

# QUALITY IMPROVEMENT NEWSLETTER



MONTEREY COUNTY  
BEHAVIORAL HEALTH

Avanzando Juntos Forward Together

## COVID-19 RESOURCES & INFORMATION [CLICK HERE](#) TO STAY UPDATED

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## CalAIM Corner

### SPECIAL TOPICS

ACES  
AUDITS  
BIENESTAR  
CalAIM ←

It's been a few months since the **Screening and Transition of Care Tool** implementation. We would like to update you on a process change.

For Notice of Adverse Benefit Determination (NOABD) completed with a Date of Decision effective 8/1/2023 that have option B. Services Denied – Beacon selected, these will no longer serve as a referral and QI will not be sending the NOABDs to Carelon.

If a clinician has determined that the beneficiary will be transitioned to Carelon please complete the following (see attached for additional information):

- MCBH staff shall complete and finalize the Transition of Care Tool which functions as the referral to Carelon
  - QI will send the tool to Carelon within 24 business hours of it being finalized
- Complete the NOABD and hand delivered to the beneficiary or put in the mail no later than the 3<sup>rd</sup> working day after the action was taken
- Continue to support the beneficiary through the referral process until appropriately linked to services
  - Email box to Carelon: mc\_ccah@carelon.com
  - Note: NOABDs are not required if services are being added to Carelon

You can find the [CalAIM Implementation Memo: 007 Documentation Reform: Screening and Transition of Care Tools for Mental Health Services](#) in the [CalAIM](#) section of the QI Website.

**SUD Monitoring Tools:** To capture all the regulation changes pursuant to CalAIM and to align with recent audit findings, QI has updated the SUD Monitoring Tools which are now available on the QI website. Some of these changes include: adding the SUD Screening Tool, updating treatment plan timelines, telehealth policies, and many more.

- [MCBH DMC-ODS Narcotic Treatment Program Chart Review](#)
- [MCBH DMC-ODS Narcotic Treatment Program Administrative Review](#)
- [MCBH DMC-ODS Residential Treatment Program Chart Review](#)
- [MCBH DMC-ODS OP & IOP Program Chart Review](#)
- [MCBH DMC-ODS OP, IOP & Res Program Administrative Review](#)
- [MCBH DMC-ODS Withdrawal Management Chart Review](#)
- [MCBH DMC-ODS Withdrawal Management Administrative Review](#)

### CONTRACT PROVIDERS

MEDI-CAL  
CERTIFICATIONS/  
RECERTIFICATIONS  
AVATAR INFORMATION  
BILLING  
CLINICAL  
NEW STAFF  
PROCEDURE  
PROTOCOLS /  
BULLETINS  
QUALITY ASSURANCE  
SUBSTANCE USE  
DISORDER

## Policy Corner

### QI MEMO: ELIMINATION OF WITHDRAWAL MANAGEMENT SUD ASSESSMENT:

Effective **July 1, 2023**, a full SUD Assessment shall not be required as a condition of admission to a facility providing withdrawal management. Completion of the SUD Screening Tool shall be sufficient for withdrawal management admission and treatment. There are additional procedure instructions described in the memo.



In addition, the updated Utilization Review Tools for Program Review for FY 22/23 have been updated and posted on the QI website: [SUBSTANCE USE DISORDER \(SUD\) | Monterey County, CA](#)

### QI MEMO: SUD PROVIDER AVATAR FORM CHANGES- SUD PROGRESS NOTES FINAL

Effective **August 14, 2023**, SUD Provider Agencies will transition from using the SUD Progress Note form to using the **Clinical Progress Note MC** (for OP/IOP/NTP LOCs) and **Inpatient Progress Note MC** (for Residential and Residential Withdrawal Management LOCs) forms.

Policies and Procedures, QI Memos and Protocols may be found in the QI Website: [POLICIES and PROCEDURES | Monterey County](#)

## Medi-Cal Transportation Benefit



TRANSPORTATION IS A MEDI-CAL BENEFIT  
CENTRAL CALIFORNIA ALLIANCE FOR HEALTH (CAAH)  
MEMBERS CAN ACCESS IT THROUGH CCAH



One of the benefits that Medi-Cal provides is coverage for transportation. Beneficiaries who qualify can get assistance with transportation to and from appointments for any Medi-Cal covered service, including appointments for mental health and substance use services and going to the pharmacy to pick up medication. Beneficiaries who are members of Central California Alliance for Health (CAAH) would contact CCAH to set this up.

