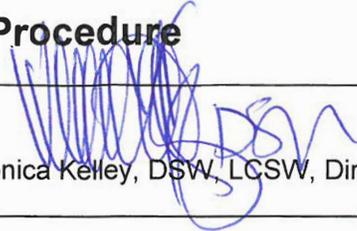




Physician Consultation Services Procedure

Effective Date 10/23/2019
Approval Date 10/23/2019


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Background

Physician Consultation Services are designed to assist Drug Medi-Cal (DMC) physicians, who are treating substance use disorder (SUD) clients, with seeking expert advice on designing treatment plans for specific services, including those rendered under the Drug Medi-Cal Organized Delivery System (DMC-ODS). Physician Consultation Services are available to DBH and contract agency DMC physicians within the DMC-ODS continuum of care in San Bernardino County.

Purpose

To provide Department of Behavioral Health (DBH) Substance Use Disorder and Recovery Services (SUDRS) and contract agencies' DMC physicians with written guidelines regarding consultation services.

Definition(s)

Addiction Specialists: Addiction medicine physicians and addiction psychiatrists that demonstrate by education, experience, and examination the requisite knowledge and skills to provide prevention, screening, intervention, and treatment for substance use and addiction. In addition, addiction specialists can recognize and treat the psychiatric and physical complications of addiction. Addiction Specialists are subspecialty board certification in addiction medicine from the following organizations:

- American Board of Preventive Medicine (ABPM);
- Subspecialty board certification in addiction psychiatry from the American Board of Psychiatry and Neurology (ABPN);
- Board certification in addiction medicine from the American Board of Addiction Medicine (ABAM), or
- A Certificate of Added Qualification in Addiction Medicine conferred by the American Osteopathic Association (AOA).

Consultant Physician: DBH Medical Directors and DBH contracted staff physicians who are Addiction Specialists will provide Physician Consultation Services to DBH and contract agencies' DMC Physicians.

Referring Physician: The DMC Physician who is requesting Physician Consultation Services.

Physician Consultation: A correspondence between physicians in which a Referring Physician is seeking advice, opinion, or recommendation regarding the evaluation and/or management of a specific issue from a Consultant Physician.

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Physician Consultation Services Procedure, Continued

Eligible Requests

Referring Physicians within the DMC-ODS continuum of care who seek consultation are responsible for initiating the request. Physician Consultation requests are intended for **physicians only** and must not be initiated by non-physicians or patients.

Confidentiality

Confidentiality shall be adhered to throughout the Physician Consultation process by following:

- Code of Federal Regulations, Title 42, Part 2, U.S. Department of Health and Human Services, [Federal Register](#), Final Rule (42 CFR Part 2);
 - DBH Information Notice [18-02](#): Updated Authorization to Release Protected Health Information (PHI) Policy, Procedure and Form;
 - DBH Authorization to Release PHI Policy ([COM0912](#)), and
 - DBH Authorization to Release PHI Procedure ([COM0912-1](#)).
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Physician Consultation Requests

All Physician Consultation requests are to be submitted to DBH and must include:

- A clear and concise clinical question to be answered by the consultant;
- Any relevant history, and
- Clinical details that help to inform and provide context for the concern/question.

The advice offered through DBH's Physician Consultation Services is limited to addiction expertise. These consultations are to support DMC physicians with complex cases, which may address medication selection, dosing, side effect management, adherence, drug-drug interactions, or level of care considerations.

DBH will utilize the information provided by the Referring Physician to provide recommendations focused on the question/concern of the requestor. In some complex cases and at the discretion of DBH, the question asked by the Referring Physician may be posed to other addiction specialists to elicit alternative clinical opinions and ideas.

In conjunction with Consulting Physician's expert opinion, Referring Physician will then utilize their own judgement and other considerations (e.g., patient preferences, family concerns, other comorbid health conditions and psychosocial factors) to provide comprehensive and patient-centered treatment that is informed by the consultation.

Consulting Physicians will provide recommendations, but will not provide direct treatment unless extenuating circumstances are present.

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Physician Consultation Services Procedure, Continued

Inappropriate Consultation Requests

DBH Physician Consultation Services requests are strictly limited to routine consultation requests. Emergent and urgent consultation needs shall be directed to more appropriate resources, such as Emergency Department or Psychiatric Emergency Services.

Consultation requests that are non-clinical in nature, administrative or more appropriate for other designated DBH staff are not appropriate for this process. For example, if a physician has a question regarding Drug Medi-Cal eligibility, service availability, or policies and procedures related to SUD treatment, these questions shall be directed to appropriate DBH staff.

If it is determined that a consultation request is emergent, urgent or otherwise inappropriate, the Referring Physician shall be notified of this determination and provided an explanation for the decision.

