



ARTIST CREDIT: BLUE SKY WELLNESS CENTER ARTIST

Managed Care Reminder: CMS 1500 Claim Forms and "Signature on File"

The CMS-1500 is the standard claim form accepted by most plans, including the Fresno County Mental Health Plan for submitting claims when working in a private setting with Medi-Cal beneficiaries.

Frequently, clinicians submitting claims using this form write in boxes 12 and 13, "Signature on File." This indicates that you as the provider have in the client chart a copy of either the CMS-1500 or a separate release with the *same wording* signed and dated by your client. This is important as

these statements in boxes 12 and 13 state the client is allowing you to provide otherwise confidential information about his/her diagnosis and treatment to an outside entity in order to be reimbursed, and authorize payment to you. Without these actual signed authorizations in the client record, any payments made for services would be recouped in an audit.

The staff at Managed Care reminds you that all CMS 1500 forms should either contain the patient's signature in Boxes 12 and 13, or that you maintain the client's record to support "signature on file."

For Your Clients and Families: NAMI Basics September 19 Through October 24

The National Alliance for Mental Health's local chapter—NAMI Fresno—announces the return of NAMI Basics this Fall, offering a valuable avenue of support to your clients and their families in understanding and coping with the life barriers of growing up with a mental health disorder.

This is an education program for parents and other caregivers of children and adolescents living with mental illness. The course is taught by trained



Welcome Laura Olivas, the New Division Secretary of Managed Care

We are pleased to announce the arrival of new staff as the Department of Behavioral Health welcomes Laura Olivas, our new Division Secretary of Managed Care.

Laura previously worked in Public Works and Planning and has 10 years of experience with the County. She has a Bachelor's degree in Justice Administration with a concentration in Digital Forensic Technology. I know we all look forward to her much needed assistance as she will be overseeing the Managed Care clerical staff and providing administrative support.

Please join the Managed Care team in welcoming Laura Olivas!

MANAGED CARE



AUGUST/ SEPTEMBER 2014

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teachers who themselves are the parent/caregiver of individuals who developed the symptoms prior to the age of 13. This FREE course includes an introduction to the normal stages of emotional reaction of the family trauma of mental illness. It also offers guidance on how a child's mental illness affects the family as a whole. This course also offers updated information about the many mental disorders that can affect children.

Those interested in attending the class should contact the NAMI office at [559-224-2469](tel:559-224-2469) to have their name added to a list. It is first come first serve, and we are hopeful to have many interested! At this time, we regret that no childcare is provided.

Reminder: New Patient's Rights Information

As of July 1, 2014, Patient's Rights info is:

Mental Health Patient's Rights Advocate Program

(559)470-7075

1357 W. Shaw Ave, Suite 101,

Fresno 93711

DOCUMENTATION SPOTLIGHT

Our Documentation Spotlight is a monthly feature developed to focus on one specific documentation skill that will help you meet documentation requirements and increase the likelihood of moving through a chart review with flying colors. This month, we answer some of your most frequently asked questions!

Q I am in a small private practice and I heard news that interns can now bill as part of my group! Is this true? Can I now take on an intern or two at my office?

A Unfortunately, no. At this time there has been no change in policy regarding our credentialing practices at the County or State level for individual or group Medi-Cal providers.

Though SPA 14-012 has made changes to the staffing for *psychology services* at Indian Health and other Federally Qualified Health Center (FQHC) organizations that receive grants under Section 330 of the Public Health Service Act, this does not change guidelines and staff requirements for specialty mental health services provided by County mental health plans and overseen by the California Department of Health Care Services (DHCS). Specialty mental health services are in a different section of the Medicaid State Plan, and the qualified providers for each service are identified in the State Plan. MFT interns and Associate Social Workers, per se, are not listed as qualified providers for specialty mental health services in a private setting.

Q During a reauthorization, where there has been no lapse in the current authorization so there are valid and billable goals on a POC, should we bill the reauthorization assessment to the current valid goals, or should we enter an "assessment in process" goal to bill to as we would during an initial assessment?

A If your client has been in treatment and you need to complete a reassessment - whether it be following 12 months of

treatment or the client's presentation has significantly changed requiring a new "look," it would be acceptable in most cases to bill using the current treatment goals. You are simply assessing whether these goals are on track or if you need to make adjustments, so

it would be perfectly acceptable. Please note: assessment (including reassessment) and crisis intervention are recognized as *not requiring* authorization via a signed treatment plan!, as these are not considered planned mental health activities. So we as reviewers would never be looking at behavioral goals in connection with an assessment activity. So either use of the current treatment goals or "assessment in process" would be fine.

Q Can you tell me whether an IEP [Individualized Education Plan at a public school] should be billed as a collateral or a case management activity? The focus of the IEP was to discuss behavioral interventions with PCIT skills with the staff, including my minor client's teacher; however, the client's mother was present. And would

Your FCMHP Provider Relations Specialists

To better serve your Managed Care needs, the Provider Relations Specialists (PRS) have been assigned to serve providers based on alphabetical listing. If your last name/group name begins with:

- A-H** Arlene Liles – arliles@co.fresno.ca.us
- I-Q** Dee Howell – dchowell@co.fresno.ca.us
- R-Z** Mark Golden – mgolden@co.fresno.ca.us

Any member of our fabulous PRS team can be contacted through our main Managed Care office phone line, 559-600-4645.

your answer apply to all IEPs or would it depend on what is discussed at the IEPs?

A This would be considered a *case management* activity. It would not constitute a *collateral* activity as the school staff do not meet the definition of "significant support person" (See Fresno County MHP Documentation & Billing Handbook, p. 27).

Important instructions for documentation when attending the IEP! If a therapist or other mental health profession attends an IEP meeting, he/she can bill case management for the time he/she was *actively participating* and providing information along with gathering specific feedback on the *mental health* of the client. Keep in mind that Medi-Cal does not include active *listening* at an IEP meeting as billable time, as only the portion of the meeting with your active contribution can be claimed.

The reason? IEP's are focused primarily on the academic progress of a child, not the emotional/mental health of the child. I know the two are entwined! But, these meetings are designed to include teachers reporting on academic progress, with input regarding the child's special needs, impact of home life, and outside resources that influence the child's *academic progress* or lack thereof. Your participation can be very beneficial to your client, and in some cases, like when you go out and specifically discuss behavioral interventions that the school staff can utilize in the classroom, definitely part of the positive difference you can make in your client's world!

Compliance Communication

Central

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Anonymous Compliance Hotline: available 24/7
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Fresno County Compliance Web page