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Great News! There will be only one Consumer Perception Survey administration period this year! For those of you who are familiar, the POQI (consumer perception survey) is usually administered in both the Spring and the Fall. In 2021, the June administration period will be the only one! Thank you all for your efforts during POQI week which helps to support our endeavor to ensure continuous quality improvement for the clients that we serve. Look forward to POQI results in the coming months!

1. You MUST be Credentialed if you are a licensed, registered, waived, or certified provider. While we know you have graduated with advanced degrees, and you have begun or completed rigorous licensing requirements, it is mandated that you be credentialed. This process will require you to fill out an application and submit important documents such as licenses, certifications, proof of education, work experience (resumes/CVs), National Provider Identifier (NPI) numbers, etc. We are currently credentialing providers in groups and will contact you soon if we have not done so.

2. You MUST also enroll in PAVE. Provider enrollment with the State is different, yet similar (but still different) from credentialing. QM is “paving” the way for your success with Provider Enrollment, so be on the lookout for instructions coming soon! Please keep your important documents for this process too (e.g. licenses/ certifications, NPI numbers, Social Security Numbers, etc.).

The deadline for enrollment is July 1, 2021.

For more information visit this [link](#).

EQRO

Marin County’s joint MHP and DMC-ODS External Quality Review (EQR) will take place from December 1-2, 2021. This is a change from previous years when the External Quality Review Organization (EQRO) has reviewed our system in January. Please know that between now and the EQR evidence submission deadline (likely in October), the QM Department Analysts will be busy attending to preparation of evidence! With this in mind, please submit any data requests as soon as possible as there likely will be delays. Alternatively, you can wait. Thank you all for your patience. We can’t wait to show the EQRO the wonderful work you all have done on behalf of the Marin County BHRS clients!

Share Care Reminders

If you are updating Demographics / Gender within ShareCare, please be aware that the State only recognizes a client's gender at birth. We are also unable to use "unknown" or "other" options at this time.

From the desk of fiscal: "There were \$53,000 in denials for this month due to gender errors. We can still note the identification tab and note field with how the client identifies, but all genders in the demographics tab must be the gender assigned at birth."

A special reminder to continue to be sensitive and aware of your client's identifiers despite this inconsistency in reporting.

Language Line

**LanguageLine
Solutions®**

Quick Reference Guide

Marin County General Use

TO ACCESS AN INTERPRETER:

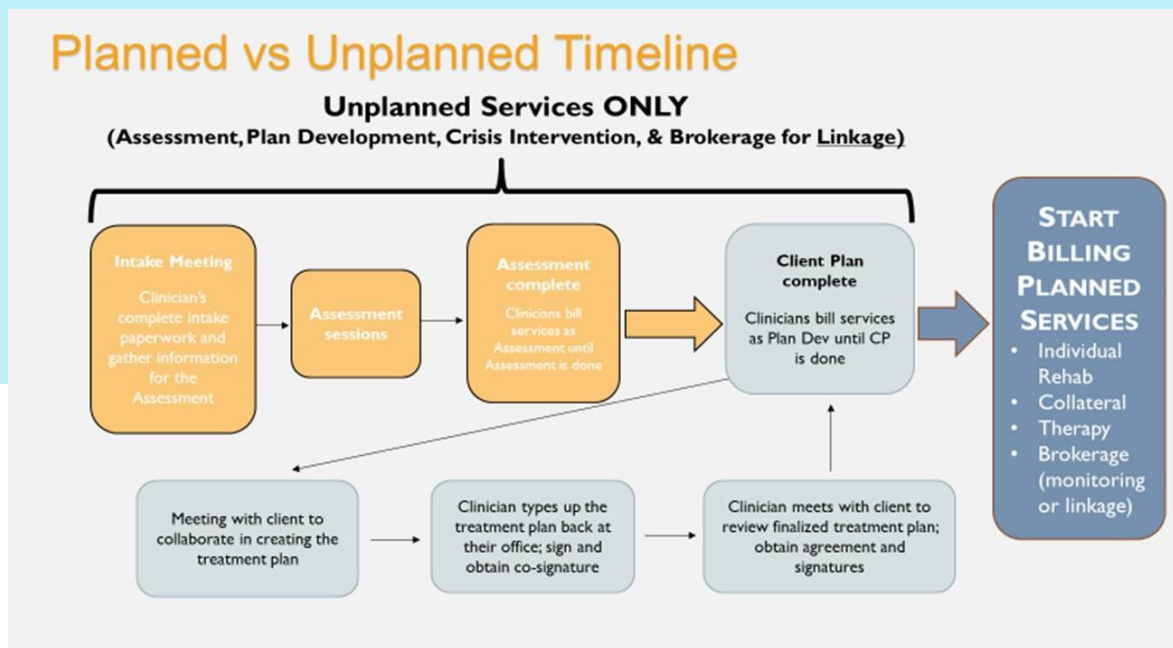
1. DIAL: **1-844-979-3535**
2. INDICATE LANGUAGE:
 - 1 - FOR SPANISH
 - 2 - FOR OTHER
3. PROVIDE:
 - A. 4 DIGIT PHONE EXTENSION
 - B. YOUR NAME
 - C. EMAIL
 - D. DEPARTMENT NAME

BEST PRACTICES FOR DOCUMENTATION:

- **Document** the Preferred Language
- **Document** professional language services offered & patient's response
- **Document** the linguist name & number
- **Document** the patient's understanding using a "Teach Back" method

Client Plans!

- The Client Plan is created by the clinician in collaboration with client.
 - The Client Plan establishes the link between the services being provided and the impairment.
 - **PLANNED SERVICES MUST BE ON FINALIZED CLIENT PLAN PRIOR TO BILLING.**
 - Signature is evidence of participation by client
 - Use Client Signature Addendum if program doesn't have electronic signature pads
 - DHCS allows statement of acceptable reason why signature not obtained to be documented on Client Plan (in CG) (client in hospital, client too symptomatic, etc).
- Document further attempts to obtain signature on progress notes
- Missing client signatures responsible for many services that can't be claimed = No Revenue
 - During Covid 19, document client involvement and agreement with plan via telehealth (phone or video) and state no client signature due to Covid 19. Must document that client participated and agrees with the client plan.
 - Client plan is valid and authorization starts once it is finalized in CG.



[Click here for the Client Plan Training Video](#)

Need help with Clinician's Gateway? Contact:

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