

# Care Management Unit Newsletter

CMU would like to remind providers that May is Mental Health Awareness Month. Please take some time to review the various resources shared below. Thank you all for your commitment to service the Medi-Cal members in Contra Costa County.

## Mental Health Awareness Month

Contra Costa Mental Health Plan is dedicated to championing awareness of mental health issues in the community. Feel free to click on any of the logos below to access valuable information from mental health awareness advocates:

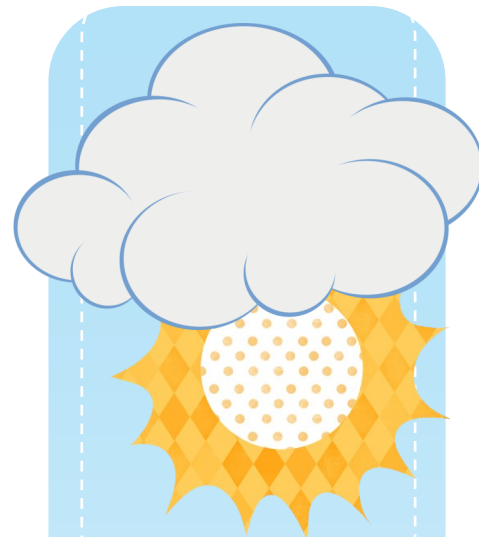
[Awareness Resources | NAMI](#)

[Mental Health Month | Mental Health America \(mhanational.org\)](#)

[Mental Health Awareness Month 2024 - National Council \(thenationalcouncil.org\)](#)  
[Health Care Access & Quality Information | Veterans Affairs \(va.gov\)](#)

[Digital Shareables - National Institute of Mental Health \(NIMH\) \(nih.gov\)](#)

[Health Care Access & Quality Information | Veterans Affairs \(va.gov\)](#)



[2nd Quarter Newsletter May2024](#)  
[Contra Costa County Care Management Unit](#)

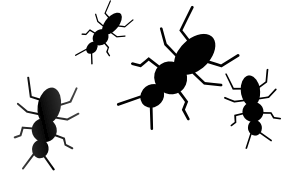
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### Important Dates:

06/21 CMU Review Training  
gam





## Availability:

When you have availability/openings be sure to include the following in your message/call to us here at CMU:

- The number of openings available
- The age range for the open slot
- If it is in person, virtual or hybrid.

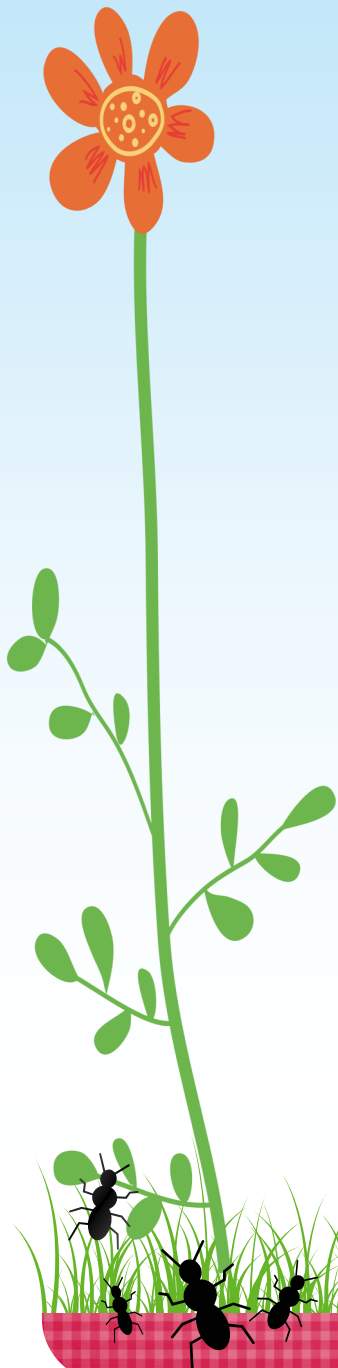
## Interpreters:

There is an **URGENT** need for a willingness to use an **INTERPRETER**. Access reports a high amount of English speaking clients with a parent who is monolingual in another language. Please let us know if you are willing to use interpreter services during your sessions.

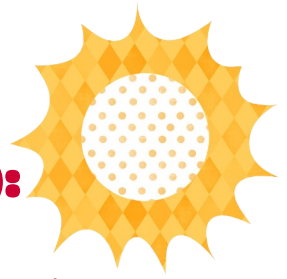


Those who provide services through an interpreter may also bill T1013 for every 15 minutes the interpreter was used. *\*You are paid double for these sessions.\**

Please call/message CMU to let us know if you have any questions and/or are willing to use an Interpreter.



