



“Valley Ranch” Artist: Linda L.

11th Annual Fun Run/Walk Saturday, September 28th

Fresno Survivors of Suicide Loss and the Veterans Administration Central California Health Care System are joining forces again this year and sponsoring the 11th Annual Fun Run/Walk in beautiful Woodward Park on Saturday, September 28th beginning at 8:00am at the Mountain View Shelter. Fresno County supports and encourages our providers to embrace and utilize wellness and recovery principles in treatment of our mental health clients, which includes providing a supportive community to our Veterans and their families as they make the transition from active duty to civilian life, which can often lead to distress.

Depression is one of the most common mental health disorders in the United States. In the Veteran population, depression is especially high, accounting for 14 percent of the total quantity of depression diagnoses. From 2000-2007, of the 206,000 Veterans entering the VA Health Care System, 1 in every 3 were diagnosed with at least one mental health disorder. Like their active duty counterparts, Veteran suicide is alarmingly high. The VA, and SOS are committed to reducing the incidence of suicide and its associated stigma, and

along with Fresno County Behavioral Health, you can help!

Go online to www.fresnosos.org or call (559)322-5877, and register as an individual or as a team. Get sponsors (donations are due to the Fresno SOS office by 9/13/2013), and enjoy a day that will include a presentation of colors, flag stretch, memorial ceremony, dove release, D.J., entertainment and games, free food, resource fair and silent auction! And you may also purchase a memorial sign to be posted on the day of the event in memory of a loved one.

Come join the SOS, VA and the Fresno community— Fighting the War on Suicide, Courage & Strength...Side by Side.



Saying Goodbye to Clients

Whether you client has successfully reached all his/her treatment goals, or simply stopped attending sessions, part of every therapeutic relationship eventually involves saying goodbye. There are many clinical, ethical, and legal considerations that you may face at

MANAGED CARE



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the end of a therapeutic relationship and in managing these, the **Discharge Summary sheet** is an important final document in your client records. The **Discharge Summary** not only indicates the date you discontinue providing mental health services for the client, it also notes the treatment you provided, the client’s condition upon discharge and recommendations if any you made to or for the client at the end of your relationship.

Once completed, the **Discharge Summary** needs to be FAXed to Managed Care. The client’s account is then closed in AVATAR, releasing you from any further responsibility for the client. You should then place the original copy of the **Discharge Summary** in the records you maintain. It is one of the elements of our medical records review during an audit that denotes the final farewell and excellent quality of care.

Tips for Smooth Billing

Once you have provided wonderful mental health services to your client, it's time to submit your request for payment to us at Managed Care via the **Health Insurance Claim Form**. To assist with making this a smooth process, here are some tips in submitting your claims:

Do *print legibly and clearly.* Most of the claims we receive are handwritten, and some are hard to read. Simply taking the time to print clearly will ensure accuracy and efficiency once we have received your forms.

Do *use our Managed Care billing codes.* In section 24, Column D, please use the "Updated AVATAR Service" codes (effective January 1, 2013) rather than the old alpha numeric codes.

Do *sign each claim form.* Think of the Health Insurance Claim form as a check, with your "John Hancock" proudly displayed on the bottom. J

Do *alphabetize your claims by the clients' last name.* This is more of a courtesy than a requirement, but again, it speeds up the processing of your claims once they are received here at Managed Care, and every little bit helps!

Along with these important DO's, there are a few DON'Ts that are just as important to keep in mind:

Don't *list singular or count of "units" (under G: Days or Units)!?!*

Though it may seem confusing, we want you to specify minutes of service you provided under 'Column G: Days or Units,' as Medi-Cal pays by the minute of service for accuracy. You do not need to bill in 15 or 30 minute increments either— just the actual time you are billing for each service.

Don't *FAX claims.* It is important that not only do you sign the each claim, but the claim is submitted with your original signature.

Once our staff have received the claims, reviewed and processed them, you will be sent back an *Explanation of Payment* form and all claims are then sent to our Business Office for reimbursement.

We are as invested in making the submission of claims process as smooth and speedy as you are! If you need any further assistance in completing the Health Insurance Claim form, please call Managed Care at (559)600-4645 and ask for Arlene Liles or Dee Howell. They will be happy to help!

Weaving Diversity and Mental Health: Cultural Perspectives in Tulare County

Tulare County Health and Human Services Agency, Mental Health Department & Kaweah Delta Health Care District will be sponsoring this fantastic symposium on Saturday, October 12, 2013. The symposium will spotlight the prevalent cultures in the Central Valley and the importance of cultural competence in the provision of mental health services. *Weaving Diversity and Mental Health: Cultural Perspectives in Tulare County* will be held at the Tulare Veterans Memorial Building, located at 1771 East Tulare Ave., Tulare CA 93274. Registration will begin at 8AM, with a wide range of speakers and topics beginning at 9AM through 3:30PM, featuring Juan C. Garcia, Ph.D., LMFT, co-founder of Integral Community Solutions Institute, as the Keynote Speaker.

Registration/Lunch is free. To register, RSVP online, go to <http://mentalhealthsymposium.eventbrite.com>, or you may contact Marcy Weber at 559-623-0900 to register by phone. This symposium will provide up to 6 CEUs as well as a wealth of information in providing exceptional care to our diverse Central Valley population. For further information regarding this symposium, please contact 624-7443.

Service Verification Letters

Beginning this month, whenever a contracted provider, be it an individual or group provider through Managed Care or an MHSA organization/agency, is scheduled for an audit of medical records with the Managed Care staff, a new "Service Verification" letter will be sent out to the identified clients as determined by the Managed Care or MHSA audit. This letter is automatically generated and sent out by our Compliance Office, and is seeking to verify mental health services the clients have received during the time period the audit covers.

This service verification letter addressed to the client begins, *"As part of our ongoing efforts to provide quality services, Fresno County Department of Behavioral Health completes regular audits of its providers to ensure that the services provided to you have been properly documented... Your verification of these services is an important step in meeting that responsibility."* Attached to the letter is a sheet that shows our AVATAR record of treatment services the client has received for his/her review for accuracy. The attached sheet includes a listing the dates, general description of service, and the treatment provider. Finally, the letter simply instructs the reader to contact the Compliance Office at (559)600-6728 if he/she has any concerns or did not receive the services as indicated.

The service verification letters are not in direct response to any particular complaint or concern, but have been implemented as part of our responsibility to detect and prevent fraud in accordance with Title 42, CFR, Section 455.1(a)(2).

Please note that these service verification letters will be sent only to our adult clients at this time, as the issue of Minor Consent has not been resolved, so no corresponding letters will be sent to our children's clients or guardians.

Questions or Comments?

At Managed Care, we want to answer your questions and provide you the support you need to make a positive difference in our community! Please contact Kathy Martinez, LMFT, URS at (559)600-4645 regarding questions or suggestions for future MC Newsletters!