



# Provider Bulletin

for the Adult Mental Health Division

**September  
2009**

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*If you have any  
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## Aloha!

The purpose of this communication tool is to provide Purchase of Service (POS) providers with up-to-date new or revised information, and to assist us when implementing new Adult Mental Health Division (AMHD) business activities and initiatives. We welcome your ongoing feedback and suggestions for improvement as we work to develop this valuable communication tool. Please contact us if there are any topics you would like to see in the Provider Bulletin.

### AMHD Billing & Claims

**Reminder:** Effective September 1, 2009 AMHD will deny all service claims that do not meet HIPAA Transaction and Code Set requirements. For more detail on these requirements, please see the AMHD memorandum from Dr. Sheehan titled "Diagnosis Codes on Service Claims for AMHD Payment," dated July 29, 2009.

### Hawaii 2009 Adult Community Mental Health Consumer Survey & 2009 Health and Well-Being Survey

The 2009 Annual Consumer Satisfaction Survey was launched June 1, 2009 and the deadline has been **extended** through September 30, 2009.

**Number and Percentage of Consumer Satisfaction Surveys Received 721 (16%) of 4,450**

**Number and Percentage of Health & Well-Being Surveys Received 591 (13%) of 4,450**

We understand that many providers are short-staffed and over-worked at this time, but we strongly urge you to turn in the surveys by the extended deadline. Please contact Steven Wong when your inbox is nearly filled or if there are any concerns or questions. He may be reached at [sycwong@hawaii.edu](mailto:sycwong@hawaii.edu) or via phone (808) 735-1811.

### AMHD Acting Chief Corner (Dr. William Sheehan)

I have 3 topics to mention to you this month regarding professional relationships.

They are:

1. Doctor to Doctor communication at admission and discharge from hospital;
2. Relationships between staff and consumers; and
3. Recovery Plans and results of monitoring visits.

First is the issue around doctor-to-doctor communication at the time of admission from community to hospital, and at the time of discharge from hospital to the community. I can speak about the Hawaii State Hospital and our beds at Kahi Mohala, but the issue is the same at any facility. The patient safety risks around handoff communications are so important the Joint Commission has made it a National Patient Safety Goal.

At the AMHD, this translates into a standard: the inpatient doctor will speak to the outpatient doctor at the time of discharge, and the outpatient doctor will speak to an inpatient doctor at the time of admission. These communications exchange information about the care of the consumer and allow the opportunity to ask questions about the care provided.

For CMHCs and Purchase of Service provider psychiatrists, when you receive a consumer into your outpatient care that has been discharged from Hawaii State Hospital or a contracted bed at Kahi Mohala, you should have received a call from a live person to discuss the situation. This does not mean a message left. It means a live conversation. If you do not hear from the doctor at the hospital, please call them directly for the conversation to occur. The expectation is for person to person contact.

For Executive Directors and Managers, please supervise your staff to the expectation that this communication is expected to occur and is an AMHD standard.

Second, relationships between staff members and consumers have again been the focus of performance improvement activities. To remind everyone of the Division's expectation that personal relationships with consumers are not acceptable, we have enclosed a Directive issued some time ago by Dr. Fukino. The expectations and provisions described in this Directive have not changed. Please read the Directive and supervise your staff accordingly.

Third, I have noticed a theme in the results from the Provider Site Monitoring visit reports completed by the Division. The theme is that Recovery Plans are not being used to inform the documentation in progress notes, and the recovery plan is not being updated as often as it should be. Often, progress notes are being written which do not reference a problem in the Recovery Plan. It is the expectation that the Recovery Plan will drive the services offered to our consumers and is to be referenced in the documentation of services rendered.

Thanks, I'll be back in October!

