

Indirect Services:

- ✓ Community Outreach Services
- ✓ Medi-Cal Administrative Activities

Indirect Services

- Indirect services are specific services
 - ✓ **Community Outreach Services (COS)** – services that bring more individuals into the mental health system and promote the benefits of mental health
 - ✓ **Medi-Cal Administrative Activities (MAA)** – services that bring more individuals into the Medi-Cal system and expand SMHS
 - ✓ **Quality Assurance (QA)** – services that assist the MHP in insuring and improving the quality of care provided to clients

Community Outreach Services

Mental Health Promotion
Community Client Services

Community Outreach Services (COS)

Services that allow mental health providers to:

1. Reach more people in the community
2. Work with non-mental health organizations to promote mental health



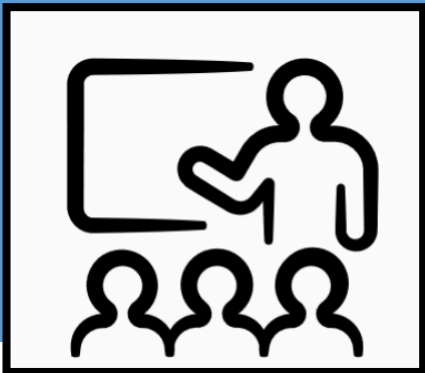
2 Types of COS:

Mental Health Promotion

Services that are provided prior to there being a need for mental health

This can look like:

1. Providing consultation to non-mental health organizations about mental health topics
2. Educating non-mental health organizations and the community at large about mental health and its benefits
3. Teaching non-mental health organizations and the community-at-large mental health related skills



Community Client Services

Services that are provided when there is an identified mental health need




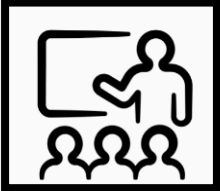

This can look like:

1. Outreaching to identified populations who are likely to benefit from mental health services
2. Providing information about mental health services to individuals and their families
3. Engaging potential clients
4. Re-engaging existing clients to bring them back into mental health services








COS Service Types

Pause the video if you want to read all of the definitions

COS Service Type	Activity
Engagement 	Building a relationship/forming a connection with a potential client or family member(s) of a potential client with the intention of connecting the potential client with mental health services.
Screening/ Triage 	Completing screening/triage activities (e.g. completing Mental Health Triage Form and/or Service Request Log) to determine how soon a person should be seen for an intake appointment
Consultation/ Technical Assistance 	Providing general mental health information/consultation to the community/non-mental health professionals
Education/ Training 	Providing a formal presentation about mental health to the community/non-mental health professionals
Peer Support 	Consumers w/ lived experience providing knowledge, assistance, and support to their peers or individuals w/ similar experiences. Examples include peer-led groups.




COS Service Types

Pause the video
if you want to
read all of the
definitions

COS Service Type	Activity
Disaster Response 	Providing an emergency or recovery response during a natural disaster/human-oriented disaster (e.g. debriefing)
Crisis Response 	Assisting in a crisis situation which can involve arranging for needed linkages to help stabilize the crisis.
Access 	Providing general information about mental health services to potential clients and families
Referral/Linkage 	Referring and connecting individuals to a specific mental health service provider within the community
Case Management Support 	Assisting with linking or referring a potential client to ancillary services

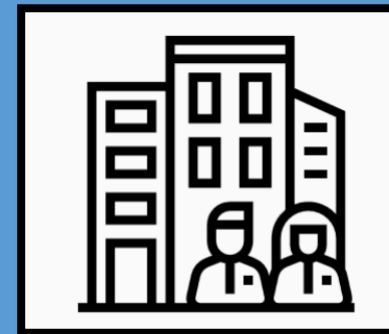
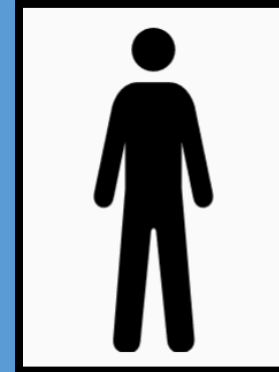
COS Service Types

Pause the video
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definitions

COS Service Type	Activity
Media Outreach 	Services that utilize media to promote and share knowledge about mental health and it's benefits
Community Organization 	Collaborating with community leaders to develop new mental health programs or bring other desired improvements to the community.
Program/Resource Development 	Assisting with developing specific mental health programs within an existing organization

COS Service Recipient = Who Received the Service

- An individual person
 - ✓ Homeless Individual
 - ✓ Mental Health Involved
 - ✓ Justice Involved Individual
- A non-mental health organization
 - ✓ Justice System
 - ✓ Homeless Assistance Agency
 - ✓ Education System
- The larger community
 - ✓ Community at large



COS Note Examples

COS Note Example - Engagement

Purpose: For the purpose of engagement, practitioner met with a teenager residing in a temporary shelter. Youth has a history of failed foster placements.

