What's New!

QM Updates

Effective Now!	Coming Soon!	New/Updated Policies
• <u>For All Staff</u>: Notice re: QM Operations • <u>For All Staff</u>: CSI Timely Access Survey	• None.	**Two New CalAIM Policies:** • [22-01 Criteria for Beneficiary Access to SMHS](#) • [22-02 DMC-ODS Requirements for the Period of 22-26](#)

Notice re: QM Operations

Current Status Until Further Notice

What: QM is experiencing a severe staffing shortage.

Who: All Staff

Details: QM is experiencing a significant staff shortage and you may experience a delay in response. We appreciate your patience and look forward to getting back to responding in a more timely manner once we have the bandwidth to do so.

CSI Timely Access Survey

Survey Closes: 06/17/2022

What: Feedback requested re: CSI Timely Access Process

Who: All staff.

Details: QM would like your feedback on the CSI Timely Access process that was launched in June 2021. The survey will close on June 17th. Click [here](#) to provide your feedback.

Two New CalAIM Policies: 22-01 and 22-02

Adopted: April 1, 2022

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.

The first of the CalAIM changes are related to Access to Mental Health and SUD services. Two new policies were developed by CalMHSA and adopted by BHRS on April 1, 2022. [Policy 22-01](#) is specific to Specialty Mental Health Services (SMHS) and [Policy 22-02](#) is specific to DMC-ODS programs.

Click on the new CalAIM tab on the [QM Website](#) to see the latest information and resources available regarding CalAIM! QM will provide more information to leadership about these policies on Wednesday, June 1st, but we encourage all staff to familiarize themselves with these new policies and send questions to HS_BHRS_ASK_QM@smcgov.org. QM FAQs and Webinar re: these new policies will be coming soon!

myAvatar Upgrade NX

On May 18th the BHRS IT began training the Call Center on myAvatar NX, myAvatar Nx is the upgrade to the current myAvatar. The Call Center will continue training with the BHRS IT team throughout the month of June and will pilot NX sometime at the end of June or beginning of July. The rollout of NX will be through 2022 and into 2023.

Key Features of myAvatar NX
- New modern look and feel User Web Interface
- Enhanced Widget View
- Enhanced search capabilities on forms and widgets
- Task List allows you to see upcoming tasks listed across time/caseload.
- Additional Browser Support
- No longer Java Dependent
- New Views - myDay & my Activity Pane
- OrderConnect Microsoft Edge Compliant

Perceptive, my Avatar's Document Imaging has now been rolled out to all BHRS Mental Health Staff, Mental Health Contracted Providers, BHRS SUD Staff and SUD Contracted Providers.

OrderConnect, myAvatar E-Prescribing Software has now been fully integrated with Microsoft Edge and BHRS Medical Staff trained.

Keep up to date with information on the myAvatar NX upgrade @ BHRS IT Intranet website