

November 2024

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#### Updated Member Handbook

The Beneficiary Handbooks will be integrated (MHP & DMC-ODS) and called the Member Handbook as of January 1, 2025. All open clients will be mailed a Notice of Significant Changes to inform them of the new Justice-Involved Reentry Services and that the updated Member Handbook will be available by January 1, 2025. These materials will be available in English, Spanish, and Vietnamese. Notices will also be posted in service area lobbies. Other languages and formats are available by request.

#### BHRM Clients and Health Information Exchange

Included in the mailer to clients will be the updated Notice of Privacy Practices, BHRM Connex FAQ, and BHRM Connex Opt-out Form. The Notice of Privacy Practices has been updated to include information for BHRM clients about opting out of the Health Information Exchange (HIE).

##### **Updated section of the Notice of Privacy Practices:**

**Health Information Exchange (HIE)** - The County of Marin participates in Health Information Exchanges (HIEs), including an HIE operated by the California Mental Health Services Authority (CalMHSA). The HIE is an electronic system that allows healthcare providers to share patient information while complying with federal and state privacy laws. The exchange of your health information can be done electronically through the HIE and can provide faster access, better coordination of care, and assist healthcare providers and public officials in making informed decisions. Your health information may be shared through HIEs with hospitals, behavioral health providers, county health programs, physicians, social workers, and other HIE participants who may provide health or behavioral health services to you. Certain types of your health information, such as substance use disorder records, will not be shared unless you authorize these disclosures. Other types of health information may be shared without your authorization.

**Note: Behavioral Health and Recovery Services (BHRM) Clients Only:** If you do not want us to share your health information with HIE participants via the CalMHSA HIE, you may opt out by contacting BHRM Medical Records at: [BHRMMedicalRecords@MarinCounty.Gov](mailto:BHRMMedicalRecords@MarinCounty.Gov)

Opting out will prevent future sharing of your health information via the CalMHSA HIE, but HIE participants

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may still be able to access information about you from other sources. Unless you notify us otherwise, we will share your health information electronically with your participating healthcare providers as needed for treatment. Patient health information that requires a signed authorization by law will not be transmitted to the HIE without your consent. You may opt out of the HIE at any time, in person where you receive Marin County health services, or by obtaining the appropriate form through the Marin County HHS website.

**BHRS Connex Frequently Asked Questions (FAQ)** (attached to this newsletter) - This document informs clients about the CalMHSA Connex Health Information Exchange that includes SmartCare, the Electronic Health Record (EHR) used by BHRS. It includes information about the benefits and risks and that clients can elect to opt out if they do not want their information shared. To opt out, clients must complete the **BHRS CalMHSA Connex HIE Patient Opt-out Form** (also attached to this newsletter).

### CalAIM Justice-Involved Reentry Initiative

On October 1<sup>st</sup> Marin County BHRS went live with the CalAIM Justice-Involved Reentry Initiative, which will provide health services to justice-involved members up to 90 days prior to their incarceration release, known as “pre-release services.” The types of pre-release services available include reentry case management, behavioral health clinical consultation services, peer supports, behavioral health counseling, therapy, patient education, medication services, post-release and discharge planning, laboratory and radiology services, medication information, support services, and assistance to enroll with the appropriate provider, for example a Narcotic Treatment Program to continue with Medication Assisted Treatment upon release. To receive these services, individuals must be a Medi-Cal or CHIP member, and:

- If under the age of 21, be in custody at a Youth Correctional Facility.
- If an adult, be in custody and meet one or more of the following health needs criteria: confirmed or suspected mental health diagnosis, a substance use disorder or suspected diagnosis, a chronic clinical condition or significant non-chronic clinical condition, a traumatic brain injury, intellectual or development disability, a positive test or diagnosis of human immunodeficiency virus (HIV) or acquired immunodeficiency syndrome (AIDS), or are pregnant or within a 12-month postpartum period.

### Problem List Alert

Please be mindful that multiple providers and programs contribute to client Problem Lists. Please do not delete problems which have been added by other providers or programs. Keep in mind it is okay if problems are listed that are not relevant to your work with the client. When writing a progress note, only choose the problem(s) that you are currently working on. An end date can be used for problems that are no longer relevant but should be communicated across teams to make sure no one still addressing that problem.

