

September 2023

IN THIS EDITION:

New QM Division Director

EQRO Information

Practice Guidelines

DHCS CalAIM FAQs

SmartCare Diagnosis Error Code

NOABDs in SmartCare

Next Documentation Training

Helpful Tips and Tools

New QM Division Director

The Quality Management department is excited to welcome our new Division Director, Katie Smith! Katie has worked as part of the BHRS Quality Management Division for the past six and a half years. She began her work with the county as a Utilization Review Specialist, gaining valuable experience and knowledge of the County Mental Health System and the rules and regulations that govern it. In her most recent role as a supervisor, Katie has facilitated four annual EQRO audits and participated in two Triennial audits with the state, overseen the implementation of various new initiatives such as provider credentialing, the continuity of care policy, and the 274 Expansion Project. Katie has also overseen and participated in several performance improvement projects, and various quality improvement activities. She is excited to step into this position as the Director for the Quality Management and Access teams and looks forward to working with stakeholders in order to carry out efforts to best serve our clients and community.

EQRO Coming Soon!

Marin County's joint MHP and DMC-ODS FY 23/24 External Quality Review (EQR) will take place from November 29-30, 2023. An External Quality Review (EQR) is the analysis and evaluation by an External Quality Review Organization (EQRO) of aggregated information on quality, timeliness, and access to the health care services that we furnish to Medi-Cal beneficiaries. The EQRO that the Department of Health Care Services (DHCS) contracts with to conduct these reviews of the Mental Health Plans (MHP) in California is known as Behavioral Health Concepts (BHC). Staff at all levels along with beneficiaries are invited to take part in the review in order to provide valuable information regarding what is going well and what we can improve within our system. Please be on the lookout for invitations for opportunities to participate in the one or multiple sessions of the review. We can't wait to show the EQRO the wonderful work you all have done on behalf of the Marin County BHRS clients!

September 2023

Practice Guidelines

BHRS established a policy regarding practice guidelines to ensure quality services are provided to beneficiaries.

See attached for full policy or review here: [BHRS 97 Service Delivery Practice Guidelines.pdf \(marin.ca.us\)](#)

Practice guidelines are also posted along with the Mental Health Contractor Manual here: [Mental Health Contractor Manual | Marin BHRS](#)

And with the Documentation Manual here: [Clinical Documentation Guide | Marin BHRS](#)

DHCS CalAIM FAQs

DHCS developed a page for frequently asked questions regarding the CalAIM initiative. Please review for some helpful tips and perhaps answers to questions you've had: [CalAIM-BH-Initiative-FAQ-BH-Doc-Redesign](#)

SmartCare Diagnosis Error Code

Error codes have been coming up in SmartCare for diagnosing F43.8, which will need to be changed to F43.9 or F43.10 as appropriate for FY 23-24.

Other Specified Trauma and Stressor Related Disorder (F43.8) is no longer a billable Medi-Cal reimbursable code because there are other codes that contain a greater level of detail.

Clients with this diagnosis will need an updated diagnosis in SmartCare order to complete progress notes.

- Post Traumatic Stress Disorder, unspecified (F43.10) could be used for these clients.
- Reaction to severe stress, unspecified (F43.9) could be used.

Next Documentation Training

The next BHRS documentation training will be held October 24th from 10am – 12. If you would like to register, please send an email to BHRSM@marincounty.org

September 2023

NOABDs in SmartCare

NOABD (Notice of Adverse Benefit Determination) templates are available in SmartCare. They are required to be customized, printed, and sent to clients with the required attachments when warranted. Spanish versions in SmartCare may be available in the future.

See here for instructions on completing NOABDs in SmartCare: [How to Complete a NOABD - 2023 CalMHSA](#)

See here for BHRS guidance on NOABDs including training materials, Spanish versions, and required attachments: [Notice of Adverse Benefit Determination \(NOABD\) MH | Marin BHRS](#)

Helpful Tips and Tools

Procedure Codes

- Which procedure do I choose? CalMHSA has created very helpful guides that define the procedure codes for every provider. When in doubt, review the definitions provided by CalMHSA and/or consult with your colleagues or supervisor. We are also here to help!
- See here for descriptions of procedure codes available (organized by provider type!): [Service Code Definitions - 2023 CalMHSA](#)

Getting client signatures through Zoom

- Did you know that you can get clients to sign consent forms using Zoom? For new clients receiving telehealth services, this might be the easiest option. See here for more info: [Zoom's Remote Control Function to Obtain Signature - 2023 CalMHSA](#)

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

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>

Share with your staff so they are in the know!