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Updated Policy on Service Authorization

Farewell to UR Specialist Audie Vera

Important Dates: EQRO Dec. 6-7, 2022 & DHCS Triennial Audit Feb. 7-9, 2023

Required CalAIM Documentation Training

All BHRS (county and CBO) direct service staff

- All direct service (**both MHP and DMC-ODS**) staff are required to complete **all 9** online modules of the CalMHSA CalAIM trainings.
- Most staff still need to complete these newer training modules: **Screening, Transition of Care Tool, and Discharge Planning.**
- **All training must be completed by Oct. 31.**

Link to CalMHSA CalAIM trainings: <https://www.calmhsa.org/doc-trainings/>

CalMHSA CalAIM Training: County Progress

Data Refreshed daily at midnight.
Last updated:
Monday, October 03, 2022

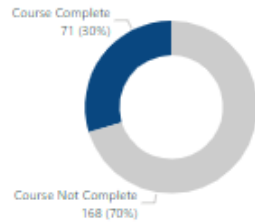
Filter Options: County (choose one) **Marin County** Organization/Entity Type (multi-select) **All** Employee Name (multi-select) **All**

239
Registered Users

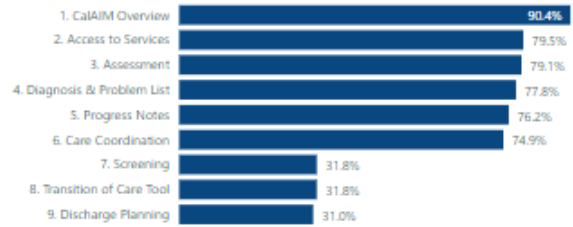
71
Users Completed All Modules

30%
Course Completion

Percent of Users Completed All Modules



Percent of Users Completed Each Module



Organization	Registered Users	Modules Completed	Modules Available	% Modules Completed
County Government	131	772	1179	65.5%
Bay Area Community Resources (BACR)	5	25	45	55.6%
Behavioral Health	2	12	18	66.7%
Buckekew Programs	1	1	9	11.1%
Bucklew	21	101	189	53.4%
Bucklew Programs Outpatient Counseling	1	1	9	11.1%
CenterPoint	17	118	153	77.1%
Child Therapy Institute	1	9	9	100.0%
Christine McCord LCSW	1	9	9	100.0%
Community Institute for Psychotherapy	6	34	54	63.0%
Total	239	1368	2151	63.6%

On 9/13/22 CalMHSA added users who registered for CalAIM LMS but have not yet completed any modules. These users will appear as taking 0 of 9 modules in the table on this page.

Clinical Documentation Guide and Trainings:

<https://www.marinbhers.org/providers/mental-health-providers/clinical-documentation-guide>

Link to training memo: [BHRM CalAIM Documentation training Memo](#)

Link to CalMHSA documentation guide: <https://www.calmhsa.org/documentation-guides/>

BHRS QM Emails

Please see below for a guide to the BHRS QM emails. Please refer to this guide for the appropriate request.

Name of Email	Purpose
BHRSAccessPublic@	presumptive transfers, SARs, referrals for therapy services, collateral information for clients being assessed
BHRSAccessSupervisor@	To reach the Access Supervisor
BHRSAuthSUS@	Residential substance use TARs
BHRSCredentialingPub@	Medi-Cal/Medicare/Blue Shield Credentialing applications and questions, PAVE enrollment processes and questions, Staff master worksheets, CSI Timeliness Data
BHRSEHR@	All clinician's gateway related questions
BHRSTherapyAuth@	therapy authorizations and reauthorizations, adding client to CBO therapy waitlist
BHRSQM@	all UR questions, sign up for documentation training, Annual Reports, Serious Incident Reports (SRO), all other QM matters

BHRS Mental Health and Substance Use Documentation Training

BHRS will be providing a joint documentation training over zoom for new staff of Mental Health and Substance Use programs on Tuesday, October 11 from 2-4PM.

Please email bhrsqm@marincounty.org with the type of service (MH or SUS) you provide in order to register for the training.

Updated Policy on Service Authorization

Please review the attached policy outlining updated policies on service authorization. Please distribute to staff.

Farewell to UR Specialist Audie Vera

After a lot of deliberation, I will be taking a position with CalMHSA as Quality Improvement Specialist. I've really loved my time with Marin County! Our QM department is a great team and I'm so grateful to have been in community with some incredibly smart and dedicated people. It's been a pleasure working with people across BHRS and our contracted providers and I appreciate all the small (or large) pieces of your time you have given me. My last day with BHRS will be Wednesday, October 12. For questions about SUS UR please email BHRSMQ@marincounty.org . For questions about the BHRS LGBTQ+ collaborative please contact jenn moore, jmoore@marincounty.org.

HOW TO REACH US

BHRS ACCESS Team: BHRSAccessPublic@marincounty.org

BHRS ACCESS Supervisor: BHRSAccessSupervisor@marincounty.org

BHRS QM General: BHRSMQ@marincounty.org

BHRS SUS Residential Care Authorization: BHRSAuthSUS@marincounty.org

MHP Inpatient Care Authorization: BHRSMQPublic@marincounty.org

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

BHRS Admin Team: BHRAdmin@marincounty.org

BHRS Credentialing Public: BHRSCredentialingPub@marincounty.org

All documentation training and manuals are available here:

<https://www.marinbhers.org/providers/mental-health-providers/clinical-documentation-guide>

Please don't forget to share with staff who may not have access to email!