County of San Diego HHSA — Live Well San Diego

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

DHCS Approves County of San Diego DMC-ODS Fiscal Plan
- Alfredo Aguirre, Director of Behavioral Health Services, was notified earlier this month by the Department of Health Care Services (DHCS) that the fiscal plan for DMC-ODS was approved.
- Now that the Implementation Plan and Fiscal Plan are approved, the next step will be to sign the Intergovernmental Agreement (or "IA", which is the contract between DHCS and the County)
- A letter to the Board of Supervisors has been drafted and will be presented seeking the go-ahead to enter into this IA for DMC-ODS.
- We will continue to update programs with information as we move into DMC-ODS.

DMC Certification Application Fee Increase
- DHCS announced recently that the application fee for DMC Certification has increased slightly.
- The new fee is $569, and will apply to applications received between January 1, 2018 and December 31, 2018.
- A reminder that the fee is required to be in the form of a cashier's check when applying for DMC Certification.

DHCS Provider Enrollment Division (PED) Ends Quarterly TA Calls
- The DHCS PED has been holding quarterly technical assistance calls on DMC Certification since 2014.
- They announced during the January, 2018 call that the department has decided to discontinue these TA calls.
- PED is always available to address questions about DMC Certification via email (DHCSDMCRecert@dhcs.ca.gov) or phone (916-323-1945)

CAADE-Certified Counselor Transition to CCAPP
- Since CAADE lost their accreditation status on December 1, 2017, CCAPP is allowing Registration and Certification transfers at no cost.
- A website (www.caadeccapptransfer.com) has been set-up to assist with information about the process, which includes links to the different levels of credentials and a helpful "FAQ" page.
- Additionally, since call volume has been so high, CCAPP has set up a special email address (admin@ccapp.us) to support counties and their contractors. Email is highly recommended over phone calls to help facilitate response times.

Program Integrity Webinar
- The SUD QM team has developed a webinar on Program Integrity
- It will be posted to the Optum website for "on demand" viewing by programs
- Additional communications will announce when it has been posted and how to view the webinar, probably by the end of January.

The 49th Annual ASAM Conference is coming to San Diego
- ASAM's 49th Annual Conference is scheduled Thursday, April 12, 2018 to Sunday, April 15, 2018 at the Hilton San Diego Bayfront Hotel
- Early bird registration ends February 12, 2018
- For more details about the conference: https://www.asam.org/education/live-online-cme/the-asam-annual-conference

The ASAM Criteria A, B, and C Trainings in Jan and Feb 2018 are at Capacity
- If you have registered for one of these trainings and are no longer able to attend, please contact CIBHS to remove yourself from the registration list.
- There are currently waiting lists for all 3 trainings which you can join through the Eventbrite website registration links to be notified if an opening becomes available.
- Please DO NOT show up for any of these trainings, if you have not registered online. People who are not on the registration list will be turned away.
- We are in the process of scheduling more ASAM Criteria A, B, and C trainings with CIBHS in the near future.

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

PWD (Persons with Disability) Accessibility Assessment Reminder
- Please review the PWD Access to Services section of the SUDPOH (D.7-D.9) about program requirements and the county's implementation plan to ensure adequate SUD services are provided to PWDs throughout the county.
- The program accessibility assessment tool is available on the Optum website under the SUDPOH Tab (SUDPOH Appendix D.2)
- Email or call the County Access Coordinator (CAC) for serving PWDs, Janet Cacho (janet.cacho@sdcounty.ca.gov; 619-641-8811) to submit the following items, as needed:
  - For new SUD programs or programs that have relocated in 2017-18, complete a new program accessibility assessment along with a plan of correction, if any items are out of compliance.
  - For programs that have resolved items previously marked out of compliance on their accessibility assessment, submit evidence of the correction and an updated accessibility assessment.

Non-Billable encounters
- Monitoring based on provider utilization is now being done by the County
- Non-Billable Encounter Status reports are available to run via SSRS platform under "Provider Reports" with the report name of "Non-Billable Encounter Status Report
- Please contact the ADS Help Desk if further assistance is needed in accessing this report

Referrals
- Please continue to monitor and resolve all pending referrals.

Unfinished Client Activity
- Please monitor and resolve any records with unfinished client activity before the 10th of each month.
- As of 12/28/17 there were 530 records with unfinished client activity.
- Failure to resolve these records delays submission of records to the State which later impacts compliance.

DMC Certification Notifications
- Continue to notify the MIS unit – Irma Delgado regarding DMC applications and certifications
- Please make certain to indicate your Provider ID. No 37XXXX in your application to prevent any issues with CalOMS

7. Previous Business address (if changing business address)	City	County	State	ZIP code (9-digit)
8. Taxpayer identification number (TIN) (attach legible copy of the IRS form) or social security number	9. 6-digit CalOMS number (if applicable)	10. Any local business license/permit numbers (attach legible copy)		

Save the Date
- Next SanWITS Quarterly Users Group Meeting will be Monday, March 19, 2017
- Time: 9:00-12:00 noon
- Location: 211 Connections Center at 3860 Calle Fortunada, San Diego, 92123
- Directions: https://binged.it/29IQQ4W

SanWITS and SSRS Trainings
- Monthly trainings are offered for both SanWITS and SSRS Reporting.
- Contact the ADS help desk at **ADS_Data.HHSA@sdcounty.ca.gov** to schedule trainings for new hires, refreshers, and basic and advanced SSRS reporting.

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Important QAR Reminders for DMC Providers

- Programs are required to bring **90%** of all their DMC charts to QAR.
- For any QAR chart denials, the 5035C Form must be submitted to both the billing unit and MHS QAR staff **within 2 weeks.**
- If the denials are inaccurate, notify MHS QAR staff (Steve Thomas) **within 2 weeks** why a 5035C Form will not be submitted.

Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute*!

Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Program Integrity Webinar
- SUD QM recorded a program integrity webinar for programs to review prior to developing their program integrity P&Ps
- The webinar is less than 30 minutes in length
- The webinar along with handouts of the PowerPoint presentation, a transcript of the training, and a Sample Program Integrity P&P were posted on the Optum website at: https://www.optumsandiego.com/content/sandiego/en/programintegrity.html

Reminder: SUD QM Memos and Communications
- A SUD QM memo was sent to all SUD providers regarding Preparing Residential Clients for DMC-ODS Implementation on 2/5/18
- An email regarding ASAM Training Requirements and Training Log was also sent to all SUD providers on 2/5/18 with a due date of **3/2/18**.
- If you did not receive these communications, please contact the SUD QM team at QIMatters.HHSA@sdcounty.ca.gov

Reminder: New ASAM Intake/Screening Forms and Instructions
- A new brief phone screening form and new adult, adolescent, and parent/guardian intake forms with instructions were released in January 2018
- The instructions for the HRA were also updated to indicate it must be completed upon intake instead of within 30 days of admission
- Providers were to start utilizing the new forms by 2/1/18 and they are available on the Optum website under the SUDURM Tab

ASAM Discussion Groups Resuming
- These are not trainings, but an opportunity to share with others about program successes, challenges, and questions regarding ASAM Implementation
- An email was sent on 2/9/18 about the 2 February sessions and how to RSVP at QIMatters.HHSA@sdcounty.ca.gov
- Groups are limited to 25 participants and reservations are required
- Currently, there is only seats left at the 2/28/18 (2pm to 3:30pm) session

