



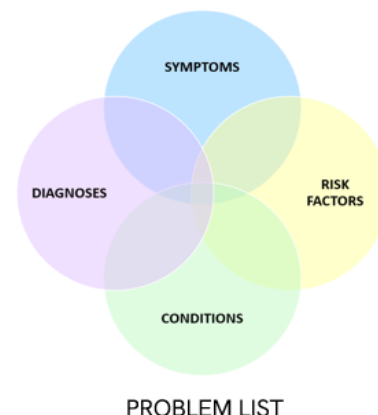
Behavioral Health Program News

Applicable to both SMHS and DMC-ODS Programs

Documentation Tips

Problem List (PL)

- Remember that the PL should include problems shared by the member and their family or support persons, as appropriate.
- The Problem List should include current or historical social and environmental factors:
 - These are usually referred to as “Z Codes” and are critical to forming a complete and shareable clinical picture of the member’s life circumstances, conditions, and experiences.
 - Educational challenges/learning disabilities, homelessness/housing issues, social stressors, acculturation difficulties, history of incarceration, access to healthcare, employment related issues, and historical experiences of abuse or neglect are **all parts of the Problem List.**



Grievances



Remember that any expression of dissatisfaction (a complaint, report of negative experiences, negative statement about services or staff members, etc.) is a grievance.

Regardless of what a member or authorized representative is grieving, it is appropriate to support the person in filing a grievance. For contract providers, in addition to your internal grievance resolution processes, members may wish to file a grievance with HHS directly. Advise the person of their options to file a grievance: Via the HHS QM Grievance Line at 530-666-8788, or in writing, attention Quality Management at Yolo County HHS, 137 N. Cottonwood St, Suite 2500, Woodland, CA 95695. (Members may use any written format they’d like or may use the [County of Yolo Grievance Form.](#))

Quality Improvement Committee *Join us!*

**Save
the
Date**



BH-QM invites you to attend the quarterly Quality Improvement Committee (QIC) meetings. The next meeting is on **Thursday, September 26, 2024**, and the following meeting is on **Thursday December 19, 2024**. All meetings are from **9am-10am**, via Zoom. (Note: the December date is a change from the regular schedule to accommodate for the holidays.)

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 members 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.gov.

Service Verifications

An email was sent to all contract and HHSA behavioral health providers on September 17, 2024, regarding FY 2024-2025 Quarter 1 service verification, as per [HHSA P&P 5-5-013](#).

The verification period will take place from **September 23, 2024 - October 4, 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 (HHSAQualityManagement@yolocounty.gov) or fax (530-666-8294) by **Friday, October 18, 2024**. Providers do not need to submit individual client forms but should retain these records.
- For HHSA providers: submit individual client service verification forms to HHSAQualityManagement@yolocounty.gov by **Friday, October 18, 2024**.

Updated P&Ps

The following Policies and Procedures have been issued during the last quarter. Please familiarize yourself with those that may apply to your scope of work:

BH:

1. [5-9-014 Unusual Occurrences and Events Reporting](#). Updated issued August 2024.

SUD:

1. [6-5-015 SUD Residential Authorizations](#). Update issued July 2024.
2. [6-5-012 Practice Guidelines: Perinatal Services Network Guidelines](#). Update issued August 2024.



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 Service Coding Resources Available

An email was sent to all SMHS providers on September 9, 2024, providing background and links to the following updated service coding resources. These updates reflect coding changes that went into effect 7/01/2024.

- [Approved Yolo County SMHS Codes Rev 8](#)
- [Interpretation and Interactive Complexity Guidance](#)
- [Multiple Services in a Day Guidance](#)
- [Outpatient Crisis Billing Codes](#)
- [Service Code Changes Effective 7.1.24 Updated 9.6.24](#)
- [Yolo Approved SMHS Codes List - Crosswalk for Non-Avatar Providers](#)
- [Payment Reform Office Hours FAQ 9.16.24](#)

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

Documentation Tips

Date of Service (DOS)


Before you finalize a note in Avatar, always double check that you are entering the note for the correct date of service, and the note is for the correct client in the correct episode.

- Also, double check that you are using the correct service code and correct duration of service.
- Progress note corrections sent to QM are time intensive and your attention to data entry in progress notes saves your program and QM time in the long run. Thank you!



Avatar Note Templates

- Remember that Avatar has different types of documentation templates available from within the Progress Notes (Group and Individual)
- By right-clicking in the Notes Field, you can select System Templates and select from these options:



- Attestation (correction)
- Group Note Template
- Injection Note
- LOCUS
- MHRS/Graduate Student Assessment
- Medication Follow-Up Progress Note
- Peer Support Services Care Plan Template
- Progress Note Template
- Targeted Case Management (TCM) Care Plan

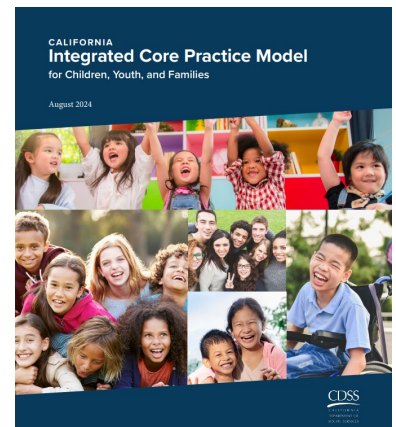


Integrated Core Practice Model (ICPM) & Integrated Training Guide (ITG)

DHCS is launching a new ICPM Guide and ITG, they can be found here:

- [Integrated Core Practice Model, ITG, & related resources](#)

The ICPM embodies the shared values, core components, and standards of practice expected from California's children, youth, and family serving agencies within the System of Care (CYSOC). These values, principles, and practices are meant to be shared by all who seek to support children, youth, and families whether employed by a governmental agency or a community-based organization. Supported by brain science, these principles cultivate psychological safety, a crucial neurobiological element for growth and transformation.



Training opportunity for CYF:

UC Davis is hosting informational webinars to support the ICPM launch.

The next available webinar is **Wednesday, October 9, 2024**, from 11:00am-12:30pm for those supporting Yolo's Children and Youth System of Care.

[**Register here \(registration is required\)**](#)

DMC-ODS Program News



National Recovery Month is September

It's a time to celebrate those who have overcome substance use disorder and continue to support those who are still on their Journey to recovery.

September 20th is National Addiction Professionals Day

A day to celebrate and honor these vital players in health care systems and organizations



Yolo Opioid Coalition Meetings

Yolo Opioid Coalition meetings take place the last Friday of each month from 12:00pm to 1:30pm

- Please email hhsa.sudservices@yolocounty.gov for additional information or to join a meeting.

ASAM Criteria Module Trainings Available

Reach out to Glenn Johnson to learn more: Glenn.Johnson@yolocounty.gov

Recovery Incentives Program/Contingency Management:

If you are interested in learning about this evidence-based treatment that provides motivational incentives to treat individuals living with stimulant use disorder and support their path to recovery, please reach out to Christina Andrade-Lemus at CommuniCare + OLE Christina.Andrade-Lemus@CommuniCareOLE.org or hhsa.sudservices@yolocounty.gov for additional information.

- Contingency Management is a 24-week structured program; during the initial 12 weeks, clients have the chance to receive incentives (in the form of gift cards) for meeting treatment goals.