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## ICD-10 Code Changes

CalMHSA has provided information on notable changes to ICD-10 codes for fiscal year 2025. Follow the link or see below for details:

<https://2023.calmhsa.org/notable-icd-10-code-changes-for-fy-2025/>

### Notable ICD-10 Code Changes for FY 2025

CalMHSA has reviewed the ICD-10 code changes that impact behavioral healthcare providers. Most eating disorders will now require an additional specifier. Also, 2 codes that used to be captured under "Other specified eating disorder" have received their own codes. Also impacted was a social determinant of health. "Insufficient social insurance and welfare support" has been split into 2 separate codes.

Please note that most of these new options include an "unspecified" option. This "unspecified" version should be used when a more specific diagnosis cannot be clinically provided for any reason, but is still administratively required.

Current ICD-10 Code	Change Summary	New Options
F50.01 Anorexia nervosa, restricting type	Now a header category; clinician must choose a more specific option	F50.010 Anorexia nervosa, restricting type, mild F50.011 Anorexia nervosa, restricting type, moderate F50.012 Anorexia nervosa, restricting type, severe F50.013 Anorexia nervosa, restricting type, extreme F50.014 Anorexia nervosa, restricting type, in remission F50.019 Anorexia nervosa, restricting type, unspecified
F50.02 Anorexia nervosa, binge eating/purging type	Now a header category; clinician must choose a more specific option	F50.020 Anorexia nervosa, binge eating/purging type, mild F50.021 Anorexia nervosa, binge eating/purging type, moderate F50.022 Anorexia nervosa, binge eating/purging type, severe F50.023 Anorexia nervosa, binge eating/purging type, extreme F50.024 Anorexia nervosa, binge eating/purging type, in remission F50.029 Anorexia nervosa, binge eating/purging type, unspecified
F50.2 Bulimia nervosa	Now a header category; clinician must choose a more specific option	F50.20 Bulimia nervosa, unspecified F50.21 Bulimia nervosa, mild F50.22 Bulimia nervosa, moderate F50.23 Bulimia nervosa, severe F50.24 Bulimia nervosa, extreme F50.25 Bulimia nervosa, in remission
F50.81 Binge eating disorder	Now a header category; clinician must choose a more specific option	F50.810 Binge eating disorder, mild F50.811 Binge eating disorder, moderate F50.812 Binge eating disorder, severe F50.813 Binge eating disorder, extreme F50.814 Binge eating disorder, in remission F50.819 Binge eating disorder, unspecified
F50.89 Other specified eating disorder	NEW codes available; current code still valid	F50.89 Other specified eating disorder F50.83 Pica in adults F50.84 Rumination disorder in adults
Z59.7 Insufficient social insurance and welfare support	Now a header category; clinician must choose a more specific option	Z59.71 Insufficient health insurance coverage Z59.72 Insufficient welfare support

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### SmartCare Downtime Forms

See link below for copies of SmartCare forms. For staff wishing to upload paper forms to SmartCare for consents, etc. please make sure you are using up to date forms only.

[SmartCare Downtime Forms - 2023 CalMHSA](#)

### Updated BHRM Policies

There are a number of recently updated BHRM policies. See attached document for a full list and links to the written policies.

All BHRM policies can be found here: [BHRM Policies | MARIN COUNTY BHRM](#)

### Next Clinical Documentation Training

The next BHRM documentation training will be held on Zoom on December 12<sup>th</sup> from 9:30am – 11:30am. If you would like to register, please send an email to [BHRMQM@marincounty.gov](mailto:BHRMQM@marincounty.gov)

### QM Corner Links

QM Corner can now be found on the Internet and BHRM Intranet, making it easier to find and distribute! Feel free to use and share the links below.