## Tips for Documentation (Progress Notes):



- ⇒ Progress notes should **include** language that is Objective, Factual, and Evidence Based.
- ⇒ Ensure your progress notes are **tying everything together**. Directly link Interventions to the diagnosis, symptoms, and impairments.
- ⇒ Intervention examples: Motivational Interviewing, Trauma Focused Cognitive Behavioral Therapy, EMDR. Helpful intervention wording: Facilitated questioning, Reframed, Mirrored, Validated, Clarified.
- ⇒ **Include** documentation of the client's response to interventions.
- ⇒ Typed notes are *preferred*, however, if handwritten, **please ensure your notes are legible**.
- ⇒ Use language that can be understood by anyone, including your client. Acronyms can be confusing, keep this in mind when writing your notes.
- ⇒ In the Plan Section, please document the follow up plan for treatment.
- ⇒ Provide information on the duration and frequency of symptoms.
- ⇒ **Sign and Date your notes within 3 business days from the date of service.**

Documentation training coming soon.....

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*"To know even one life has breathed easier because you have lived. This is to have succeeded."*

*— Ralph Waldo Emerson*

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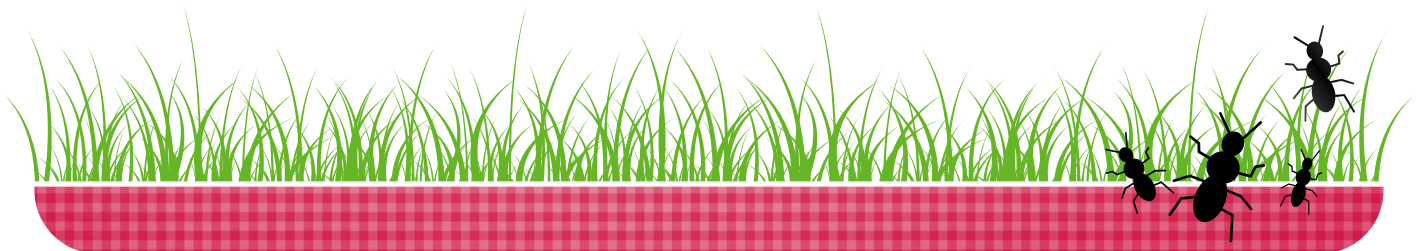
## Upcoming CMU Review Trainings:

Monday, May 13, 2024, 9:00 a.m. – 12:30 p.m.

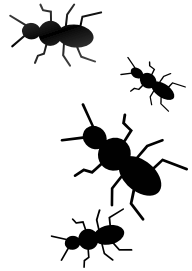
Friday, June 21, 2024, 9:00 a.m. – 12:30 p.m.

Wednesday, July 17, 2024, 9:00 a.m. – 12:30 p.m.

Monday, August 19, 2024, 9:00 a.m. – 12:30 p.m.



# Telehealth Consents: TIPS TO REMEMBER



- ⇒ DHCS **require** Providers to ensure Medi-Cal members understand their right to in-person services.
- ⇒ Based on the member's preference, Telehealth services may be provided.
- ⇒ When Telehealth Services are provided, a Consent must be in place.
- ⇒ This can be a one-time consent or you may indicate the client consented in each note.
- ⇒ If office practices allow for verbal consent, a written Telehealth Policy needs to be in place.
- ⇒ If a member decides they would like to transition to an in-person provider, the Telehealth provider is required to help facilitate this transition. The Telehealth provider should call CMU to initiate this process.
- ⇒ Use a HIPAA compliant Telehealth Platform
  - If a platform is HIPAA compliant, you will be able to enter into a Business Associate Agreement (BAA) with the vendor.

**Psychiatrists** may only bill the 99202 and 99212 **E&M series** *via video or in person*. Phone services may **not** be provided for these codes.

CMU has a telehealth consent template. Please contact CMU if you want a copy.

**On the right** is the model language approved by DHCS, written and verbal. Please incorporate this language into your telehealth consent or policy.



## DHCS Telehealth Policy Implementation Patient Consent –Model Language

### Written Consent Communication

1. I agree to receive health care services via telehealth. I understand that:
  - a. I have the right to access Medi-Cal covered services through an in-person, face-to-face visit or through telehealth.
  - b. The use of telehealth is voluntary, and I may withdraw my consent to, or stop receiving services through telehealth at any time without affecting my ability to access covered services in the future.
  - c. Medi-Cal provides coverage for transportation services to in-person services when other resources have been reasonably exhausted.
  - d. There may be limitations or risks related to receiving services through telehealth as compared to an in-person visit. For example \_\_\_\_\_.
2. I have read this document carefully, understand the potential limitations and risks of receiving services via telehealth, and have had my questions answered to my satisfaction.

