



AUGUST 1, 2021

**PURPOSE:** To inform our Solano County staff, contractors and general community of changes in programs, policies, or procedures at the local, State and Federal levels. QI Information Notices (INs) are sent out monthly and posted on our [website](#).

### GENERAL UPDATES

#### 21-03(A) COVID-19 EXCEPTIONS UPDATES (county & contractor)

As some COVID restrictions are lifted, many of the service and documentation exceptions allowed by DHCS will be changing:

1. Telehealth flexibilities will remain in effect until December 2022. This includes that initial assessments will be allowed by phone until then. Services must be provided in the mode that each client prefers via informed consent and client preference.
2. Medication Consents for Anti-psychotic medications will require a signature as of *September 30, 2021*. Approved/verified electronic signatures are acceptable.
3. As information is available QI will provide updates and guidance. More information is available at [COVID-19-Providers-and-Partners \(ca.gov\)](https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19-Providers-and-Partners)

#### 21-03(B) URGENT SERVICE TIMELINESS CHANGE FROM 72 TO 48 HOURS (COUNTY & CONTRACTOR):

MHSUDS Information Notice 20-012 mandates that:

1. For services that do not require pre-authorization (Medication Management, Therapy, Rehab, TCM, etc.), urgent service requests require an offered appointment within 48 hours of service request.
2. For urgent services that do require pre-authorization (e.g. Day Tx/Rehab, TBS, IHBS, TFC), an offered appointment must be within 96 hours of service request.
3. Most of these urgent requests are processed by Access, but if your program takes direct referrals, these timeliness requirements apply.

#### 21-03(C) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR):

CalAIM is the new Medi-Cal service delivery model scheduled to go into effect January 2022. It is intended to be a whole system, person centered approach addressing the social determinants of health. It is expected to decrease complexity and increase flexibility, including improvements to documentation requirements.

1. Detailed information is available at <https://www.dhcs.ca.gov/provgovpart/Pages/CalAIM.aspx>
2. Stay tuned for more information about CalAIM in Solano County in upcoming QI Information Notices
3. Annual documentation Training is postponed until we have more details and guidance from DHCS

#### 21-03(D) LANGUAGE LINK VIRTUAL REMOTE INTERPRETATION (VRI) (COUNTY & CONTRACTOR)

Solano County contracts with Language Link to provide interpretation services to beneficiaries who benefit from having an interpreter. VRI is a new video option, through Language Link, that works with in-person or telehealth visits. VRI can be used to support appointments where in-person interpretation is beneficial.

1. The Language Link form is still required to be filled out each time the service is used
2. Each Clinician or each Site will need an individual account to access VRI in real time
  - a. Contractor staff can send a request for VRI accounts to [QualityImprovement@solanocounty.com](mailto:QualityImprovement@solanocounty.com)
  - b. County staff can send a request for VRI accounts to [HSSFiscal-ADM@SolanoCounty.com](mailto:HSSFiscal-ADM@SolanoCounty.com)
3. County and Contractor staff can access this training video under [Vimeo "Language Link VRI"](#)
4. Written training materials are also updated and posted:
  - ◆ County Staff can access Language Link Instructions on [SharePoint under Reference Materials](#)
  - ❖ Contractor Staff can access Language Link Instructions on the [Network of Care under Reference Materials](#)

#### 21-03 (E) ACCESS LINE TEST CALLS AND TEST CALL SCHEDULES (COUNTY & CONTRACTOR):

Access Line Test Calls, a DHCS requirement, are conducted monthly to ensure that beneficiaries can effectively access quality specialty mental health services and that language needs of beneficiaries are being met. QI has implemented a new process for identifying Access line test callers - Contractor and County programs will now be assigned to a specific month to help complete the Access Line Test Calls:

- ◆ County staff can access the Test Call Assignments for FY 21-22 on [SharePoint under Reference Materials](#)
- ❖ Contractor staff can access the Test Call Assignments for FY 21/22 on the [Network of Care under Reference Materials](#)

## AVATAR UPDATES

### No Avatar updates this month

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We look forward to continuing to partner or implementing this and future State and Federally mandated initiatives that help to inform and protect the rights of those we serve.

Approved by Rob George, LCSW  
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### CONTACT QI:

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