Evidence Based Practices Training
- A reminder that Motivational Interviewing and Relapse Prevention are the two Evidence Based Practices (EBPs) that are required by all SUD providers (including OTPs) as part of the DMC-ODS
- If current staff have not received training in these EBPs, it is strongly recommended they do so prior to July 1, 2018.
- There are no specific required training providers for these trainings
- The County is working with BHETA to offer more trainings for these EBPs in our SUD system
- Programs should keep all staff training certificates in their personnel files in the event of DHCS and/or County audits

Update: Client Satisfaction Surveys
- The annual client satisfaction survey designated 1 week period for this fiscal year has been postponed to March 2018
- Providers will be emailed specific instructions and the survey tool a few weeks prior to the designated survey period
- Providers will summarize the survey results on a county provided template and return to the SUD QM unit for further analysis and review

42 CFR Final Rule January 2018
- The 42 CFR Final Rule was released on 1/3/18
- SUD QM is preparing a memo on the changes to be released shortly
- To read the Final Rule, go to: https://www.federalregister.gov/documents/2018/01/03/2017-28400/confidentiality-of-substance-use-disorder-patient-records

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

CADTP Welcomes CAADE Counselors

- CADTP Certification is called the Certified Alcohol & Other Drug Counselor, or CAODC.
- The CAODC is accredited by NCCA and California DHCS and is valid in any AOD/SUD setting. CAODC counselors may work in Residential, Outpatient, Detox, or any other setting under DHCS SUD.
- CADTP offers free certification transfers to CADTP for CAADE counselors. Visit their AOD Counselor page or this link for transfer information: http://www.cadtp.org/component/content/article/41-aodcounselor/53-reciprocity
- Questions? Pease email at help@cadtp.org
- To view the DHCS website with approved Counselor Certification Organizations, visit http://www.dhcs.ca.gov/provgovpart/Pages/CounselorCertificationOrganizations.aspx

DHCS Scheduled the County's DMC-ODS Readiness Review

- DHCS is coming March 20 – 22, 2018 to assess the County of San Diego's readiness for implementation of the DMC-ODS.
- We will update SUD providers on the results of this review

BHS QM SUD Team Welcomes Gary Atkins, LCSW and Erin Shapira

- Gary joins us as a Quality Management Specialist
  - o He has extensive knowledge and experience in both SUD programs and mental health programs, including over 8 years of County Behavioral Health experience in San Bernardino and Riverside
- Erin joins us as an Administrative Analyst II
  - o She has extensive knowledge and experience in SanWITS as she transferred from the BHS MIS (Management Information System) team

SanWITS Preparation for ODS

- In preparation of ODS, the SanWITS system will be enhanced to accommodate ODS requirements along with more efficient data collection. Classroom trainings, webinars, and materials are being developed to introduce the changes as well as easing the transition.
- MIS is collecting information regarding staff count for these classes/webinars.
- Soon a notification will be sent regarding required registration for all classes/webinars.

Important –SanWITS Assessments and Screenings

- **Please refer to QI MIS official memo "Discontinue use of Assessments and Screenings in SanWITS" dated 2/16/18.**
- Deadline for cleanup will be March 29, 2018 for all Assessment and Screening unfinished activity.

Referrals

- Please continue to monitor and resolve all pending referrals.
- Contact the ADS help desk at ADS_Data.HHSA@sdcounty.ca.gov.

Save the Date

- Next SanWITS Quarterly Users Group Meeting will be Monday, March 19, 2017
- Time: 9:00-12:00 noon
- Location: 211 Connections Center at 3860 Calle Fortunada, San Diego, 92123

SanWITS and SSRS Trainings

- Monthly trainings are offered for both SanWITS and SSRS Reporting.
- Contact the ADS help desk at ADS_Data.HHSA@sdcounty.ca.gov to schedule trainings for new hires, refreshers, and basic and advanced SSRS reporting.

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute*!

Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Reminder: ASAM Training Logs and P&Ps for Paid Claims Verifications are Past Due
- ASAM Staff Training logs were due on 3/2/18
- Paid Claims verification P&Ps were due on 3/9/18
- If you have not submitted either of these documents yet, please submit these immediately to QIMatters.HHSA@sdcounty.ca.gov

Reminder: Client Satisfaction Surveys
- The annual client satisfaction survey designated 1-week survey period is **3/19 to 3/25/18**
- Providers were emailed specific instructions and the survey tools last week
- Providers are to summarize the survey results on the county provided template and return copies of the surveys by **4/20/18**
- If you have any questions or did not receive the email with the instructions and survey tools, please contact QIMatters.HHSA@sdcounty.ca.gov

How to Apply for Medi-Cal and DMC-ODS Services Flyer
- A flyer about How to Apply for Medi-Cal and the new DMC-ODS services starting 7/1/18 was sent to all BHS providers
- Please share this flyer with all your current clients and potential clients at your programs
- Clients who do not have Medi-Cal and are eligible should start the application process now.

DSM-5/ICD-10 Guide
- A DSM-5/ICD-10 Guide was emailed to providers on 3/2/18
- Remember to write out the DSM-5 Diagnosis label on Treatment Plans and the Diagnosis of Determination forms
- Remember ICD-10 codes are used for billing and must match the DSM-5 Diagnosis label on the chart documentation
- All programs should have a DSM-5 manual available for staff to use when determining and substantiating diagnoses

New ASAM Treatment Plan Forms and ASAM LOC Recommendation Forms
- New Initial Treatment Plan, Updated Treatment Plan, and Addendum Treatment Plan forms with instructions were emailed in February 2018
- An ASAM LOC (Level of Care) Recommendation form with instructions was also released to be used after the completion of the ASI/YAI or an updated Treatment Plan.
- Providers are to start utilizing these new forms in March 2018 and they are available on the Optum website under the SUDURM Tab

ASAM Discussion Groups in March
- The SUD QM team is continuing monthly ASAM discussion groups in March
- These are not trainings, but an opportunity to share with others about program successes, challenges, and questions regarding ASAM Implementation
- Groups will be limited to 25 participants and reservations are required
- The meeting on 3/26/18 is full and the meeting on 3/27/18 at 2-3:30pm (COC location) is almost at capacity

Coming Soon: Webinar for Residential Providers on the Authorization Process
- The SUD QM team is working with Optum to produce a webinar for Residential programs on the Authorization Process
- The recorded webinar will discuss the new Residential Authorization Process and the documentation requirements for that process
- It will be available for "on demand" viewing with an anticipated release date in the first week of April
- An email to residential providers will be sent when the webinar is posted and ready for viewing

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

BHS QM SUD Team Welcomes Brad Cook, RN
- Brad joins us as a Quality Management Specialist
- He has extensive experience in utilization review at a local hospital and a Master of Public Health in Health Services Administration from SDSU

Funding Source Changes in SanWITS
- Upon admission, if a client does not have Medi-Cal or CalWORKS or is uncertain, and later found to be a Medi-Cal or CalWORKS beneficiary, make the change in the SanWITS Admission record and resubmit
- **Do NOT** change the client Admission in SanWITS if funding changes from a **YES to NO** for Medi-Cal, CalWORKS
- **Do NOT** change the "Special Population" field in the Admission record if funding source changes from the time of admission
- The Admission record is meant as a point in time data collection

SanWITS and SSRS Trainings
- Monthly trainings are offered for both SanWITS and SSRS Reporting.
- Contact the ADS help desk at ADS_Data.HHSA@sdcounty.ca.gov to schedule trainings for new hires, refreshers, and basic and advanced SSRS reporting.

