



## BHS PROVIDER UPDATES

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2019-6

### Pathways to Well-Being Monthly Update Bulletin: August 2019

Pathways to Well-Being (PWB) is delivering monthly bulletins designed to answer program questions and provide the latest information related to PWB.

#### Q & A from Providers:

- 1. Question:** I understand that the Progress Report to Child Welfare Services form needs to be sent to CWS at intake and at discharge but what is meant by at “update”?

**Answer:** Update includes any significant change. For example, a change in the client’s diagnosis, identified treatment needs and/or services. Significant changes are reflected in the documents shared with CWS through the Progress Report to Child Welfare Services form.
- 2. Question:** How do I find out whether a client is open to CWS and who is the assigned social worker?

**Answer:** Providers can call the CWS clerical line at (858) 514-6995 between the hours of 8:30am - 5:00pm. As a reminder, when calling to obtain the CWS assigned PSW contact information, a provider may state the following request, “I am calling to obtain the name and telephone number of the assigned worker for [youth name]”. This is also an opportunity to request the name and phone number of the assigned Protective Services Supervisor. Please refer to [2017-11 Bulletin New CWS Phone Number to Obtain Name of Current Protective Services Worker](#).
- 3. Question:** Can I claim IHBS when participating in a CFT Meeting?

**Answer:** No. IHBS may be provided outside CFT Meetings but any provider’s participation at the CFT meeting is claimed as Intensive Care Coordination (ICC), since this is the service being provided.
- 4. Question:** When utilizing the non-billable ICC SC 882 for a CFT Meeting held during Day Treatment Intensive or Day Rehabilitative hours, is it necessary to complete the CFT Meeting Note template?

**Answer:** Yes, the CFT Meeting must be documented on the CFT Meeting Note template regardless of whether the billable ICC Service Code 82 or non-billable ICC SC 882 is being utilized. As a reminder, BHS providers are expected to enter EBP service indicator ID 92 Child Family Team when the service being billed has been provided within a CFT meeting. Please refer to [2018-1 Bulletin Update: Tracking Child and Family Team \(CFT\) Meetings in CCBH](#).

**Focus Group Opportunities:** Pathways to Well-Being is in process of organizing Youth, Caregiver, CWS and Provider focus groups. The purpose of the focus groups is to gain feedback about CFT member experience in CFT Meetings. The goal is to gain information from a variety of programs and CFT Meeting participants to understand how to best work with clients within the teaming process. Interested providers can contact BHS PWB Program Manager: [Amanda.Kaufman@sdcounty.ca.gov](mailto:Amanda.Kaufman@sdcounty.ca.gov)

August 8, 2019