



## SOLANO COUNTY QUALITY ASSURANCE

### QA INFORMATION NOTICE 23-10

OCTOBER 1, 2023

**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

#### **23-10 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)**

This section of the QA IN provides updated information regarding Payment Reform.

**23-10 (A.1) Reminder Regarding Location Accuracy and CPT Codes:** Selecting accurate Location/Method/Place of Service has always been an important aspect of progress notes. With Payment Reform, several codes are now location specific (e.g. 99212, 99441), emphasizing the importance of accurate documentation. All clinical staff should ensure that documentation throughout the note reflects the service that occurred and that the note is consistent in the location selected, service code selected, and indication of Face to Face.

**23-10 (A.2) Reminder to Stop Using Old Service Codes:** As a reminder, please work to ensure service codes that have been retired due to Payment Reform are no longer selected to bill for services. As staff are still getting used to Payment Reform changes, incorrect service codes continue to be selected and are requiring correction on the back end. Tentatively, as of January 1, 2024, programs will start being asked to submit NOBEs for corrections. Please **discontinue use** of retired codes, including, but not limited to, the following: 908871 – Collateral, 90882 – Brokerage and Placement, H2015 – Individual Therapy, and H2015IHBS – IHBS.

**23-10 (A.3) Documentation and Travel Times Required on Progress Notes:** As a reminder, please ensure that accurate documentation and travel times are recorded on each billable progress note. These times must be documented as specific fields, and not included in the billed service duration.

**23-10 (A.4) Collaborative Documentation Training:** A Collaborative Documentation Training was offered by consultant Open Minds on October 10, 2023. The same training will be held again, currently tentatively scheduled for November 7, 2023. While this documentation technique will not be required for staff to utilize, it is a practice that can be clinically useful and assist in reducing additional documentation time.

#### **23-09 (B) UPDATED SOLANO COUNTY DOCUMENTATION MANUAL (COUNTY & CONTRACTOR):**

Solano County QA is in the process of updating the Solano County Documentation Manual to reflect CalAIM Documentation and Payment Reform such as State required documentation processes and current billing codes.

The Documentation Manual Documentation Processes and Requirements sections should be posted in October and include updated CalAIM information. For County staff the Documentation Manual will be accessible on [SharePoint on the Documentation Manual page](#). For Contractors, the Documentation Manual will be accessible on the [Network of Care under the Documentation Manual section](#). New sections of the Documentation Manual will be posted as they are completed and updated when necessary. Due of this, we encourage staff to bookmark these websites to ensure that the most current versions are being utilized.

#### **23-10 (C) NACT FOR FISCAL YEAR 23-24 (COUNTY & CONTRACTOR):**

Network Adequacy is a set of requirements stemming from the Federal Final Rule ([see DHCS BHIN 18-011](#)) that requires the regular monitoring and annual reporting of each Health Plan's network providers including: time and distance (proximity of providers to beneficiaries), provider/beneficiary ratios (how many providers there are in the Behavioral Health Plan (BHP) per beneficiary), timely access, language assistance capabilities, mandatory service types (i.e. ICC, IHBS), etc. Solano BHP, along with all other counties, is required to report out

annually on our network adequacy data, including submission of a specific document called the Network Adequacy Certification Tool (NACT). Please note the NACT is separate from 274 report and each program shall continue to submit data via the monthly 274 report until the State informs the BHP that it is no longer required.

**Deadline:** This year the annual NACT and other Network Adequacy documentation must be sent to DHCS on or before November 1, 2023 (see [BHIN 23-041](#)). In order for Solano BHP to meet the deadline, QA will be working with programs to submit their NACT data by early to mid-October. QA asks for your collaboration in sending provider information in a timely manner to meet required standards. Thank you!

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### **23-10 (D) myHealthPointe PILOT (COUNTY ONLY)**

Solano BHP is moving toward implementing a pilot of a patient portal for County programs. Testing continues, but QA will begin reaching out to an Adult and Youth Services program to participate in piloting with those program's clients. The implementation will include finalizing workflows, policies, account set up instructions and consent forms, and training for program staff on how to use the product and respond to client requests for appointments and med refills. We anticipate the work will begin on various levels with the pilot programs in the next 1-2 months.

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### **23-10 (E) HEALTH INFORMATION EXCHANGE (HIE) (COUNTY & CONTRACTOR)**

Solano's participation in the HIE with SacValley MedShare for County programs went live at the end of September 2023. Adult County and Contractor Programs have been advised to post information notices and to obtain a Privacy Practices insert regarding the fact that all beneficiaries in our health plan will automatically be opted in to the HIE. This (Opt-In) means their Specialty MH data will be shared with the HIE making it available to other healthcare entities, and that Solano Behavioral Health providers will have access to other healthcare data from entities who also participate in the HIE (e.g. Partnership Health Plan of California).

In line with terms of privacy and security, Solano beneficiaries will have the option to officially opt out if they so choose. Additionally, to protect minors and any clients who have received any SUDS treatment in Avatar, all Youth Services programs and SUDS programs will be flagged as 42 CFR programs and client data will be blocked from sharing with the HIE.

County program providers will be able to search for a beneficiary's data by clicking on a new Data Exchange tab in the Avatar Home Screen and the outside health care data from the HIE will flow into Avatar. The hope is that by having access to a limited amount of outside health care info, Solano Providers can make better, more informed treatment decisions and differential diagnoses. Training will be available for County providers.

#### **All County and Contractor adult programs must now complete the following:**

- Post the English and Spanish versions of the "SacValley OptInOut Poster" in all lobbies
  - This poster provides details on how clients can opt out from all of their medical information being shared
  - The Tagalog version will need to be posted as well once provided
- Include the "SacValleyOptInOut Poster" in intake packets for all new clients
- Include the "SacValley MedShare Notice of Privacy Practices" in intake packets for all new clients
- Begin to use the new "Acknowledgement of Receipt" (rev. 9-22-23) that includes mention of the SacValley MedShare Notice of Privacy Practices for all new clients

All forms will soon be posted on the [SolanoCounty.com Access to Services](#) page for all staff and on SharePoint for County staff.

## AVATAR UPDATES

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### **23-10 (F) NEW FACE SHEET COMING SOON IN AVATAR – REPORT 117 FACE SHEET (COUNTY AND CONTRACTOR)**

Significant updates have been made to the client Face Sheet and it should be available in Avatar LIVE soon. The new Face Sheet is named - "*Report 117 Face Sheet*". This update is based upon ongoing input from staff and provides useful and accurate information. For those who it would be relevant for, this report will also show entered information for individuals with only a P number. Please make note of the new report name as the previous version will be retired. There will be a period of transition time when both the old and new versions will be available in LIVE, but ultimately only the new version will remain.

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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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