



# SOLANO COUNTY QUALITY IMPROVEMENT

## QI INFORMATION NOTICE 22-03

MARCH 1, 2022

**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. QI Information Notices (INs) are sent out monthly and posted on our [website](#).

### GENERAL UPDATES

#### **22-03(A) COVID-19 EXCEPTIONS UPDATES (COUNTY & CONTRACTOR):**

##### **REMINDER REGARDING SIGNATURES ON CLIENT SERVICE PLAN (CSP)**

The State continues to allow documentation of verbal collaboration and agreement on CSPs using the language that reflects signature not obtained "Due to COVID". If you do not use the "COVID" language, then you must follow up and get the client signature. Collaboration on the CSP should be documented in a progress note and referenced on the plan whenever signature is not initially obtained.

As some COVID restrictions are lifted, many of the service and documentation exceptions allowed by DHCS will be changing. More information is available at [COVID-19-Providers-and-Partners \(ca.gov\)](https://www.cdph.ca.gov/Programs/OPA/Pages/NR20220202.aspx)

#### **22-03(B) SOLANO BEHAVIORAL HEALTH PLAN (BHP) (COUNTY & CONTRACTOR)**

In an effort to move towards integration of services and in coordination on what is happening at the DHCS level we are shifting our terminology from Mental Health Plan (MHP) to Behavioral Health Plan (BHP). You will hear and see this new terminology going forward.

#### **22-03(C) PROGRESS NOTE LOCATION CODE UPDATES (COUNTY & CONTRACTOR):**

DHCS has required that progress notes clarify if the service was provided via Phone Telehealth or Video Telehealth. In Avatar, this update has already been made, labeled as "8 - Phone Telehealth" and "9 - Video Telehealth". Contractors not using Avatar progress notes have been asked to update their EHRs to reflect these locations as soon as possible.

Below is guidance regarding which location to select depending on the service:

- **3 – Phone** – Most commonly used for TCM, reminder calls, med refills not involving a patient, check ins, non-billable services
- **8 – Phone Telehealth** – Please use when provider is providing treatment services to a client, including Med Support, Assessment, Therapy, Rehab service by telephone only (there is no video to observe physical presentation and symptoms)
- **9 – Video Telehealth** – Please use when provider is providing treatment services to a client, including Med Support, Assessment, Therapy, Rehab service on video (**provider can see the client to observe physical presentation and symptoms**)

#### **22-03(D) EXTERNAL QUALITY REVIEW ORGANIZATION (EQRO) REVIEW FOR SOLANO COUNTY BEHAVIORAL HEALTH (COUNTY & CONTRACTOR)**

Once a year, Behavioral Health Concepts, a contractor of DHCS, reviews Solano's Behavioral Health Plan. The review has historically taken place over the course of two days and has consisted of multiple on-site interviews and group discussions, however over the past 2 years, due to COVID, reviews have been facilitated remotely. In addition to onsite discussion, Solano is required to submit a significant amount of documentation about a month before the onsite review.

This year, Solano's EQRO is a one-day virtual review scheduled for March 9<sup>th</sup>. County and contractors have been contacted if their participation in a specific discussion group is requested. We send our gratitude ahead of time for anyone who participates.

External Quality Reviews focus on the following:

- Performance Improvement Projects (PIPs) – Behavioral Health Plans are expected to have an active clinical and non-clinic PIP at work within the health plan at all times.
- Access & Cultural Competence
- Timeliness
- Quality
- Outcomes
- Foster Care
- Information Systems
- Structure and Operations

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### **22-03(E) GROUP SERVICES DOCUMENTATION TRAINING (COUNTY & CONTRACTOR):**

Quality Improvement has a training available for clinical staff interested in providing group services to clients in the BHP. The training includes information on starting a group, client service plan addendums, documentation of group services and documenting in Avatar (for programs using Avatar). If you or your program are interested in this training, please contact QI.

## **AVATAR UPDATES**

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### **22-03(F) TRACKING REPORTING UNITS IN AVATAR (COUNTY & CONTRACTOR):**

Solano Behavioral Health Plan (Solano BHP) uses Reporting Units (RUs) in our EHR (myAvatar) to identify clients in programs where only non-Medi-Cal services are being provided, such as outreach. We refer to these programs as Tracking RUs. These RUs are listed in the Client Episode History Widget and on the Face Sheet (Report 117i). They begin with a number other than 48 or letters. Some examples of these RUs are 00001, 00381, 84921 and TR121. Please note that these programs are not cycle setters but important to continuity of client care. Some require having a billable RU (beginning with 48) open at the same time, while others do not. If you see that your client is open to one of these tracking RU's, or any other RU, please coordinate with the program PSC or other treating providers prior to closing a case to the entire BHP system (i.e. including the coordinating RU 00010). 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 Improvement, Access/Managed Care, Avatar Planning

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### **CONTACT QI:**

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