



Behavioral Health Program News

Applicable to both SMHS and DMC-ODS Programs

Updated Interpretation/Interactive Complexity Tip Sheet

An email was sent to all behavioral health providers on May 28, 2024, regarding updates to the Interpretation and Interactive Complexity Guidance previously issued by the BH-QM team. The update was due to new information from DHCS which clarified that interpretation may not be claimed when using an automated/digital translation or relay service.

The updated guidance is posted on the BH-QM Website under the CalAIM header: [Behavioral Health Quality Management | Yolo County](#)

A direct link to the posted document is at this [hyperlink](#)

Supervision of Non-Licensed Staff

BH-QM recently updated P&P 5-1-023 Oversight of Non-Licensed Staff Providing Specialty Mental Health & Substance Use Disorder Services. This policy outlines:

- Oversight and supervision responsibilities of the various levels of staff
- Situations where staff require co-signatures on documentation
- Documentation training requirements for staff
- Additional requirements if documenting in Avatar

Please review the policy ([linked here](#)) and attestation form ([linked here](#)) on the BH QM website.

Quarterly Grievance/Appeal Reporting

As you may be aware, 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 period for Quarter 4 is April 1 – June 30



Yolo County will be responsible to submit this data to DHCS, which means the BH-QM team will be reaching out to providers via email to collect your program data

Your cooperation with responding to the email reminders each quarter is appreciated

Service Verifications

An email was sent to all behavioral health providers on June 10, 2024, regarding Quarter 4 service verification, as per [HSA P&P 5-5-013](#)

The service verification period for Quarter 4 will take place from **June 17, 2024 – June 28, 2024**.

All clients receiving in person services during this timeframe, should be given a Client Service Verification form upon finishing their last billable service of each day within the verification period. If a client declines to complete the form, the provider must indicate this on the client's form and sign and date the form.



- For contractor providers at the end of the two-week period, the provider shall compare all completed client service verification responses collected during the service verification period with the corresponding billable claims and fill out the Quarterly Service Verification Summary Form. Additionally, each client service verification form has a section at the bottom to be completed by the provider in order to track that each form has been verified.
 - The Quarterly Service Verification Summary shall be sent via **encrypted** email (HSAQualityManagement@yolocounty.org) or fax (530-666-8294) by **Friday, July 12, 2024**. Providers do not need to submit individual client forms but should hold onto them for their records.
- For internal HSA teams, submit all Client Service Verification Forms to HSAQualityManagement@yolocounty.org by **Friday, July 12, 2024**.

Updated Practitioner ID Forms

An email was sent to all behavioral health providers on June 3, 2024, regarding the implementation of the new Practitioner ID Application form. This form was updated to provide more clarity regarding what is needed for new and updated enrollments, as well as terminations. In addition, several new classifications have been added to this form based on the passing of CA State Plan Amendment 23-0026. A New Provider Type FAQ document was attached to that email, and we highly encourage providers to review it as it goes over important details related to these new classifications.

The new Practitioner ID Application became effective **June 3, 2024**, and we will no longer accept old versions of this form as of **July 1, 2024**.

As an additional reminder, it is important to note the Practitioner ID expiration date when receiving an approval confirmation. Submitting an updated Practitioner ID form prior to the expiration date prevents delays in billing and Avatar progress note documentation (blank provider classification).

Yolo County Mobile Crisis Services



As of January 1, 2024, Yolo County implemented Mobile Crisis Services available 24/7/365 to Medi-Cal members who are experiencing a behavioral health crisis.

Mobile Crisis Services are a community-based intervention designed to provide de-escalation and relief to individual experiencing a behavioral health or substance use related crisis wherever they are, including at home, work, school or in the community.

To access Yolo County's Mobile Crisis Services please contact the Access Line at 888-965-6647. A full list of behavioral health crisis services can be [found here](#).

New Policy: 5-4-010 Behavioral Health (BH) Auditing and Monitoring Activities

The BH Compliance Program has released a new policy regarding auditing and monitoring activities, describing these important processes in detecting fraud, waste and abuse.

The policy is available on the BH-QM webpage and the direct link is [here](#)

Quality Improvement Committee - Save the Date – June 27, 2024 (via Zoom)

BH-QM invites you to the next quarterly Quality Improvement Committee (QIC) meeting – June 29, 2024, from 9am-10am, via Zoom.

The HHSA Behavioral Health QIC is responsible for the overall quality review of all mental health and SUD services provided in Yolo County. Our goal is to review and evaluate the quality and appropriateness of services to beneficiaries and the results of QM activities, pursue opportunities to improve services, and resolve identified problems.



