



# Monterey County Behavioral Health Quality Improvement CaAIM Implementation Memo: 006

Re:	Unbundling of Service Duration Time for Mental Health Services
Form Reference	Clinical Progress Note MC Progress Note Group and Individual Medication Progress Note
Effective	November 1 <sup>st</sup> , 2022

## Topic

In the spirit of California Advancing and Innovating Medi-Cal (CaAIM), and to prepare for changes related to payment reform, Monterey County Behavioral Health (MCBH) is unbundling total service duration in all behavioral health progress notes for MyAVATAR users to denote actual service duration, travel time.<sup>1</sup> and documentation time separately. This change will allow MCBH and mental health providers to review and make informed decisions related to actual service delivery versus documentation time and travel time as part of a service.

## Procedure

### Previous requirements:

1. **One (1)** field for total Service duration included actual service time + documentation time + travel time to and from service.<sup>1</sup>
2. Total Service duration counted towards sustainability for MCBH staff
3. Total Service duration was claimable to MediCal

### Requirements as of November 1<sup>st</sup>, 2022:

1. **Three (3)** separate fields for: service duration, documentation time, and travel time to service<sup>1</sup> will be required
  - a. If there was no travel time, enter "0" as the duration value
2. Total Service duration includes time spent providing the service + documentation time+ travel time to service<sup>1</sup>
3. Total Service duration is still counted towards sustainability for MCBH staff
4. Total Service duration is still claimable to MediCal

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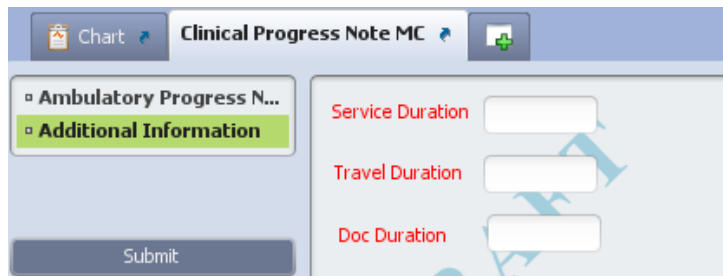
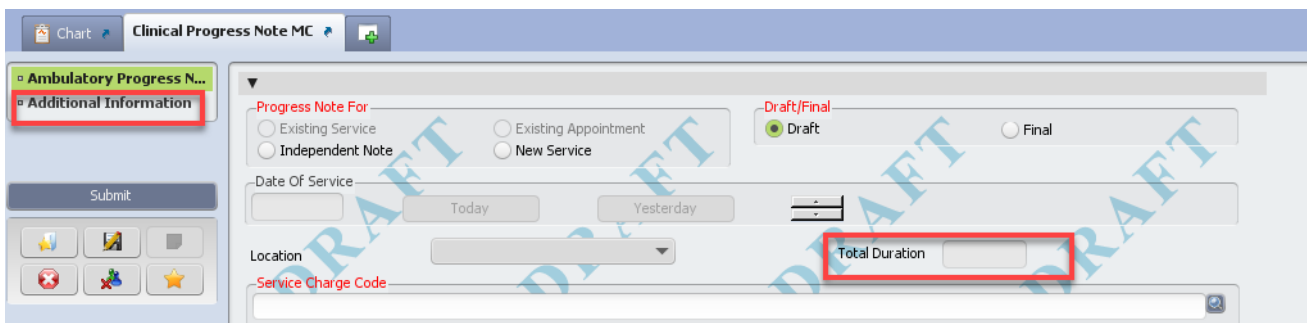
<sup>1</sup> Travel time= only account for travel time when it is a component of the reimbursable service activity. Please see QI Memo: Clarification of Travel Time in Progress Notes for more information at [www.mtyhd.org/qi](http://www.mtyhd.org/qi) .

Note Types Impacted:

Mental Health Forms
Clinical Progress Note MC
Progress Note Group and Individual
Medication Progress Note