## **Forensic Program Update (Revised)**

AMHD distributed memorandums regarding the transfer of forensic consumers from (~~to~~) Purchase of Service (POS) providers on April 20, 2009 and May 21, 2009. The initiative to have all Conditional Release (CR) consumers serviced by a geographical Community Mental Health Center (CMHC), when feasible, has been occurring in phases. Phase 1: all hospital CR discharges serviced by a POS provider will be serviced by a CMHC with a comprehensive treatment and case management team. Phase II: any foreseeable discharges in the near future (such as 3-4 months distant), would be the next consideration so that the new treatment team can establish rapport and assist with transition back to community in a less restrictive environment. Phase III: CR consumers currently in the community receiving Community Based Case Management from a POS provider would be the last to transition over on a case by case situation. If you have any questions regarding this update, please contact Dr. Keith D. Pedro at (808) 590-9049.

## **AMHD RFI Released**

The AMHD released a Request for Information (RFI) for Specialized Residential Program Services. The deadline for responses is Friday, September 11, 2009. The RFI was posted on the State Procurement Notices website and may be accessed from: <http://governmentnotices.state.hi.us/>

If you have any questions regarding this RFP, please contact the AMHD Contracts Unit at (808) 586-4689.

## **Community Based Case Management (CBCM) - Discontinuance of Faxing AMHD Case Management Service Authorizations**

In the past, the Adult Mental Health Division's (AMHD) Utilization Management (UM) unit frequently faxed copies of service authorizations of case management agencies to ancillary service providers and vice versa when multiple services were being provided to the same consumer by various agencies.

This has been a resource intensive practice for our AMHD UM staff that has demonstrated limited value in improving collaboration and communication between providers of shared consumers, which was its original intent.

In this time of shrinking staff resources, AMHD UM must reduce or eliminate those activities that are redundant, unnecessary or generate little “bang for the buck” in order to have sufficient resources to maintain our core business functions of authorizing services and managing utilization.

Therefore, AMHD UM no longer faxes service authorizations to anyone **except** the rendering provider of that service. Providers who wish to share copies of their service authorizations directly with other providers of shared consumers are encouraged to do so, assuming you have obtained the consumer’s written consent to release information, as appropriate.

If you have any questions regarding this communication, please feel free to contact Ms. Dawn Mendiola, AMHD Provider Relations Director at (808) 586-4689.

## **AMHD Revised Utilization Management (UM) Form – CONSUMER UPDATE**

The AMHD Consumer Update form has been revised and is effective immediately. The form is available on the AMHD web site under section “For Providers” (Provider Forms). As a reminder, providers may not make a diagnosis change without first submitting a Consumer Update Form to AMHD UM with a current Psychiatric Assessment and any other clinical documentation that provides rationale for the change in diagnosis. AMHD and other state and federal auditors compare the diagnosis on the claim with the diagnosis of record. If they do not match, it is an indication of possible fraud that will trigger further investigation.

## **AMHD E-ARCH Program**

If a hurricane were to hit Hawaii and you needed to evacuate your residents to safety, would your resident’s team members and loved ones know where to find you? If your resident’s loved ones were evacuated because their residential area was impacted by heavy rain and flooding, would you know where to find/contact them? We are half way through Hawaii’s hurricane season (June 1 through November 30) and it is never too late to be prepared. Part of “being prepared” means that we must communicate information proactively and efficiently. Notifying your resident’s team members and loved ones about your procedure for evacuation in case it should ever happen is a critical discussion item to have sooner rather than later. If you have not done so already, please share this information. Especially for residents who have regular contact with loved ones, we ask that you attempt to gather emergency contact information and store it in a safe place. The feeling of being worried, anxious, and unsure can be a trigger for negative psychiatric and physical health issues; but by being prepared we can minimize the risk of being caught off guard.

### **RSVP Now for the 9/18/09 AMHD E-ARCH Provider Administrative Meeting!**

The September administrative meeting is open to any concerns that AMHD E-ARCH providers would like to share including case management issues, coordination of care concerns, and feedback on how the program can be improved.

