month. Please save the date for the following sessions:

- Thursday, April 20, 2023, 1PM-3PM
  - For HHSA Adult and Children's programs
- Thursday, May 25, 2023, 1PM-3PM
  - For contractor Adult and Children's programs

Sessions will be via Teams or Zoom, with specific links and details sent out as we get closer to the training dates.

## Updates and REMINDERS !

### Reminder: CalMHSA Training

- The HHSA BH-QM team sent guidance to programs on 3/15/2323 on newly added CalMHSA CalAIM training modules



- Staff that provide initial screenings as part of the Access role are required to take the "Administering the Adult and Youth Screening Tools" module
- Additionally, Yolo County has elected to only have clinicians, clinical supervisors, and clinical managers complete the Transition of Care Tool, so only staff in those professional categories are required to take the "Administering the Transition of Care Tool" module
- The deadline for completion of these trainings is April 17, 2023

### Reminder: NOABDs – Spanish and Russian Translations

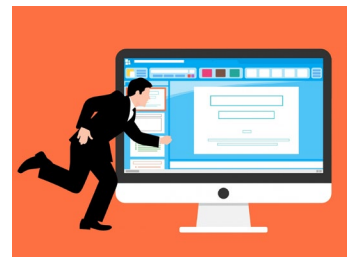
- Notices of Adverse Benefit Determination (NOABD) are required to be provided to beneficiaries in their preferred language (when an action has been taken that requires the NOABD).
- The Avatar NOABD letter and attachments, however, only currently print in English
- For clients who need the language accommodation, the NOABD **must still be entered into Avatar** as this is the County's tracking and reporting mechanism, and the notice should be maintained in the beneficiary's chart in English
- After the NOABD data entry has been completed in Avatar, use the appropriate hard copy translated version (with attachments) to provide to the beneficiary
  - The data entry portions entered into Avatar will need to be translated by you or your staff for appropriate entry onto the hard copy version of the NOABD
- Translated copies of NOABDs are in the process of being posted. If you need one before that occurs, please contact BH-QM at [HHSAQualityManagement@yolocounty.org](mailto:HHSAQualityManagement@yolocounty.org)
- Translated copies of required NOABD attachments (Non-Discrimination Notice and Language Taglines) are posted on the Yolo County Behavioral Health Quality Management website under "Documents & Forms" → "Beneficiary Protections and Informing Materials." The direct link is: <https://www.yolocounty.org/government/general-government-departments/health-human->

**Reminder: Recent Communications for SMHS Programs from HHSA BH-QM**

- The HHSA BH-QM team relies on email communications to share important updates and information and regularly sends emails to program supervisors and managers. We rely on program management to share these communications with applicable staff
- Here is a list of recent communications to SMHS programs. Please consult with your program supervisor and/or manager if you're not aware of any of this information:
  - 1/3/2023: Updated Non-Billable Code Information (including non-billable options for MHSA and other non-Medi-Cal funding)
  - 1/9/2023: New Adult and Youth Screening Tools
  - 1/10/2023: Transition of Care Tool for Medi-Cal Mental Health Services
  - 1/23/2023: Now in Avatar: Transition of Care Tool for Medi-Cal Mental Health Services (including desk guide for tool entry into Avatar)
  - 1/26/2023: Now in Avatar: Screening Tools for Medi-Cal Mental Health Services (including desk guide for screen tool entry into Avatar)
  - 1/27/2023: Avatar Corrections – Point of Contact
  - 2/15/2023: New and Revised Yolo County Policies (including updated UOE, Grievance and Outpatient Clinical documentation policies, and new Intake Requirements policy)
  - 3/1/2023: Medi-Cal Provider Monitoring Policy
  - 3/13/2023: Updated Beneficiary Informing Materials
  - 3/15/2023: Additionally required CalMHSA Training Modules on CalAIM Screening and Transition of Care Tools
  - 3/16/2023: Transition of Care Tool – Revised Avatar form and Desk Guide

