



What's New!

QM Updates

Release Date: July 29, 2022

Effective Now!

- For All Staff: Updated CANS/PSC-35 Memo

Coming Soon!

- None.

New/Updated Policies

New CalAIM Policy

- [22-03: No Wrong Door for MH Services](#)

Updated CANS/PSC-35 Memo

Due Date:
08/31/2022

What: Important Update regarding which clients need a CANS

Who: All Staff

Details: DHCS has informed us that CANS/PSC-35 must now be completed for ALL clients who meet criteria, even those that were admitted prior to 10/2018. Please review your caseload and complete any CANS/PSC-35 that are needed by August 31st. Read the [new memo](#) for more info.

New "No Wrong Door" Policy

Effective:
07/01/2022

What: A new CalAIM Policy has been adopted.

Who: All Staff

Details: This new CalAIM policy outlines new policies regarding referral and care of clients who are being seen or could be seen by multiple systems (e.g., HPSM, BHRM, or SUD). Click [here](#) to read the new policy.

CalAIM Training: CalMHSA trainings and QM trainings

Available:
Now

Over the next few years, DHCS will be implementing a series of policy changes related to access to services, documentation changes, and payment reform called CalAIM. The California Mental Health Services Authority (CalMHSA) will be developing various policies and resources based on the DHCS Behavioral Health Information Notices (BHIN) that outline these CalAIM changes.

New Resources: To support the shift to CalAIM, all staff will be required to attend 2 training series. One series provided by CalMHSA will cover general information about each of the major areas of change under CalAIM, and a second series provided by BHRM QM will explain how the changes outlined in the CalMHSA trainings will impact BHRM. Staff should watch the CalMHSA trainings and complete the BHRM Pre-Test (link to test is in the [training schedule](#)) prior to attending the corresponding BHRM QM trainings. Visit the [QM website](#) for information on how to access the CalMHSA and BHRM trainings and the [training schedule](#). The first of the QM trainings will be held via Zoom on **August 25, 2022 from 10:30 – 11:30 a.m.** You can find the full CalAIM training schedule [here](#).



BHRS IT BYTES

Updates from Avatar NX Project

- Currently, we are continuing the work for to meet the Avatar NX web upgrade. We are working with the Billing Department to move their users to LIVE during the first week of August.
- We are also working towards making all required changes, validations and adjustments to Avatar Forms, Reports and in preparation for transitioning user groups in SUD and MH to LIVE in the next few months. We will also have an updated training plan in the next month to meet the larger workforce that will go LIVE.

Notable Active Requests/Projects

- The following is a list of items that BHRS IT is engaged with different teams to continue to make progress or complete in August:
 - Standardize Avatar Consent (SUD)
 - 274 / Provider Directory Data Consolidation
 - Reporting: CANS Traffic Light, “Cynthia” Physician Medication Report
 - Continued assistance with development of ARPA Crisis dashboards and tracking / GPS Crisis Team tracker pilot development
 - New standard BHRS IT Request Form and template, we will introduce to dept/ teams moving forward and standardize our processes via Service Now for better accountability of requests
 - Continued engagement with Netsmart, other CA Behavioral Health counties, and internal departments regarding Problem List, Treatment Plan: updates and optimization

Up and Coming:

- 09/22 Netsmart engagement with meeting CMS/CalAIM/DHCS FHIR API requirements
- 10/22 Hardware Refresh and Reconciliation implementation
- 10/22 CareConnect / Patient Portal / Direct Message
- 10/22 Updated Zoom pilot