



## SOLANO COUNTY QUALITY ASSURANCE

### QA INFORMATION NOTICE 24-04

APRIL 1, 2024

**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

#### 24-04 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)

**24-04 (A.1) QA Office Hours:** QA Office Hours for April are on Wednesday, April 10, from 9:00-9:30 AM, and Tuesday, April 23, from 4:00-4:30 PM. These meetings are optional, but all staff are welcome to participate. We encourage you to submit questions prior to the meetings through the Survey Monkey link that is in the meeting invitation. We look forward to seeing you!

**24-04 (A.2) Updated CalAIM Resources:** The “Codes by Provider Type”, the “Solano Outpatient CPT Code List” and the “Telehealth Location and Face to Face Codes” resources have been updated to reflect the new TCM codes (see [QA IN 24-03](#)). These resources are posted on [SharePoint](#) for County Staff. These resources were emailed from [QualityAssurance@SolanoCounty.com](mailto:QualityAssurance@SolanoCounty.com) to Contractor programs on 4-9-24.

**24-04 (A.3) Group Documentation Updates:** [BHIN 23-068](#) provided updated CalAIM documentation guidance. This outlined that documentation of group services has different narrative documentation requirements than the progress note requirements for individual services. The group theme is required as it has always been and must be included in the progress note for each client in the group. The progress note specific to each client shall also include a brief description of the client's response to the service which could include:

- The effectiveness of the intervention
- Progress or problems noted
- Group dynamics
- Or other information relevant to the member's participation, comments, or reactions during the treatment session

The progress note content template in the *Group Progress Note* in Avatar will be updated to reflect these changes. Training materials for starting groups and documenting group services are available from QA. Please contact your assigned QA liaison for more information.

#### 24-04 (B) STATE PLAN AMENDMENT (SPA) APPROVAL FOR GRADUATE CLINICAL TRAINEES TAXONOMY UPDATE (COUNTY & CONTRACTOR)

The SPA has been approved that clarifies graduate clinical trainees' role as Medi-Cal Specialty Mental Health Services (SMHS) providers. This approval allows graduate clinical trainees to provide clinical services within their scope of practice under the supervision of a Licensed Practitioner of Healing Arts (LPHA).

These trainees may now use assessment (90791, 90791IHBS) and therapy (90832, 90847, 90849, 90853) billing codes for services with LPHA review and co-signature of a licensed practitioner. All claims submitted by trainees must have the supervisor's NPI reported on the claim or service line level. The SPA's effective date is not confirmed. Updated information on the effective date will be provided once the DHCS issues guidance via the final BHIN.

#### 24-04 (C) REQUIRED LOBBY POSTINGS UPDATES (COUNTY & CONTRACTOR)

California Assembly Bill 1740 outlines a requirement for “facilities that provide pediatric care” to have a notice regarding human trafficking in a conspicuous place near the public entrance of the establishment or in another conspicuous location in clear view of the public and employees where similar notices are customarily

posted. Pediatric services are considered all medical services rendered by any licensed physician to persons from birth to 21 years of age.

At this time, all programs are being asked to post these notices in lobbies in English, Spanish, and Tagalog. Please reference the email sent from [QualityAssurance@SolanoCounty.com](mailto:QualityAssurance@SolanoCounty.com) to Contractors and County supervisors and managers on 4-9-24 which has the posters attached. These are posted on [SharePoint](#) for County staff and will soon be posted on the [Network of Care](#) for Contractors.

QA is very aware that there have been numerous required lobby postings rolled out in the past year. QA is actively working on a comprehensive list to provide to clinics of all required postings, exploring if any can be consolidated, and will provide guidance and support in the near future. Thank you for your continued compliance in meeting these requirements.

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#### **24-04 (D) CONSUMER PERCEPTION SURVEY (COUNTY & CONTRACTOR)**

The annual Consumer Perception Survey will be offered May 20<sup>th</sup> - 24<sup>th</sup> to every client who receives an outpatient service from a Solano Behavioral Health Plan program. This State mandated survey allows us to collect data for reporting National Outcome Measures (NOMs). These measures are required by the Substance Abuse and Mental Health Services Administration (SAMHSA). Participation in this annual survey is also a requirement for Community Mental Health Services Block Grant funding. This year, surveys can be completed on paper or online. Instructions for administering and collecting the survey will be emailed to programs from the Behavioral Health Performance Improvement Team (BHPIT). Please contact BHPIT at [BHPIT@solanocounty.com](mailto:BHPIT@solanocounty.com) with any questions or for more information.

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#### **24-04 (E) DOCUMENTATION MANUAL (COUNTY & CONTRACTOR)**

All topics of the "Documentation Processes and Requirements" section of the Solano County Behavioral Health Documentation Manual are posted on [SharePoint](#) for County staff and on the [Network of Care](#) for Contractor staff. The updated "Billing Codes and Scope of Practice" sections will be posted soon.

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#### **24-04 (F) UPDATED VERSION OF DOXY.ME ROLLED OUT (COUNTY STAFF ONLY)**

The updated version of Doxy.me has been rolled out. Please see email from Rob George, [RGeorge@SolanoCounty.com](mailto:RGeorge@SolanoCounty.com), sent on 4-3-24 for further details regarding the "Go Live". Please have your supervisor/manager reach out if you are a provider who did not receive a license and who provides telehealth services.

### **AVATAR UPDATES**

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#### **24-04 (G) TRANSITION OF CARE TOOL FORM IN AVATAR (COUNTY & CONTRACTOR)**

The DHCS Transition of Care Tool is now available in Solano County's EHR, Avatar. Having this form in Avatar will assist with tracking and monitoring data for the BHP and for DHCS. The form is the *Transition of Care Tool* and the corresponding Avatar report is *Report 487 Transition of Care Tool*.

Up to now, the Transition of Care Tool was completed on paper and scanned into Avatar. Moving forward, County and Contractor staff are asked to use the Avatar version of the form. The form will need to be completed in the Coordinating episode #00010. For Contractor staff this may mean that clinical staff complete the paper version and then the information is data entered into Avatar.

It is still the requirement that the Transition of Care Tool is sent to the agency where the client is being referred, e.g. Carelon. You can print out *Report 487 Transition of Care Tool* and send the report.

You can find more information on the Transition of Care Tool on the [DHCS Website Screening and Transition of Care Tools for Medi-Cal Mental Health Services](#) page.

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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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