Internet: <https://www.marinbhms.org/about-us/qm>

Intranet (County Staff Only): [QM Corner | MARIN COUNTY BHRM](#)

### How to Reach Us

BHRM ACCESS Team: [BHRMAccessPublic@marincounty.gov](mailto:BHRMAccessPublic@marincounty.gov)

BHRM ACCESS Supervisor: [BHRMAccessSupervisor@marincounty.gov](mailto:BHRMAccessSupervisor@marincounty.gov)

BHRM QM General: [BHRMQM@marincounty.gov](mailto:BHRMQM@marincounty.gov)

BHRM SUS Residential Care Authorization: [BHRMAuthSUS@marincounty.gov](mailto:BHRMAuthSUS@marincounty.gov)

MHP Inpatient Care Authorization: [BHRMQMPublic@marincounty.gov](mailto:BHRMQMPublic@marincounty.gov)

BHRM Electronic Health Record (EHR) Team: [BHRMEHR@marincounty.gov](mailto:BHRMEHR@marincounty.gov)

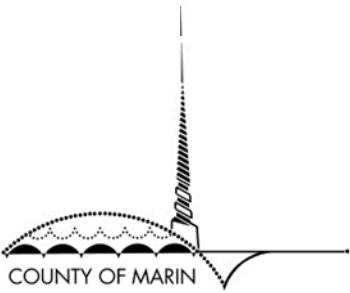
BHRM Admin Team: [BHRMAdmin@marincounty.gov](mailto:BHRMAdmin@marincounty.gov)

BHRM Credentialing Public: [BHRMCredentialingPub@marincounty.gov](mailto:BHRMCredentialingPub@marincounty.gov)

All documentation training and manuals are available here:

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

Share with your staff so they are in the know!



# FAQ

## FREQUENTLY ASKED QUESTIONS

California Mental Health Services Authority

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### **What is CalMHSA Connex?**

CalMHSA Connex is a Health Information Exchange, or HIE. Data exchange has always existed with health care providers. When a person is referred to a specialist by their primary care provider, the receiving provider requests a treatment history to assist with determining the best route of care. In the past, this was done via fax or traditional mail delivery. An HIE provides a way of sharing health information between participating doctors' offices, hospitals, labs, radiology centers, behavioral health professionals and other health care providers through secure and efficient electronic means. The purpose is for each participating health care provider to benefit from the most recent information available from other participating providers.

### **What is in my CalMHSA Connex HIE patient record?**

Your CalMHSA Connex HIE patient record can include your medications, allergies, current and past test results, and summaries of your past and current health conditions. Having timely access to a more complete and accurate health record will help your health care providers work together more easily, make better decisions about your care, eliminate redundant forms, and reduce mistakes, especially in an emergency.

### **Who can see my records?**

For the purposes of treatment, payment, or operations, only health care providers who are treating you and their authorized staff who are specifically given rights to the HIE network can access your records through CalMHSA Connex. For example, if one of your providers participates in an HIE, or a connected network, they can access your health information maintained by your other providers who also share data electronically via an HIE.

### **How is my health information protected?**

CalMHSA Connex, along with your health care provider, is committed to keeping your records private and secure. Clear and strict federal and state guidelines govern how your health information can be exchanged, viewed, or used. Information that identifies you will not be sold or made available for other purposes. Only those who care for you will be able to view your health information, and only when needed to provide or coordinate your care, make referrals, submit mandatory public health reports, or provide health care benefits to you.



## CALMHTA Connex Health Information Exchange Patient Opt-out Form

**Opt-Out**

My information may not be accessed through the CALMHTA CONNEX HIE.

*\*Please note that opting out of the CALMHTA CONNEX HIE will only prevent your data from being accessed via the CALMHTA CONNEX HIE system. **Opting out of the CALMHTA CONNEX HIE does not prevent your caregivers from sharing your information.** If you wish to completely halt the sharing of your information electronically, you must reach out to each organization/provider(s) and request to do so.*

**Cancel Opt-Out**

I request you to cancel my previous decision to opt-out. By completing and signing this form, I am allowing my health information to be accessible to my health care providers through the CALMHTA CONNEX HIE, as permitted or required by Federal or State law.

*All fields must be filled out to process your opt-out request.*

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First Name, Middle Initial, Last Name

*\*If you are a legal representative/authorized individual, please add your name after the patient's name with your relation to the patient.*

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Street Address

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City, State Zip Code

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Birth Date (MM/DD/YY)

Gender (M, F, Other)

Last 4 Digits of Social Security Number

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Client/Patient Signature or Legal Representative\*

Date (MM/DD/YY)

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Identification Type Presented To Verify Identity (TO BE COMPLETED BY COUNTY REPRESENTATIVE):

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Identity verified By (COUNTY REPRESENTATIVE'S NAME & LOCATION):

Date (MM/DD/YY)