Please click on the document links below for more information.

- [Transportation benefit - staff version](#)
- [Transportation benefit - client version ENG](#)
- [Transportation benefit - client version SPA](#)



## Connected California

A team of Digital Navigators who are here to help you get connected to the internet and online resources



### CONNECTED CALIFORNIA IS A FREE SERVICE TO HELP YOU:

- Find low-cost internet service and devices for your home so you can get online.
- Learn foundational computer skills, such as how to navigate the internet.
- Find and use online resources to improve your life. We can help you find online courses to assist with career development, applying for a job and more!

### HOW IT WORKS

- Contact us and a Navigator will be assigned to respond.
- You can expect a response within 24 hours of reaching out Monday through Friday.

- We'll work with you one-on-one by phone to discuss your needs and find out how we can help.

### CONTACT US

**Call us:** 1-800-790-5319

**Text us:** 626-873-8396

**Email us:** [help@connectedca.libanswers.com](mailto:help@connectedca.libanswers.com)  
[ayuda@connectedca.libanswers.com](mailto:ayuda@connectedca.libanswers.com)

**Connect with us online:** [connectedca.org](http://connectedca.org)

Get connected with Digital Navigators, kind and skilled experts, who can offer patient and personalized assistance in English and Spanish.



THIS PROGRAM IS SUPPORTED IN WHOLE OR IN PART BY THE U.S. INSTITUTE OF MUSEUM AND LIBRARY SERVICES UNDER THE PROVISIONS OF THE LIBRARY SERVICES AND TECHNOLOGY ACT, ADMINISTERED IN CALIFORNIA BY THE STATE LIBRARIAN.



## California Conectada

Un equipo de Navegantes Digitales que están aquí para ayudarle a conectarse a Internet y a recursos en línea



### **CALIFORNIA CONECTADA ES UN SERVICIO GRATUITO PARA AYUDARLE A:**

- Encontrar servicios de Internet y dispositivos de bajo costo para su hogar para que pueda conectarse.
- Aprender conocimientos básicos de informática, como por ejemplo, a navegar por Internet.
- Buscar y utilizar recursos en línea para mejorar su vida. ¡Podemos ayudarle a encontrar cursos en línea que le ayuden a desarrollar su profesión, a solicitar un trabajo y más!

### **COMO FUNCIONA**

- Comuníquese con nosotros y se le asignará un Navegante que le responda.
- Espere una respuesta en un plazo de 24 horas después de ponerse en contacto con nosotros, de lunes a viernes.

- Trabajaremos con usted individualmente por teléfono para analizar sus necesidades y entender como podemos ayudarle.

### **CONTÁCTENOS**

**Llámenos:** 1-800-790-5319

**Envíenos un mensaje de texto:** 626-873-8396

**Envíenos un correo electrónico:**  
ayuda@connectedca.libanswers.com

**Conéctese con nosotros en línea:** [connectedca.org](http://connectedca.org)

Conéctese con los Navegantes Digitales, expertos amables y capacitados, que pueden ofrecer asistencia paciente y personalizada en inglés y español.



ESTE PROGRAMA ES APOYADO EN SU TOTALIDAD O EN PARTE POR EL INSTITUTO DE SERVICIOS DE MUSEOS Y BIBLIOTECAS DE LOS ESTADOS UNIDOS SEGÚN LAS PROVISIONES DEL ACTA DE SERVICIOS Y TECNOLOGÍA DE BIBLIOTECAS, ADMINISTRADA EN CALIFORNIA POR EL BIBLIOTECARIO DEL ESTADO.

