MENTAL HEALTH DEPARTMENT DIRECTIVE NO.: 2011 - 03

DATE: August 30, 2011

TO: County Clinics, Outpatient Contract Agencies

SUBJECT: Two or More Staff Providing Different Services During a Single Contact

EFFECTIVE: September 1, 2011

Reference: CCR Title 9, Sec. 1840.314 (c); CIMH EPSDT Chart Documentation Manual Page 16

This Directive is intended to clarify certain situations when services are being provided to or on behalf of a client by two or more staff/providers during a single contact.

Cultural Needs.
When a client’s cultural factors requires that two staff (a combination of paraprofessionals, clinicians or MDs) must provide services at the same point in time (one staff is providing the primary service, the second staff is providing a culturally relevant or informed support), the following applies:

- Assessment (Cultural Factors) and Treatment Plan (Intervention) must clearly identify the cultural factors or reasons two staff must be present at the same time. The factors or reasons must describe the cultural/clinically relevant issue and approach/intervention that is different from language interpreting services; the intervention must be approved by the following: Contractor—either the provider’s supervisor or contractor’s QA staff, and County—program manager at the provider’s clinic.

- In the Progress Notes, the contribution of each staff member must be unique and unduplicated and clearly described in the documentation; clear role differentiation must be described in the written narrative. The time claimed for such activity will be the amount of service time provided to the client by the identified provider.

- When clients require only language interpreting services, the person providing language interpreting will document their effort as an “Activity” which is not billable to Medi-Cal.
Other Situations:

- Two or More Staff Consultations: In the Progress Notes, the contribution of each staff member must be unique and unduplicated and clearly described in the documentation; clear role differentiation must be established. Each staff member claims the amount of time provided for the service/activity.

- Two or More Staff Present Because of Clinical Reasons: In the Progress Notes, the contribution of each staff member must be unique and unduplicated and clearly described in the documentation; clear role differentiation must be established. The clinical reasons requiring an additional staff member(s) to be present must be clearly described in the progress note. Each staff member claims the amount of service time provided for the service/activity.

- Internal Service Team Meetings: In the Progress Notes, the contribution of each staff member must be unique and unduplicated and clearly described in the documentation; clear role differentiation must be established. The time claimed by each staff member is limited to their actual presentation time

If you have any questions, please contact the QI Office at 408-793-5894.

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Date 9/6/11