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MANAGED CARE



MARCH 2014

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External Quality Review Organization Visit, March 4-6

The External Quality Review Organization (EQRO) will be out for their annual Fresno MHP visit March 4-6, 2014. EQRO reviews all MHPs in California on issues related to access, quality and other subjects that the State Department of Health Care Services is interested in. During their three day visit, they conduct multiple focus groups with staff and clients from all across the system of care.

If you are interested in learning more about

EQRO County Reports, including previous EQRO Reports for the Fresno MHP, click here for [California EQRO Web Share Site](#).

FCMHP Consumer Handbook, Consumer Rights & Grievance Posters Now Available Online

As part of the maintaining certification for your practice or agency, it is required that certain Medi-Cal information be readily available to your clients. This not only includes access to the FCMHP brochures, including Advanced Directive, Suggestions,

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Change of Provider, Appeals and Grievance information, and the Medi-Cal Consumer Handbook and Directory of Service, but posters with this important information that are visible in a prominent location.

Now available on the Managed Care website under our "Brochures/Forms" link you will find new 8 1/2x11 posters title *Consumer Handbook Provider Listing Poster*, *Consumer Rights Poster*, and *If You Are Not Satisfied Poster*. We ask that all providers— individual, group, and organizational—ensure this information is accessible to our Medi-Cal beneficiaries. All material is available in our identified threshold languages—English, Spanish and Hmong. For self-addressed envelopes to display along with the grievance process material, please call Managed Care at (559)600-4645 and ask for one of our Provider Relations Specialists.

Staff Satisfaction Survey

As part of our ongoing efforts to improve the services to the clients and families in our community, the Fresno County Department of Behavioral Health has launched a system-wide employee satisfaction survey. The survey was developed by the Gallup Organization to mutually measure staff engagement and to guide managers toward interventions to improve such engagement.

All service providers within the Fresno County Mental Health Plan are encouraged to participate. Each agency will be given its own Survey Monkey link to give to its employees. The survey only takes

about 5-10 minutes to complete. The data will be used for benchmarking and quality improvement purposes.

Participation in this survey, which is voluntary, would allow each agency to track itself over time as well as against other agencies within the MHP. Data analysis will be performed by the Department and provided to all participating agencies.

The survey is scheduled to be distributed in March 2014. For more information or to take part in this survey, please contact Kelly Tabay at ktabay@co.fresno.ca.us.

Compliance Communication

Central

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Elizabeth Vasquez MBA, CHC

(559) 600-6728

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[Fresno County Compliance Web page](#)

be disallowed because it does not take a trained professional to listen to someone talk. Anyone could do that.

Interventions need to accurately reflect what the clinician did to facilitate treatment rather than what the client talked about. It is important to document the client's content of the session, but that is a separate issue from documenting what you did in the session to help the client move towards their treatment goals. It does not mean that you have to write an epic novel in each note to describe your treatment interventions. Give a brief, non-generic, report of what you did that was therapeutic based on what you said you would do in the Plan of Care. The State is paying you to provide therapeutic services to the client you are writing about. Think of your intervention section as telling the State that you provided services only a trained professional could provide.

Accessing Medication For Your Clients

One of the advantages of being a FCMHP individual or group provider is the ease in linking your Medi-Cal beneficiaries to additional specialty mental health services. Say you have a client that is receiving psychotherapy with you for depression or anxiety, and through the course of assessment and treatment you have come to believe the client could benefit from medication intervention. Rather than simply making the suggestion to the client, what can you do to ensure he/she gets connected?



Just go to our Managed Care website:

www.co.fresno.ca.us/managedcare -

scroll down to the "Individual/Group

Contract Providers" link, and inside this

link you will find our FCMHP forms. Select

the *Psychological Testing and/or*

Medication Evaluation tab to open up the

FCMHP referral form.

Simply complete this form, and attach a

copy of your client's current assessment and current Plan of Care. Please make sure the Plan of Care includes the specialty mental health service you are requesting (medication evaluation). A Release of Information signed by your client should also be included, for "Provider Under the Fresno County Mental Health Plan, 4409 E. Inyo Street, Fresno CA 93702."

Depending on whether you are seeking medication for an adult or child, you will fax the packet per the directions at the bottom of the referral form. After review, your client will be contacted directly by the psychiatrist's staff for appointment scheduling.

Upcoming Community Events

March 12—Survivor Series: The Kevin Hines Story 5:00PM at the Fresno State Student Union. Kevin Hines was diagnosed at age 17 with Bipolar Disorder. In the year 2000, he attempted suicide by jumping off the Golden Gate Bridge and survived. Join us as he shares his story about living mentally well.

March 20—Just Roll With It: An Inspirational Evening with the Walk & Roll Foundation. 7:00PM at the Fresno State Student Union. Listen to captivating tales of adversity and perseverance, and experience an amazing performance by the uniquely talented wheelchair dance team.

April 5—R U OK? U Matter! Free youth forum for ages 14-25 on suicide prevention, put on by the Fresno Survivors of Suicide Loss.

May 10—10th Annual NAMI Walks Fresno Go to www.namifresno.org to register as a participant/team, or to become a sponsor.

DOCUMENTATION

SPOTLIGHT

This monthly feature has been developed to focus on one specific documentation skill that will help you meet State documentation requirements and increase the likelihood of moving through your Managed Care review with flying colors. This month's spotlight is on . . .

Documenting Interventions

by Jonathan Halverstadt, LMFT, URS

When writing about interventions in your progress notes, the documentation needs to accurately reflect the types of interventions you originally identified in the consumer's individualized Plan of Care. Documentation must also demonstrate specific treatment interventions (rather than generic intervention information) that you used while providing that billable service.

The documentation must demonstrate that your treatment interventions are something that requires a trained professional to facilitate that an untrained person would not know how to do. For example, if you identify that your intervention was to listen to the client and that is all you identify as an intervention, that is something that could