# UPCOMING DIGITAL LITERACY CLASSES: AUGUST

ALL CLASS TIMES  
START AT 9 AM

**WANT TO SIGN UP  
OR GET MORE  
INFO?**

**CONTACT US!**

Goodwill Career Center  
1325 North Main St.  
Salinas, CA, 93906  
831-287-2350

[DigitalLiteracy@ccgoodwill.org](mailto:DigitalLiteracy@ccgoodwill.org)

- **August 1:** Career Search Skills
  - Goodwill Headquarters
- **August 2:** Computer Basics
  - Goodwill Career Center
- **August 7:** Information Literacy
  - Goodwill Headquarters
- **August 8:** Internet Basics & Online Security
  - Goodwill Headquarters
- **August 9:** Microsoft PowerPoint
  - Goodwill Career Center
- **August 14:** Microsoft Excel
  - Goodwill Career Center
- **August 15:** Microsoft Word
  - Goodwill Career Center
- **August 16:** Understanding Email
  - Goodwill Headquarters
- **August 21:** Windows & MacOS
  - Goodwill Career Center
- **August 22:** Your Digital Footprint
  - Goodwill Headquarters
- **August 23:** Social Media Basics
  - Goodwill Headquarters
- **August 28:** Career Search Skills
  - Goodwill Career Center
- **August 29:** Computer Basics
  - Goodwill Headquarters
- **August 30:** Information Literacy
  - Goodwill Career Center



## CLINICAL DOCUMENTATION TRAINING



## CLINICAL DOCUMENTATION TRAINING

### DATES

August 21, 2023

October 16, 2023

December 18, 2023

**Description:**

These trainings will help participants begin to think intentionally about the services they deliver so they can document these services more efficiently and effectively and in accordance with the new CalAIM requirements.

**Audience:** MCBH & Provider Staff

**Registration:** You may attend one or all three trainings (all three are required for new employees)

To register, click on the name of the TRAINING in the column to the right.

All trainings have a separate ZOOM link. You must register for EACH individual training to receive a ZOOM link and Calendar invite.

**Back out:** Avatar 802 / Timesheet - 8###5

### ASSESSMENT

9:00AM - 12:00PM

### PROBLEM LIST & TREATMENT PLAN

1:00PM - 3:00PM

### PROGRESS NOTES

3:00PM - 5:00PM

**QUESTIONS?  
CONTACT QI**

**831-755-4545  
415QI@co.monterey.ca.us**



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## SUD CLINICAL DOCUMENTATION TRAINING



## SUD CLINICAL DOCUMENTATION TRAINING

**Description:**

These trainings will help participants begin to think intentionally about the services they deliver so they can document these services more efficiently and effectively and in accordance with the new CalAIM requirements.

**Audience:** SUD Provider Staff (LPHAs & SUD Counselors).

**Registration:** You may attend one or all three trainings.

To register, click on the name of the **TRAINING** in the column to the right.

All trainings have a separate Zoom link. You must register for EACH individual training to receive a Zoom link and Calendar invite (ensure you choose the correct date from the drop down).

**DATES**

October 23, 2023

**CLICK ON THE  
TRAINING NAME  
TO REGISTER**

**SUD ASSESSMENT**

9:00AM – 11:00AM

**TREATMENT PLAN**

1:00PM – 2:30PM

**PROGRESS NOTES**

3:00PM – 4:30PM

**QUESTIONS?  
CONTACT QI**

**831-755-4545  
415QI@co.monterey.ca.us**

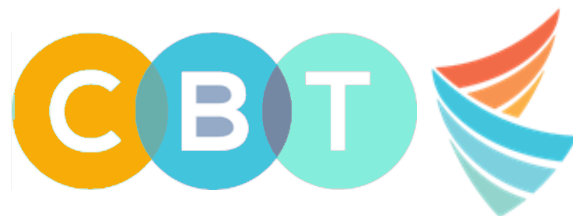


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## MCBH TRAINING

### COGNITIVE BEHAVIORAL THERAPY/ INTERVENTION COURSES ARE BEING SCHEDULED AGAIN!



- All the following courses are published on NeoGov.
- MCBH is offering two new Dx Series for Anxiety and for Pain.
- All courses are offered through ZOOM

**CBT Foundations (Sokol)** *This is a two day class. Learners are required to attend 9:00 AM – 4:30 PM each day to receive credit for the course.*

- December 5-6, 2023

**CBT Foundations (Sokol)** *This is a two day class. Learners are required to attend 9:00 AM – 4:30 PM each day to receive credit for the course.*

