Tracking Timely Access to Assessment and Treatment for “New Clients”

Topics for today:
- Timely Access and NOABD (Notice of Adverse Benefit Determination) process for New Clients
- CSI Form and Contact Log

Send your questions via the chat.
If we don’t get to your questions today, we will use them to develop a FAQ.
Identifying “New” Clients

A **new client** is a Medi-Cal beneficiary who is requesting outpatient SMHS and is currently not open to any BHRS Medi-Cal Program (includes CBOs).

Only **“New Clients”** require **Timely Access tracking using the CSI Assessment Form**. Tracking the time it takes for a **NEW client** to get from: **Request to Assessment and Assessment to Treatment**.

**To Help Programs Know When the CSI Assessment Form is Required**

- A **“Client Alert”** will be set by QM or Call Center in Avatar to tell you if you have a “New Client” needing CSI tracking.
- **QM will send an email** to Unit Chiefs and Program Specialists (or CBO contact) whenever their program has a recently opened client who meets criteria for Timely Access tracking.
Initial Request Process

Documenting Requests for Service
Document
Initial Requests for Services
in these 3 places

Contact Log  Progress Note  CSI Assessment Form
“Contact Log”

What is the Contact Log
• A form in Avatar used to log requests for services from someone who is NOT a current client.

When to complete the Contact Log
• Complete if the “person requesting services” contacts the clinical program directly and is NOT referred from the Call Center

Facts
• There does not need to be an episode open to complete the contact form.
• You do not need a Full name or insurance information.

Who completes the Contact Log
• Completed by the staff responsible for receiving new requests.
  *usually be the Unit Chief, OD, Program Specialist, Clinician.

Note: a few teams use the initial contact information form instead of the Contact Log. Ask your supervisor which form your team uses.
Contact Log (formerly the "Call Center Call Log").
All the report will be renamed to “Contact Log” report

Beginning June 1, 2021:
"Contact Log“ will be available in Avatar
This form is NOT just used for calls, it is used for any type of contact.
**Document in “Progress Notes”**

- **Reason** for referral, **who** referred client, **date** of initial request for service
- **Efforts** to reach the client
- Whether or not the client meets **Medical Necessity** and will proceed to treatment
- **Reason for closure** of case or reason clinician could not follow up with client (e.g., “Client is homeless and phone was disconnected.”)
- **Assessment appointment date(s) offered (at least 3), and which offered appointments were accepted by the client**
- **Treatment appointment date(s) offered (at least 3), and which offered appointments were accepted by the client**

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**Be detailed about what dates you “OFFERED”**

**Don’t write**

“Spoke with client about possible dates for next appointment. Appointment set for August 12th.”

**Better:** “Offered client next appointment dates of 8/5/2021, 8/7/2021 and 8/12/2021. Client agreed to attend on 8/12/2021.”
# Offering Appointments

We must offer an appointment date within the following time frames or issue a NOABD:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-urgent, non-psychiatry outpatients</td>
<td>Mental Health/SUDS appointments within 10 business days from request.</td>
</tr>
<tr>
<td>Non-urgent psychiatry</td>
<td>within 15 business days from request.</td>
</tr>
<tr>
<td>Opioid treatment</td>
<td>within 3 business days from request.</td>
</tr>
<tr>
<td>Expedited/Urgent Services</td>
<td>• 48 hours for services not requiring preauthorization.</td>
</tr>
<tr>
<td></td>
<td>• 96 hours for services that do require preauthorization.</td>
</tr>
</tbody>
</table>
“CSI Assessment Form” in Avatar or Paper Form for Some Contactors
Tracking - CSI Assessment form

To find the form, type “CSI Assessment” into the “Search Forms” box in Avatar.
Then select the episode in which you will create the form.
Tracking - CSI Assessment Form

If the client has had a CSI Assessment form started/completed already, you will see a screen listing the existing CSI Assessment forms for that client.

