



# Provider Bulletin

for the Adult Mental Health Division

**October 2009**

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*If you have any questions about information in this Provider Bulletin, please contact AMHD Provider Relations at (808) 586-4689.*

**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 Provider Administrative Appeals**

For provider administrative appeals that are 10 pages in length or greater, we are kindly requesting that you **do not** fax them to AMHD. Instead, please mail them via U.S. mail to the following address:

AMHD  
Attn: Ms. Dawn Mendiola, Provider Relations Director  
P.O. Box 3378  
Honolulu, Hawaii 96801-3378

Thank you for your cooperation. Please feel free to contact AMHD Provider Relations at (808) 586-4689 if you have any questions regarding this request.

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

Thank you for your ongoing efforts as we navigate through these challenging times. I know the current state of the economy is significantly affecting everyone.

I have a few items to share this month, based on my observations of our system.

Suicide remains a major concern. With everyone's stress level being raised, the risk to our consumers is increased as well. Please have a suicide prevention plan for your consumers. Review the plan with your staff. Assess consumers for suicide risk as often as necessary. Implement risk reduction activities for those at moderate or high risk. Monitor for ongoing risk of suicide, and modify the risk reduction plan accordingly.

Begin planning for discharge from every level of care to the next less restrictive level of care from the time a consumer is admitted. I've especially noted that case management teams do not implement transition activities right away when consumers are admitted to residential treatment. Then, after a consumer has been there a while, and transition planning begins, it is often too long a process. The consumer then stays too long at a higher level of care, becoming frustrated, or reaches maximum therapeutic benefit, and then paradoxically worsens due to the extended stay. And, often, as they deteriorate, the person ends up being re-hospitalized at Hawaii State Hospital rather than having a chance to succeed at a less restrictive level of care.

Communication among professional staff remains an issue. Please assure that the psychiatrist at your agency is in phone contact with the psychiatrist who treated the consumer at the hospital or residential facility. If a consumer is receiving services in a facility that has a psychiatrist (such as specialized residential services, jail, or the Licensed Crisis Residential Shelter/LCRS), ensure the psychiatrist on the case management team and the psychiatrist at the facility are in regular contact to coordinate care.

Appropriately discharge consumers from the system who have completed a course of care or no longer require the safety net services. If a person has recovered to a point where they can function independently, facilitate allowing them to do so. Help people obtain services from their health plan and community resources.

Thank you for addressing these things that will allow us to better steward the resources available to us during these tough financial times.

## **AMHD RFI's & RFP's**

The AMHD released the following Request for Information (RFI) and Request for Proposals (RFP):

- RFP No. HTH 420-1-10, Representative Payee Services, statewide. Proposals are due on Friday, October 16, 2009.
- RFP No. HTH 420-2-10, Fee-For-Service Psychiatric Services, statewide. Proposals are due on October 15, 2009.

The AMHD plans to release the following RFI's and RFP's in the near future:

- RFI Central Receiving Division, Clinical Services
- RFP for Specialized Residential Services, statewide
- RFP for Crisis Services, statewide

Current and future procurement notices are posted on the State Procurement Office's Procurement Notice website, which may be accessed from: <http://www4.hawaii.gov/bidapps/>. If you have any questions on current or future RFI's and RFP's, please contact the AMHD Contracts Unit at 586-8287.

## **AMHD Utilization Management**

The AMHD's Utilization Management (UM) Unit has experienced an increase in telephonic and email requests from providers to:

- "look up" the status of service authorization requests that are less than 30 days old;
- give one provider priority over another provider in processing their authorizations first; or
- give the requestor a definite date when their "less than 30 day old" authorizations will be processed.

Please be reminded:

- AMHD's policy is to process service authorization requests that do not require pre-authorization within 30 calendar days of receipt of the request.
- AMHD UM staff will not investigate the status of any service authorization request for services that do not require pre-authorization if the authorization request is less than 30 days old.
- AMHD UM staff process authorization requests in the order in which they are received and will not give preferential treatment to any provider.
- AMHD UM staff is unable to provide a specific date on which an authorization request will be reviewed and authorized in advance.

In order to standardize the process and documentation of all service authorization status inquiries, AMHD will now require providers to fax their inquiries to AMHD UM at 808-453-6966 via a new "**Provider Service Authorization Inquiry Form**."

This form is posted on AMHD's website under "For Providers," Provider Forms." Please do not call or email individual AMHD UM staff directly to inquire about the status of service authorizations. If you have any questions about this new form or the inquiry process, please contact Dawn Mendiola at (808) 586-4689.

## AMHD E-ARCH Program

The holiday season is quickly approaching and stores around the Island are readying for the increased foot traffic of consumers and bargain shoppers. While the holiday season is a time for us to reflect on the year that has past and to give thanks for all of the blessings received, we must continue to be mindful and respectful of the cultural and religious practices of others. Family-style care homes are a unique setting with a blend of care giver family members and care home residents. Sometimes, care home residents are invited to participate in family-like celebrations. It may seem like an innocent offering (i.e., Trick-or-Treating, Thanksgiving potluck, Christmas presents, etc.), but care home residents may have different expectations for "celebrating." To avoid the risk of offending your residents (assuming he/she wants to participate) and to avoid miscommunication (i.e. "I invited my resident to the family potluck, but he doesn't want to come out of his room"), please remember to ask your resident about his/her preferences. Listen to their input and inquire further to clarify. Being proactive and addressing cultural and religious differences ahead of the holiday season may help to decrease your resident's risk for negative psychiatric and physical health issues.

