



# SOLANO COUNTY QUALITY ASSURANCE

## QA INFORMATION NOTICE 24-07

JULY 1, 2024

**PURPOSE:** To inform our Solano County staff, contractors and general community of changes in programs, policies, or procedures at the local, State and Federal levels.

QA Information Notices (INs) are sent out monthly and posted on our [website](#).

### GENERAL UPDATES

#### 24-07 (A) CalAIM – CALIFORNIA ADVANCING & INNOVATING MEDI-CAL (COUNTY & CONTRACTOR)

**24-07 (A.1) QA Office Hours:** Starting in July, QA Office Hours will be held once a month, typically on the second Wednesday of the month. QA Office Hours in July will be on Wednesday, July 10, from 9:00-9:30 AM. We recommend using this time in July to bring questions about the Payment Reform updates below. Please join us and submit questions ahead of time using this [Survey Monkey link](#) that is also in the Outlook invitation or bring your questions to the meeting.

**24-07 (A.2) Payment Reform Updates Effective July 1, 2024:** DHCS has implemented the following changes to CPT codes which are effective July 1, 2024:

- **Add-on Codes:**
  - G2212 add-on code will be discontinued as of July 1, 2024.
  - For County programs, Contractor programs using Avatar as their EHR, and Contractor programs doing direct data entry of services via the contractor service entry pm form in Avatar, add-on codes no longer need to be entered in Avatar separately. The full direct service time should be entered as the duration for all services.
  - Behind the scenes with Avatar, certain CPT codes will now automatically crosswalk to a HCPCS code when a certain time is reached.
  - The dependent code T1013 will be available in Avatar progress notes and service entry forms to “add-on” to appropriate services when oral/sign-language interpretation is part of the service provided to the member.
    - QA will provide additional training regarding when this can be used and how to utilize the new add-on fields in Avatar.
- **Code Minimums and Claiming Points:** CPT code minimums and claiming points will be changing for certain codes. Please see email from [QualityAssurance@SolanoCounty.com](mailto:QualityAssurance@SolanoCounty.com) sent the week of July 1<sup>st</sup> for additional information on these codes.
- **Updated Resources:** Based on these changes, QA is updating the resources for staff and programs, which will be emailed and posted in the near future:
  - Solano Outpatient Program CPT Code List
  - Billing Codes by Provider Type
  - Instructions on using T1013 add-on code
- **Contracts:** A new Exhibit B-1 has been developed and fee-for-service contracts will need to be updated to include these new codes and time limits. Further directive will be provided from QA regarding this update process.

#### 24-07 (B) SENATE BILL (SB) 655 AND UPDATES ON CONSENT AND RELEASE OF INFORMATION FOR MINORS (COUNTY & CONTRACTOR)

[SB 655](#) goes into effect July 1, 2024, which addresses minor consent in California. This law brings [Family Code 6924](#) and [Health and Safety Code 12460](#) in alignment with each other regarding when a minor 12 years of age and older can consent for mental health treatment or counseling services. Additionally, these changes allow for billing Medi-Cal in specific minor consent situations when it was not previously allowable.

We know that many of our staff who work with youth are aware of these changes and we want to be sure to provide you with the most accurate guidance based on consultation with our legal counsel. Solano County

QA has developed a new policy on *Authority for Consent for Treatment and Release of Records for Members*. As soon as the policy is finalized, QA will be holding a training to provide further guidance regarding minors consenting for treatment as well as protocols for releasing records for minors 12 years of age and older. We recognize this will be a shift and we want to support our programs with as many resources as possible.

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### **24-07 (C) SOLANO COUNTY CLINICAL PRACTICE GUIDELINES UPDATED (COUNTY & CONTRACTOR)**

*Solano County Clinical Practice Guidelines* is a compilation of national standard evidence-based practices (EBPs) and best practices across the children, youth, and adult system of care. These guidelines are not intended to be mandatory, exhaustive, or definitive and it is recommended that professional judgment is used when determining the most appropriate treatment intervention that is discussed in collaboration with a client/caregiver and accounts for the client's unique characteristics, culture, and preferences.

*Solano County Clinical Practice Guidelines* are available [on SolanoCounty.com](https://www.solanocounty.ca.gov/Portals/0/About/QualityAssurance/SolanoCountyClinicalPracticeGuidelines.pdf). These guidelines are to be available to both staff and clients – please provide the link to clients as appropriate.

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### **24-07 (D) RETROACTIVE EFFECTIVE DATE FOR GRADUATE CLINICAL TRAINEES BILLING LPHA CODES (COUNTY & CONTRACTOR)**

The Solano County [QA IN 24-04](#) provided information about the State Plan Amendment (SPA) approval that clarified graduate clinical trainees' role as Medi-Cal Specialty Mental Health Services (SMHS) providers. This approval allows graduate student clinical trainees to provide clinical services within their scope of practice under the supervision of a Licensed Practitioner of Healing Arts (LPHA). [DHCS BHIN 24-023](#) provides additional clarification on the effective date for the changes, which will be retroactive to July 1, 2023. Please review the DHCS BHIN for further details.

All clinical trainees (LCSW, LMFT, LPCC, and Pre-Doc Psychology (not waived) students) need to have the taxonomy of 390200000X included in their NPI.

As a reminder, all clinical documents completed by graduate clinical trainees must be co-signed by their licensed supervisor.