Do **NOT** click "Delete" unless QM gives you permission to do so. If you made a mistake and believe you need to delete an existing form, please contact ASK QM at HS_BHRS_ASK_QM@smc.gov.org.
Offering an Initial Assessment Appointment: Minimum Info Needed to Save Form

- Wait until you have offered an appointment to start this form.
- The program that offers the initial appointment dates will start the CSI Assessment form in their episode (not ICI episode).
Offering an Initial Assessment Appointment: “Urgent” Section

Prior authorization (referral from BHRS) is required for the following outpatient services:

- Therapeutic Behavioral Services
- Intensive Home-Based Services (IHBS)
Tracking - Offering an Initial Assessment Appointment: Appointment Tracking

- Assessment Appointment Offer Date(s)- up to three can be recorded here.

- Assessment Appointment Accepted Date is the offered appointment date that the client accepted.

If the client was lost to follow-up before you could offer an appointment, you do **NOT** need to start the CSI Assessment Form.
The program that offers the initial appointment dates and starts the CSI form will edit the alert to include in which Episode the CSI Assessment form is located.
Offering an Initial Assessment Appointment: Client Alert

Add this Episode information once the CSI Assessment form has been started: “...in Episode [number], Episode [name]”
Tracking - From Assessment Start to Assessment End

- **Assessment Start Date** is the date the client attends their initial appointment.

- **Assessment End Date** is the date you make a determination of medical necessity and finalize the assessment.
From Assessment Start to Assessment End: Subsequent Assessment Appointments

Common NOABDs during this phase:

- The appointment after the Assessment Start Date should also take place in a timely manner **or you must issue a NOABD**

- If the client is lost to follow-up you do **NOT** need to issue a NOABD. (e.g., client is not returning calls, client declines further assessment/treatment),
NOABDs - Assessment End - Client does not meet medical necessity:

- Issue NOABDs if client does not meet medical necessity:
Tracking - Offering Treatment Appointments

- **Treatment Appointment Offer Date(s)** - up to three can be recorded here.

- **Treatment Appointment Accepted Date** is the offered appointment date that the client accepted.

- Plan Development does NOT count as a Treatment Appointment.
Common NOABDs during this phase:

- Make sure that the first three *treatment appointment offers* occur within the Timely Access standards (timeline starts at Assessment End Date).
- If none of the offered appointments fall within that timeframe, you must issue a *Timely Access NOABD*.

The beginning of the timeline for treatment appointments is the Assessment End Date.
Recap - Timely Access NOABDs

- If the date of the first three offered appointments, at any of these points, exceeds the Timely Access standard, you must issue a **Timely Access NOABD**.
- If, at any point, the client is lost to follow-up (e.g., client is not returning calls, client declines further assessment/treatment), you do **NOT** need to issue a NOABD.
Tracking - Terminating the Process: Treatment Start Date

- The **Treatment Start Date** is the date the client attends their initial treatment appointment.

- Leave blank if client did NOT attend their initial treatment appointment.
Tracking - Terminating the Process:
Closure Reason and Closed Out Date

- The **Closed Out Date** is the date the client was discharged.
- Do NOT fill out if **Treatment Start Date** in the Appointment Tracking section is filled in.
Tracking - Terminating the Process: “Referred To” Section

- “Referred To” section should only be filled out if “Beneficiary does not meet medical necessity criteria.” Otherwise, leave it blank.
If, at any point in the process, you issued a NOABD to the client, select which NOABD was issued.

*For more information on NOABDs, please see QM’s NOABD training available in LMS.
Tracking - Terminating the Process: “Include in CSI Submission” Section

- “N” is equivalent to saving the form in draft.
- “Y” is equivalent to finalizing the form.
- Only finalize (“Y”) when client has either a Closed Out Date or Treatment Start Date filled in.
### Tracking - Terminating the Process:

#### “Type Full Name of Program” Section

- Fill this out only when you're ready to "finalize" the form.