SUD and Mental Health Programs Help Spread the Word!
- Did you know pregnant women seeking alcohol or drug services have priority admission to SUD programs?
- Please help us spread the word to clients and their supports that might benefit from this information!
- Those interested may contact the ACL line at (888) 724-7240 for referral assistance.

Is this information filtering down to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute*!
Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

County of San Diego Completes DMC-ODS Readiness Review with DHCS
- The Department of Health Care Services (DHCS) visited the County of San Diego BHS on March 20 & 21, 2018, to conduct a Readiness Review for implementation of the DMC-ODS
- The review went very well, and the BHS team is following up with recommendations

County Board of Supervisors Approves DMC-ODS Implementation
- The County Board of Supervisors voted unanimously March 27, 2018, to move ahead with the implementation of the DMC-ODS.
- Implementation is on track for July 1, 2018

Upcoming Residential Program Documentation & Authorization Process Webinar
- The SUD QM team and Optum have recorded a webinar for residential providers regarding documentation standards and the authorization process
- The webinar is currently in the process of being posted for "on demand" viewing
- An email with instructions on how to access will be sent as soon as the posted version is available, so please be on the lookout so you don't miss this resource!

ASAM Discussion Groups in April
- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- April dates/times are: 4/16/18 at 10am, 4/18/18 at 2pm, and 4/27/18 at 2pm

ASAM Criteria-C Training Scheduled for Monday, April 23rd
- Registration is limited so register early at the following Eventbrite link: https://www.eventbrite.com/e/04-23-2018-asam-criteria-c-san-diego-registration-44654806729
- If you register and are unable to attend, **please** cancel your registration to make room for any potential waitlist attendees.
- As a reminder, ASAM Criteria-A and ASAM Criteria-B trainings are available as free recorded webinars. If you have not previously completed these 2 trainings on-line or in person, please complete these trainings online prior to attending the live ASAM Criteria-C training.
- Complete details regarding these 3 ASAM trainings were emailed to all SUD providers on 4/6/18. Please refer to that email for more information, or contact QIMatters.HHSA@sdcounty.ca.gov for the email, if you did not receive it.

Title 22 Definition of Intake
- Per Title 22 regulations, a SUD "intake" is the same as an "admission."
- The dates for intake and admission should be the same.
- A client's first day of treatment is the intake / admission date.
- Programs billing DMC in the current SUD system of care are reminded to claim intake to Drug Medi-Cal as it is a billable service.

SanWITS Support Desk Update
- SanWITS Support Desk email address of ADS_Data.HHSA@sdcounty.ca.gov has changed to **SUD_MIS_Support.HHSA@sdcounty.ca.gov**
- Please make sure all staff are aware of this change
- The support desk phone number will remain the same 619-584-5040
- SanWITS Support desk now has a toll free fax number **1-855-975-4724**
    - This was being created for those who do not have the capability to scan and email
    - Please use this fax for new user forms that need to be printed, signed and sent back to the Support desk

Substance Use Disorders

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Residential Program Documentation & Authorization Process Webinar
- The SUD QM team and Optum recorded a webinar for residential providers regarding documentation standards and the authorization process
- The webinar is available for "on demand" viewing via a webex link
- An email with instructions on how to access the webinar was sent to all SUD providers on 4/10/18, please email QIMatters.HHSA@sdcounty.ca.gov if you did not receive it

Reminder: Client Satisfaction Survey Data Due
- The annual client satisfaction survey designated 1-week survey period was 3/19 to 3/25/18
- Providers are to summarize the survey results on the county provided template and return copies of the surveys by 4/20/18
- If you have any questions, please contact QIMatters.HHSA@sdcounty.ca.gov

SanWITS Client Profile Change Requirement
- In the Client Profile Screen – the preferred language question is going to be a required question (yellow)
- Review all active clients and clients that have not been discharged to ensure this question has been answered prior to July 1, 2018

Referrals
- Please continue to monitor and resolve all pending referrals
- Referrals need to be completed in SanWITS before we start ODS
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS and SSRS Trainings
- Monthly training is offered for SSRS Reporting
- Monthly training for SanWITS will be offered in April 2018 but no training will be offered in May 2018
- ODS trainings will begin in June 2018
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov for information regarding resumed monthly SanWITS training and to schedule SSRS training

ATTENTION

Reminder—Serious Incident Reporting Phone Number
- Serious Incidents are reported to the QM SIR Line at **619-641-8800.**
- The old number 619-563-2781 from over 2 years ago is not a QM designated phone number and we will not be able to receive any messages left there.
- Immediately eliminate Serious Incident Reporting forms that do not include this phone number.

Is this information filtering down to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute*!
Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Reminder: Residential Program Documentation & Authorization Process Webinar
- The SUD QM team and Optum have recorded a webinar for residential providers regarding documentation standards and the authorization process
- The webinar is currently posted for "on demand" viewing
- To access the webinar, simply select this link:
- **https://sdcountyca.webex.com/sdcountyca/k2/e.php?RCID=2ee71257d23b97db71193dc55606b568** and use the following password: **DMCods01**

ASAM Discussion Groups in May
- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- May dates/times are: 5/14/18 at 10am, 5/16/18 at 2pm, and 5/18/18 at 2pm

DSM 5 and ICD-10 for SUD Diagnoses
- Programs should be using the DSM-5 diagnosis label and the matching ICD-10 code
- Programs should not be using the DSM-IV anymore
- A DSM-5 and ICD-10 Guide was emailed to all SUD programs in March, so email QI Matters if you did not receive that guide

Documentation Reminders from DHCS
- Forms should be individualized (for example, Releases of Information should not be all the same)
- There should be a logical connection or "thread" that connects all forms (for example, problems described in intake/assessment are on the treatment plan, and progress notes address how client is working to address those problems)
- Documentation should be consistent (so if you have a positive result for a drug screening in the chart, you should see in the progress notes how that is addressed with the client)
- Treatment plan updates should be different than the treatment plan that came before (for example, the initial treatment plan shouldn't be identical to the first update. Need to document progress toward goals, any new problems/new goals, etc.)
- When client is using multiple substances, all should be on the treatment plan.
- Reminder to follow 42 CFR requirements
- Progress note topics need to align with what is written in the narrative
- Don't leave blanks on forms

Reminder: County of Responsibility
- If a client does not have San Diego Medi-Cal (San Diego code = 37), programs will need to work with the other county for payment, which may include establishment of a contract or other revenue agreement.
- If the Medi-Cal client plans to remain in San Diego, programs should refer them for a transfer of their Medi-Cal status accordingly.

ASAM Training Requirement
- A reminder that staff providing screening/intake, assessment and treatment planning must be trained in ASAM prior to providing those services. These staff should have their training in place prior to July 1.
- Staff who participated in the County sponsored ASAM training by Dr. Mee-Lee in November, 2017, meet the requirement.
- Other acceptable training options include completion of both e-learning modules through the Change Companies (ASAM Modules I and II) **or** completion of all three CIBHS trainings (ASAM-A, ASAM-B and ASAM-C)

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

- If your program is having difficulty meeting these training requirements, please contact your program COR to discuss options.
- If you have updates to the ASAM training log you submitted to QM in March, please send those updates to QI Matters at QIMatters.HHSA@sdcounty.ca.gov

Reminder: 42 CFR Confidentiality
- Providers are required to provide a summary in writing to each client outlining federal confidentiality requirements
- To review 42 CFR, click here

Important QAR Reminders for DMC Providers
- Programs are required to bring **90%** of all their DMC charts to QAR.
- For any QAR chart denials, the 5035C Form must be submitted to both the billing unit and MHS QAR staff **within 2 weeks.**
- If the denials are inaccurate, notify MHS QAR staff (Steve Thomas or Laura Shabel) **within 2 weeks** why a 5035C Form was not submitted.

