



CCMHP

CMU/Provider Services Newsletter

May 2021 | Volume 11



IN THIS ISSUE

- ❖ National Mental Health Awareness Month
- ❖ Up Front
- ❖ 21st Century CURES Act – Information Blocking
- ❖ Documentation Tips & Tricks
- ❖ Claims Corner
- ❖ Meet an ACCESS Line/CMU Team Member

CONTACT US

CMU/Provider Services
1330 Arnold Drive # 143
Martinez, CA 94553
925 372 4400
Fax 925 372 4410
cmuprovider.services@cchealth.org

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:



Up Front



Some of your clients may be eligible for low cost internet service.

See these [English](#) and [Spanish](#) flyers for more information.

What are Your Plans for Re-Opening for In-Person Services?

As County Behavioral Health Services shift to resume in person services, ACCESS/CMU would like to track each Provider's plan to reopen.

We are requesting all Providers complete this [Survey Monkey](#) survey (ctrl + click to follow link), which will assist in ACCESS's attempt to best match clients requesting in person services.

It is not a guarantee that all referrals will be a perfect match, but it will help steer us in the right direction.

At this point, we have not heard back from the State on future plans but we will keep everyone updated."

Make a Note that our Address has changed!

*CMU/Provider Services
1330 Arnold Drive Suite 143
Martinez CA 94553*

Free Self-Care [ZOOM](#) Sessions!

Offered by our Behavioral Healthcare Team.

Sessions include expressive arts, music, meditation, breathing, art & sound.

Join us every Monday and Wednesday at 4:10 for 20 minutes of [ZOOM](#) self-care!

21st Century CURES ACT



What we know

- In March 2020, the Office of the National Coordinator (ONC) published the 21st Century CURES Act Final Rule.
- This includes prohibition of “Information Blocking” in an Electronic Health Record (EHR).
- Who is affected – all systems with an EHR.

What we have already done

- Contra Costa Health Services went live with data sharing through *MyChart* on 10/14/2020. *MyChart* is a patient portal within ccLink.
- Behavioral Health Services (BHS) began sharing the Partnership Plan through *MyChart* on 11/02/2020.
- BHS began sharing Clinical Notes, Discharge Summary, and Service Information (date, location, type, and name of individual outpatient network provider).

Next steps

- In order to meet the October 6, 2022 deadline for sharing EHI (electronic health information) beyond the USCDI data elements, the BHS subcommittee will work to define the designated record set for BHS client records. This will include identifying all systems and areas in which patient information lives as well as determining the custodian for each piece of information.

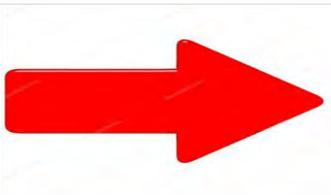
Additional Information

- [USA Federal Register](#)
- [HealthIT](#)
- [ONC Cures Act Final Rule](#)
- [Contra Costa County Behavioral Health Information Sharing FAQ's](#)

Documentation Tips & Tricks



VectorStock



- Remember to put a **DATE** on the Prior Authorization Form for “Date additional units will be needed”. Many Providers are either leaving it blank or putting in the number of units.



**Behavioral Health “Mild to Moderate”
PROCEDURE/SERVICES
PRIOR AUTHORIZATION REQUEST**
Fax Authorization Request to CCMHP
Phone: (925) 372-4400 option 2 • Routine Fax: (925) 372-4410
Illegible or Incomplete forms will be returned

IF URGENT (“a situation, without intervention within 48 hrs., is likely to result in an immediate psychiatric condition”), please check box and provide justification below.

REQUESTING PROVIDER: _____

Address (Place of Service): _____

Provider Signature: _____

Date additional units will be needed: _____

Name: _____

Address: _____

DOB: _____

MRN: _____

Only use this form if you are requesting services beyond the initial 8 Behavioral Health visits:

- No Prior Authorization is required for the initial 8 visits
- No Annual Assessment Required

The following Services for MH/BH require Prior Authorization:

- Individual, family, and group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Development of cognitive skills to improve attention, memory and problem solving
- Outpatient services for the purposes of monitoring medication therapy
- Outpatient laboratory, medications, supplies and supplements
- Psychiatric consultation

- Please be sure to contact CMU for prior authorization *before* seeing a client more than once weekly for individual therapy.
- Progress Notes should include start/end times and duration of session. A new Progress Note form will be released in the coming months.

