

Outreach Services Guide

Revisions

Date	Page	Revisions
06/17/2022	2	Z-codes Z55-Z65 added to Known Clients.
10/30/2023	2	Updated Outreach and Mock client diagnosis to Z65.9
4/19/2024	2	Updated Outreach and Mock client diagnosis to include Z03.89
4/19/2024	2	Update the Mock client's SSN to 000-00-0000

Known Clients (In Programs that lead Specialty Mental Health Services)

Programs receiving referrals in which Outreach services are provided will follow these general steps:

1. Upon receiving the referral enroll the client into the appropriate service program.
2. In order to document services rendered there use this service: 30520 Community Client Services
3. When the provider determines that outreach services are coming to an end and treatment services are going to begin (reference the contract and/or reach out to your contract monitor for any questions) they will document this in a distinct service code in the client's chart. This chosen service code will indicate the date the client is receiving treatment services and that outreach services should no longer be provided.
4. Diagnosis:
 - a. The referral may come with a diagnosis which can be used until further assessment information is obtained.
 - b. If the referral doesn't come with a diagnosis, then the following diagnoses can be used, "Z03.89, Encounter for observation for other suspected diseases and conditions ruled out", "Z65.9, Problem related to unspecified psychosocial circumstances", and Z-codes Z55-Z65.
 - i. Once assessment information about the client is gathered during outreach, update the diagnosis accordingly.
 - ii. When transitioning the client from outreach into the treatment phase (providing Specialty Mental Health Services) the diagnosis must be updated to a reimbursable diagnosis.

Unknown Clients

Programs that provide Outreach services to individuals or groups of individuals in the community in which their identities are not known or tracked will follow these general steps:

1. Each provider will need to enroll a "Mock Client" into their EHR.
2. All Outreach services rendered to this population will be entered into the "Mock Client's" chart.
3. There are two service codes that capture these Outreach services, please use the following accordingly:
 - a. 30520 – Community Client Services (service provided to one individual in the community)
 - b. 30650 – MH Promotion (service provided to multiple individuals in the community)
4. See below for the information needed to enroll the "Mock Client" into the EHR.
 - a. Name: "Service, COS" – (COS for Community Outreach Services)
 - b. Client ID: 777777
 - c. Sex: Male
 - d. Type of Admission: Admission
 - e. Address: 828 South Bascom, San Jose, CA 95128
 - f. DOB: 07/01/1990
 - g. Financial Eligibility: County of Santa Clara
 - h. Social Security Number: 000-00-0000
 - i. Diagnosis: Z03.89, Encounter for observation for other suspected diseases and conditions ruled out

Outreach Programs that won't lead to Specialty Mental Health Services

There are some Outreach programs that haven't historically been entered in an EHR, won't enter services, and don't connect to a Specialty Mental Health Services program. These clients are required to have a diagnosis in myAvatar. Some of these programs often don't include staff with scope of practice to provide a SMH diagnosis. To complete the *required* field of the EHR, provide accurate diagnoses, and collect clinical information to support them: use specific Z-codes for these clients in these programs.

The Social Determinants of Health (SDOH), Z-codes Z55-Z65, can be used by anyone providing services regardless of their credential or scope of practice. These codes cover a wide range of social topics that impact the populations that these Outreach programs are working to support.

Z-Codes Z55-Z65:

Z55 Problems related to education and literacy

Z56 Problems related to employment and unemployment

Z57 Occupational exposure to risk factors

Z58 Problems related to physical environment

Z59 Problems related to housing and economic circumstances

Z60 Problems related to social environment

Z62 Problems related to upbringing

Z63 Other problems related to primary support group, including family circumstances

Z64 Problems related to certain psychosocial circumstances

Z65 Problems related to other psychosocial circumstances

Please reference the links below for an overview from CMS and a drop-down list of each code withing these Z-code categories.

[Using Z Codes: The Social Determinants of Health \(SDOH\) Data Journey to Better Outcomes \(cms.gov\)](https://www.cms.gov/medicare/coverage/eligibility/2022-icd-10-cm-codes-z55-z65-persons-with-potential-health-hazards-related-to-socioeconomic-and-psychosocial-circumstances)

[2022 ICD-10-CM Codes Z55-Z65: Persons with potential health hazards related to socioeconomic and psychosocial circumstances \(icd10data.com\)](https://www.icd10data.com/2022/icd-10-cm/codes/z55-z65/persons-with-potential-health-hazards-related-to-socioeconomic-and-psychosocial-circumstances)

[ICD-10-CM Section Z55-Z65](#)