Important: SanWITS encounter
- All claims that have not been "Released to billing" by July 1, will need the following fields completed before releasing to bill:
  - Was interpreter used
  - What language was the service provided in
  - Which evidence –based practice was used
  - Contact type

ODS - Residential Providers
- Will need to enter two Payor Group enrollments for each client being billed to DMC.
- SanWITS will have a new Bed Management component in which clients will be placed in a bed
- New authorization process
- New service codes for billing
- New billing process
- Instructions will be provided in the June classes
  - Be sure staff are registered for classes
  - No walk-ins or substitutes will be accepted in class

SanWITS Enhancements
- Client Profile – preferred language will be required
  - Review all active clients and clients that have not been discharged to ensure this question is entered prior to July 1, 2018
- Contact Screen – new screen to capture required data
  - This screen will be required before opening an intake
- ASAM List Screens- new screens to capture ASAM results
- Encounter Screen- modified screen
- Group Session Screen– new for group billing
- Medication Screen– new for the client's existing medications and medication being prescribed by the provider
- Bed Management - for Residential Providers only

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Referrals

- Please continue to monitor and resolve all pending referrals
- Referrals need to be completed in SanWITS before we start ODS on July 1, 2018
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Support Desk Update

- Make note of the new Support Desk email address SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Phone number is 619-584-5040
- New toll free fax number 1-855-975-4724
    - This was created for those who do not have the capability to scan and email
    - Please use this fax for required training forms that need to be printed, signed and sent back to the Support desk

SanWITS and SSRS Trainings

- Monthly training is offered for SSRS Reporting contact the support desk for scheduling
- ODS trainings will begin in June 2018
    - Register online for classes
    - Make sure all forms are completed and sent to the support desk
    - No walk-ins or substitutions will be accepted
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov for information regarding resumed monthly Basic SanWITS training

Is this information filtering down to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute*!
Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

ASAM C Training Coming Soon!

- ASAM C Training is coming on July 18th.
- Details on location and registration will be emailed to all programs as soon as they are finalized.

SUDPOH Revision

- The SUDPOH has been revised to accommodate new information regarding implementation of the DMC-ODS
- A presentation on the update occurred on June 15th, and the new SUDPOH will be posted on Optum soon

Updated Forms

- Updated QAR forms were emailed to providers on 5/30/18.
- They are also posted on the Optum website under the SUDURM Tab.
- Other updated forms are being finalized and will be shared at the Provider meeting on June 19th. Those forms with instructions will also be emailed to providers and posted.

Case Management Guide

- A guide with examples of billable versus non-billable Case Management Services in the DMC-ODS was emailed to providers on 5/30/18.
- This guide is also posted on the Optum website under the Toolbox tab, which is on the Drug Medi-Cal Organized Delivery System page under the County Staff and Providers Link.

ASAM Discussion Groups in June

- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation.
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- We now have a meeting in North County at the Family Recovery Center in Oceanside.
- June dates/times are: 6/18/18 at 2pm, 6/21/18 at 2pm (North County location), and 6/26/18 at 10am.

Important: SanWITS Offline June 28 – July 1

- SanWITS is due to be updated with the first ODS enhancements June 28, 2018.
- The system will be off line between Thursday June 28th and Sunday July 1st
- Monday July 2nd the enhanced SanWITS will be ready for entry
- SanWITS will have further enhancements during the month of July that should not disrupt service

SUD Program Provider Website

- The link below for "Programs and Services" will be active by July 1, 2018.
- https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/dmc_ods.html

Residential Bed Management Template

- Templates were emailed on Friday June 8 and are due by Friday June 15, 2018.
    - If you did not receive the email with the instructions and template contact the support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- County MIS will complete the initial setup of units, rooms, beds in SanWITS
- Facilities will be expected to maintain bed management after initial setup

SanWITS Staff Administration Change

- Effective July 1, 2018 SanWITS Access will no longer be granted through the Providers
- County training will be required before SanWITS access is permitted
- Upon successful completion of training, access will be granted through the County MIS unit
- All changes in staff access will need to be submitted to the support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
    - Access, terminations, changes in facility access

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

SanWITS Admission Record Changes
- Changes to the Admission Administration screen
- Special Population field has changes to the selections
- How did you hear about us? Field has changes to the selections
    - If the client is referred by the Access and Crisis Line (ACL), ACL must be selected in this field

SanWITS and SSRS Trainings
- Contact the support desk for SSRS Monthly training
- ODS trainings are in progress
    - Register online for classes
    - Make sure all forms are completed and sent to the support desk
    - No walk-ins or substitutions will be accepted
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov for information regarding resumed monthly Basic SanWITS training

Attendance at Trainings
- Please remind your staff if they sign up for a County training and can no longer attend the training to cancel their registration as soon as possible
- This includes SUD County trainings hosted by BHETA, CIBHS, or MHS with Steve Thomas
- During the last few DMC-ODS specific BHETA trainings, there has been an unusually high no-show rate
- This creates a hardship for others on the waiting list who simply are unable to attend because people did not cancel their registration

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Is this information filtering down to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute*!
Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Correction Regarding ASAM Level of Care Form Information from Recent Training
- At the DMC ODS Residential Documentation Training on 7/9/18, there was an error on slide 19 regarding the ASAM LOC Recommendation form.
- The slide incorrectly indicated the form needed to be completed by the LPHA or Medical Director.
- This form can be completed by an AOD counselor, but requires the signature of the LPHA or Medical Director indicating agreement with the clinical information and ASAM level of care recommendations.
- We apologize for any confusion.

ASAM C Trainings Available
- ASAM C Training is scheduled for 7/18/18, 7/19/18, and 8/8/18
- Details on location and registration were emailed to all programs on 6/25/18 and 7/2/18
- Contact QIMatters.HHSA@sdcounty.ca.gov, if you did not receive those emails
- If you register and cannot attend, please cancel your registration to make room for other providers who may be on a wait list to attend.

ASAM Discussion Groups in July
- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation.
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- We now have a meeting in North County at the North Inland Live Well Center
- July dates/times are: 7/12/18 at 10am, 7/20/18 at 2pm (North County location), and 7/26/18 at 2pm.
- If you register and cannot attend, please cancel your registration to make room for other providers who may be on a wait list to attend.

New SUDPOH and BHS DMC Billing Manuals Posted on Optum
- The SUDPOH and BHS DMC Billing Manuals have been updated and revised to accommodate new information regarding implementation of the DMC-ODS
- The new SUDPOH and the updated appendix forms have been posted on the SUDPOH tab of the DMC-ODS page on the Optum Website (https://www.optumsandiego.com/)
- The new BHS DMC Billing Manual is posted on the Manuals tab of the DMC-ODS page on the Optum Website (https://www.optumsandiego.com/)

Updated and New Client File Forms, Beneficiary Materials, and Guides were Posted on Optum
- New forms are posted on the Optum website (https://www.optumsandiego.com/) on the DMC-ODS page
- The current client file forms and instructions are located on the SUDURM Tab
- The beneficiary materials, including the grievance and appeal forms, are located on the Beneficiary Tab
- A One-Pager on the Medical Director in DMC-ODS and various quick guides (e.g., DSM 5/ICD 10 Guide, Minimum Quality Drug Treatment Standards, and Same Day Billing Matrix) were added to the Toolbox Tab
- If you have any questions about these new forms and resources on Optum, please contact QIMatters.HHSA@sdcounty.ca.gov

NAADAC Offers Free Upcoming Webinars
- NAADAC is offering several free, upcoming webinars with CE's available.
- Topics include Early Recovery Nutrition Education, Authentic Self-Care for Addiction Professionals, Cognitive Behavioral Therapy for Substance Use Disorders, and other topics.
- To register, go to https://www.naadac.org/webinars and select the July – September 2018 or October – December 2018 options.

Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

Handling the Transition from Treatment to Recovery Services in SanWITS

- When a client is ending treatment, the program enrollment must be end dated and a CalOMS Discharge completed and submitted to the state. If the same provider is going to engage the client for recovery services, the SanWITS episode/case can remain open. The client will need to have a Recovery Services program enrollment opened and recovery services can begin (no CalOMS is required for recovery services). If the client does not begin recovery services immediately, the client should still be opened to the Recovery Services program enrollment so that provider can claim direct contact with the client while following the guidelines for engaging clients in recovery services (see SUDPOH section D, pages D.20 and D.21 for guidelines on the process for engaging clients in recovery services and how to document). Please note: leaving voice mail messages for clients is not considered a "direct contact" and is never billable. Only actual discussions with the client are billable as recovery services when reaching out to clients to engage them in this "after care."
- If the client is not engaged in recovery services per the timeframe guidelines in SUDPOH section D, (i.e. not heard from or made contact with the client for 30 calendar days after the last attempted contact) the Recovery Services program enrollment should be end dated and the SanWITS episode/case closed and no additional efforts to engage the client are required.
- Clients who reconnect more than three months after treatment discharge requesting recovery services must be screened to determine if this level of care continues to be appropriate for the client's needs at that time. If the SanWITS episode/case is closed, the case would need to be reopened, and then Recovery Service program enrollment opened.

SIR Forms Update

- SIR forms updated to reflect the following changes:
  - SIR form includes clarifying language: "*Serious physical injury to a client requiring hospitalization where the injury is directly related to the client's **mental health or substance use functioning and/or symptoms.**"*
  - Privacy Incidents will no longer be reported to QM through an SIR (see below)
- Updated SIR forms are available on Optum website, DMC-ODS Page on the SUDPOH Tab.

Privacy Incident Report (PIR) Updates

- As of July 1, 2018, Privacy Incidents will no longer be reported to QM through a Serious Incident Report (SIR).
- This information will be documented in a PIR and sent only to the County Compliance Officer. All suspected and actual privacy incident reports must be submitted via the online web portal effective August 1, 2018.
- As of 8/1/2018, the PIR Word document will no longer be accepted. Go to www.cosdcompliance.org for the latest version of the form.
- Any questions or technical issues with the web form, contact Frank Larios at 619.338.2231 or via email at Frank.Larios@sdcounty.ca.gov

Travel Time Guidelines (Memo 7/5/18)

- As part of the Drug Medi-Cal Organized Delivery System, some services may be provided in appropriate settings in the community (i.e. where client confidentiality can be maintained).
- When this occurs, travel time to direct services can be claimed when meeting the standards described in the attached memo that went out on July 5th.
- In addition to the documentation standards for claiming travel time as described in the memo, please note that documentation of services provided in the community must identify the location and how the provider ensured the client's confidentiality was safeguarded.
- Please refer to the current version of the SUDPOH for specific services that may be appropriately provided in the community.
- The memo is posted on the Optum website, Drug Medi-Cal Organized Delivery System page, on the Communications Tab. If you have any questions, please contact QIMatters.HHSA@sdcounty.ca.gov

Is this information filtering down to your clinical and administrative staff?
Please share UTTM with your staff and keep them *Up to the Minute*!
Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

QI SUD Provider Updates
August 2018
Substance Use Disorder (SUD) Program Updates
(Sent to providers in lieu of the UTTM in August)

Group Progress Note Coming Soon and Documentation Time for Group in SanWITS
- At a recent documentation training, there were questions about how to record documentation and travel time for group progress notes
- The current individual progress note does not reflect how group service, documentation, and travel time is equally divided among all the group members when it is billed in SanWITS
- We are in the process of developing a group progress note form and will be emailing and posting this on the Optum website soon.
- In the meantime, programs can use the individual progress note and record the service, documentation, and travel time for the entire group on each individual progress note
  - For example, if you wrote all the group notes from 12:00pm to 12:30pm for a total of 30 minutes of documentation time, you will document this on each individual progress note.
- In SanWITS, the group calculation is done on the group session screen from the duration field. At present the start and end time must calculate the duration field then from there the group is calculated once the attendees are marked present. The documentation time will need to be added to the end time on the group session.

ASAM Discussion Groups in August
- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation.
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- If you register and cannot attend, please cancel your registration to make room for other providers who may be on a wait list to attend.
- Meetings at the County Operation Center (Training Room 171, 5560 Overland Ave, San Diego)
  - Wed, 8/15/18, 10:00 A.M. to 11:30 A.M.
  - Thurs, 8/30/2018, 2:00 P.M. to 3:30 P.M.
- Meeting at the North Inland Live Well Center (Conf. Room D, 649 W. Mission Ave Escondido)
  - Fri, 8/31/2018, 10:00 A.M. to 11:30 A.M.

ASAM Training Requirement
- A reminder that staff providing screening/intake, assessment and treatment planning must be trained in ASAM prior to providing those services.
- This ASAM Training requirement is met by 1 of the following 3 options:
  - County sponsored ASAM training by Dr. Mee-Lee in November, 2017, **or**
  - Completion of both e-learning modules through the Change Companies (ASAM Modules I and II), **or**
  - Completion of all three CIBHS trainings (ASAM-A, ASAM-B and ASAM-C).
- If your program is having difficulty meeting these training requirements, please contact your program COR to discuss options.

Upcoming Residential DMC-ODS Documentation Trainings
- These trainings will be co-lead by QM Staff and will be located at the County Operations Center
- Thursday, August 16th, 9am to 1pm – Registration Flyer email was sent on 8/9/18
- Monday, September 10th, 9-1pm – Registration Flyer email will be sent at the end of August

NAADAC Offers Free Upcoming Webinars
- NAADAC is offering several free, upcoming webinars with CE's available.
- Topics include: Breath Awareness and Modulation: Healing Trauma and Addiction and Cognitive Behavioral Therapy for Substance Use Disorders.,

QI SUD Provider Updates
August 2018

- To register, go to https://www.naadac.org/webinars   and select the July – September 2018 or October – December 2018 options.

Establishing Medical Necessity – ASAM Level of Care

Only the Medical Director or LPHA can establish medical necessity for SUD services (which includes ASAM level of care determination). This can be done by one of the methods below:

- MD or LPHA meet with client to conduct intake/assessment (claimed by the MD or LPHA as Individual – Assessment), or
- If intake/assessment is completed by SUD counselor, the MD or LPHA review and evaluate the client's assessment and intake information and have a face-to-face or telehealth interaction with the counselor to verify the client meets medical necessity criteria (see DHCS information Notice 16-004).
    - Additionally, this face-to-face review applies to all subsequent ASAM assessments/ treatment plan updates.
    - The medical director or LPHA may claim this face-to-face encounter with the counselor as case management. In order to do so:
        - The medical director or LPHA must document, in a progress note, the nature of the ASAM level of care discussion and include documentation of any case management recommendations discussed to meet the client's unique needs
        - The progress note must follow all documentation standards, including completion of progress note within required timelines.