**Please call Tehani Rawlins at 453-6397 by Thursday, September 17<sup>th</sup> to RSVP**  
Friday, September 18, 2009  
9:30am – 10:30am  
870 Fourth Street, Pearl City

### **Reminders:**

- **Attend the 3-day E-ARCH Training in Spring 2010:**  
We are now accepting pre-registration for the next 3-day training. Dates of the training will be announced but will likely be around April/May 2010. If you have not attended the training in the last two years, we recommend that you/your staff consider attending. Please continue to refer your colleagues, especially those who would like to be an AMHD E-ARCH provider. Please call Tehani Rawlins at 453-6397 to pre-register.

- Vacation Notification Submitted to AMHD:  
Please do not forget to send a copy of your official leave/vacation notice to the Oahu Service Area Administration (OSAA) office. At minimum, the notice should include your name/E-ARCH address, leave start and end dates, and names/contact numbers for your substitute staff. We ask that you send your notice to us at least two weeks prior to the start of your leave/vacation so that we may coordinate with your substitute and the AMHD E-ARCH consumer's team prior to your departure.
- Psych Care Plan on File in Care Home:  
If your AMHD E-ARCH resident does not have a current psych care plan on file in their care home chart, please request it from the consumer and/or their psych case manager. Care home staff need to be aware of the contents of the psych care plan including, but not limited to, the consumer's crisis plan, needs, and goals.

**Automobile Insurance Coverage:** Thank you to everyone who submitted their automobile insurance policy to us. At this time, AMHD is requesting that your automobile Certificate of Insurance be updated to include a specific language change. This change is necessary so that the State of Hawaii is identified as an additional insured/certificate holder. Every AMHD E-ARCH provider is required to submit an updated automobile Certificate of Insurance with the requested language change **no later** than Friday, September 18, 2009. If you have NOT received information and instructions about this change, please contact Stacy Haitsuka at 453-6396 as soon as possible.

**Annual Financial Review for Consumer Room and Board:** You will soon be receiving a letter that confirms the amount of your resident's monthly room and board payment. If you have any questions about the letter, please speak directly to your resident's representative payee. The results of your fiscal audit will in part be determined by your documentation of room and board payment so it is important that you verify you are receiving the room and board payment in full on a monthly basis. If not, please report any changes/concerns to Stacy Haitsuka at 453-6396.

**Updated Team Member Contact Information:** A Primary Care Giver (PCG) recently experienced a situation where she was not informed that the resident's AMHD/psych case manager had been changed. To her surprise, when a new case manager called her to "schedule a home visit" she was very concerned. Actually, she thought the individual was a fraud. After questioning the caller, it became known to her that he was a legitimate psychiatric case manager who was trying to meet his new client for the first time. Had the PCG known there was a change in case managers, she would not have been so surprised.

We understand that team members will change from time-to-time. Keeping an updated contact list for your resident is important. One way to keep updated with team member contact information is to verify during each visit (face-to-face and telephonic). That way, you can document in your progress note that you took the steps to be proactive.

Please continue to contact the OSSA Team anytime you need assistance. (808) 453-6397 office; (808) 453-6399 fax.

## **Integrated Dual Diagnosis Treatment**

As part of a joint grant collaboration between the AMHD and University of Hawaii's Mental Health Services Research, Evaluation and Training, we have developed a comprehensive staff training curriculum package for Integrated Dual Diagnosis Treatment (IDDT). This training is based on national evidence-based best practice and material from the Substance Abuse Mental Health Service Administration (SAMHSA). We will be making the IDDT training package available to all AMHD providers via CD sometime in the near future.

Please distribute this disk to the appropriate trainer/supervisor in your organization. They are welcome to print and make copies of the curriculum for use in staff training.

If presented in its entirety, it is a 25-hour training complete with instructional power point, lecturer's notes, application exercises and discussion material.

The material is divided into topic areas with learning objectives clearly stated at the beginning of each section. The curriculum is designed to be used flexibly and should be broken up into training increments that is matched to the time demands of your staff. It is designed so that any team leader, clinician, or supervisor can lead the training while learning himself/herself.

This effort was made possible through the Evidence Based Practice Implementation and Training Grant from SAMHSA. It is our desire that you will use this as a core component in training and developing a Dual Diagnosis Competent workforce within your agency.

