



Behavioral Health Program News

Applicable to both SMHS and DMC-ODS Programs

Important Reminder: Client Addresses in Avatar

- **Please** be sure to verify (and update, as appropriate) client addresses in Avatar regularly
- HHSA counts on the accuracy of this information to make sure information that is mailed gets to every client as intended.



DHCS “Mega Audit” Scheduled for Yolo County



- Yolo County HHSA received notification of the DHCS audit, colloquially called the “Mega Audit” as it includes a review of SMHS, DMC-ODS and SABG services.
- The audit itself is currently scheduled for March 5 – March 15, 2024
 - The BH-QM team is required to submit materials for the audit to DHCS in January of 2024
 - Programs may be contacted for information to include in the audit materials

Updated Documentation Requirements for SMHS and DMC-ODS Go Into Effect January 1, 2024

- DHCS recently released a new behavioral health information notice (BHIN) outlining updates to documentation requirements for both SMHS and DMC-ODS providers: [BHIN 23-068 Documentation Requirements for SMH DMC and DMC-ODS Services.pdf](#)
- These revised standards will go into effect January 1, 2024
- HHSA BH-QM is in the process of updating the documentation policies and procedures and they’ll be released shortly
 - Additionally, all training materials will be updated as well. Stay tuned for upcoming announcements

SMHS and DMC-ODS Documentation Training Recordings Available Online!

- This quarter, the BH-QM team provided documentation trainings for SMHS and DMC-ODS providers
- The trainings focused on CalAIM documentation and payment reforms to date
- Links to recordings were sent to providers afterwards, but are also available online at the BH-QM webpage: [Behavioral Health Quality Management | Yolo County](#)
 - Follow this path: “Documents” → “Provider Resources” → “Clinical Documentation Training Links – Autumn 2023”
 - Or use this direct link:
<https://www.yolocounty.org/home/showpublisheddocument/78171>
- Please note: some standards as shared in the trainings will be updated per BHIN 23-068 (see hyperlink in “Updated Documentation Requirements” item, on page 1), which goes into effect January 1, 2024.



Updated Beneficiary Handbooks for the 2024 Calendar Year

- Per [DHCS BHIN 23-048](#), each county must provide Medi-Cal beneficiaries the updated Beneficiary Handbook for 2024. This applies to both SMHS and DMC-ODS services
 - The Nondiscrimination Notice and Language Taglines have also been updated for calendar year 2024
- Yolo County HHSAs notified all Medi-Cal beneficiaries (via the Notice of Significant Changes letter) of the updated information and posting the update materials to the Behavioral Health Quality Management webpage
- The updated materials go into effect January 1, 2024
- Please contact HHSQualityManagement@yolocounty.org with any questions regarding these updates.



CalAIM Reporting Requirements: Quarterly Grievance and Appeal Data

- Grievance and Appeal data, previously reported annually to DHCS via the MCPAR process, is now required to be reported quarterly for both SMHS and DMC-ODS systems.
- The quarterly reporting periods are:
 - Quarter 1: July 1 – September 30
 - Quarter 2: October 1 – December 31
 - Quarter 3: January 1 – March 31
 - Quarter 4: April 1 – June 30
- Yolo County will be responsible to submit this data to DHCS with 10 business days following the end of the reporting period, which means the BH-QM team will be reaching out to providers via email before those submission dates to collect your program data
- Your cooperation with responding to the email reminders each quarter is appreciated

Specialty Mental Health Services

SMHS EQRO Review Coming Soon!

- All county Behavioral Health systems are required by DHCS to participate in annual External Quality Review Organization (EQRO) reviews
- These reviews focus on quality, timeliness, and access to both Specialty Mental Health (SMHS) and DMC-ODS Services, with a goal to help improve performance in these areas.
- The SMHS review is scheduled to take place virtually on January 30 and 31, 2024
- Programs, beneficiaries, and their family members may be contacted by HHSA to participate in stakeholder discussions.



Make Sure To Use Correct Service Codes!



- A recent review of the Mental Health Services Delivered report reflected usage of older codes that went out of effect with services provided on or after 7/1/2023.
- A reminder that the majority of new codes for SMHS end with the letters "MH"
- If you're unsure what code to use, refer to the Approved Code List (aka the "Code Sorter Tool") which can guide you to the appropriate code to use
- If you're not seeing the new version of a code in Avatar as you're entering a progress note for recent services, please stop data entry, and contact the BH-QM team immediately at HHSQualityManagement@yolocounty.org
- **Do not use an older code simply because you cannot find the correct new code**
- Use of the proper service codes expedites claims processing by preventing rejections based on code issues.



Reminder for Avatar Users: Please Enter Service times carefully!