What you did: Practitioner built rapport with the youth and discussed how mental health agency can assist him. Practitioner also discussed how case managers can assist with finding resources with employment, education, and housing.

Response: Youth was receptive to speaking with practitioner. Youth was more interested in assistance with case management needs, but was open to hearing about mental health services. Youth recalled some positive experiences with therapy and groups in the past.

Plan: Practitioner plans to see youth next week to continue to encourage youth to consider mental health services. Practitioner also plans on providing information specially related to TAY.

Service Type: Engagement

Service Recipient: Mental Health Involved

COS Code: 231HK (HK – client specific)

**Pause the video if
you want to read
the entire note**

COS Note Example – Screening/Triage

Purpose: For the purpose of screening/triage, OD took call for a consumer requesting mental health services, specially medication. Completed SRL dated x/x/19 and provided consumer with an appointment.

What you did: OD screened consumer via SRL. OD also provided information about what mental health services are provided at this clinic. Consumer interested in intake appointment.

Response: Consumer was receptive during call and screening. Consumer asked if the clinic offered groups about domestic violence. Consumer was interested in an intake appointment after hearing about what mental health services were provided at the clinic.

Plan: Intake appointment provided within 10 business days.

Service Type: Screening/Triage

Service Recipient: Mental Health Involved

COS Code: 231SCHK (SC – phone; HK – client specific)

**Pause the video if
you want to read
the entire note**

Medi-Cal Administrative Activities

Purpose of MAA

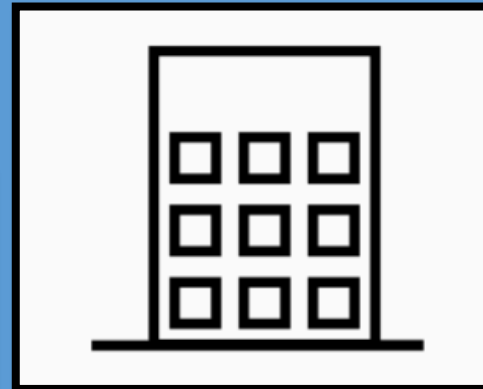
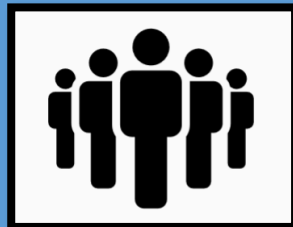
- **Engage and inform Medi-Cal eligible individuals**

- ✓ Brings more individuals into the Medi-Cal system
- ✓ Assist with signing individuals up for Medi-Cal



- **Expand Specialty Mental Health Services**

- ✓ Allows for expansion of current Specialty Mental Health Services
- ✓ Creating new Specialty Mental Health Programs to reach more beneficiaries



Medi-Cal Administrative Activities

Pause the video if you want to read all of the definitions

MAA Code

Activity

1 – MAA Not Discounted Medi-Cal Outreach



Educating potential Medi-Cal beneficiary about Specialty Mental Health Services

Following up with a potential Medi-Cal beneficiary to ensure that he/she received Specialty Mental Health Services

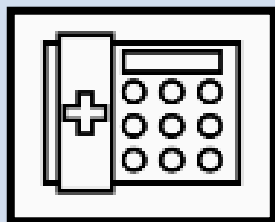
21 – MAA SPMP Case Management of Non-Opened Cases

31 – MAA Non-SPMP Case Management of Non-Opened Cases



Screening/triage (with a potentially Medi-Cal eligible individual or individual not currently receiving any mental health services)

11 – MAA Referral in Crisis for Non-Open Cases



Referring an individual who is experiencing a crisis to an appropriate mental health provider

SPMP and Non-SPMP

- **SPMP** = Skilled Professional Medical Personnel who have a license in any of the following fields:
 - ✓ Physician/psychiatrist
 - ✓ Psychologist
 - ✓ Clinical Social Worker
 - ✓ MFT
 - ✓ Registered Nurse
- **Non-SPMP** = Non-Skilled Professional Medical Personnel w/o a license

MAA Note Example

MAA Note Example

Purpose: For the purpose of screening/triage, LCSW reviewed CSAT referral and contacted the child's mother. Per referral, child witnessed DV and experienced emotional abuse by the father.

What you did: LCSW gathered additional information from the mother and provided information about mental health services. Mother shared concerns with her child's mental health including frequent nightmares, displays isolative behaviors, and appears to have difficulty expressing emotions. LCSW provided information about specialty mental health services and explained how services can assist the child and family. LCSW completed Mental Health Triage.

Response: Mother stated that she is open to mental health services for her daughter.

Plan: LCSW will refer the child to Pacific Clinics for an intake appointment.