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### **24-07 (E) SOLANO COUNTY DOCUMENTATION MANUAL UPDATES (COUNTY & CONTRACTOR)**

New sections of the Documentation Manual have been posted on [SharePoint](#) and will be posted on the [Network of Care](#). Please check out the new "Billing Codes and Scope of Practice" sections recently posted: Assessment, Plan Development, Crisis Intervention, Therapy, Rehabilitation, Collateral, Targeted Case Management, Certified Peer Support Services, and Non-Billable Codes.

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### **24-07 (F) QA PROCESS UPDATES ON THE HORIZON (COUNTY & CONTRACTOR)**

QA is working on updating several processes in order to ensure compliance, streamline plan documentation, and authorization of services. Some of the highlights to look forward to include:

- Simplifying IHBS authorization process
- Reworking effective dates of plans to align with DHCS requirements and allow for plans to be effective for full 12 months
- Updating tracking reports in Avatar to aid in tracking documentation requirements
- Reinstating Quality Review to support programs in tracking required documentation

QA will be providing further information and trainings on these updates in the near future.

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### **24-07 (G) 274 REPORTING PROCESS REPLACING NACT (COUNTY & CONTRACTOR)**

As per [BHIN 24-020](#), DHCS has finalized the shift from NACT reporting to the 274 Reporting process. The NACT will no longer be required and necessary reporting will be completed via the monthly 274 process.

## AVATAR UPDATES

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### 24-07 (H) AVATAR NX RESOURCES (COUNTY & CONTRACTOR)

As described in [QA IN 24-06\(B\)](#), Avatar NX has been rolled out to all of Solano County BHP as of June 3, 2024. **All staff should now be using Avatar NX LIVE** – QA will be monitoring this and following up with staff who continue to use Avatar “classic”.

QA has multiple resource materials for staff to use for various processes in Avatar NX. These are posted on [SharePoint](#) for County staff and will be posted on [Network of Care](#) for Contractor programs.

One of the resources is in regard to troubleshooting. An item addressed is when staff use the link to log in, the login box is missing. There is either an alert instructing to update NX by holding control and F5 or the screen is just blue/green with the Netsmart logo and no message. In either case, staff can hold control and F5 or refresh the browser window and the issue should be resolved.

The orientation recordings continue to be available for those who may have missed it or who want a refresher. Below are links to the orientations that were provided the last week of May:

- Avatar NX Orientation [for Non-Clinical County and Contractor Staff](#) (Passcode: k!e#kqA8)
- Avatar NX Orientation [for Clinicians - County Staff and Contractors Using Avatar as an EHR \(i.e. LPHA staff\)](#) (Passcode: .a\*A0\*K4)
- Avatar NX Orientation [for Specialists/Peers - County Staff and Contractors Using Avatar as an EHR \(i.e. non-LPHA clinical staff\)](#) (Passcode: d^hJ9mvR)

Solano QA is available for ongoing support as staff adjust to this EHR update. Please contact your QA Liaison or email [QualityAssurance@SolanoCounty.com](mailto:QualityAssurance@SolanoCounty.com) if you have any questions or feedback. QA is available via Teams, email, phone, and efforts can be made to arrange in-person support if needed.

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### 24-07 (I) AVATAR ACCESS SCREENING AND REFERRAL CALAIM22 FORM TRAINING (COUNTY & CONTRACTOR)

Trainings were provided on June 24<sup>th</sup> and June 27<sup>th</sup> on *the Access Screening and Referral CalAIM22*. One staff member from each program who may have the programmatic need to complete this form was required to attend. If you were not able to attend or if additional staff would like to review the training, it is [posted on Vimeo](#).

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### 24-07 (J) MH QUALITY REVIEW REQUEST FORM REQUIRED FOR CONTRACTOR PROGRAMS (CONTRACTOR)

Contractor programs not using Avatar as their EHR are required to submit dates of assessments and plans in Avatar using the *MH Quality Review Request* form, as well as to scan their completed assessment and plan documents. There are multiple reports in Avatar that use data from this form and these reports assist in coordination of care across the entire BHP. Instructions on how to use this form will be emailed soon and will be posted on the [Network of Care](#).

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### 24-07 (K) EHR ALERT FLAG POLICY AND REMINDERS (COUNTY & CONTRACTOR)

Per email from QA on June 13, 2024, Solano County Policy CLI433 EHR Alert Flag for Beneficiary Chart, provides the policy and procedures regarding determining, creating, and managing an alert flag for a member within the Avatar (EHR) chart. The Alert Flag is intended to provide immediate information in the client EHR about potential risk to staff or client which staff may need to be aware of for informing treatment, ensuring safety or reacting to potential crisis. Please make sure that all BHP staff are familiar with this policy and the important procedures. The policy was emailed to contractors, will be posted on the [Network of Care](#), and is posted on [SharePoint](#) for county staff.

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**24-07 (L) NEW SELECTION IN THE *INDIVIDUAL PROGRESS NOTE CalAIM23* (COUNTY & CONTRACTOR PROGRAMS USING AVATAR AS THEIR EHR)**

In the TCM/Collateral section of the *Individual Progress Note CalAIM23*, there is a new selection option called "FUM follow up activity". This option will only be selected by BHP staff who are part of a specific team working to coordinate aftercare for members who went into a hospital Emergency Department for mental health treatment.

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We look forward to continuing to partner on implementing this and future state and federally mandated initiatives that help to inform and protect the rights of those we serve.

Approved by Rob George, LCSW  
MH Services Manager, Sr., Quality Assurance, Access/Managed Care, Avatar Planning

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