- Service Duration must equal the direct time entered
- HHS is only collecting Documentation Time and Travel Time for data collection purposes

For services provided on 7/1/23 and after, the time you enter as "DIRECT TIME" MUST equal the time you enter for "Service Duration"

Direct Time Documentation Time Travel Time Service Duration

For services provided on 7/1/23 and after, the time you enter as "DOCUMENTATION TIME" and "TRAVEL TIME" is for HHS reporting purposes only. Do NOT add these totals or add as part of "Service Duration"

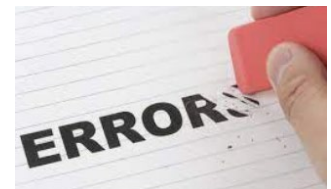


Avatar Progress Note Desk Guide Updated

- With CalAIM, MHR and Graduate Students had some updates to scope of practice with Assessment services
 - Specifically, MHR and Masters or Doctoral student trainee staff may assess for mental health and medical history, substance use and exposure, strengths, risks, and barriers to achieving goals.
 - This level of staff credential will not complete the Avatar Standardized Assessment form, but rather document their portions of an assessment in a progress note.
- The progress note desk guide instructions were updated because of this, with information on use of the "MHR/Graduate Student Assessment" progress note template.
 - The updated guide is linked [here](#).
 - Bookmark the [MyAvatar Resources webpage](#) for ease of access to the most current desk guides and other resources!

Progress Note Correction Process Implementation

- Recently, the BH-QM team emailed programs requiring progress note corrections an Excel sheet noting corrections to be made for services between 7/1/2023 and 11/5/2023. These corrections are required for accurate claims to DHCS.



- Instructions for the process are detailed in this email, so if you are a supervisor or manager and did not receive this important communication, please email HSAQualityManagement@yolocounty.org and let us know
- Programs are asked to complete corrections chronologically, beginning with July 2023 services first.
- Program submission dates for corrections are:
 - Submission #1: December 29, 2023
 - Submission #2: January 19, 2024
 - Submission #3: February 9, 2024
 - Submission #4: March 1, 2024
- Desk guides for various types of progress note corrections have been created and posted to the [Progress Note Correction folder](#) on the MyAvatar Resources webpage

HHSA Only: Intake Packet Documents Available on BH-QM Website

- HHSA Intake forms, in both English and Spanish, have been added to the [Behavioral Health Quality Management](#) website for your convenience.
 - From this hyperlink, go to *Documents* → *Provider Resources* → *HHSA Intake Forms – English (or HHSA Intake Forms Spanish)*
- Are there other forms or resources that would be helpful to have on the BH QM website? Let us know at HSAQualityManagement@yolocounty.org



SMHS Documentation Training FAQs Shared and Posted!

- A “frequently asked questions” list was generated from questions in the BH-QM team’s SMHS documentation trainings this fall.
- This was emailed to providers on 11/1/2023, and posted on the [Behavioral Health Quality Management](#) website for your convenience.
- From this hyperlink, go to *Documents* → *Provider Resources* → *Yolo County HHSA BH-QM SMHS CalAIM Documentation and Payment Reform Q&A FINAL 11.1.23*

DMC-ODS Program News

Since Our Last Edition: New and Updated SUD Policies & Procedures

- HHSA P&P 6-11-002 (“Medication Assisted Treatment Services Requirements”) is a new policy, outlining Yolo County’s implementation of the [Department of Health Care Services Behavioral Health Information Notice \(DHCS BHIN\) #23-054](#)
 - This new policy was sent via email to SUD providers on October 18, 2023, but is also available [here](#)
- HHSA P&P 6-1-003 (“California Ethical Treatment for Persons with Substance Use Disorder”) is a new policy regarding [DHCS BHIN 23-045](#)
 - This new policy was sent to SUD providers on September 26, 2023, but is also available [here](#)

- HHS P&P 6-5-015 (“SUD Residential Authorizations”) is an updated policy incorporating information from [BHIN 23-030](#) (updated postpartum period definition) among other minor updates. The updated policy is available [here](#)

DMC-ODS Documentation Training FAQs Shared and Posted!

- “Frequently asked questions” lists were generated from questions in the BH-QM team’s SUD documentation trainings this fall.
 - The Outpatient/Intensive Outpatient Documentation Training FAQs were emailed to providers on 11/3/2023
 - The Residential/Withdrawal Management Training FAQs were emailed to providers on 11/13/23
 - Both sets of FAQs have been posted on the [Behavioral Health Quality Management](#) website for your convenience.
- From hyperlink above, go to *Documents* → *Provider Resources* → select the version of the FAQs you’d like to review or download
 - NTP FAQs are still in the process of being finalized pending feedback from DHCS. Stay tuned!



From DHCS: Licensing Fee Increase for SUD Residential and Outpatient Facilities

- Per [DHCS BHIN 23-066](#), the licensing fees currently assessed for each licensed and/or certified SUD recovery or treatment facility have been in effect since FY2014-2015, and are not sufficient to support current or planned expenses incurred by DHCS for SUD licensing and certification activities.
- For this reason, these fees are being increased and went into effect October 16, 2023.
- Please review the BHIN (hyperlinked above) for specifics about the increase.

**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!**