### Verbal Consent Communication

“Under Medi-Cal you have the option to receive services in person in a face-to-face visit or via telehealth. If you have trouble accessing in person services due to transportation, Medi-Cal provides coverage for transportation services when other resources have been reasonably exhausted. There may be limitations or risks related to receiving services through telehealth rather than in person. For example \_\_\_\_\_. If you choose to receive services by telehealth, you may change your mind at any time by letting us know. If you change your mind about using telehealth, you will still have access to Medi-Cal covered services. Knowing all of this, do you want to have the option of receiving services from us now or in the future via telehealth? (Yes/No).”

# Claims

## Registration Form Common Errors:



- ⇒ All entries must be completed. Here are the common areas that are left blank: CIN #, Birth Country, Birth State, Birth County, Race, Ethnicity and Language, and Guarantor information if client is minor.
- ⇒ Please provide a SUD ICD-10 Code if the substance abuse question is answered Yes.
- ⇒ Please make sure you are using the most recent forms. Many outdated forms are still being used.

## Tips To Ensure Payment:

- ⇒ Only enter **1 month** on **1 claim**.
- ⇒ When billing for assessment session use 1 unit of CPT Code 90791 or 90792 (15 minutes) and the remainder of time will be billed using G2212, a 15-minute code. For instance, for a 60-minute session, you would bill 1-unit 90791 or 90792 and 3 units of G2212. Using codes other than G2212 such as 90837, 90834, 90847 or 90853 on the same day will result in denied claims.
- ⇒ Please **double check** that you're billing the correct number of units and dollar amounts..
- ⇒ Modifiers 95 & 59 are **not required** for HCPCS codes (G2212, H2021, H0032 & T1013).
- ⇒ If **billing via phone**, SC modifier should be used only for G2212, H2021, H0032 & T1013 (not 93).
- ⇒ Regarding diagnoses, providers should double check to see if the ICD-10 code(s) is/are included, otherwise they will be denied.
- ⇒ Ensure that a Registration is submitted prior to billing any services, otherwise the claim(s) will be denied.
- ⇒ If **billing via Availity**, please ensure that the Payer ID is **CCMHP**.
- ⇒ If **billing via Provider Portal**, BH providers should input BH in the Miscellaneous fields.
- ⇒ Via Provider Portal, make sure that Box 32 is entered with a Place of Service, otherwise the claim(s) will deny for Invalid Place of Service.
- ⇒ Please check coverage/eligibility prior to seeing any clients, as coverage can change at any time.
- ⇒ If client has Medi-Medi and you are a Medicare provider, bill Medicare first, wait for the EOBRA, then bill Medi-Cal, along with the EOBRA.
- ⇒ For claims **denied for over 60 days** - please do not resubmit the claim. Please submit an Informal Appeal through the portal, along with a reason the claim was submitted untimely. Informal Appeals that are denied for over 60 days will not be taken over the phone.



# Notices to be Posted



## Human Trafficking Notice

If you are providing in-person services, please remember to have the Beneficiary Rights, Grievance/Change of Provider/Appeal, and the Informing Materials poster hanging in plain view in your office waiting areas. The notice must be at least 8 ½ by 11 inches in size and written in a 16-point font at minimum, as defined in Section 16907.5 of the Welfare and Institutions Code.

If you are providing in-person services, the Human Trafficking Notice **must** be posted, "in a conspicuous place near the public entrance of the establishment or in another conspicuous location in a clear view of the public and employees where similar notices are customarily posted." *The notice must be at least 8 ½ by 11 inches in size and written in a 16-point font at minimum, as defined in Section 16907.5 of the Welfare and Institutions Code.*

The link to the English and Spanish flyer is below.

⇒ English

[https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster\\_ENG.pdf](https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster_ENG.pdf)

⇒ Spanish

[https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster\\_SP.pdf](https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster_SP.pdf)

Beneficiary Rights, Grievance/Change of Provider/Appeal, and the Informing Materials poster hanging in plain view in your office waiting areas. Please see the links below for other notices that must be posted up in your office if you are providing in person services.