Physician Consultation Referral

When a DMC physician determines additional advice, opinion, or recommendation is needed from an Addiction Specialist, DMC physician will obtain the Physician Consultation Referral Form from the DBH Departmental Forms webpage. The following chart outlines the completion of the form:

Stage	Responsible Party	Action Taken
1.	Referring Physician	<ol style="list-style-type: none"> 1. Obtain Physician Consultation Referral Form (SUDRS023) from the DBH Website 2. Complete Sections I & II 3. Submit completed referral and Authorization for Release of Protected Health Information (PHI) via fax to the SUDRS Med Fax Folder at (909) 386-9774 by following the DBH Sending Confidential Information by Facsimile Policy (COM0901).
2.	Office Assistant (OA)	<p>The OA will retrieve fax and review referral for completeness.</p> <p>If the form is determined incomplete:</p> <ul style="list-style-type: none"> • Designated OA will call Referring Physician and explain why form is incomplete and request a completed form be faxed, and, • Return referral via fax and include an explanation why referral is being returned and request a completed form be faxed.

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Physician Consultation Services Procedure, Continued

Physician Consultation Referral,
continued

Stage	Responsible Party	Action Taken
2.	Office Assistant (OA)	If the form is determined complete: <ul style="list-style-type: none"> The OA will disseminate to the on-call DBH Addiction Specialist (<i>refer to calendar rotation</i>), and Notify on-call DBH Addiction Specialist of receipt of Physician Consultation referral via e-mail and phone.
3.	Consulting Physician	<ul style="list-style-type: none"> Receive Physician Consultation Referral Review Sections I & II Contact Referring Physician and provide recommendations Document Physician Consultation services by completing Section IV of the Physician Consultation Referral Return the completed form to the Referring Physician via fax to the SUDRS Med Fax Folder at (909) 386-9774 and title the fax; "Completed Physician Consultation Referral Form (SUDRS023)" Physician Consultation responses will be completed by the next business day
4.	Office Assistant (OA)	<ul style="list-style-type: none"> Designated OA will retrieve and forward the completed referral to the Referring Physician by following the DBH Sending Confidential Information by Facsimile Policy. Designated OA will log the completed referral
5.	Referring Physician	<ul style="list-style-type: none"> Receive completed Physician Consultation Referral Review for client recommendations Place referral in client file Document services provided (see block titled "Physician Consultation Documentation")

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Physician Consultation Services Procedure, Continued

Physician Consultation Referral Tracking

All Physician Consultation Referrals received and completed will be tracked by SUDRS OA staff as follows:

When	Then
Referral is received	<ul style="list-style-type: none"> Enter referral receipt information on the "received" spreadsheet. including date/time received, and Save the SUDRS023 in the "Received" folder using the format of "client last name, first name, date of referral": i.e. Smith_Joan_1-28-19 received.
Referral process is completed	<ul style="list-style-type: none"> Enter referral completion information date referral returned to Referring Physician on the "completed" spreadsheet. Scan and save SUDRS023 in "Completed" folder using format of "client last name, first name, date of referral": i.e. Smith_Joan_1-28-19 completed.

Note: Incoming referrals received after 4 p.m. will be logged in first thing the next business day.

Physician Consultation Documentation

Documentation for services provided as a result of Physician Consultation Services are the same as documentation requirements in other patient care scenarios.

When	Then
Referring Physician utilizes the DBH Physician Consultation Services	<ul style="list-style-type: none"> Referring Physician is responsible for including thorough documentation of the client encounter and the role of the Physician Consultation Service in informing that encounter.
Consulting Physician provides Physician Consultation Services	<ul style="list-style-type: none"> He/she will document the services by completing section IV of the Physician Consultation Referral Form.

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Physician Consultation Services Procedure, Continued

- Progress Note** A Progress Note must be completed within seven (7) calendar days by the Referring Physician (Referring Physician), and must include:
- Client's name;
 - Purpose of the service;
 - Date;
 - Start and end times of each service, and
 - Identify if services were provided face-to-face or by telephone.

The progress note shall use language that is clear and comprehensible to non-physician LPHA and AOD counselors.

- Billing** Physician Consultation Services:
- May only be billed by and reimbursed to DMC Referring Physicians;
 - Have two (2) procedure codes available for use:
 - A Medi-Cal billable procedure code that applies only to clients currently enrolled in DMC, and
 - A Non Medi-Cal billable procedure code that may be used for clients who **are not** enrolled in DMC.
 - Are a fifteen (15) minute unit of service that is billed in minutes between one (1) minute and four hundred eighty (480) minutes, and
 - Shall be documented as described in the *Progress Note* section above.

Note: DBH designated Consulting Physicians may **not** submit claims for reimbursement for these services.

- Related Policy or Procedure** DBH Standard Practice Manual:
- Authorization to Release Protected Health Information Policy ([COM0912](#))
 - Authorization to Release Protected Health Information Procedure ([COM0912-1](#))
 - Sending Confidential Information by Facsimile Policy ([COM0901](#))
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- Reference(s)**
- Department of Health Care Services Revenue Agreement for Substance Use Disorder Drug Medi-Cal Organized Delivery System
 - Drug Medi-Cal Billing Manual (<https://www.dhcs.ca.gov>)
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