Establishing Medical Necessity – Diagnosis Determination Note (DDN)

- Only the Medical Director or LPHA can diagnose and document the basis for the diagnosis
- The MD or LPHA must complete the DDN within 30 days of admit for outpatient or within 10 days of admit for residential clients
- If the DDN is not completed by the MD or LPHA, this will result in potential billing disallowances

Residential Services Reminder

Residential providers can only bill DMC for 3 types of services:

- <u>Residential Bed Day</u> includes Intake/admission, Individual and Group Counseling, Family Therapy, Patient Education, Collateral Services, Crisis Intervention, Treatment Planning, Transportation Services to and from medically necessary treatment, and Discharge services
- <u>Case Management</u> is a service to assist a client to access needed medical, educational, social, prevocational, vocational, rehabilitative, or other community services.
    - Review "Quick Guide – Case Management Activities" on the Toolbox Tab of the DMC-ODS page on the Optum website (https://www.optumsandiego.com/)
- <u>Physician Consultation</u> is a service to support physicians providing MAT (Medication Assisted Treatment) and the residential program must have Incidental Medical Services (IMS) designation

Case Management Billing Clarifications

- Ongoing consultation or supervision between the LPHA and SUD counselor is considered the "cost of doing business" and not billable as case management.
- Only the face-to-face meeting required as part of evaluating the client's assessment and intake information (ASAM level of care/medical necessity determination) and ongoing ASAM Level of Care assessment (with treatment plan updates) can be billed by the LPHA as case management.
- If an LPHA and a SUD counselor from the same program consult with another provider together to discuss the client's treatment goals, they CANNOT each staff bill for their own time.
    - Rationale: The LPHA can address all treatment goals because the LPHA license is a level of competence to address the mental health and SUD aspect of the treatment plan, so only the LPHA would claim case management services in this example.

QI SUD Provider Updates
August 2018

Updated Optum Fax Cover Sheet for Residential Authorizations
- New Fax Cover Sheet was emailed to Providers on 8/3/18 and Optum requests that providers use the revised form immediately and discard any prior versions
- The Diagnosis Determination Note (DDN) will now be required when submitting continuing authorization requests. DDN provides clinical information that helps support the authorization requests and clinical rationale.
- The New Fax form is available on the SUDURM Tab of the DMC-ODS page on the Optum website (https://www.optumsandiego.com/)

Personal Rights Form Change
- "Your Personal Rights at an AOD Certified Program"-F203, has replaced the Client's Personal Rights Form. It is required to have the client sign and provide a copy at admission.
- The new form is available on the SUDURM Tab of the DMC-ODS page on the Optum website (https://www.optumsandiego.com/)

10 Day Letter to Client Form Eliminated
- Prior to the implementation of the DMC-ODS, providers used a "10-Day Letter to Client" form, which was sent 10 days prior to the client's services at the program ending (for an administrative discharge) and to inform them of their rights to a fair hearing.
- Under the DMC-ODS, this form letter has been replaced by the Notice of Adverse Benefit Determination (NOABD) letters. Different letters are used to address specific circumstances that may lead to a DMC client experiencing a change or termination of services.
- A summary chart of the different NOABD letters and when to use them is included in the SUDPOH (Appendix G.5)
- Please discontinue use of the "10-Day Letter to Client" (form number F702) and destroy any blank copies you may have in storage at your program.
- The NOABD letters will be available on a new NOABD Tab of the DMC-ODS page on the Optum website (https://www.optumsandiego.com/) very soon

Credentials Required on Signature Lines
- Make sure staff is always putting their credentials on signatures

Billing Questions
- Contact the SUD Billing Support Desk, 619-338-2584, ADSBillingUnit.HHSA@sdcounty.ca.gov

SanWITS and SSRS Trainings - August classes are on RegOnline

Register online for SanWITS Outpatient Basic (this includes OTP) or Residential Basic and SSRS trainings at https://www.regonline.com/builder/site/Default.aspx?EventID=2260135

Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed. No walk-ins or substitutions will be allowed due to specific individual accounts. If there is no staff registered for a training 7 days prior, the training for that date will be cancelled.

August dates are as follows:
- 8/14, 8/21, 8/29 - Residential Basic
- 8/16, 8/23, 8/30 - Outpatient Basic
- 8/24 - SSRS

QI SUD Provider Updates
August 2018

The Residential Basic and Outpatient Basic include the ODS updates. OTP programs should register for the Outpatient Basic.

- Make sure all forms are completed and sent to the SUD support desk
  - For SanWITS billing classes, register with the BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
    - SanWITS Basic training is required before Billing training
- If you have signed up for a class and are unable to attend, cancel the registration as soon as possible so that waitlist staff are able to attend.
- If you have any questions please contact the SUD MIS support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Staff Administration

- All changes in staff access will need to be submitted to the support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
  - New Access, terminations, changes in facility, changes in programs, changes in staff roles, changes in credentials and or licenses
- Rendering staff need to have their own NPI#, and cannot use the facilities NPI#
  - Indicate whether rendering staff will need login access to SanWITS
  - Training will be required before access is granted
- New revised Access forms will be posted to RegOnline and can be acquired through the SUD support Desk

Reset/Login

- Each facility should have 1-2 staff assigned with the role to reset credentials for login access to SanWITS. This is usually assigned to the program manager.
  - If your facility does not have any staff assigned with this role, contact the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- All users have the capability to reset their own credentials through the **Forgot Password?** on the SanWITS login screen.
  - If you have two unsuccessful attempts to login, click Forgot password? link as seen below
  - Enter pre-documented security question answer
  - User will receive an email with instructions to reset credentials
  - Security question should be set up with access to the system, or at any time when the credentials are reset

QI SUD Provider Updates
August 2018

Important: Identification of Non-BHS Contracted Clients in SanWITS

- All new Non-BHS Contracted Clients are identified in SanWITS by selecting "Non BHS Contracted" in the Special Population field in the Admission record
- All Existing clients prior to July 1, 2018 will need to have the Special Population field in the Admission changed to "Non BHS Contracted"
- This client population should not be placed in Residential beds; no payor group enrollments; no encounters created

Outpatient Providers- DMC Payor Group Enrollment

- All existing DMC clients prior to July 1, 2018 need to have a new payor group enrollment created effective July 1, 2018
  - ODS DMC- Non Perinatal
  - ODS DMC Perinatal – (to be used for perinatal clients if the facility is licensed to provide perinatal services)
- The existing Medi-Cal payor group enrollment will need to be end dated once the June 2018 billing has been processed

Closing a Case/Episode in SanWITS for all SUD Providers

- If the client has a CalOMS admission, the case can be closed by:
  - After discharging the client, select yes to the question asking to close the case **unless the client is entering recovery services or Prop 47 Aftercare**

QI SUD Provider Updates
August 2018

- If the client is completing Recovery services or Prop 47 Aftercare, close the case from the Intake screen by selecting the appropriate Closure Reason – Closing Recovery Services or Closing Prop 47 Aftercare
  - If the client is receiving Courtesy Dosing, close the case from the Intake screen by selecting the appropriate Closure Reason – Completed Courtesy Dosing
  - If the client was assessed by not admitted, close the case from the Intake screen by selecting the appropriate Closure Reason – Client left/or Referred Out

Group Counseling
- Mixed group of Outpatient Service (OS) and Intensive Outpatient (IOS) Service clients is acceptable
- Recovery Service clients should not be in a mixed group with OS or IOS clients
  - Need assistance with corrections, email the SUD support desk

Encounter Diagnosis
- Encounter requires a SUD Principle Diagnosis in order to release to bill
- This diagnosis only populates the encounter from the Diagnosis under the Admission
- Do not add a Principle SUD Diagnosis from the Diagnosis List on the navigation pane as it will not populate to the encounter

Outpatient and OTP – client Program Enrollment Correction
- If a client was erroneously enrolled in the wrong program enrollment
  - Open program enrollment
  - End Date = Start Date
  - Termination Reason = Other
  - Note Box= Enrolled in wrong program
  - Save and Finish
- Add New Program Enrollment
  - Make sure start date is correct, so the encounters will be covered by an enrollment.

