



# What's New!

## QM Updates

August 2025

Effective Now!	Coming Soon!	New/Updated Policies
<ul style="list-style-type: none"><li>For BHRs Staff: SAFE Access</li><li>For Contracted Providers, Including Staff in Contracted Agencies Who Have smcgov Email Addresses: Contractor Email List</li><li>For All Staff: August Training Canceled</li><li>For BHRs Staff: Medicare Deactivation Letters</li></ul>	<ul style="list-style-type: none"><li>Stay tuned!</li></ul>	<ul style="list-style-type: none"><li>New: 25-03: 5270 Certification Review Hearings</li><li>New: 25-04: Credentialing and Recredentialing BHRs Providers</li></ul>

SAFE Access	Effective: Now
<p>All BHRs staff should now have access to the SAFE system. If you have not yet attended a training or watched a training on the SAFE system, please visit LMS for the appropriate training.</p> <p><a href="#">SAFE Training-Frontline</a></p> <p><a href="#">SAFE Training-Supervisor</a></p> <p><a href="#">SAFE Training-Manager</a></p> <p>Here is the naming convention for IRs in SAFE short description/title:</p> <p><b>Type of Incident-Program-Ct Initials-Date 00/00/00</b></p> <p><b>Ex. Facilities-QM-XX-7-11-25</b></p> <p>For any questions or concerns about SAFE, please email: HS_BHRs_QM@smcgov.org</p>	

August Training Canceled	Effective: Now
<p><b>The August QM Training has been cancelled.</b></p> <p>QM will notify staff and contractors when QM trainings will resume as soon as more information is available. When trainings do resume, they will continue to take place on Zoom at the same date and time (3<sup>rd</sup> Thursday of every month from 10:30 a.m. - 12:00 p.m.).</p> <p>Please keep the current meeting series on your schedule as a place holder. QM will send individual cancellations for future trainings that need to be cancelled on a monthly basis.</p>	

Contractor Email List	Effective: Now
<p>QM &amp; WET are updating our Email List for Contracted Agencies/Providers. Please fill out this <a href="#">form</a> by August 31 to continue receiving email updates from WET or QM. For BHRs staff who aren't receiving QM's monthly email, please submit an ISD Service now &amp; request to be added to the "HS_BHRs_AllStaff" email list.</p>	

Medicare Deactivation Letters	Now
<p>Some staff may receive emails from Noridian stating that their Medicare billing privileges will be deactivated due to a lack of billing. Staff who receive this letter should forward the email to the MIS Credentialing box, <a href="mailto:hs_bhrr_miscredentialing@smcgov.org">hs_bhrr_miscredentialing@smcgov.org</a>, MIS will provide instructions on next steps on a case-by-case basis.</p>	

New/Updated Policies	Effective: Now
<p><b>New: 25-03: 5270 Certification Review Hearings</b></p> <p>Outlines the protocol for 30-day involuntary detention holds (5270) for intensive treatment of gravely disabled persons.</p> <p><b>New: 25-04: Credentialing and Recredentialing BHRs Providers</b></p> <p>New policy that supersedes previous credentialing related policies and complies with requirements for NPDB, CertifyOS and NCQA Standards.</p>	