

IN THIS EDITION:

- Updates to the Financial Responsibility Form
- Substance Use Services Office Hours
- Client Plan Reminder: Renew vs Replace
- CalAIM Update
- Upcoming Mental Health Clinical Documentation Training
- Helpful Emails

FRF! Financial Responsibility Form Updates:

The Billing, Quality and Compliance teams have been working to update the FRF form and processes. The first helpful change is the flexibility in documenting the date the client signs the FRF. Currently, we require a signature and date on the FRF to authorize us to bill a client's insurance carrier, but the signature and date get missed occasionally for various reasons.


Effective immediately, any FRF that is not dated by the client can be dated by the staff receiving the FRF following the outline below:


- If the client signed at the clinic, the staff who received it from the client can put a notation at the bottom of the document in RED ink stating "FRF submitted by client in person on MM/DD/YY."
- If the authorization is received by mail, it should be stamped with the date (MM/DD/YY) it was received.
 - o Using a regular BHRS "received" stamp is ideal.


In an effort to streamline processes and reduce the number of "lost" FRFs, we are implementing a new scanning process to email completed FRFs to the Billing team and eliminate the need to interoffice any forms. Some teams are already scanning and emailing FRFs, so we wanted to provide an outline so that all FRFs are sent in a consistent format.

- All FRFs and attached documents (insurance cards) should be scanned in color
 - o Once the FRF is scanned, the original paper copy can be shredded
- Email FRFs 2-3 times a week or at least once per week to HHSBilling@MarinCounty.org
 - o Subject Line:
 - Include your clinic/program name and FRFs (ex: Billing FRFs)
 - o In the body of the email:
 - Include a list of each client ID number to make the emails searchable for future needs
 - o Attach: 1 batched file that includes all FRFs
 - Multiple files are acceptable if needed, however, please do not send individual files for each FRF/client
 - You do not need to name the PDF file with any specific date or file name

Below is a snip of what your email would look like:


 From
 To
 Cc
 Subject

 2021.7.20 Billing FRFs.pdf
 666 KB



Hi Billing,
Here are this week's FRFs.

942XXXX
942XXXX
942XXXX

Thanks

If you have any questions or suggestions to improve the workflow, please email the Billing team at HHSBilling@MarinCounty.org.

Substance Use Services Office Hours:

As part of the Substance Use Systems of Care project, Health Management Associates' (HMA) coaches Elizabeth Wolff, MD and Shelly Virva, LCSW will hold monthly office hours for any SUD provider/agency (e.g. BHRS, hospital, FQHC, OTP, treatment provider, etc.) in Marin County.

The first sessions will be held Monday, August 2nd and Monday, August 16th, from 12noon – 1 pm, and you can drop in any time during that hour.

Beginning September 7th, future sessions will be every other Tuesday, from 12noon – 1pm.

This is an opportunity for clinicians and administrators to ask questions, problem-solve, discuss clinical cases, and learn peer to peer. If you are interested in attending please email Sandra Smit at ssmit@healthmanagement.com.

Client Plans! What is the difference between renew and replace?

- Renew** — Extends the date of authorization by one year from the date the plan is finalized. All notes are connected to a Client Plan so if a CP is not renewed by the annual due date, you will not be able to finalize and bill for your notes. Can be used up to 45 days prior to due date. Know the due dates for all your clients' CPs; and if RENEW is an option under the Action button –choose it!
- Revise** — To be used to make content changes on interventions and/or objectives. For example, when there is a significant change in your client's status a change in the CP needs to be made. Other reasons may include updating a provider or staff name or adding achievement dates. Using revise allows you to make changes and to "edit" to the entire CP

- **Remember:** RENEW starts a new authorization for one year. REVISE changes/updates the existing CP without changing the end dates or re-authorizing.

For more info on client plans, please see Appendix D (page 74) of the BHRS Documentation Manual:

https://www.marinhhs.org/sites/default/files/files/servicepages/2021_05/documentation_manual_2021_v_5-12-21_0.pdf

California Advancing and Innovating Medi-CA (CalAIM) Updates:

Based on stakeholder feedback and internal analysis, DHCS will stagger certain CalAIM behavioral health implementation dates. This delay will allow DHCS to continue discussions with stakeholders and allow time for counties to implement and test the policies prior to the official go-live dates. The table below reflects the new go-live dates:

Policy	Go-Live Date
Changes to eligibility criteria for Specialty Mental Health Services (SMHS)	January 2022
Drug Medi-Cal Organized Delivery System 2022-2026	January 2022
Documentation redesign for substance use disorders & SMHS	July 2022
Co-occurring treatment	July 2022
No wrong door	July 2022
Standard screening & transition tools	January 2023
Payment reform	July 2023

Upcoming Mental Health Clinical Documentation Training:

- The next clinical documentation training is scheduled for Tuesday, Sept. 14, 3-5pm via zoom. Please email swilbur@marincounty.org or BHRSQM@marincounty.org to register.
- Follow the link to view the most up to date version of the clinical documentation guide for reference : <https://www.marinhhs.org/clinical-documentation-guide>

How to Reach Us

BHRS ACCESS Team: BHRSAccessPublic@marincounty.org

BHRS ACCESS Supervisor: BHRSAccessSupervisor@marincounty.org

BHRS QM general: BHRSQM@marincounty.org

BHRS SUS Residential Care Authorization: BHRSAuthSUS@marincounty.org

MHP Inpatient Care Authorization: BHRSQMPublic@marincounty.org

BHRS Electronic Health Record (EHR) Team: BHRSEHR@marincounty.org

BHRS Admin. Team: BHRAdmin@marincounty.org