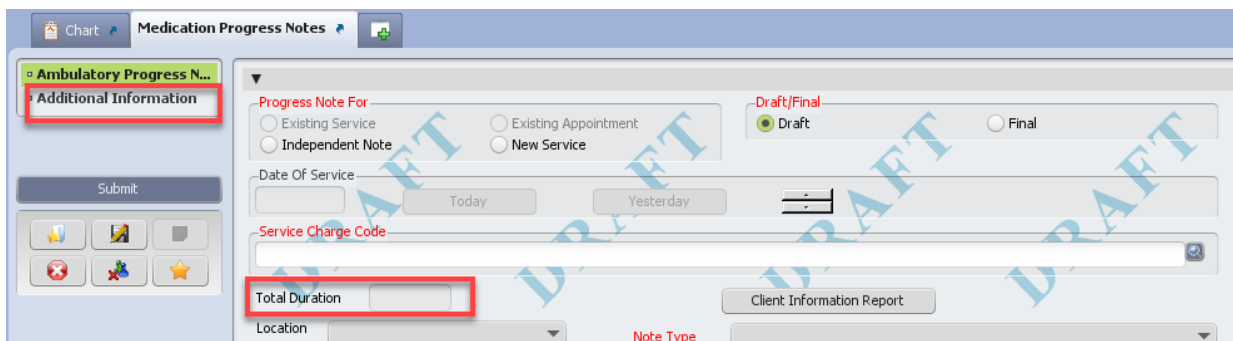
Clinical Progress Note MC

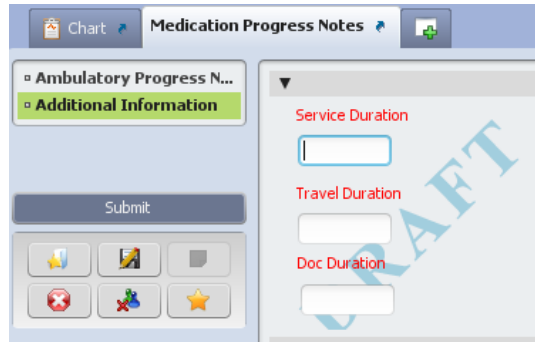
- 1. Subsection name will now be “Additional Information” within the Clinical Progress Notes MC
- 2. Service Duration label changed to Total Duration and field will be disabled
- 3. Service Duration, Travel Duration, and Doc Duration added under “Additional Information” and made required. The time entered in “Additional Information” will automatically summarize under “Total Duration” in the “Ambulatory Progress Note” section.



Medication Progress Notes

- 1. Subsection name will now be “Additional Information” within the Medication Progress Notes
- 2. Service Duration label changed to Total Duration and field will be disabled
- 3. Service Duration, Travel Duration, and Doc Duration added under “Additional Information” and made required. The time entered in “Additional Information” will summarize under “Total Duration” in the “Ambulatory Progress Note” section

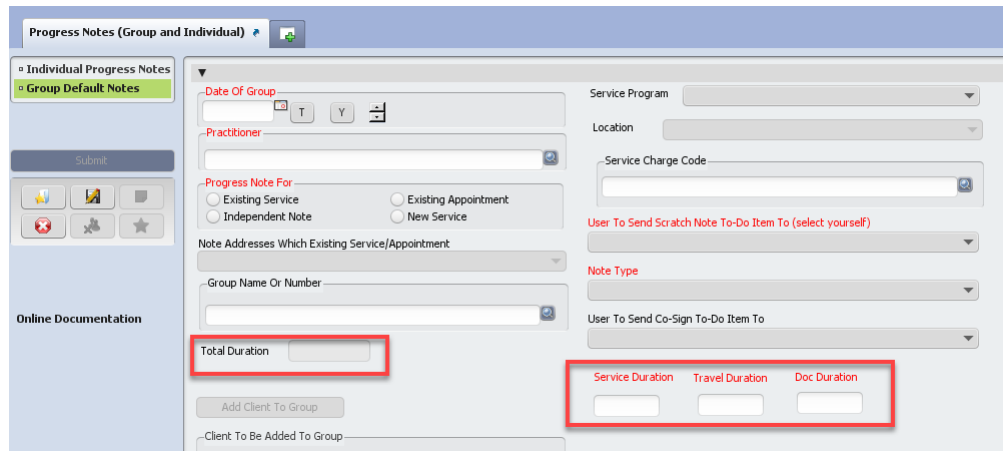




Progress Note (Group and Individual)

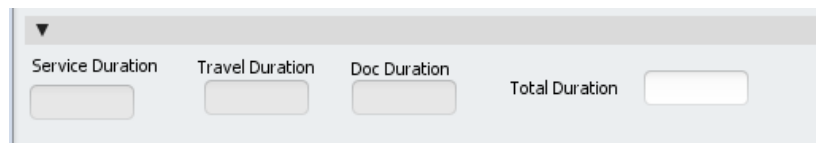
Group Default Notes Tab

1. Service Duration label changed to Total Duration and field will be disabled
2. Service Duration, Travel Duration, and Doc Duration added and required. The time entered “Group Default Notes” will automatically summarize under “Total Duration”
3. Once the group note is filed , the time will transfer to the “Individual Progress Notes” section



Individual Progress Notes Tab

1. The Service Duration, Travel Duration, Doc Duration, and Total Duration fields will be populated based on the data entered under the Group Note. Once the Individual Progress Note is filed , the system will divide the Total Duration between the number of clients. These fields have been moved to the bottom of the page as no further entry is needed.
2. If the user attempts to modify the Total Duration here, the system will take them back to the Group Note Default Notes section and they will need to start over.



**Examples of Duration Unbundling:**

- If a provider met with a person in care for 64 minutes for individual therapy and spent 7 minutes documenting the service, the time would be divided as follows:
  - Service duration: 64 minutes
  - Travel duration: 0 minutes

- Doc Duration: 7 minutes
- Total duration= 71 minutes
  
- If a provider attempted to contact person in care over the phone. Phone call took 3 minutes. Provider left a voicemail and documented outreach. Documentation was 2 minutes. The time would be divided as follows:
  - Service duration: 3 minutes
  - Travel duration: 0 minutes
  - Doc Duration: 2 minutes
  - Total duration= 5 minutes
  
- If a provider travel 45 minutes round trip from the clinic to the person in care's home. Clinician provided 78 minutes of family therapy. Clinician spent 22 minutes documenting the service. The time would be divided as follows:
  - Service duration: 78 minutes
  - Travel time: 45 minutes
  - Documentation line: 22 minutes
  - Total duration= 145 minutes