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.
QA Information Notices (INs) are sent out monthly and posted on our website.

GENERAL UPDATES

23-01 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)

23-01(A.1) UNIVERSAL SCREENING & TRANSITION TOOLS: LIVE JANUARY 1, 2023

BHIN 22-065 outlines that beginning in January 2023, all county Behavioral Health Plans and Managed Care Plans across California need to begin using the Universal Screening and Transition of Care Tools. Solano County has built the Universal Screening Tool into our Avatar EHR, so County staff conducting a screening should be using this form (the form contains required date fields that must be completed to measure timeliness within the BHP). The Transition of Care Tool will be used by County and Contractor programs for clients of all ages when making a referral to Beacon for existing clients. It is anticipated that the Transition of Care Tool will be built into Avatar during the first 3-6 months of 2023. The final PDF versions of tools were released by DHCS on December 30, 2022. The Tools are available on the DHCS website, will be posted in the "Non-Chart Forms" section of the Network of Care for Contractor staff, and are posted in the "Other Forms" section of SharePoint for County staff.

The training for the Screening Tool will be provided on Tuesday, January 17, from 3:00-4:00 pm, via Teams. An invite will be sent out prior to the training. QA is required to track staff attendance to these trainings – if recordings are watched, staff will be asked to complete an attestation to indicate viewing. This attestation will be provided with the recordings of each training.

23-01 (A.2) TRANSITION OF CARE TOOL TRAINING AND RESOURCES

The training for using the Transition of Care Tool took place December 21, 2022 - thank you to everyone who attended. County and Contractor programs will begin using the Transition of Care Tool for appropriate situations as of January 1, 2023. Below are the training tools and resources available for review and/or for those who were not able to attend the training.

- The PowerPoint from this training is posted here:
  - ♦ For County Staff: on SharePoint in the "CalAIM Resources" folder
  - ❖ For Contractor Staff: on the Network of Care under "Solano CalAIM Resources"

- The recording of the training is posted:
  - ➢ On Vimeo for all staff to access
  - ♦ On SharePoint in the "CalAIM Resources" folder for County staff

QA is required to track attendance to show the State that we are training staff who will use the tool.
- Please ensure that all staff who would complete this tool but were not able to attend the training watch the video and complete the Training Tracking Attestation form posted in the section with the PowerPoint
- Please submit attestation forms to QualityAssurance@SolanoCounty.com

In the training we discussed that the "Beacon Youth/Adult BH Screen" are the correct referral forms to use when referring a client to Beacon who does not meet medical necessity for the program's LOC **upon INITIAL assessment.** The Transition of Care Tool would not be used in these situations, only for existing clients being referred to Beacon.
- The Beacon referral forms to be used for referral upon INITIAL assessment are posted here:

- For County Staff: on [SharePoint "Other Forms" section](#)
- For Contractor Staff: on the [Network of Care under "Solano CalAIM Resources"](#)

23-01 (A.3) CalAIM BHQIP UPDATE

As part of the infrastructure building for CalAIM, your County CalAIM team is hard at work moving various initiatives forward in preparation for a March 1, 2023 deadline. For Payment Reform, we are moving toward identifying a new set of CPT codes for claiming that will go into effect July 1, 2023. For Data Exchange, we are working on three performance improvement projects and multiple projects for initiating data exchange with the clients we serve and with community partner health care organizations. These data exchange initiatives will have deliverable deadlines in March and September of 2023.

23-01 (B) EXPIRED DIAGNOSIS CODES AND CORRECTIONS MOVING FORWARD (COUNTY & CONTRACTOR):

Periodically each year, certain behavioral health diagnosis codes are expired and replaced with a new F code, Z code, etc. at the federal level. If these expired diagnosis codes are identified in Avatar on the "Diagnosis Form" for a client, claims are blocked until the diagnosis is updated to reflect the new code assigned.

PLEASE NOTE - Code F43.8 is expired: The F code F43.8 (Other Reactions to Severe Stress) expired October 1, 2022. **Effective immediately this ICD-10 code should no longer be used**. Instead, please use either of the replacement ICD-10 codes for this diagnosis: F43.89 (Other Reactions to Severe Stress) or F43.81 (Prolonged Grief Disorder).

23-03 (C) SOLANO COUNTY AUDIT PROCESS UPDATES FOR FY 22-23 (COUNTY & CONTRACTOR):

Utilization Reviews will be conducted by the Solano QA team beginning in January 2023 and will focus on CalAIM implementation within programs. This round of audits will be very different than previous years and the plan is to go back to the usual process next Fiscal Year. These will be technical audits that should not result in disallowance, with possible exception of identification of fraud, waste, or abuse. All County and Contractor programs will be audited – programs with multiple reporting units (RUs) will only have one review sampling of charts from all RUs. The audit tool and report process will be as pared down as much as possible to only focus on CalAIM implementation within the program. **This season's audit process will NOT include site reviews, medication room reviews, supplemental charts, or audit alerts.** Audits continue to be remote so programs will be asked to submit all audit documentation to the audit team.

