



# SOLANO COUNTY QUALITY IMPROVEMENT

## QI INFORMATION NOTICE 21-06

NOVEMBER 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

#### 21-06(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. More information is available at [COVID-19-Providers-and-Partners \(ca.gov\)](#)

#### 21-06(B) MOBILE CRISIS EXPANSION (COUNTY & CONTRACTOR):

The community based Mobile Crisis team, offered through Uplift Family Services, will be expanding its Mobile Crisis services to **Vallejo and Benicia starting November 1<sup>st</sup>**. The goal of these programs is to stabilize the person in the community and avoid need for further crisis services, arrests or hospitalization.

- The Response Team hours will continue as Mon-Fri 11am – 10pm
- Services will be continuing in Fairfield, Suisun, along with Benicia and Vallejo. The goal is to expand to the rest of the cities with a 24/7 as staffing expands in the next few months.
- The service is available for all county residents, children and adults, regardless of immigration or insurance status
- Anyone can access through 911 (law enforcement dispatch) with plans for direct number accessible for all community members soon
- More information at <https://www.solanocounty.com/depts/mhs/aot.asp>

#### 21-06(C) MEDI-CAL CERTIFICATION PROGRAM UPDATE FORM (COUNTY & CONTRACTOR)

In accordance with County Policy to ensure that required information is updated on DHCS and MHP level, the Medi-Cal Provider Program Designee or Contract Manager shall notify the Quality Improvement Unit of the following changes, *in writing, 60 days prior to planned changes taking place*:

- Legal Entity Changes
- Contract Amendment/Changes/Termination
- Staffing Changes, including change in Clinical Head of Service
- Physical Site Changes

The form used to notify QI of these changes has been updated. **Please note that failure to submit update/changes in a timely manner could result in a suspension in your ability to bill for services.**

The Solano County MHP Medical Certification Program Update Form can be found here:

- ◆ For County staff the form will be posted on [SharePoint](#)
- ❖ For Contractor staff the form will be posted on the [Network of Care](#)

#### 21-06(D) KEEPING BENEFICIARY INFORMATION SAFE & CONFIDENTIAL (COUNTY & CONTRACTOR):

All County and Contract agencies have policies and practices that keep the confidential patient information safe and private. Please make sure you are adhering to these practices especially now that staff operate in so many different locations (teleworking, field-based services, etc.), including, but not limited to:

- **Passwords:** Do not share computer and E.H.R. passwords for any reason
- **Conversations:** Ensure conversations re: patients are not in earshot of anyone, staff or community member, who does not have authorization or a business purpose for hearing that information
- **Transporting PHI:** If you transport Patient Health Info in a vehicle, secure it in a locked mechanism and remove it from vehicle once destination is reached
  - If you have to leave in vehicle for a 1-2 hour time period, lock in car's trunk so not in eyesight of someone passing by
  - Never leave unattended for an extended period of time in a vehicle
- **Secure your computer:** Anytime you leave it unattended.

- **Phishing Emails:** Beware of phishing emails as these can be doorways for outsiders to gain access to computer data
- **Report a breach:** Please report to [HSS Compliance thru SIR/Breach process](#) as soon as discovered

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### **21-06(E) BILLING ICC, IHBS & TFC REMINDERS (COUNTY & CONTRACTOR)**

DHCS issued [Behavioral Health information Notice 21-058](#) to provide reminders regarding billing Intensive Care Coordination (ICC), Intensive Home Based Services (IHBS), and Therapeutic Foster Care (TFC) Services. MHPs are obligated to provide ICC, IHBS, and TFC to all children and youth under the age of 21 eligible for full scope Medi-Cal and who meet medical necessity criteria for these services. MHPs providing ICC and IHBS must submit claims using the appropriate service code. If incorrect codes are used, MHPs must take action to ensure correct codes are being used, which could look like a NOBE to correct the service code. MHPs may not require prior authorization for ICC, but prior authorization is required for IHBS and TFC.

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### **21-06(F) FAMILIES FIRST PREVENTION SERVICES ACT (FFPSA) (COUNTY & CONTRACTOR)**

The Families First Prevention Services Act (FFPSA) is a federal law impacting youth in foster care. Part of the law that impacts placements in Short Term Residential Therapeutic Programs (STRTPs) went into effect on October 1, 2021. For youth placed in or being considered for placement in an STRTP on or after October 1:

- The MHP must assign a "QI" or Qualified Individual to provide a second opinion regarding the STRTP placement recommendation and submit a report to the placing agency (CWS or Probation) to be reviewed by the court for approval of the placement. Every youth placed in an STRTP on or after October 1, 2021 needs to be offered 6 months of wraparound aftercare services when they discharge from the STRTP.
- For Solano, this function has been delegated to staff under our BH Manager overseeing intensive foster care treatment and FSP services, Katherine Kellum. As a result, you may see clients open to the new RU 48924 "FFPSA QUALIFIED INDIVIDUAL SVC" related to specific services required by FFPSA.

## **AVATAR UPDATES**

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### **21-06(G) IMPORTANT STEPS FOR SCANNING UNIVERSAL ASSESSMENT & CLIENT SERVICE PLAN (CSP) (COUNTY & CONTRACTOR):**

With the *Universal Assessment and Client Service Plan 2020*, providers may complete a paper copy of the field-based form that, when fully completed with all required signatures/explanations, can act as the finalized document. These forms would then be scanned into Avatar in the accurate category. The final step is for clinic staff to complete the associated Avatar form to indicate that a paper copy has been completed and scanned – instructions on how to complete this step are below.

- ◆ County staff can access these instructions in the [Avatar Manual on SharePoint](#)
- ❖ Contractor staff can access these instructions on the [Network of Care under EHR Training Materials](#)

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We look forward to continuing to partner on 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  
MH Services Manager, Sr., Quality Improvement, Access/Managed Care, Avatar Planning

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### **CONTACT QI:**

[QualityImprovement@SolanoCounty.com](mailto:QualityImprovement@SolanoCounty.com) PHONE: (707) 784-8323 FAX: (707) 427-2774