



## SOLANO COUNTY QUALITY ASSURANCE

### QA INFORMATION NOTICE 25-01

JANUARY 1, 2025

**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

##### 25-01 (A) QA OFFICE HOURS (COUNTY & CONTRACTOR)

QA Office Hours in December will be Wednesday, January 15, from 9:00-9:30 AM. Please join us and submit questions ahead of time using this [Survey Monkey link](#) that is also in the Outlook invitation or bring your questions to the meeting.

##### 25-01 (B) UPDATED BEHAVIORAL HEALTH MEMBER HANDBOOK POSTED (COUNTY & CONTRACTOR)

[BHIN 24-034](#) outlines updates to the *Behavioral Health Member Handbook* that is available to all BHP members. The updated version is now available to staff and members. It is posted on the [Solano County website Behavioral Health homepage](#) in English, Spanish, and Tagalog. All programs should have a copy of each language printed for member review and should provide a copy to members at program sites if requested.

##### How to Provide the Updated BHP Member Handbook to All Members as Required by DHCS

- Please see the *BHP Handbook Lobby Sign Eng\_Span\_Tag* that was emailed to all programs from [QualityAssurance@SolanoCounty.com](mailto:QualityAssurance@SolanoCounty.com) on Monday, December 30, 2024.
  - **Programs are required to have this sign posted in their lobby as of Wednesday, January 1, 2025**
  - We are asking all programs to leave this sign up for the year 2025 in order to ensure that members are aware of how to access the *Handbook*
- Please print out copies of the updated *Handbooks* in all languages to offer to members and to have available if a member requests a copy
- **For members that are seen primarily in the field or via telehealth and are not coming to the office, staff should ensure a copy of the updated *Handbook* is provided/offered.** This could look like staff:
  - Bringing a printed copy of the *Handbook* to the member
  - Providing the website link or QR code to the member in person or via telehealth platform (Consent for Telehealth should be on file)

Members are also able to request a paper version of the handbook to be mailed to them. Please provide QA with the request and member information if this request is received as QA will manage mailing the copy.

##### 25-01 (C) NEW AUDIOMED BILLING CODE FOR MEDICATION SERVICES (COUNTY & CONTRACTOR)

Please note that the CPT codes 99441-99443 have been retired as of January 1, 2025 for billing.

##### COUNTY PROVIDERS:

###### County Psychiatric Providers

- Avatar has been updated in the following ways:
  - 99441 will be removed from the list of Service Codes
  - AUDIOMED will be added as a replacement Service Code
- Staff should select AUDIOMED for any Comprehensive Medication Services provided via Audio Telehealth that occurs on and after January 1, 2025

**CONTRACTORS (as communicated in email from Quality Assurance on December 18, 2024):**

EHR and Billing

- As of January 1, 2025, 99441 can NO LONGER be used for Comprehensive Medication Services that occur via Audio Telehealth
  - If this code is submitted, it will be rejected
- All programs will need to update their EHR to reflect a new code for this service titled "AUDIOMED" as of January 1 or as soon as possible after that date
  - This code should be used for any Comprehensive Medication Services that occur via Audio Telehealth
  - This code should be reflected for these services on any data entry or uploads for services beginning January 1, 2025

Contract Amendments

- Solano County Contract Managers will be amending contracts ASAP to update Exhibit B to reflect these code changes
  - Please be on the lookout for this contract update to avoid any delays in processing
- These services cannot be reimbursed until the amendment is complete
  - Any payments will be retroactive from January 1, 2025

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**25-01 (D) UPDATED Y-TIC REFERRAL FORM (COUNTY & CONTRACTOR)**

The Youth Transitions in Care(Y-TIC) referral process has changed recently. The referral form has been updated, and referrals will now be sent directly to our County Youth Full-Service Partnership (FSP) team at [FYouthBH@SolanoCounty.com](mailto:FYouthBH@SolanoCounty.com). Instructions for submission are on the referral form, which is posted on [SharePoint MH Forms](#) (Youth TIC Referral 12-02-24) for County staff, and on the [Network of Care](#) site (Youth Transitions in Care Referral and Authorization Form 12-02-24) for Contractor staff.

**AVATAR UPDATES**

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**25-01 (E) PSC-35 DATA ENTRY IN AVATAR (COUNTY & CONTRACTOR)**

There are still some issues with not being able to select the correct reporting unit when entering the PSC-35 in Avatar. If you are not able to select the correct RU, the temporary workaround is as follows:

1. After opening the form, select any episode that is an available option. Then enter the PSC-35 data as usual
2. Please do not enter a second form if the correct RU shows up later as the initial entry will be fixed
3. Once the data has been entered into Avatar, please remember to scan the form into Avatar

You **no longer** need to email QA with client name, number, and correct episode to request assistance in correcting the issue as this is being done automatically when QA sends the report to State. Thank you!

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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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