MAA Code: 21HK (clinician is an SPMP)

**Pause the video
if you want to
read the entire
note**

COS and MAA – Big Picture

	Community Outreach Services (COS)	Medi-Cal Administrative Activities (MAA)
Who can receive this service?	<ul style="list-style-type: none"> • Clients • Potential clients • Family members of potential client/clients • Community at large • Non-mental health organizations <p>*Service Recipient = individual/entity receiving COS</p>	<ul style="list-style-type: none"> • Potentially eligible Medi-Cal beneficiaries • Beneficiaries who are <u>not</u> currently actively receiving mental health treatment
What does the service entail?	<ul style="list-style-type: none"> • Engage, re-engage, maintain engagement • Promote the benefits of mental health services • Providing information about mental health services 	<ul style="list-style-type: none"> • Expanding Medi-Cal Specialty Mental Health programs • Assisting/outreaching potential Medi-Cal eligible individuals
Other rules	<ul style="list-style-type: none"> • Mental health providers cannot provide COS to each other • Only CalWorks and MHSA funded programs can bill for travel time 	<ul style="list-style-type: none"> • Medi-Cal rules apply (e.g. Medi-Cal lockouts) • Need to consider if practitioner is licensed (SPMP vs. Non SPMP)

COS/MAA/QA Service Note

Things to keep in mind

- Do not put COS/MAA appointments on your Scheduling Calendar
- In Search Forms, enter COS
 - Select COS/MAA/QA Service Note
- To find the correct Procedure Code, enter COS or MAA in the Procedure Code field

Only appropriate COS/MAA/QA codes should be selected here. If providing a client specific COS/MAA Service, use the service code with the HK modifier.

Procedure Code

Results

COS-COMMUNITY CLT (231)
COS-COMMUNITY CLT PHONE (231SC)
COS-COMMUNITY CLT SPECIFIC CLT (231HK)
COS-COMMUNITY CLT SPECIFIC CLT PHONE (231SCHK)
COS-MENTAL HEALTH PROMOTION (200)
COS-MENTAL HEALTH PROMOTION SPECIFIC CLT (200HK)
COS-PROMOTION PHONE (200SC)
COS-PROMOTION SPECIFIC CLT PHONE (200SCHK)

<= Previous 25 1 through 8 of 8 Next 25 =>

Modifiers:

✓ **HK** – links COS/MAA note to a specific client

Where to find submitted COS/MAA/QA Service Notes

Client-specific COS/MAA Notes (w/HK modifier)

- **Notes Console** – COS/MAA Client-Specific (HK) Notes widget
- **Progress Notes Report (IBHIS)**
- **COS/MAA/QA Service Report**

Non-client specific COS/MAA Notes

- **COS/MAA/QA Service Report**

Let's go into IBHIS...



- Go into the COS/MAA/QA Service Note
- View Client-Specific Notes in the COS/MAA Client Specific Notes Widget

QA Resources – COS/MAA

The image shows a screenshot of the Department of Mental Health website with five numbered callouts (1-5) indicating the navigation path to Quality Assurance resources. Callout 1 points to the 'FOR PROVIDERS' dropdown menu. Callout 2 points to the 'ADMINISTRATIVE TOOLS' dropdown menu. Callout 3 points to the 'QUALITY ASSURANCE' link in the dropdown menu. Callout 4 points to the 'Manuals' link in the left sidebar of the 'QUALITY ASSURANCE - MANUALS' page. Callout 5 points to the 'Community Outreach Services (COS) Manual' link in the main content area of the same page.

1 FOR PROVIDERS

2 ADMINISTRATIVE TOOLS

3 QUALITY ASSURANCE

4 Manuals

5 Community Outreach Services (COS) Manual

QUALITY ASSURANCE - MANUALS

- [Organizational Providers Manual](#)
- [A Guide to Procedure Codes](#)
- [IBHIS Addendum Guide to Procedure Codes](#)
- [Community Outreach Services \(COS\) Manual](#)
- [Medi-Cal Administrative Activities \(MAA\) Manual \(Directly Operated Only\)](#)

COS/MAA - Resources

COS Manual:

http://file.lacounty.gov/SDSInter/dmh/1032292_COSManual12-2017.pdf

MAA Manual:

http://file.lacounty.gov/SDSInter/dmh/1052109_MAAManual6-29-18.pdf

Confirmation of Completion Instructions

Complete the online Quiz to receive your
Confirmation of Completion

To access the quiz either
scan the QR code or use the URL address

Scan the QR Code

- iPad/iPhone:
 - open the camera app
 - hold it over the QR Code
 - click Open "forms.office.com" in Safari
- Android:
 - Utilize a QR code reader app



Use the URL address

- Open a web browser and type the below URL into the address bar:

<https://tinyurl.com/IndirectService>

Complete the quiz

Once submitted, a confirmation of completion will be emailed to you

Make sure to click [View Results](#) to see how you did