For any questions regarding the instructional training, please contact Ms. Eva Kishimoto, CSAC, DCSW, AMHD MISA & Other Special Populations Service Director, at (808) 453-6768. If you have any questions regarding the training disk, please contact Ms. Dawn Mendiola, AMHD Provider Relations Director, at (808) 586-4689.

## AMHD Website

We continue to update our AMHD Website and revisions are underway. If you have any questions regarding the AMHD website information, please contact the AMHD Provider Relations Director at (808) 586-4689 or email at [dawn.mendiola@doh.hawaii.gov](mailto:dawn.mendiola@doh.hawaii.gov).

## Learning Opportunities & Opportunities for Growth

1. Fundamental Five Non-Profit training series – “Fundraising & Developmental Strategies”, by the Grants Central Station, will be held on September 8, 2009 in **Maui** at the Cameron Center. Free. For more information, please visit [www.grantscentralstation.org](http://www.grantscentralstation.org).
2. The US Department of Housing and Urban Development is sponsoring a four-day SOAR “Train-the-Trainer (TTT)” program in **Denver, Colorado** on September 14-17, 2009. Registration is due by August 14, 2009. For more information, contact Dr. Edward Suarez at (808) 453-6941.
3. Ethics and Ethical Thinking for CSACs will be held on September 17, 2009 in **Honolulu**, Kapolei. 6 ADAD CEUs. \$15. For more information please call Ana Quintal at 692-7528.
4. Fundamental Five Non-Profit training series – “Volunteer Management”, by the Grants Central Station, will be held on October 7, 2009 in **Maui** at the Cameron Center. Free. For more information, please visit [www.grantscentralstation.org](http://www.grantscentralstation.org).
5. Critical Thinking with Mike Taleff, PhD, CSAC, will be held on October 15, 2009 in **Honolulu**, Kapolei. 6 ADAD CEUs. \$15. For more information please call Ana Quintal at 692-7528.
6. Fundamental Five Non-Profit training series – “Legal & Insurance Issues”, by the Grants Central Station, will be held on November 5, in **Maui** at the Cameron Center. Free. For more information, please visit [www.grantscentralstation.org](http://www.grantscentralstation.org).
7. Co-Occurring Disorders with Mike Talff, PhD, CSAC will be held on November 12, 2009 in **Honolulu**, at the YMCA. 6 ADAD CEUs. \$15. For more information please call Ana Quintal at 692-7528.
8. Ethical Standards for CSACs will be held on November 19 2009 in **Honolulu**, Kapolei. 6 ADAD CEUs. \$15. For more information please call Ana Quintal at 692-7528.
9. **Free Course on Supported Housing!** Looking for quality in-service training? USpra, in collaboration with Boston University’s Center for Psychiatric Rehabilitation, brings you a FREE virtual course that outlines the key components of supported housing! According to [a statewide study](#) of 53 mental health programs operating in 34 counties and cities throughout California, adherence to psychiatric rehabilitation principles and a housing-first philosophy resulted in significant reductions in hospitalizations, incarcerations and homelessness.

The study also found that barriers to a successful supported housing program often include limited knowledge about housing services and funding streams or misconceptions that independent housing is only suitable for individuals well into recovery.

When coupled with in-service training on housing services within your community, this virtual course—"Benefits of Supported Housing for People with Psychiatric Disabilities"—addresses the principles of supported housing and how to get the best outcomes from your supported housing program. Included in the course is a review of supported housing knowledge & experiences; supported housing principles; factors that positively impact supported housing outcomes; and supported housing benefits for the individual.

To access the course, you will need to register for an account on the DRRK website by following these steps:

1) Open a new browser window and go to this address:

<http://drk.bu.edu/user/register>

2) Choose a Username, and enter your e-mail address and a password. Enter the Group Registration Key "uspramember". Agree to the informed consent and click the Create New Account button

If the registration key did not work, you can reenter it later at the page <http://drk.bu.edu/og/reg-key-join>

3) Once the account is created and logged into you should be able to access the information products for USpra members at

<http://drk.bu.edu/information-products/uspra>