### Beneficiary Rights:

[Beneficiary Rights - Letter size](#)

[Beneficiary Rights - Ledger size](#)

### Grievance/Change of Provider/Appeal:

[Grievance/Change of Provider/Appeal - Letter size](#)

[Grievance/Change of Provider/Appeal - Ledger size](#)

### Informing Materials poster:

[Informing Materials poster - Letter size](#)

[Informing Materials poster - Legal size](#)



# Flyer

## Bay Area Legal Aid

Free 1on1 Legal consultation NO APPOINTMENT REQUIRED

Phone#: 510-679-2122

When: The 4th Monday of Every Month 12pm-3pm at the Reentry Success Center

Where: The Reentry Success Center—912 Macdonald Ave Richmond CA 94801

Services: Identity Theft, Credit Reporting, Consumer Debt, Clean Slate, Housing Denials, Employment Background Checks, and much more!



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## Network Provider Resources:

Please copy and paste the URL below into your web browser.

[Mental Health Network Provider | Contra Costa Health \(cchealth.org\)](https://www.cchealth.org/)

## Beneficiary Resources Available:

Contra Costa Behavioral Health Access Line: Toll-free 1-888-678-7277

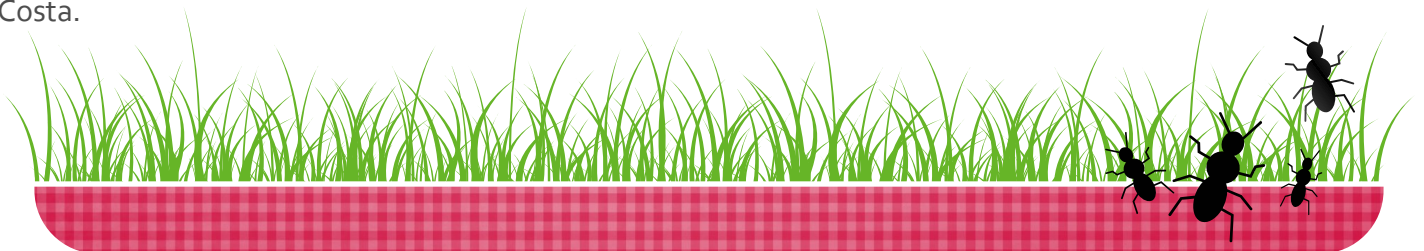
**Línea Telefónica de Acceso para Servicios de Salud Mental:** Llame Gratis al 1-888-678-7277 para más información.

**Crisis and Suicide Hotline:** 988 Lifeline. 1-800-273 TALK remains in place as well. You can also text the words HOPE to 20121.

**211 Contra Costa Database:** A comprehensive, up-to-date, and free of charge database of local health and social services for Contra Costa residents provided by Contra Costa Crisis Center.

**Frontline Workers Counseling Project, Free (Therapist or Support Group):** <https://fwcp.org/get-therapy>

**Línea Telefónica de Crisis y Suicidio:** Llame Gratis al 211 o 1-800-833-2900. Si está en crisis puede llamar este numero y hablar con alguien que puede escuchar. También ofrecen información gratuita de servicios sociales y de salud para los residentes de Contra Costa. Proporcionada por el Centro de Crisis de Contra Costa.



# Staff Spotlight



Adrianna Pinon-Cheek  
Senior Level Clerk

I have worked at CMU for 2 years, but I have been with Contra Costa County for 5 years.



## Where is the best place you've traveled to and why?

- ◇ I would have to say the Bahamas, it was a dream. My significant other and I went for our 9 year anniversary this year and he proposed on the beach in Nassau. It made this location a really special place for us.

## What is the first concert you attended?

- ◇ My first concert ever was the Cheetah Girls!

## Do you recall any embarrassing moment at work?

- ◇ My job before working with Contra Costa County was at Kinders, which is a deli/restaurant. Going into my first week working at Contra Costa County, I was training on the phone and as I answered my first phone call, I said "Kinders in Martinez, this is Adrianna. How can I help you?" I was MORTIFIED! Thankfully, I had a great team who laughed with me and reassured me it was okay. Safe to say that never happened again!

## What is your favorite thing to do?

- ◇ My favorite thing to do is spend time with my family and fiancé. I also love doing anything outside!

## What is your biggest pet peeve?

- ◇ Shoes on the couch is a big one. I don't like outside shoes on the couch or bed, it grosses me out.

## What kinds of hobbies and interests do you have outside of work?

- ◇ For an activity, I like to play tennis. I played in high school and I really enjoy it! I also like building Legos. I can sit and build Legos for quite a long time! The last one I did was Hogsmeade Station from Harry Potter.