**Reminder: Latest Resources Available Online!**

- The BH-QM team is working hard to keep the website information current and easily accessible for all providers
- Check out the website for updated forms, policies and procedures Yolo County Behavioral Health Quality Management:  
<https://www.yolocounty.org/government/general-government-departments/health-human-services/mental-health/behavioral-health-quality-management>
- Avatar forms, desk guides and other EHR related information can be found at the MyAvatar section of the Yolo County website:  
<https://www.yolocounty.org/living/i-want-to/search?q=MyAvatar>



**Important: TCM Plans Required in the Narrative of a Progress Note**

- Per [BHIN 22-019](#), the required elements of a TCM care plan “shall be provided in a narrative format in the beneficiary’s progress note.”
- Additionally, some program types (such as FSP) and specific services (such as ICC, IHBS, STRTP, and TBS) are required to have an Avatar (or provider equivalent) treatment plan.
  - Currently, the TCM plan in a progress note is in addition to the treatment plan that is required for specific program or service types. In other words, an FSP program must have both a formal treatment plan **and** a TCM plan in the narrative of a progress note (if that service is being provided to a beneficiary)



### **Important: Problem List Requirement**

- On June 13, 2022, BH-QM provided guidance to programs to create a problem list for all new clients as of 7/1/2022, and to create one for existing clients as of 7/1/22 “as current treatment plans and assessments expire.”
- In reviewing records recently, BH-QM has found that programs may have forgotten to create problem lists for those existing clients
- Please make sure to create a problem list for all new clients and for all those who have had a recent treatment plan and/or assessment update (if they don’t have a current problem list), or those who will have their treatment plan and/or assessment updated soon.

## **DMC-ODS Program News**

### **NTP and Telehealth Options**

- According to recent communication with DHCS, counseling is the only service that may be offered by NTPs via telehealth as the Covid-19 public health emergency has ended.
- Other services related to controlled medications are not allowed to be provided over telehealth platforms after 5/11/2023 per the DEA.



### **Reminder: Recent Communications for DMC-ODS Programs from HHSA BH-QM**

- The HHSA BH-QM team relies on email communications to share important updates and information and regularly sends emails to program supervisors and managers. We rely on program management to share these communications with applicable staff
- Here is a list of recent communications to DMC-ODS programs. Please consult with your program supervisor and/or manager if you’re not aware of any of this information:
  - 1/31/2023: Yolo County SUD Assessment (ASAM): Email advised NTPs that “requirements for ASAM Level of Care (LOC) assessments apply to NTP clients and settings,” and included a link to [DHCS BHIN 23-001](#)
  - 2/15/2023: Revised Yolo County Policies: Email advised DMC-ODS programs of six updated policies (5-9-014 on Unusual Occurrence/Event Reporting), 6-1-001 (DMC-ODS General Requirements), 6/7/002 (SUD Medical Necessity and Access Criteria), 6/7/003 (SUD DMC Clinical Documentation), 6-12-001 (Practice Guidelines Adolescent SUD Best Practices), and 5-9-015 (Beneficiary Grievances). The [Yolo County Quality Management webpage](#) link was provided where all policies can be found.
  - 3/1/2023: Email advised programs about the updated Medi-Cal Provider Monitoring policy (5-1-016) and provided the [Yolo County Quality Management webpage](#) link where all policies can be found.
  - 3/13/2023: Email advised DMC-ODS programs of updated Informing Materials, including the Beneficiary Non-Discrimination Notice, Language Taglines, and DMC-ODS Beneficiary Handbook (all three provided in English and Spanish). The updated materials were posted to the “Beneficiary Protections and Informing Materials” folder on the Yolo County Quality Management website, and the direct [link](#) was provided.

**Is this information filtering down to your counselors, case managers, and administrative staff?  
Please share the Quality News with your staff and keep them in the loop!**