



# What's New!

QM Updates

Release Date: July 11, 2023

## Effective Now!

- For All Staff: Important Documentation Information

## Coming Soon!

- For All Staff: BHRS QM CalAIM Support Webinars

## New/Updated Policies

- [19-01: Consumer Problem Resolution & NOA](#)
- [98-02: Voluntary Time Off \(VTO\)](#)

## Important Documentation Information

Effective Now

**Collateral Notes:** The Collateral service codes that were used in the past (Codes 12 and 120) must **ONLY** be used for services that occurred on or prior to 6/30/2023. For collateral services that occur on or after 7/1/2023, you **MUST** follow the CalAIM coding instructions – Please see updated Service Code Cheat Sheet for more information.

**Same Day Same Service Notes:** If you provide more than one occurrence of the same service (using the same service code) for a particular client on the same day, these services **MUST be combined into ONE note**. If you provide multiple different services (using different service codes) on the same day for a particular client, please continue to write separate notes for each service. If you have already finalized multiple notes for the same service on the same day, MIS (BHRS Billing Department) will be contacting you to correct these notes.

**Prolonged Service Code Update (G2212):** Due to billing constraints G2212 add on service code for the following services 14CA, 16CA, 99215CA, 99350CA (services specific to MD's/NP's/RN's) is being replaced with **G2212M** (Medical Prolonged Service). G2212 should still be used for therapy services: 41CA and 90837CA. The description for G2212 has been changed to Therapy Prolonged Service.

**\*New\* Location Code:** "Phone Non-Client Contact" to be used for remote appointments without client present.

## Policy Updates

Effective Now

### [19-01: Consumer Problem Resolution & NOA](#)

- The Manual (Attachment A) has been updated to include information regarding grievances related to discrimination.

### [98-02: Voluntary Time Off \(VTO\)](#)

- The maximum VTO percentage for supervisors was updated.

## Late Notes DUE DATE

Due 7/31/23

**REMINDER:** All notes for services provided on or before 6/30/2023 should be entered into Avatar **by 7/31/2023**.

Use the pre-CalAIM service codes for services that occurred **on or before 6/30/2023**.

Use the CalAIM service codes (see [CalAIM Service Code Cheat Sheet](#)) for services that occur **on or after 7/1/2023**.