<table>
<thead>
<tr>
<th>Tracking Disposition</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beneficiary did not accept any offered assessment dates.</td>
<td>Beneficiary did not accept any offered assessment dates.</td>
</tr>
<tr>
<td>Beneficiary accepts offered assessment date but did not attend initial assessment appointment.</td>
<td>Beneficiary accepts offered assessment date but did not attend initial assessment appointment.</td>
</tr>
<tr>
<td>Beneficiary attends initial assessment appointment but did not complete assessment process.</td>
<td>Beneficiary attends initial assessment appointment but did not complete assessment process.</td>
</tr>
<tr>
<td>Beneficiary completes assessment process but declines offered treatment dates.</td>
<td>Beneficiary completes assessment process but declines offered treatment dates.</td>
</tr>
<tr>
<td>Beneficiary accepts offered treatment date but did not attend initial treatment appointment.</td>
<td>Beneficiary accepts offered treatment date but did not attend initial treatment appointment.</td>
</tr>
<tr>
<td>Beneficiary does not meet medical necessity criteria.</td>
<td>Beneficiary does not meet medical necessity criteria.</td>
</tr>
</tbody>
</table>

Please indicate which NOABDs, if any, were issued during this process.

- Denial (Attachment C)
- Delivery System (Attachment F)
- Timely Access (Attachment H)
- Authorization Delay (Attachment G)
- Termination (Attachment E)
- Other
- No NOABDs were issued

Type full name of Program that completed this form. (Only fill this answer out after 'Treatment Start Date' or 'Closed Out Date' have been filled in).

Closed Out Date

Include in CSI Submission?
Change the selection from “No” to “Yes” to Disable/Deactivate the alert.
**Timely Assessment Tracking Process: Recap**

**NOABDs to be issued as appropriate throughout this process.**

1. **Set Client Alert**
   - Access Call Center or QM completes this task.

2. **Start CSI Assessment Form**
   - The program that offers the initial appointment completes this task. They will also modify the client alert.

3. **Finalize CSI Assessment Form**
   - The program that provides the initial treatment appointment will do these tasks. If client is lost to follow-up, the program that discharges the client will complete these tasks.

4. **Disable Client Alert**
Implementation Plan

June 1st
Begin Phasing in Use of the CSI Assessment Form

Programs should identify who will:
-- Fill out the CSI Assessment form.
-- Ensure that CSI Assessment forms are being filled out.
-- Modify/deactivate Client Alert.

July 1st
Full Implementation
Upcoming Related Webinar!

**ASK QM Clinical Documentation WEBINAR**

New Avatar NOABD (Notices of Adverse Benefit Determination) Form: Avatar Demonstration & NOABD Q&A.

- Intended for all mental health staff and their supervisor that use Avatar and receive requests for service and/or provide assessment for medical necessity or treatment. Any BHRS staff that completes NOABD and/or authorization services.

**July 21, 2021 - Wednesday 1pm to 2pm**

[https://zoom.us/j/921784062](https://zoom.us/j/921784062) **By phone:** 1-669-900-6833, **Meeting ID:** 921 784 062
Resources

Email your questions to **Ask QM** at **HS_BHRS_ASK_QM@smc.gov.org**

- **NOABD Information**
  - Consumer Problem and Resolution & NOA (BHRS Policy 19-01)
    - NOABD User Manual and NOABD templates
    - **NOABD Quick Guide and FAQ**
  - Timely Access Information
    - Network Adequacy Standards: Policy 18-02

  Attachments:
  - Assessment Date Tracking Form
  - Assessment Date Tracking Flow Chart

  Resources:
  - CSI Assessment Form (Timely Access): Key Definitions
  - NOABD and Timely Access Process for New Clients Decision Tree
  - CSI Form Guide

- Link to Quality Management Videos: **County Staff** | **Contractors** PowerPoint Slides available on the **QM website**.