

February 2023

**IN THIS EDITION:**

**Important Dates: DHCS Triennial Audit February 7-9, 2023**

**BHRS Documentation Training: February 28, 1-3pm**

**Reminders of Required CalAIM Trainings**

**Required MHP Documentation: Individual Services and Supports Plan (ISSP)**

**SB24: Healthcare providers and domestic violence protective orders**

**Coming Soon: EHR Training for Counties**

**Important Dates:**

- **DHCS Triennial Audit will be February 7-9, 2023**
- **BHRS Documentation Training: February 28, 1-3pm**

**Required CalAIM Documentation Training**

**All BHRS (county and CBO) direct service staff**

- Some staff still need to complete these newer training modules that were added in October 2022: **Screening, Transition of Care Tool, and Discharge Planning.**
- All direct service (**both MHP and DMC-ODS**) staff are required to complete **all 9** online modules of the CalMHSa CalAIM trainings.
- **All training must be completed ASAP as we are required to report completion rates to DHCS.**

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

**Required Documentation: Individual Services and Supports Plan (ISSP)**

**Please share with all FSP staff and please make sure that all open FSP clients have an ISSP in place no later than Feb. 10, 2023!**

- All Full-Service Partnership (FSP) clients must have an Individual Services and Supports Plan (ISSP) if they do not have a valid treatment plan in place (youth FSP clients receiving ICC/IHBS must have current treatment plan and do NOT need an ISSP).
- With the CalAIM documentation reform that went into effect on July 1, 2022, most FSP clients no longer require a treatment plan so they now must have an ISSP to be comply with regulations.
- This is a Mental Health Services Act (MHSA) regulations issue and does not affect ability to bill for Medi-Cal services. Continue to provide and bill SMHS while completing the ISSP.

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- We have an upcoming MHA audit so all FSP clients (except FSP clients with ICC/IHBS treatment plan) must have completed ISSP in place no later than Feb. 10. 2023.
- ISSP must be completed for all future FSP clients within first 60 days of opening.
- Link to the regs: [MHA FSP regs 3620](#)
- ISSP is very similar to the treatment plan except it does not expire so only needs to be completed once.
- Client must participate in the ISSP, check box that states they have been provided the 24/7 Administrator on Duty (AOD) number and **sign the ISSP**.
- ISSP is in Clinician's Gateway (CG) in English, Spanish, and Vietnamese. (An English version must also be filled out if completing ISSP in another language so that auditors can read the ISSP)
- Located In CG in Documents as ISSP:

#### Enter New Service:

Type of Service	Primary Clinician	Client	Note Template
Document ▾	Wilbur Steve ▾	Enter Client Name or ID or leave blank	ISSP (English) ▾
Notes	Client Shortcuts	Scheduler	

## INDIVIDUAL SERVICES AND SUPPORTS PLAN (ISSP)

- The services to be provided for each client with whom the County has a FSP agreement may include the Full Spectrum of Community Services necessary to attain the goals identified in the ISSP
- The County shall enter into a FSP agreement with each client served under the FSP Service Category
- The County shall ensure that an ISSP is developed for each client.
- The Personal Service Coordinator/Case Manager shall ensure that the ISSP is developed in collaboration with other agencies that have a shared responsibility for services and/or supports to the client, and when appropriate the client's family.

[§ 3620. Full Service Partnership Service Category](#)

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## **SB24: Healthcare providers and domestic violence protective orders**

Effective Jan. 1, 2023, Healthcare providers must create protocols that will prevent the disclosure of info to a party that a court has restrained via FAM. BHR 95 Restriction on Access to Health Information of a Minor policy outlines procedure that must be followed to meet this new compliance requirement.

Policy: [BHR 95 Restriction on Access to Health Information of a Minor | MARIN COUNTY BHR](#)

Please see attached Acknowledgement Form for documentation purposes.

## **Coming Soon: EHR Training for Counties**

CalMHSA has developed a [training and support plan](#) to prepare counties with a foundation for performing daily tasks in the EHR. Most training will be computer-based, including knowledge assessments, and will be rolled out beginning in March.

The training content will focus on specific system functions, with additional role-based training to be delivered in the future, including:

- User manuals with step-by-step instructions for workflows
- Learning management system courses (Basic Navigation and Life Cycle of a Client)
- Zoom office hours

Guides for mental health clinical, substance use disorder clinical, billing, system administrators, prescriber, supervisor, residential, Q1 reporting, and inpatient users will provide screen shots and hyperlinked tables of contents for easy navigation. For more information about upcoming training and support, contact us at [EHR@calmhsa.org](mailto:EHR@calmhsa.org).

## **HOW TO REACH US**

BHR ACCESS Team: [BHRSAccessPublic@marincounty.org](mailto:BHRSAccessPublic@marincounty.org)

BHR ACCESS Supervisor: [BHRSAccessSupervisor@marincounty.org](mailto:BHRSAccessSupervisor@marincounty.org)

BHR QM General: [BHRSQM@marincounty.org](mailto:BHRSQM@marincounty.org)

BHR SUS Residential Care Authorization: [BHRSAuthSUS@marincounty.org](mailto:BHRSAuthSUS@marincounty.org)

MHP Inpatient Care Authorization: [BHRSQMPublic@marincounty.org](mailto:BHRSQMPublic@marincounty.org)

BHR Electronic Health Record (EHR) Team: [BHRSEHR@marincounty.org](mailto:BHRSEHR@marincounty.org)

BHR Admin Team: [BHRAdmin@marincounty.org](mailto:BHRAdmin@marincounty.org)



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BHRS Credentialing Public: [BHRSCredentialingPub@marincounty.org](mailto:BHRSCredentialingPub@marincounty.org)

All documentation training and manuals are available here:

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

Share with your staff so they are in the know!