



MAY 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

24-05 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)

24-05 (A.1) QA Office Hours: QA Office Hours in May are Wednesday, May 8, from 9:00-9:30 AM, and Tuesday, May 28, from 4:00-4:30 PM. Please join us, submit questions ahead of time using the [Survey Monkey link](#) in the Outlook invitation, or bring your questions to the meeting.

24-05 (A.2) "Lockout Codes Quick Reference Guide" Resource: With Payment Reform there are now some service codes that cannot be billed on same day, for same client, by same provider. QA has created a quick reference guide that lists the most common codes that are locked out against each other. This guide will be posted on [SharePoint](#) and [Network of Care](#).

24-05 (B) ROLL OUT OF AVATAR NX (COUNTY & CONTRACTOR)

Solano BH QA and DoIT teams are working with our Netsmart Avatar partners to bring the updated "Avatar NX" user interface to our division in the next several weeks.

- **WHY:** The reason for the update is because the current version of Avatar, "MyAvatar", will no longer be supported by Netsmart in the near future.
- **WHAT:** This upgrade/update is similar to when you get a system update on your cell phone, or when Microsoft comes out with a new version of Windows. The functionality will be the same, but the look and general navigation will be different. There are several user-friendly upgrades to look forward to, including: faster login, ability to scroll through an entire form, and a cleaner and more modern looking interface.
- **WHEN:** There will be a pilot with several programs beginning the week of May 20th, with the system wide "Go Live" in early June.
- **HOW:** QA is aware that there has been a lot of change the past year and, that even when positive, change can often feel challenging. Knowing this, QA will be providing support and trainings for the system throughout the rollout and ongoing. Please be on the lookout for communication and invitations from QA on this subject.

24-05 (C) CHANGES TO LANTERMAN-PETRIS-SHORT (LPS) ACT (COUNTY & CONTRACTOR)

DHCS issued [BHIN 24-011](#) which provides information on the changes to the definition of "gravely disabled", changes for conservatorship proceedings, and expanded data collection requirements effective January 1, 2024.

The updated definition of "gravely disabled" now includes a condition in which a person, as a result of a severe substance use disorder (SUD), or co-occurring Mental Health (MH) disorder and severe SUD, or impairment by chronic alcoholism is unable to provide for their basic personal needs for food, clothing, shelter, personal safety, or necessary medical care.

DHCS gave counties the option for delaying the opt in date for this change, and Solano County chose to delay opting-in until January 1, 2026 in order to have sufficient planning and preparation for training, expansion of services/beds, and other infrastructure requirements necessary ([read more on our website](#)); our county workgroup started discussions in April and will meet every other month. Please review the BHIN for more details on the additional updates.

24-05 (D) DOCUMENTATION MANUAL BILLING CODE SECTIONS POSTED (COUNTY & CONTRACTOR)

In addition to the "Lockout Codes Quick Reference Guide" resource, there are other sections of the Billing Codes and Scope of Practice section of the *Solano County Behavioral Health Documentation Manual* that will be posted. Throughout the next month, as well as periodically, QA will be posting additional billing code sections. Please keep an eye out and check back on [SharePoint](#) and the [Network of Care](#).

24-05 (E) MONTHLY STAFF REPORTING PROCESSES (274 & MONTHLY MHP TRACKING) AND STAFF FORM REVIEW (COUNTY & CONTRACTOR)

On April 24th QA hosted a meeting regarding Monthly Staff Reporting Process and Staff Form Review to go updates to these requirements. If a representative from your team was not able to participate, please ensure that the recording is reviewed. Here is the link to the recording of the meeting that is posted on [Vimeo](#). The PowerPoint is also posted on [SharePoint](#) for County staff and will be posted on the [Network of Care](#) for Contractors. The updated "Bundle" will also be posted in the near future.

Additional Clarification: Regarding a question that came up in the meeting if Contractors need to complete the new "BH Employee Reporting Update Form": We initially indicated that this form was for County staff only. This guidance has since been clarified that we will also request this form to be completed and submitted by Contractors if staff transfer within the agency from one provider number to another (i.e. to an agency's RU that has a different first 4 digits). We have reflected this within the attached slides and form. We will also send separate emails to our Contractors where this could occur to confirm.

AVATAR UPDATES

24-05 (F) NEW AVATAR REPORT 490 PROGRAM AUTHORIZATION (COUNTY & CONTRACTOR)

QA has developed *Report 490 Program Authorizations* to assist programs in tracking clients that need authorization for services that require it (i.e. IHBS, Day Treatment, TBS, and TFC). This report will include clients open to a program that have had a service requiring authorization billed in the past year. It will also provide information on the current Service Authorization in place or if authorization is missing.

We recommend programs to run this report on a regular basis to ensure that all clients who require authorization have that State requirement in place. This report has a lot of details and parameters, so please alert QA if you find any incorrect information being pulled so that it can be addressed.

24-05 (G) OLD LOCATION CODES DEACTIVATED IN AVATAR PROGRESS NOTES (COUNTY & CONTRACTORS USING AVATAR AS AN EHR)

Old location codes of "8 – Phone Telehealth", "9 – Video Telehealth", and "9T - MS Teams Telehealth" have all been removed as options in the Method/Place of Service drop down in progress notes.

A HUGE thank you to all programs who have worked diligently to adjust to the location option changes and to provide timely corrections when requested. Also, a significant thank you to the Fiscal team for their work in identifying old codes and completing corrections so quickly. Everyone's effort has allowed for these options to be removed and to improve the process for staff.

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.

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