



Managed Care And The Movies

MANAGED CARE



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Our Favorite Movie Quotes as They Apply to Great Documentation

The entertainment world is in the midst of the awards show season and we thought it might be fun to use movie quotes to help reinforce and teach about good documentation. Hence the theme of this month's newsletter: "Managed Care And The Movies."

Philadelphia

Our first quote is a classic line from the 1993 blockbuster movie, "Philadelphia," (Academy Award Best Actor: Tom Hanks) in which Denzel Washington's character, Attorney Andrew Beckett, says to a new potential client. **"I want you to explain this to me like I'm a six year old."**

Quite often we are asked about what constitutes good documentation. Certainly there are specific things that Medi-Cal requires, but often clinicians will ask us, "How much information should I put into an assessment – or into a progress note? The answer is "put in enough information for us to be able to clearly see what is going on for the client and what specific things you, the clinician, are doing to effect

treatment. In essence, *explain it to us like we are six year olds.*

Scarface

This next quote (taken totally out of context in order to make a point) comes from the 1983 box office hit, "Scarface," in which Tony Montana, played by Al Pacino, states, **"Say hello to my little friend!"**

Often times we read assessments and wonder — based only on the information in front of us — how in the world did you come-up with that diagnosis? It is not that the diagnosis is necessarily wrong, it is just that there is not enough information presented to justify the diagnosis.

Might we *introduce you to our little friend?* It is called the DSM. You've probably got both the DSM-IV and a copy of the DSM 5 laying around your office. When you write your clinical summary, use identifying information from the DSM (in the case of Medi-Cal, make sure you are using the DSM-IV as California has not made the move to using the DSM 5 yet) to justify the diagnosis you have made.

One of the first things they taught us in therapist school was, "you can't have the right treatment if you don't have the right diagnosis." Since the

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foundation of all the rest of your documentation is based on an accurate diagnosis, make certain that you include the diagnostic criteria that your client presents with during your clinical interview as a way to substantiate the diagnosis you have made.

Cool Hand Luke

"What we got here is a failure to communicate." Those now immortalized words were spoken by Strother Martin who played the cruel Captain opposite of Paul Newman's Luke Jackson in "Cool Hand Luke." One of the major elements of good documentation has to do with your documentation clearly communicating what took place — what is going on for the client and what you, the licensed professional did (specifically) to effect treatment.

Casablanca

It would be impossible for us to do this newsletter — using movie quotes to drive home certain points — without quoting the infamous Humphrey Bogart line from “Casablanca:” **“Here’s looking at you kid.”**

We would like to echo that sentiment and toast to thank you for all of the hard work you do to help the people of Fresno County by providing mental health services through the Fresno County Mental Health Plan.

We recognize that Medi-Cal is probably the lowest paying panel you are on — and that we require a whole lot more of you than all the other third party payers out there. Your willingness to jump through all of the hoops Medi-Cal requires and endure our audits is a huge testament to your heart’s desire to help people. Thank you for all you do to make a positive impact on our world.

The Adventures of Sherlock Holmes

The black and white classic, “The Adventures of Sherlock Holmes” debuted in 1939 and gave us a classic movie line that we are probably all familiar with: **“Elementary, my dear Watson.”** Our adaptation of this famous line is applicable to writing a diagnosis and likewise to writing a good Plan of Care (POC).

When writing an assessment, all of the information documented should culminate with a diagnosis that only makes sense. Documentation needs to demonstrate a stream of logical thought as to how the clinician deduced the diagnosis that the clinician has given.



It would make no sense to write a diagnosis of Bipolar Disorder without first sufficiently documenting history and symptoms of depression, hypomania or mania.

Likewise, when writing a Plan of Care, it would only make sense that the treatment goals are directly tied to the primary diagnosis and that the treatment interventions are designed to decrease intensity of symptoms associated with the primary diagnosis and increase the client’s overall level of functioning.

It certainly would make sense to list treatment goals/interventions for secondary diagnoses, but only after the primary diagnosis symptoms are addressed.

E.T. The Extraterrestrial

If you were to think of Managed Care as the Mother Ship (okay, we know this is a bit of a stretch, but go with us on this) and yourself as an envoy — a representative of Medi-Cal, that would make you an E.T. — an Extraordinary Therapist. At times it might seem like you are out there all on your own — especially when it comes to questions about Medi-Cal rules and regulations. We want you to know that you are not alone. When you’ve got questions or concerns about Medi-Cal requirements, do as E.T. did and **“Phone home.”** Give us a call. Send us an email. Ask us those questions. You are not alone (kind of like *“We are not alone”* from *Close Encounters of the Third Kind*). We are ready, willing and able to help answer your questions and provide the guidance you are looking for that will help you be successful in your next medical records review.

Managed Care Cast of Characters

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Compliance Classic Rerun

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