



ARTIST CREDIT: JUSTICE J.

# MANAGED CARE

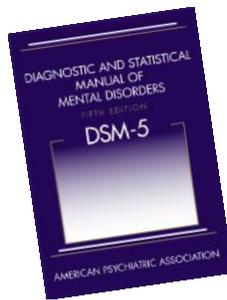


AUGUST 2013

## IN THIS ISSUE

### The New DSM 5

In May 2013, the Diagnostic and Statistical Manual of Mental Disorders, Fifth Edition (DSM-5) was released. There are many documented changes, and still no date when Medi-Cal will require providers to utilize this new edition.



Want to start preparing for the transition? The American Psychiatric Association has wonderful material posted at their website—[www.dsm5.org](http://www.dsm5.org)— that is free, readily available, and a great way to start becoming familiar with this new edition.

The progress notes shall contain “the signature of the person providing the service (or electronic equivalent); the person’s type of professional degree, licensure or job title; *and the relevant identification number, if applicable.*”

Fresno County has requested that contracted providers meet this standard using unique provider ID numbers such as a license, registration, certification or waiver number as issued by the Licensing Board; or NPI; or Unique Employee ID# (Org providers).

For providers using paper clinical records and handwritten signatures, relevant identification numbers should immediately be included along with the signature and degree/discipline/title. For providers using electronic health records and electronic signatures, it is recognized that adding the identification number to the electronic signature may take some time to implement. However, it should be noted that this new standard will be added to our current UR review tool for reviews during 2013-2014, and on.

Those of you who use the computer ready Progress Note forms found on the Managed Care website, please note these have been updated to ensure a relevant

- ◆ The New DSM 5 - [dsm5.org](http://dsm5.org)
- ◆ Spotlight on Documentation Identification Numbers Now Required
- ◆ Holistic Cultural and Education Center Website
- ◆ HIPAA: PGP Universal Emails
- ◆ Welcome Sandra Nelson, URS
- ◆ Managed Care Questions

identification number is entered, where applicable.

### New Holistic Cultural and Education Wellness Center Website!

It’s up and running! The new *Holistic Cultural and Education Center* website, featuring community events - enhance your cultural competency, along with consumer information, is now available. Go to [www.hcewc.org](http://www.hcewc.org) for the latest news and events.

A featured event you do not want to miss this month is the *Multicultural Look at Substance Abuse* workshop scheduled for Monday, August 19th. You can go to the HCEWC website or call (559)255-8395 for more information on how to register .



### What’s New– Identification Numbers Now Required

Are you aware of the State Audit Protocol changes involving adding a relevant ID number to provider signatures on Progress Notes?

The Mental Health Plan Compliance Review Protocol FY 2012-2013 published by the State Department of Health Care Services (DHCS) has a revision from the previous year involving Progress Notes: (in italics)

# HIPAA: PGP Universal Secured emails

## What is PGP Universal Secured email?

PGP Universal Secured is new, and enables you to receive/open emails from Fresno County Dept. of Behavioral Health (DBH) that contain protected health information, or PHI, and other confidential information. The secure email process encrypts the contents of the email so that only the intended recipient can read it and reply to it.

The secure email process encrypts the contents of the email

## What is PHI?

PHI is personal and health information as well as medical information and individually identifiable information in electronic or physical form.

Individually identifiable information means that it includes or contains any element of personal identifying information sufficient to allow the client's identity to be revealed when used alone or in combination with other publicly available information. This includes but is not limited to:

- Name
- Address
- Phone number
- Social Security number
- Client number
- Date of birth

## When will DBH use PGP Secured email?

We will use PGP Secured email whenever PHI is part of the communication. The first

time you receive a PGP Secured email, you will need to set-up a passphrase in order to access messages from DBH containing PHI.

## How will I know when I've received a secure email?

DBH will send you a special email notification message to let you know that you received a secure email. To view the secure email, you must set-up a passphrase. This same passphrase will allow you to open all future emails received from DBH which include PHI.

## How do I get started and how long does it take?

It's a simple, one-time-only process that takes just a few minutes.

When you receive the first secure email indicating you have received a PGP Universal Secured message from DBH staff: Simply click on the link in the email and follow the instructions on the screen.

It's a simple, one-time process that takes just a few minutes

## Do I need any additional software to receive secure email?

No. The only thing you need to do to receive secure email from DBH is to complete the passphrase set-up process.

## Who can I contact if I have problems setting up a passphrase, or opening a secured email?

For assistance, click the HELP button on the PGP Universal Secured email page or contact the Helpdesk at 600-5900.

## Welcome Sandra Nelson, RN, Utilization Review Specialist to Managed Care!

Sandra is the newest member to the Managed Care team. Sandra recently relocated to the Central Valley from Johnstown, Pennsylvania and is enjoying the dry California heat!

As an RN, Sandra brings 27 years of experience to our community. Starting out as a med-surg nurse at John Hopkins in Baltimore, Maryland, Sandra became interested in the psychiatric field in 1990 and received her Masters in Nursing in 2005 with a subspecialty in

psychiatric mental health as a clinical nurse specialist. As part of our diverse Managed Care team, Sandra's primary focus is reviewing Treatment Authorization Requests for Community Behavioral Health Center (CBHC), Kaweah Delta Hospital, Crestwood and as well as children's hospitals when Fresno County children are hospitalized for psychiatric reasons. In addition, she assists with medication monitoring for just about anyone connected with Fresno County Mental Health.

Please join us in welcoming Sandra to the Central Valley and the Managed Care Team.

## Questions?

Send questions or requests for future MC Newsletter topics to Katherine Martinez, URS, at [katmartinez@co.fresno.ca.us](mailto:katmartinez@co.fresno.ca.us).