

QCM Tidbits

Mental Health Edition

Consumer Perception Surveys

Another great survey week. Thank you to everyone who supported our clients in using their voice. **Kudos** to SB ACT, SM ACT, CROPC, SM Childrens and Adults, CAC LO & SM, CALM LO & SM & SB, FSA SB & LO & SM, SM Supported Services, Casa Pacifica SM, RISE SM, Justice Alliance SB & SM, Phoenix and Mountain House, CADA START Carpinteria, Synergy, Homeless Services SB and Mental Wellness Center for completing your surveys with all required information. We collected **695** surveys! The surveys have been mailed to the California Institute for Behavioral Health Solutions (CIBHS). This agency is contracted by the state to develop the surveys and analyze the data. Once CIBHS has completed their analysis the surveys will be mailed back to BWELL. Our research and development department will complete their own analysis to share with our system.

Network Providers

When do we refer to Network Providers? Those that have moderate mental health needs and meet medical necessity for specialty mental health services are eligible to receive counseling services from one of our Network Providers. Some of our Network Providers specialize in therapies that include working with children, transgender children/adolescents, LGBTQ+, gender questioning, Trauma, EMDR, Domestic Violence, and cultural issues.

NOABDs

Thank you for sending your NOABDs. Keep 'em coming! Don't forget to provide clients with a timely access NOABD if they do not receive an appointment within the required timeframe.

It is time for the NACT again!

At this time we will not be holding weekly support meetings. For questions and technical support please call Jessica Korsan directly at 805-884-1611 or email BWELLQCM@sbcbswell.org

Updates to the NACT are due NO LATER THAN end of business Friday, **June 14th**

Documentation Refresher

Billing for Chart Review/Preparation

It is permissible to include time spent reviewing previous documentation in preparation for the following services: assessment, plan development, collateral, rehabilitation, therapy, targeted case management, medication support, and crisis intervention.

Time can be billed as long as the time is clearly documented and reasonable.



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Do you need to contact QCM?
Please email the team at BWELLQCM@SBCBWELL.org