

Date: April 1, 2020  
CYF Memo: #18 – 19/20  
To: Children, Youth and Families (CYF) Mental Health Outpatient Organizational Providers  
Fee For Service (FFS) Providers Shall Follow Process Outlined Through Optum  
From: Yael Koenig, CYF Deputy Director, Behavioral Health Services  
Re: **Utilization Management (UM) – Temporary Revision Due to COVID-19**  
Effective March 15, 2020 Until Further Notice

---

The CYF Mental Health Outpatient Organizational Provider UM procedures will be temporarily revised due to COVID-19 related impacts.

Effective March 15, 2020 the 14-Session UM Model is suspended, until further notice. As the CYF system of care supports youth and families during this time, more frequent check-in sessions may be clinically indicated. The CYF Session UM suspension is inclusive of all session types, including “no shows.” Organizational providers will continue to evaluate service needs and make updates to the Client Plan and overall care as indicated, under guidance of clinical supervision and team meetings. Services rendered will continue to be coded and entered in CCBH.

The State-mandated outcome measures (PSC and CANS) will continue to be administered at intake and discharge. However, with the temporary suspension of UM, the clinical team will need to ensure that outcome measures are administered when clinically indicated beyond the intake and discharge, with attention given to the State mandate which requires that outcome tools be administered at a minimum every six months.

Upon written notification from the County that the CYF Session UM Model is reinstated, the tracking of sessions will date back to sessions provided prior to March 15, 2020.

Example: Five sessions prior to March 15, 2020; upon CYF Session UM Model reinstation – the next treatment session will be identified as session six for UM purposes. As a reminder, the outcome measures that would have been collected at intake, will be re-administered as needed with consideration for the six-month requirement, and done at discharge.

Example: Client episode opened on March 20, 2020; upon CYF Session UM Model reinstation – the next treatment session will be identified as session one for UM purposes. As a reminder, the outcome measures will be collected at intake, as needed with consideration for the six-month requirement, and at discharge.

The CYF Session UM Model suspension will be applied to all programs that are on a session cycle, including those programs that may have a modified number of sessions (example 28 UM cycle).

The CYF Time Based UM Model and prior authorization requirements are unchanged at this time.

Please contact your COR with any questions.

CC: Optum Public Sector San Diego  
Services Research Center (HSRC)  
County of San Diego Quality Management (QM)  
Child and Adolescent Services Research Center (CASRC)  
County of San Diego Performance Improvement Team (PIT)