

Director of Mental Health and Substance Use Services

Report to the Marin Mental Health Board

March 11, 2014

Update on Crisis Triage Grant

MHSUS received formal notification from the Mental Health Services Oversight and Accountability Commission of our award totaling \$1.1 million over the next three years. This will fund three Crisis Triage staff to work in the community and assist community members in accessing needed mental health and substance use services. The team will include a licensed mental health clinician, a Family Partner and a Peer Provider.

External Quality Review Organization (EQRO)

MHSUS just received the draft report of the EQRO's review of our quality management functions....and it was very good news. In last year's review, Marin was found out of compliance in eight domains. This year we did not have any areas out of compliance. Six of the categories previously found out of compliance moved into fully compliant and the remaining two into partially compliant. This shows clear improvement and is what we need to continue to demonstrate to the State Department of Health Care Services (DHCS) and the national Center for Medicaid and Medicare Services (CMS). A copy of the final report will be provided to the MHB upon its receipt.

Casa Rene: Crisis Residential Treatment Center

Casa Rene is open and operating. In an attempt to maximize utilization of the program, reduce utilization of locked facilities and support transition back into the Marin community, referrals for admission have come from PES, Unit A and locked long-term care facilities (IMDs, and Skilled Nursing Facilities). Chris Kughn is the MHSUS contract manager who oversees referrals and admissions to the program in close collaboration with Buckelew staff.

Information Technology Projects

Meaningful Use:

MHSUS is on track for meeting Meaningful Use requirements that have a 3/31/14 deadline. Work to meet the next round of requirements that have a deadline for implementation of 10/1/14 has started. One of these is a security assessment of our information system, for which we are seeking an experienced consultant to complete. Also required at that time is an Attestation process to ensure all requirements for Meaningful Use are met.

ICD 10:

By October 1, 2014, MHSUS must fully convert from the current ICD 9 coding method to a completely new one, ICD10. This involves completely revising ShareCare, the information

technology system used to enter claiming information for reimbursement of services by the state and other payer sources. ICD coding is a very detailed process for identifying the condition being treated and connecting the services provided to treat the conditions. This begins as a highly technical process but then involves training of all providers on the cross-walk of services provided and conditions treated.

State Department of Health Care Services Tri-Annual Review

DHCS will be conducting a very comprehensive review of all mental health-related processes within MHSUS starting the week of June 4, 2014. The review protocol is over 90 pages long and requires extensive preparation which started as soon as the EQRO review was completed in January. In order to be in full compliance with heightened standards regarding access to and authorization of services, provider services, beneficiary protection, performance outcomes, and a number of other functional areas, MHSUS has started some internal reorganization of its Quality Improvement, Service Access and Authorization, and Program Evaluation work areas.

As mentioned previously, there is now one Mental Health Access Line (888-818-1115) for Specialty Mental Health Services and rather than long telephonic screening, more in-person assessments are being conducted.

The Access Line to Beacon Health for mental health services to address mild to moderate conditions (not intensive Specialty Mental Health Services provided by MHSUS) is 855-765-9703.