The CalAIM UR Handbook can be accessed here:
- For County Staff: ["Reference Materials" on SharePoint](#)
- For Contractor Staff: ["Reference Materials" on the Network of Care](#)

23-01 (D) NOTIFICATION OF EMPLOYEE OR PROVIDER TERMINATION OR SEPARATION (COUNTY & CONTRACTOR):

Policy QI602, "Notification of Employee or Provider Termination or Separation", outlines DHCS and County procedures and requirements for steps to take when staff leaves employment with a County or Contractor program. As a reminder to the system, two items for specific attention include:

- Completion and submission of the Staff Separation form to ensure that staff login privileges to Avatar are terminated. This must be submitted to QA within 24 hours of staff termination
- Issuance of notification letters to the staff member's assigned clients – see policy for full details of timeline and content requirements. Once mailed, these letters should be scanned into Avatar as evidence of the process being completed – copies are requested for DHCS Triennial Audits

Please review Policy QI602 carefully for full details of the policy and procedures:

- For County Staff: Policy QI602 is on the 📄 [Policies and Procedures page on BH SharePoint](#)
- For Contractor Staff: Policy QI602 is in the [Solano BHP Policy section on the Network of Care](#).

23-01 (E) UPDATED BENEFICIARY NOTICE REGARDING MEDICAL DOCTOR LICENSING (COUNTY & CONTRACTOR):

Effective January 1, 2023 there is an update to the required Notice to Consumers informing clients that Medical Doctors are licensed/registered and regulated by the Board, and their license/registration can be checked and complaints against the licensee/registrant can be made through the Board's website or by contacting the Board. The new notice must include a QR code.

These new notices must be posted at all County and Contractor programs where beneficiaries can access the information. The new notices need to be posted in English, Spanish and Tagalog and are available from the Medical Board of California Licensing Page

Sample Signs for Posting:

- **Physicians and Surgeons:** English | Spanish | Chinese (Simplified) | Chinese (Traditional) | Vietnamese | Tagalog | Korean | Armenian (Eastern) | Armenian (Western) | Farsi | Arabic | Russian | Japanese | Punjabi (India) | Punjabi (Pakistan) | Khmer

Materials will be posted here:
- ♦ For County Staff: Reference Materials on SharePoint
- ❖ For Contractor Staff: "Reference Materials" on the Network of Care

AVATAR UPDATES

23-01 (F) EMAIL FIELD FOR VALID EMAIL ONLY IN AVATAR ADMISSION & UPDATE CLIENT DATA FORMS (COUNTY & CONTRACTOR):

In the Demographic tab of the Admission form and in the Update Client Data form, the email field may <u>ONLY</u> be used for a <u>valid email</u>. If there is no valid email for the client then please leave the email field blank, and do **not** use this field to put any additional data. If there is any data in this field that is not a valid email, this will block the client from receiving their telehealth appointment notification and link. Even if the client has a valid phone number in the phone number field that is used for the telehealth appointment, any non-valid email/information in the email field will block the communication to the client.

23-01 (G) IMPORTANCE OF STAFF/SUPERVISOR MANAGEMENT OF AVATAR FORMS IN DRAFT (COUNTY & CONTRACTORS USING AVATAR)

This section includes reminders regarding finalization of forms for ALL staff completing clinical forms in Avatar. Management of documents in draft should be incorporated into regular supervision.

Report 181 Progress Notes Listing can provide a list of progress notes in Draft by staff:
- There are a significant number of *Individual Progress Notes CalAIM22* in draft for the past several months
  - o <u>Please work to complete these as soon as possible</u>
  - o Progress note timeliness is 3 business days, with the exception of crisis services needing to be completed within 24 hours of the service. All of these notes are significantly out of compliance with new CalAIM regulations.
- Progress notes should not be "staged", meaning a note started prior to a service, some details being completed, and then submitted in Draft to be completed after the service. This can result in incomplete notes being left in draft and worse, duplicate claiming, which could be considered fraud under CalAIM regulations.

Report 352 Documents in Draft by Staff provides a list of forms that have been started by staff but are not yet finalized

Staff is encouraged to clean out their Avatar "My To-Do's" list on a regular basis
- Alerts connected to documents in draft can act as very helpful reminders of documents pending final submission or deletion.

- These alerts should be cleared by completion and finalization of the form, not through "Review To Do Item"
- Alerts not connected to draft forms should be cleared on a more frequent basis, e.g. scanning alerts, to make it easier to see items that need action taken

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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 Assurance, Access/Managed Care, Avatar Planning

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CONTACT QA:
QualityAssurance@SolanoCounty.com   PHONE: (707) 784-8323 FAX: (707) 427-2774