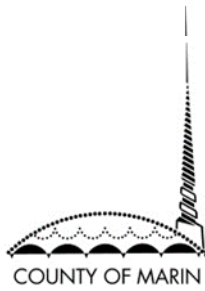
*\*By signing as a legal representative, I am certifying that I am legally authorized to act on behalf of the patient. Identification verification will be required for both patient and/or legal representative/authorized individual to complete the request.*

**Return form to BHRS Medical Records:**

**Mail: Behavioral Health and Recovery Services, 250 Bon Air Road, Unit B, Greenbrae, CA 94904**

**Phone: (415) 473-6779 / Fax: (415) 473-4113**

**Email: [bhrsmedicalrecords@marincounty.gov](mailto:bhrsmedicalrecords@marincounty.gov)**



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
**BEHAVIORAL HEALTH AND  
RECOVERY SERVICES**

Promoting and protecting health, well-being, self-sufficiency, and safety of all in Marin County.

**What can the CalMHSA Connex HIE do for me?**

If you see multiple doctors who participate in the CalMHSA Connex HIE, they may see a more complete picture of your health and be able to make more informed treatment decisions. The goal is for you to receive coordinated care more efficiently. Your health care information is available to participating health care providers where and when they need it without delay.

**Are there risks to opting out?**

Yes, the goal of the CalMHSA Connex HIE is to provide all your health care providers secure access to the best available information about your health. If you opt out of health information exchange, your providers may have less information about you when making a diagnosis or when making decisions with you about your care.

**I'm okay with my data being shared. What do I need to do?**

No action is needed on the part of the client/patient. Since your health care provider participates in health information exchange, we will ensure that your HIE health record is only shared for appropriate reasons and is protected in accordance with federal and state guidelines.

**What about Substance Use Services (SUS)?**

Some types of your health information, such as certain substance use disorder records, will not be shared with HIE participants unless you authorize such disclosures; other types of health information may be shared without your authorization.

**What do I do if I want to opt out and not have my information shared?**

Please complete the CalMHSA Connex Health Information Exchange Patient Opt-out Form and return to your BHRS provider or to BHRS medical records.

Recently updated BHRS policies. Posted here: [BHRS Policies | MARIN COUNTY BHRS](#)

Non-County staff can email [BHRSM@marincounty.gov](mailto:BHRSM@marincounty.gov) to request copies

<a href="#">Policy Name</a>	<a href="#">Policy Number</a>	<a href="#">Effective Date</a>
<a href="#">Selective Provider Contracting Requirements</a>	<a href="#">BHRS 83</a>	11/15/2024
<a href="#">Behavioral Health Links Care Coordination</a>	<a href="#">BHRS 116</a>	11/15/2024
<a href="#">Adult and Older Adult System of Care Officer of the Day Policy</a>	<a href="#">BHRS 117</a>	11/15/2024
<a href="#">Patients Rights and Denial of Rights CSU</a>	<a href="#">BHRS 114</a>	11/15/2024
<a href="#">Consent for Treatment for Adult Voluntary Individuals</a>	<a href="#">BHRS 76</a>	11/15/2024
<a href="#">AUTHORITY TO INITIATE 5150 INVOLUNTARY DETENTION</a>	<a href="#">BHRS-10</a>	11/15/2024
<a href="#">Tarasoff Reporting- Duty to Protect</a>	<a href="#">BHRS- 13</a>	11/15/2024
<a href="#">Notice to Clients of Unlicensed Status</a>	<a href="#">BHRS 78</a>	11/15/2024
<a href="#">Transportation of Behavioral Health and Recovery Services Clients</a>	<a href="#">BHRS-53</a>	09/26/2024
<a href="#">CMS INTEROPERABILITY PATIENT ACCESS APPLICATION PROGRAMMING INTERFACE (API)</a>	<a href="#">BHRS 107</a>	09/20/2024
<a href="#">CMS INTEROPERABILITY PROVIDER DIRECTORY APPLICATION PROGRAMMING INTERFACE (API)</a>	<a href="#">BHRS 108</a>	09/20/2024
<a href="#">Substance Use Services Residential Authorization</a>	<a href="#">BHRS-77</a>	08/23/2024
<a href="#">Compliance with Single Audit Requirements</a>	<a href="#">BHRS 75</a>	08/23/2024
<a href="#">Policy and Procedure Development and Review</a>	<a href="#">BHRS-01</a>	08/09/2024