



BHS PROVIDER UPDATES

2019-7

Pathways to Well-Being Monthly Update Bulletin: September 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:

- Question:** On the PWB section of the MRR tool there is a question that states “Documentation supports that a CFT (Child Family Team) meeting has occurred within 30 days of identification of Subclass on the Eligibility for PWB and Enhanced Services form, and at a minimum of every 90 days thereafter. If CFT meeting timelines are not met, documentation includes a justifiable reason for CFT meeting postponement and efforts to reschedule CFT meeting as soon as possible.” What would be considered a justifiable reason?

Answer: BHS Pathways to Well-Being (PWB) and Quality Management (QM) have reviewed these circumstances and the following are justifiable reasons for MRR CFT meeting timeline postponement:

- Referral was sent to CFT Facilitation Program but CFT Facilitation Program unable to schedule CFT Meeting within mandated timelines due to factors outside of program’s control.
- CFT Meeting delayed in order to coordinate meeting timeline with CWS or Probation CFT Meeting timeline and limit impact on youth/family. CFT Meeting shall be delayed by no more than 14 calendar days from original required timeline and youth and/or caregiver agrees with postponing meeting.
- Youth and/or Caregiver unable to attend due to a significant unplanned event (e.g. hospitalization, incarceration, youth runaway).

If you have any questions about CFT Meeting timelines, please contact your BHS PWB Liaison or the BHS PWB Program Manager Amanda (Mandy) Kaufman at Amanda.Kaufman@sdcounty.ca.gov

- Question:** Does the new IHBS Prior Authorization process only apply to Medi-Cal clients and/or Pathways to Well-Being eligible clients?

Answer: The new procedure applies to all clients receiving IHBS regardless of Medi-Cal or Pathways to Well-Being status.

Reminder:

IHBS prior authorization is required as of 9/1/19. Please refer to [08-CYF Memo IHBS Prior Authorization 8.16.19](#) for further information. For clients that began receiving IHBS prior to September 1, 2019, and are continuing to receive IHBS, current provider will complete the IHBS Prior Authorization Request Form at upcoming UM cycle, regardless of whether internal or COR level UM. All authorizations are valid for 12 months from the date of approval.

September 11, 2019