### **RSVP now for the 10/16/09 AMHD E-ARCH Provider Administrative Meeting!**

The October 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, October 17 to RSVP**  
Friday, September 18, 2009  
9:30am – 10:30am  
870 Fourth Street, Pearl City

### **Reminders:**

- **5<sup>th</sup> Annual AMHD E-ARCH 3-Day Training for PCGs and Private Pay RN CMs:**  
**Save the dates!!** April 28, 29, and 30, 2010. We are currently accepting pre-registration for the next 3-day training. If you have not attended the training in the last two years, we recommend you/your staff consider attending. Please continue to refer your E-ARCH 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 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. We will be asking PCGs to confirm they have a current psych care plan on file.

**Automobile Insurance Coverage:** Thank you very much to the providers who have submitted their revised automobile Certificate of Insurance. If you have not yet submitted your certificate to us with the necessary changes, please refer to the handout that we mailed you last month. If you need assistance, please call Stacy at 453-6396. We appreciate your cooperation with this requirement.

**Annual Financial Review for Consumer Room and Board:** You will soon be receiving a copy of a letter, addressed to the resident's representative payee, which 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 at 453-6396.

Please continue to contact the Oahu Service Area Administration (OSAA) Team anytime you need assistance (808) 453-6397 office; (808) 453-6399 fax.

### **Crisis Documentation Self-Study Guide Now Available Online**

Since implementing the monthly unit caps for Community Based Case Management services, AMHD has been actively reviewing provider documentation of crisis interventions. In doing so, we have noted a wide spectrum of the skill level of mental health providers in documenting crisis interventions. As a result, the AMHD Service Directors have developed a self-study resource regarding documentation of crisis intervention services. It can be used for new employee orientation and on-going staff development, as well as for internal performance improvement activities. In addition to the tutorial, it also features a sample template with necessary components for a sound crisis intervention note as well as a pre/post test that can be used to measure staff's grasp of the material. It is already available on the AMHD website at, <http://www.amhd.org/About/ClinicalOperations/MISA.asp>. It is listed under the heading of, "Staff Training and Practice Development", "AMHD MISA: Crisis Documentation".

If you have any questions about the training materials, please contact Eva Kishimoto, AMHD MISA and Special Populations Service Director at 808-453-6768.

### **AMHD Provider Manual**

We are happy to announce that the updated AMHD Provider Manual is now available on the AMHD web site at <http://www.amhd.org/Provider/ProviderManual.asp> under "For Provider," "Provider Manual." If you have any questions regarding the AMHD Provider Manual, please contact the AMHD Provider Relations Director at (808) 586-4689 or email her at [dawn.mendiola@doh.hawaii.gov](mailto:dawn.mendiola@doh.hawaii.gov).

### **The 1<sup>st</sup> Statewide Consumer, Family and Youth Mental Health Conference**

With the support of the Mental Health Transformation State Incentive Grant, the Block Grant and the Olmstead Grant the 1<sup>st</sup> Statewide Consumer, Family and Youth (CFY) Mental Health Conference was held on August 14 and 15, 2009 at the Waikiki Beach Marriott Resort & Spa in Waikiki, Hawaii. The conference theme "Together We Can" proved to be guiding theme throughout the plenary sessions and the workshops presented. From the first plenary to the last the theme was self evident.

Here is a brief list of the plenary speakers and their topic of discussion:

<b><u>Together We Can; Heaha I Ka Pono (What is Right); Ku I Ka Pono (Stand for Justice – Advocacy)</u></b> LaVerne Mill, JD; Kimo Alameda, PhD; Joel Fisher, PhD
<b><u>Who Are We? – Introduction of CFY Hui Organization Representatives</u></b> Audrey Chandler (NAMI); Linda Machado (HFAA); Jazmin Boots (HYHY); Bud Bowles (USH); Marya Grambs (MHA); William Lennox (OCA); Kathleen Merriam (Clubhouse Coalition)
<b><u>Day By Day</u></b> Sky St. John
<b><u>Music with a Music</u></b> Roy Sakuma and Nick Acosta

The Friday night talent show was the ultimate fun and the final song a quartet of voices (Audrey Chandler, Kathleen Merriam, Shar Chun-Lum and me) singing “*That’s What Friends Are For*” proved to be a sentiment that was alive and well. The Logo contest received several entries and many of you will be solicited for your opinion. The Voices of Hope with Noe Tanigawa of National Public Radio, Scott Wall and Rupert Goetz was a favorite of the conference. Many of those who participated felt a great deal of emotion and healing in sharing their individual stories of struggle and success.

More than 80 neighbor islanders received scholarships to attend the conference. All islands were represented. Scholarship funds covered the following expenses: air travel, ground transportation, hotel accommodations and most meals. The feedback has been very positive and the results of the evaluations are available.

One important outcome of the conference was the beginning of organizing CFY Hui across the state in every region. The seeds were planted at this conference and with the support of Mental Health Transformation State Incentive Grant (MHT SIG) the growth is beginning on all of the islands.

The Big Island (Hilo and Kona), Maui County (Maui, Lanai and Molokai), Kauai and Oahu groups have begun meeting and recruiting members. It’s a social time for getting to know one another and developing plans and activities for the future. To join the CFY Hui, please find a form attached to this e-Bulletin.

Here is the information for contact people in your area:

Big Island:	Sunday Nelson	(808) 990-0444
Kauai:	Kurt Nagata	(808-246-0321
Maui:	Susan King	(808) 276-7523
Molokai:	Joey Enos	(808) 213-5666
Lanai:	Heather McElroy	(808) 649-0524

If you want any additional information please contact MHT SIG at (808) 453-6649 or [transformation@doh.hawaii.gov](mailto:transformation@doh.hawaii.gov).

## Learning Opportunities & Opportunities for Growth

1. 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).
2. 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.
3. 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).
4. 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.
5. 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.
6. **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>