The QIC is comprised of representatives from the following stakeholder groups: consumers, family members, Patients' Rights Advocate, Local Mental Health Board, QM Program staff, provider and MHP staff, supervisors and managers, and the Mental Health Director. For information and a link to the next QIC meeting please email at HHSAQualityManagement@yolocounty.org.

Peer Support Services Policy & Procedure Posted

For information about the qualifications of certified peer support specialists and the services they provide, check out the recently posted policy, [5-1-024: Peer Support Services](#). Please be aware that attached to this policy is the Code of Ethics for certified Peer Support Specialists. Click [this hyperlink](#) to be taken to the Code of Ethics.

Z-Code Guidance

An email was sent to all behavioral health providers on June 4, 2024, with resources on Z codes for use in capturing Social Determinants of Health (SDOH) in clinical documentation.

Because these codes are updated on a regular basis and not all the available codes are listed in the DSM 5, we encourage you to use one of the resources below to determine which Z codes best fit an individual's history, presentation, and needs, both initially and ongoing. Remember, documentation such as the problem list should be updated regularly as needed to reflect any changes in the individual's presentation.

<https://icd10cmtool.cdc.gov/?fy=FY2023>

[2024 ICD-10-CM Codes Z55-Z65: Persons with potential health hazards related to socioeconomic and psychosocial circumstances \(icd10data.com\)](#)

Updated DHCS Behavioral Health FAQs

An email was sent to all providers on 5/29/24 as notification of the updates DHCS made to their CalAIM Frequently Asked Questions (FAQ) library. Both SMHS and DMC-ODS information is available in the updates.

The BH QM team shared the latest FAQs as a document attached to the email, and we advise programs to also bookmark the DHCS FAQ page to check periodically for updates made in the future.

The Documentation Redesign FAQs from DHCS may be found at: [CalAIM-BH-Initiative-FAQ-BH-Doc-Redesign](#)

DMC-ODS FAQs are additionally found at: [CalAIM-BH-Initiative-FAQ-BH-DMC-ODS](#)



**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!**

Specialty Mental Health Program News

Updated DHCS SMHS Billing Manual

DHCS has updated the specialty mental health services billing manual which includes information on new and updated service codes. The updated billing manual can be found at the DHCS MedCCC website, and a direct link to the manual is here: [SMHS Billing Manual May 2024 \(ca.gov\)](#)

This version separates the Service Table into a document separate from the manual, also located on the MedCCC website. A direct link to that FY24-25 SMHS Service Table is here:

<https://www.dhcs.ca.gov/Documents/SMHS-Service-Table-v-2-0.xlsx>

Avatar Progress Note Template and Updated Progress Note Desk Guide

An email was sent to SMHS providers on 5/31/24 about recent updates to the “Place of Service” field functionality, updated to capture data specific to mobile crisis services. As the mobile crisis team must select the mobile unit place of service in order for the service to bill properly, an additional field was needed to capture information on where in the community the client was located during the crisis services.

While it impacts only those working on the mobile crisis team, all should be aware of the update so as not to use the functionality erroneously.

The mobile crisis team shall refer to pages 14 and 15 of the revised progress note desk guide for more information, which is located at:

<https://www.yolocounty.org/home/showpublisheddocument/75663/638315958576370000>

Updated DHCS Behavioral Health FAQs

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DMC-ODS Program News

Yolo Opioid Coalition

The Yolo Opioid Coalition was launched in October 2019 by CommuniCare Health (now CommuniCare+OLE) and Yolo County HHSA. The coalition was created in response to the rising rates of opioid use in the County and brings together various stakeholders in order to share best practices, address challenges together, and when appropriate advocate for policy and regulatory changes. We invite all vested community partners to join this opioid coalition by contacting us through the website at <https://www.yolopioidcoalition.org/>

DMC-ODS Approved Codes List Updated

The approved list of Yolo County DMC-ODS service codes was posted on the BH-QM website. A direct link can be found [here](#).

FY24-25 codes have been posted to the DHCS MedCCC website and can be found here:

<https://www.dhcs.ca.gov/Documents/DMC-ODS-Service-Table-v-2-0.xlsx>

Stay tuned for updates to the Yolo County DMC-ODS Approved Code list in the near future.

Upcoming Virtual SUD Provider Meetings



Contact Glenn Johnson (gjohnson@yolocounty.org) to obtain dates/times and the link for our virtual SUD Provider meetings!

