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MANAGED CARE



MAY 2014

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CalMHSA Latino Family Wellness Event A Success!

The CalMHSA Latino Family Wellness Event was a huge success! Latino families gathered at the Manchester Mall on April 12 to explore ways to overcome the stigma associated with mental illness that stops many Latinos struggling with mental health challenges from seeking the help they need. Hosted by the California Mental Health Services Authority and Fresno County Department of Behavioral Health, the event highlighted culturally and linguistically



appropriate mental health services available in the Central Valley.

Latinos are identified as a high-risk group for certain mental health challenges, such as depression, anxiety, and substance abuse. One in five Latinos in the U.S. will experience these challenges, but many do not seek help out of fear of judgment, isolation and discrimination.

To all the helping professionals and community agencies that made this day a success, we say thank you!

May is Mental Health Awareness Month

On Tuesday, May 6, the Fresno County Board of Supervisors proclaimed May 2014 as Mental Health Awareness Month. For 65 years, Mental Health America and its affiliates across the country have led the observance of May as Mental Health Month by reaching millions of people through the media, local events and screenings. The 2014 May is Mental Health Month theme is “Mind Your Health.” In order to increase prevention and early intervention efforts locally, and to call upon residents, government and community agencies, businesses, hospitals and schools to increase awareness and understanding of mental illness and the need for appropriate and accessible services for all, the Fresno County Board of Supervisors joins in this observance.

Get involved! For the latest news, updates, and downloadable material from Mental Health America—including the “Mind Your Health” Calendar full of great daily reminders, visit

www.mentalhealthamerica.net today.



Fresno Survivors of Suicide Loss 16th Annual Candlelight Memorial: Spirit of Hope

On Tuesday, May 13, 2014, please join us from 7:00-8:30PM at Hope Lutheran Church Community Center, 364 E. Barstow Ave., in Fresno for the 16th Annual Candlelight Memorial: Spirit of Hope. This Fresno Survivors of Suicide Loss event will include the lighting of candles, reading of names, slideshow presentation and a special message of hope by Cathy Ferguson, Ed.D., C.E.O of the Girls Scouts of Central California South.

Attendees are asked to bring a new pair of shoes to donate to a local charity. Go to

www.fresnosos.org to find out more about this wonderful event.

MANAGED CARE REMINDERS

As part of the regular re-credentialing process to maintain your status as a Fresno County Mental Health Plan (FCMHP) individual or group provider:

⇒ Please send in your insurance renewals (professional liability, commercial general, auto, etc.) and proof of valid, current, unrestricted professional licensure/registration/waivered to practice in California to Managed Care

⇒ Screenings for Ineligible Persons will be happening in May

And if you change your office location or get a new phone number, contact one of our fabulous Provider Relations Specialists (Arlene Liles, Dee Howell, Mark Golden) to update your information. Managed Care has posted the most up-to-date FCMHP Provider Directory at our website— <http://www.co.fresno.ca.us/managedcare> . If you note any discrepancies in your information we have posted, please contact the Managed Care office at (559)600-4645.

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's spotlight is on . . .



Case Management Activities

Case management is defined as activities that assist a beneficiary to access needed vocational, rehabilitative, or other needed community services. Case management service activities are split into two categories: Linkage and Consultation, and Placement.

Linkage and Consultation: When a mental health professional is assisting with the

identification and pursuit of resources, ensuring access to needed services and monitoring consumer progress, this is case management. Activities include, but are not limited to:

- Consultation, communication, coordination; both within an agency and with other parties
- Creating and monitoring referrals
- Monitoring service delivery to ensure access and reduce barriers to access
- Monitoring progress in treatment

Placement: This type of case management provides supportive assistance to the client in the assessment, determination of need and securing of adequate and appropriate living arrangements. Activities include, but are not limited to:

- Assisting the consumer in securing housing
- Engaging in activities that help the client to negotiate the housing process and housing systems
- Accessing services necessary to secure placement

Charting Tips for Case Management

Case management services can be provided at the program site, in the field, or over the telephone. As case management is

considered a "planned mental health activity," this activity must be first listed on the client's Plan of Care, as it is provided by a licensed, waived, registered staff (MD, PhD, LCSW, LMFT, or RN) or a mental health case manager, and documentation needs to tie the service

into the identified symptoms on the Plan of Care.

When documenting case management activities, use verbs or key phrases that describe the interventions provided, such as "linked," "assisted to...,for...,with...,," "monitored," "brokered for..., in regards to..., considering..." or "advocated for..., on behalf of..." Comment on the client functioning in one of the following spheres: living arrangement, social support, health, daily activities. And document the plan for future services , explaining how information from the case management activity will impact future plans for the client's care.

Case Management "Don't's"

When documenting and billing for case management activities, remember these billing "don't's."

- **DO NOT** bill for paperwork that is not directly related to a service provided (i.e. filling out forms, gathering paperwork, writing letters)
- **DO NOT** bill for one-way communications (emails, appointment

setting, leaving messages, etc.)

- **DO NOT** bill for simply transporting a client
- **DO NOT** bill for academic or educational services (tutoring), or vocational services (helping someone find a job)
- **DO NOT** bill when a client is in jail or juvenile hall *unless* the services

were provided prior to admission or if the minor has been adjudicated.

- **DO NOT** bill for placement if the client is in an acute inpatient psychiatric facility *unless* the activity is within 30 days prior to discharge.

Compliance Communication

Central

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Anonymous Compliance Hotline: available 24/7

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[Fresno County Compliance Web page](#)