- December 5-6, 2023

#### **CBT Skills (Sokol)**

*These are three hour courses. Each class is from 8:45 AM to 12:00 Noon.*

- 8/29/23 Agenda Setting
- 9/06/23 Guided Discovery
- 10/26/23 Exposure

#### **CBT Dx Series**

*Each series consists of three to four 2-hour courses. Learners can attend 1, 2, 3 or all 4 courses in each series AND need to enroll in each course in the series separately.*

*Each class is from 9:00 AM to 11:00 AM*

- Major Depression (Sudak)
  - 8/21/23 – Psychoeducation & Adherence
  - 8/28/23 – Behavior Activation
- Anxiety (Sokol – New Series. Course Subtitles & Learning Objectives are Pending)
  - 9/5/23
  - 9/6/23
  - 9/12/23
  - 9/13/23
- Pain (Sudak – New Series. Course Subtitles & Learning Objectives are Pending)
  - 10/2/23
  - 10/9/23
  - 10/16/23
  - 10/23/23



## MCBH TRAINING CONTINUED

### CBT Dx Series Continued

- PTSD (Sudak)
  - 11/27/23 – Interviewing & Dx
  - 12/4/23 – Conceptualization & Evidence
  - 12/11/23 – Prolonged Exposure
  - 12/18/23 – Cognitive Therapy

### Special Topics

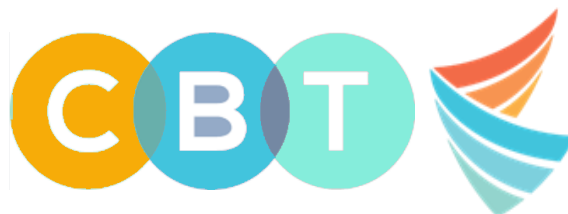
- CBT with Individuals who are Suicidal - *Two Day class. Learners must attend both dates to receive credit for the course.*
  - October 30 (8:45 AM to 12 Noon)
  - November 6 (8:45 Am to 12 Noon)

**IF YOU HAVE ANY QUESTIONS OR FOR  
MORE INFORMATION CONTACT THE MCBH TRAINING TEAM AT  
[415-TRAINING@CO.MONTEREY.CA.US](mailto:415-TRAINING@CO.MONTEREY.CA.US)**

**Training Manager**  
Jill Walker

**Training Assistant**  
Ariana Zamusion

**Training Clinician**  
Celia Trujillo



MYAVATAR TRAINING 2023

MYAVATAR  
ONLINE TRAINING

AUGUST 18, 2023  
9AM TO 12PM

ALL SESSIONS: 9:00 AM - 12:00 PM

MONTH	DAY
SEPTEMBER	15
OCTOBER	20
NOVEMBER	17
DECEMBER	15

This course is an introduction on how to navigate the MyAvatar Electronic Health Records (EHR) system. Organized in a way that follows a client from admission to discharge in MyAvatar HER.

The course offers training on how to log in to Avatar; search for clients; search for the various forms and reports available; and enter pertinent clinical information into the various forms in MyAvatar EHR.

- For assistance navigating myAvatar, please use the myAvatar User Guide for Specialty Mental Health Services available in the QI website under “[User Guides](#)”
- For **Non Clinical** Questions or technical assistance with myAvatar, email [415-QA@co.monterey.ca.us](mailto:415-QA@co.monterey.ca.us)
- For **Clinical** Questions, email [415QI@co.monterey.ca.us](mailto:415QI@co.monterey.ca.us)

If you are not familiar with NEOGOV, [click here to view the “How to” Guide for NeoGov Learn](#) for support navigating the enrollment process.



To access NeoGov Learn, enter through County INFONET: <https://countyofmonterey.sharepoint.com/sites/Infonet/>

- To request enrollment in **DBT Skills: Foundations Training**, please **read and complete [DBT Enrollment Request](#)**.

CONTACT US IN  
QUALITY IMPROVEMENT.



MCBH - Quality Improvement  
1611 Bunker Hill Way, Ste 120  
Salinas, CA 93906

Telephone: (831) 755-4545  
Fax Number: (831) 755-4350  
Toll free: (844) 287-8041