AB 630: Beginning July 1, 2020, all mental health licensed staff, registered staff, and trainees are required to provide a notice to each of their clients where they can file a complaint. (AB 630, Chapter 229, Statutes of 2019).

For providers that are licensed or registered with the Board of Behavioral Sciences (Board):

The Board of Behavioral Sciences receives and responds to complaints regarding services provided within the scope of practice of (marriage and family therapists, clinical social workers, or professional clinical counselors). You may contact the board online at www.bbs.ca.gov, or by calling at (916) 574-7830

Claims Corner



➤ Completing Box 24A, 24B, & 24D on the 1500 Claim Form

Box 24A – Claim dates should read as follow: MM DD YY = 02 10 20 (do not use M DD YY – 2 10 20).

Box 24B & 24D-Modifier - Claims with POS-02 (24B) must also have Modifier-95 (24D-Modifier) as first position (shown example below).

Example...
 Box 24b. --- Box 24d.
 02 --- 95, 59
 02 --- 95, 76

IN. #	DATE(S) OF SERVICE			B. PLACE OF SERVICE	C. PROCEDURE, SERVICE, OR SUPPLY (Explain Unusual Circumstances)	E. DIAGNOSIS (ICD-9-CM)	F. CHARGES	G. ONLY ON JACO	H. UNIT PRICE	I. C. UNIT	J. RENDERING PROVIDER ID #
	From	To									
1	04	11	19	02	99205	95	A	100	80	2	1234567890
2	04	14	19	11	90834		AB	50	40	1	1234567890
3	04	14	19	11	90847	59	A	25	20	.5	1234567890
4	04	16	19	02	90887	95	AB	8	40	1	1234567890
5	04	16	19	02	90887	95 76	A	8	40	1	1234567890
6	Must match W9				Client's MRN		You do the math				1234567890
25. FEDERAL TAX ID NUMBER		26. PATIENT'S ACCOUNT NO.		27. ACCEPT ASSIGNMENT?		28. TOTAL CHARGE		29. AMOUNT PAID		30. Retiree Fee #/CC User	
123456789		007654321		YES NO		193.20		0.0			

- Use only the red CMS 1500 Claim Form. A link to the form can be found on the Forms tab on the [CMU Webpage](#).
- Type all claims. The system is not going to accept hand written claims.
- Make sure you are using the correct diagnosis on your claim forms and not adding/deleting numbers.
- Be sure to verify Medi-Cal eligibility monthly through the Provider Portal or by calling the AEVS line at 1 800 456 2387.

We have been fielding many calls questioning whether Provider Portal is able to track the number of units that have been used. Unfortunately, at this time, the answer is “no”. You may refer to your claims and get a count of the units that have been billed. We have asked the developer to explore adding the function so it is a possibility in the future.

Staff Spotlight



Sandra Lopez



Clerk-Specialist (Lead Clerk)

"I've been with the county for 15 1/2 years. In 2005, I was hired into the Care Management Unit and have been with the unit since. I am now the Lead Clerk and I also help support the Clinical Staff. It brings me great joy to be able to provide the best customer service to both my internal and external customers.

I am happily married to my husband Joe for 31 1/2 years. We have beautiful twin daughters Carlie & Christina who will be 27 this May. I love spending time in the kitchen cooking and making my families tummies happy."

Q&A

1. What do you like to do in your spare time?

"I like to spend time with my husband and daughters watching or attending sports events...especially baseball."

2. Least favorite food?

"Black Olives! Is this a valid answer?...LOL!"

3. What is on your bucket list?

"I hope to be able to tour Italy. After watching on CNN's "Stanley Tucci: Searching for Italy", I've grown to have a bigger desire to see and eat there."

4. What do you like to do in your spare time?

"I enjoy bike riding, hiking, shopping, and lounging by the pool in the summer."

5. What is the one thing you can't live without?

"Floss!"

6. What one food do you wish had zero calories?

"Strawberry Shortcake!!"

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

"2 years ago, I was able to travel to Puerto Rico. I fell in love with San Juan, the culture and its historical sites."