



ALCOHOL, DRUG & MENTAL HEALTH SERVICES
MANUEL J. JIMÉNEZ JR., MA, MFT, DIRECTOR

Quality Assurance Office
2000 Embarcadero Cove, Suite 400
Oakland, California 94606
(510) 567-8105 / TTY (510) 533-5018

MEMO

Date: December 9th, 2015

To: All ACBHCS Providers

From: ACBHCS Quality Assurance Office

Re: QA Training & Technical Assistance for 2016--UPDATE

Provider Technical Assistance

- All Providers may have their designated primary QA Staff contact the assigned ACBHCS QA Technical Assistance Staff per the attached: *QA Technical Assistance Breakdown – Updated 12/2015*.

QA Brown Bag Monthly Question & Answer

- This monthly (alternating Monday's and Fridays) Technical Assistance drop-in group for Provider QA Staff which began in 2015 has been well attended and will continue to be offered in 2016.
- *See the Attached: 2016 QA Training Schedule*

ACBHCS Clinical Documentation Standards “Train the Trainer” Training

- This training is held five times annually and requires pre-registration of the providers' Quality Assurance staff. The agency QA staff are LPHA: Licensed, Registered or Waivered and have experience auditing MH Records utilizing the ACBHCS Regulatory Compliance Tool.
- We have expanded each training's capacity from 35 to 55 participants. We now have the capacity for each organization to send up to three Quality Assurance staff to training once yearly. One week before each training, we will make an announcement if there are seats remaining. If so, the Provider may send QA Staff even if it exceeds the annual three participant limit. (This occurred for all five trainings held in 2015.)
- This training has been modified to include the CQRT Authorization Process. As well, E/M (Medication Support) requirements for Counseling & Coordination of Care Services are being rolled into the Procedures section of the training.
- *See the Attached: QA Training Schedule—2016*

Transitioning to DSM-5 and ICD-10 Training

- To be announced: All Providers pre-register when available.
- *See the Attached: QA Training Schedule—2016*



- Watch the ACBHCS QA Training Website for training announcements and resources.

Documentation Training for E/M Services—by the Elements.

- This training has been offered since late 2012 when the Medication Services Codes changed from 90862 to the E/M codes of 99XXX. As a result, our Providers have had multiple opportunities (offered five times in 2015) to attend, and our last two trainings have dwindled down to two or three participants. Therefore, we have rolled documentation of E/M with Counseling & Coordination of Care (which constitutes over 90% of all Medication Services provided to our clients) into the above ACBHCS Clinical Documentation Standards “Train the Trainer” Training.
- Documentation requirements for charting E/M services based on the complexity of the services provided (by the Elements) is provided on our QA website—training section. (See the associated Power Point Training and Resources: www.acbhcs.org/providers/QA/QA.htm).
- We are incorporating the auditing of all E/M services into our Group Technical Assistance monthly trainings—see below.
- See the Attached: QA Training Schedule—2016

Group Technical Assistance (GTA) for Auditing Medical Records

- In 2015, we offered three monthly cohorts (with a six month commitment) where Providers reviewed each other’s MH Records as is done in their internal CQRT authorization process (for all charts annually). Providers found it difficult to make the time commitment for six months and as such what began as 16 participants eventually became two. Therefore, we have modified the format to allow providers to drop-in to participate as they are able. Some providers may choose to attend once for chart consultation, others may choose to attend monthly. We have capacity to accept as many Providers as wish to avail themselves of this Technical Assistance opportunity.
- The group will focus on auditing records for all MH Services—inclusive of E/M services. Pre-registration is not required, and all agency QA staff (LPHA: Licensed, Waivered or Registered) who audit records are welcome.
- Participants may bring 2 charts to be reviewed by another agency’s QA Staff utilizing the current ACBHCS Regulatory Compliance Tool. See side two of each: [Adult](#) & [Children](#)
- In preparation for the Auditing exercise, please flag the following sections of the chart: MH Assessment, Client Plan, Progress Notes, Informing Materials, Releases, and Medication Log.
- See the Attached: 2016 QA Training Schedule (Addendum for dates)

Documentation Training for MHP Network Providers

- To be announced.
- Level III Network Providers pre-register when available.
- See the Attached: 2016 QA Training Schedule (Addendum for dates)