ASAM Discussion Groups in September
- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation.
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- If you register and cannot attend, please cancel your registration to make room for other providers who may be on a wait list to attend.
- Meetings at the County Operation Center (Training Room 124, 5530 Overland Ave, San Diego)
  - Mon, 9/17/18, 10:00 A.M. to 11:30 A.M.
  - Fri,   9/28/18, 10:00 A.M. to 11:30 A.M.
- Meeting at the North Inland Live Well Center (Conf. Room D, 649 W. Mission Ave Escondido)
  - Thurs, 9/20/2018, 2:00 P.M. to 3:30 P.M.

ASAM-C trainings by CIBHS (California Institute for Behavioral Health Solutions)
- Interactive trainings will give an overview of ASAM criteria, Levels of Withdrawal Management, and ASAM levels of care.
- Wednesday, September 26, 9 am to 4 pm
- Thursday, October 25, 9 am to 4 pm
- For registration go to: https://www.eventbrite.com/e/asam-c-training-san-diego-multiple-dates-offered-registration-49359594877

BHS SUD Treatment Provider Meeting
- September 18, 10 am to 11:30 am
- Scottish Rite Center, Heald Room, 1895 Camino del Rio South, San Diego, CA 92108

Conducting Groups in the Field

County of San Diego BHS is allowing groups in the field. In order to do so, programs need to have Policy and Procedures (P&Ps) in place to:
- Specify that staff providing services in the field are linked to the contracted DMC Certified program claiming the service;
- Specify that programs will ensure confidentiality is maintained;
- Specify that progress notes for these services must include the location services were provided and document the steps taken to ensure confidentiality;
- Specify that the field location cannot be a regular site for groups (i.e. services in the field can never be used in lieu of obtaining DMC Certification).

Case Management

Helpful information about case management is explained in more detail on the Optum website at https://www.optumsandiego.com/ under the following tabs:
- Toolbox tab: One-Pager-Case Management in the DMC-ODS and Quick Guide-Case Management Activities
- Manuals Tab: page C.2 in the SUD Provider Services Guide
- SUDPOH tab: For details on case management refer to pages: A.13-15 and B.5, D.15, and D.26.

Weekly Progress Notes for Residential Programs: How "Week" is Defined
- Per information from DHCS, a week is defined as Sunday – Saturday.
- Residential programs using Weekly Progress Notes (Narrative and Services) are to follow this definition.
- This information will be added to the next revisions of the SUDURM and SUDPOH.

New Tabs for the DMC-ODS page
- Refer to https://www.optumsandiego.com/
- **NOABD Tab.** The Notice of Adverse Benefit Determination (NOABD) shows the various forms in all the threshold languages.
- **Manual Tab.** The following documents are posted: BHS Drug Medi-Cal Organizational Providers Billing Manual; DHCS AOD Program Certification; DHCS Drug Medi-Cal Billing Manual; and Provider Service Guide.
- **QM Training.** Contains information on BHETA eLearning, the QM Program Integrity Webinar, and CIBHS ASAM webinars.

If you have questions, please contact us at QIMatters.HHSA@sdcounty.ca.gov and someone will return your email within one business day.

SIR Reminders
- In addition to reporting to the SIR line at 619-644-8800, Programs are to notify their CORs.
- On the SIR form the Legal Entity would list the Program's Agency name.
- Updates to the Levels of Care to select on the SIR form are being made and new forms will be released in the near future.
- For more details on the SIR, review the SUDPOH, pages G.14-17.

Youth Assessment Index (YAI) – Better Copy
- An improved copy of the YAI has been posted on the Optum site under the SUDURM tab.
- The content is the same, but print quality is better.

Updated SUDPOH
- The latest version of the SUDPOH (revised 8-8-18) has been posted on the Optum website.
- A Summary of Changes document for the revisions is also posted.
- Go to the SUDPOH tab on the DMC-ODS page of the Optum website to locate these documents.

Recovery Services - Groups
- Clients receiving group recovery services at a program cannot be included in groups with OS/IOS or Residential clients.

Unique Client Numbers (UCN)
- The standard for client numbers on hard copy client files is to use the UCN as designated for the client in SanWITS.
- If your program is not currently following this practice, please begin to do this with all new admissions.

Advocacy Agency Record Requests
- As part of the DMC-ODS Health Plan, clients are assured rights (as described in the DMC-ODS Beneficiary Handbook)
- These rights include, among other things, the right to file a grievance or appeal.

- When a client files a grievance or appeal, they can work with one of the advocacy agencies for assistance (CCHEA for outpatient programs, JFS for residential).
- The goal of both advocacy agencies is to work with the providers and clients to resolve issues at the program level.
- The grievance and appeal processes follow timelines as established by Federal and State regulations.
- Please respond promptly to record requests from both CCHEA and JFS.

From the MIS Team

Residential Bed Management
- Only County Contracted Beds should be entered into SanWITS
- If your bed count changes due to contract amendments, notify MIS to make these changes to SanWITS

Group Counseling – Outpatient and OTP Providers
- All group counseling encounters will need to be created through the Group List in SanWITS
- Service =**Group ODS** on the Group Session for OS or IOS Group Counseling
- **Do not** create group counseling encounters from the encounter screen – if done, it will not calculate the correct rates

SanWITS Encounters
- # of service units/sessions field on the encounter defaults to 1 and should remain as 1 except for the following:
  - Consecutive days of dosing with same NDC#

Census Bulk Encounters
- Residential bed day encounters created through the Census will populate the encounter with the note type of "Bed Management Census Note"
- This Note type will need to be changed to the appropriate note type on each individual client's encounter
  - DMC Billable, County Billable, or Non-Billable

SanWITS and SSRS Trainings – Sep through Dec classes are on RegOnline
- Register online for SanWITS Outpatient Basic (this includes OTP) or Residential Basic and SSRS trainings at https://www.regonline.com/builder/site/Default.aspx?EventID=2260135. If you have any questions please contact the SUD MIS support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
  - Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
  - No walk-ins or substitutions will be allowed due to specific individual accounts.
  - If there is no staff registered for a training 7 days prior, the training for that date will be cancelled.
- SanWITS billing classes, register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
  - SanWITS Basic training is required before Billing training
  - If you have signed up for a class and are unable to attend, cancel the registration as soon as possible so that waitlist staff are able to attend.

Save the Date
- Next SanWITS Users Group Meeting will be Monday, October 1, 2018
- Time: 9:00 – 12:00 noon
- Location: Coronado Room at 3851 Rosecrans Street, San Diego, 92101

Is this information filtering down to your counselors, LPHAs, and administrative staff?

Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute*!

Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Documentation Skill Building Workshops in October

- Due to low attendance at the ASAM Discussion Groups for the last couple of months, we are discontinuing these groups
- Instead, we will be offering new documentation workshops as an opportunity to build and develop a SUD treatment provider's documentation skill set
- Each month, we will focus on 1 of 3 documentation areas:
    - Assessments with ASAM
    - Treatment Planning
    - Progress Notes
- In October, we will review the 3 different types of Progress Notes: SUD Treatment Progress Note, Weekly Progress Note, and the new Daily Progress Note
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- Meetings at the County Operation Center (Training Room 124, 5530 Overland Ave, San Diego)
    - Wed, 10/24/18, 2:00 P.M. to 3:30 P.M.
    - Mon, 10/29/18, 10:00 A.M. to 11:30 A.M.
- Meeting at the North Inland Live Well Center (Conf. Room D, 649 W. Mission Ave, Escondido)
    - Tues, 10/30/2018, 10:00 A.M. to 11:30 A.M.

ASAM-C trainings by CIBHS (California Institute for Behavioral Health Solutions)

- Interactive trainings will give an overview of ASAM criteria, Levels of Withdrawal Management, and ASAM levels of care.
    - Thursday, October 25, 9 am to 4 pm
    - Continuing Education Units will be offered!
    - For registration go to: https://www.eventbrite.com/e/asam-c-training-san-diego-multiple-dates-offered-registration-49359594877

DMC-ODS Residential Documentation Training

Date: Friday, October 19, 2018

Time: 9 am-1pm

Where: County of San Diego-County Operations Center (COC)

5500 Overland Avenue, 1st floor, Room 120, San Diego, 92123

- To register, please email the following to **BHS-QITraining.HHSA@sdcounty.ca.gov**
- Name of Person(s) Attending
- Program Name
- E-mail Address for each Individual

DMC-ODS Treatment Provider Meeting

- Tuesday, October 16, 10 am to 11:30 am
- Scottish Rite Center, Heald Room, 1895 Camino del Rio South, San Diego, CA 92108

SanWITS Authorization Process and Open Bed Report Memo (9/19/18)
- Memo to Residential DMC-ODS providers was emailed on 9/19/18
- Utilization of SanWITS Authorization Process is required by **10/1/18**
- If you did not receive this email, contact QIMatters.HHSA@sdcounty.ca.gov

Group Size for Women/Children Groups in Perinatal Programs
- DHCS has confirmed that the group size requirement (2-12) does not apply to mother/child habilitative and rehabilitative services (development of parenting skills, training in child development, which may include the provision of cooperative child care pursuant to Health and Safety Code Section 1596.792.
- These groups must have progress notes completed with all documentation standards and within timelines, and group sign-in sheets that meet all requirements as for all other group services.

Reminder: Voicemail Requirement
- To assist clients' access to services and to promote coordination of care between providers, all programs are required to maintain a functioning voicemail that operates 24/7 for those times when a staff is not available to answer the phone.
- Outgoing voicemail message should include directions for accessing emergency services, as per community healthcare standards, including directing clients to the Access and Crisis Line (888-724-7240) for 24/7 access to a counselor, or if in need of referrals.

Reimbursement for Physician Phone Consultation
- A Provider may be reimbursed for physician phone consultations to UCSF (University of California San Francisco)
- A SanWITS encounter must be entered to bill the County for this service.
- The MD must write a progress note in the chart documenting the consultation service call.
- The Provider would use a County-billable cost center on its monthly invoice to claim this cost.

Program Exclusions
- In the very rare occasions that a program may exclude a client from their Program (example: clients become violent), Case Managers are to do a warm had-off to appropriate services.
- Providers may be required to provide a NOABD to the client when a current client is being discharged in these circumstances.
- Medi-Cal beneficiaries are entitled to receive DMC services. Programs should consult with their Legal Entity when excluding DMC beneficiaries from receiving services as this does not align with the SOW and the SUDPOH requirements. Programs may discuss further with CORs.

New Tabs for the DMC-ODS Optum webpage
- Refer to https://www.optumsandiego.com/
- **UTTM Tab:** Starting from September 2018 the SUD Provider Up to the Minute (UTTM) will be posted each month. For versions of the UTTM prior to September, please review the UTTM tab on the Organizational Provider Public Documents page.
- **SanWITS Tab:** The SanWITS User's Guide is posted and the Cal-OMS manuals will be posted soon.

SanWITS Unique Client Numbers (UCN)
- The standard for client numbers on hard copy client forms is to use the SanWITS UCN
- If your program is not currently following this practice, please begin to do this immediately

New DHCS Perinatal Practice Guidelines FY 2018-19
DHCS revised the Perinatal Service Network Guidelines (PSNG) FY 2016-17 to include requirements from the State Plan Drug Medi-Cal and the Substance Abuse Prevention and Treatment Block Grant. As part of this process, DHCS renamed the PSNG to the Perinatal Practice Guidelines (PPG).
- The PPG supersedes the PSNG FY 2016-17, and the PPG does not include any new requirements
- The PPG can be found on the DHCS website at:
  http://www.dhcs.ca.gov/individuals/Documents/Perinatal_Practice_Guidelines_FY1819.pdf
- If you have any questions regarding the PPG and/or this Information Notice, please contact DHCS at DHCSOWPS@dhcs.ca.gov.
- The PPG FY 2018-19 is posted on the Optum DMC-ODS Page on the Manuals Tab

New and Updated SUDURM Forms
- Updated the Health Questionnaire (Form 403) with 7 new questions
- Updated the Withdrawal Management Observation Log (Form 401) to include 24 hours
- New Residential or Withdrawal Management – Daily Progress Note (Form 603) as an optional way of documenting services at a WM or Residential program
- The New and updated required forms are to be fully implemented in programs by 11/1/18
- All the forms and instructions were emailed to the providers on 10/5/18 and will be posted on the SUDURM Tab of the DMC-ODS Page on Optum (https://www.optumsandiego.com/)

Reminder: TB Screening Questionnaire
- Clients are NOT required to have a TB test PRIOR to admission to a SUD program
- All SUD Programs must complete the TB Screening Questionnaire with clients upon admit
- This form is in compliance with the County's TB Control Department standards as specified on the form:
  - Not known/no previous TB test done – client referred for TB testing ASAP (7 days max)
  - Negative (no documentation available) - client referred for TB testing ASAP (7 days max)
  - Negative (documented as done within the last 3 months) – no TB test needed now
  - Positive history (no documentation) - client referred for TB testing ASAP (7 days max)
  - Positive History (documented, date and results recorded) - chest x-ray needed within 7 days of admission UNLESS client presents documented proof of a normal x-ray done within the last 3 months. Program directed to copy x-ray report for clinic record and record date of the X-ray on the TB Screening Questionnaire
  - If client has recently coughed up blood, or has 2 or more other symptoms from the 5 symptoms at the top of the form, the program is directed to contact TB control to discuss (the number is listed on the form – (619) 692-5565)

Reminder: Discontinued Use of "10-Day Letter"
- The "10-Day Letter to Client" form was discontinued when the County of San Diego implemented the DMC-ODS in July 2018
- This form is no longer a part of the Substance Use Disorder Uniform Record Manual (SUDURM) and should not be utilized by programs/given to clients
- Please destroy or recycle these forms – do not use.
- The correct form to use is the Notice of Adverse Benefit Determination (NOABD) form called "NOABD-Termination Notice".
- This completed NOABD-Termination Notice must be accompanied by three additional forms:
  - The "NOABD -Your Rights" Notice

o The "NOABD – Language Assistance" Notice
o The Beneficiary Non-Discrimination Notice
- The "NOABD-Termination" Notice and the three enclosures described above must be given to the Drug Medi-Cal beneficiary within 10 days before the date of termination.
- The NOABD Forms and the three enclosures mentioned are available in all of the threshold languages and the Optum Website DMC-ODS Page on the NOABD Tab.
  o Go to: https://www.optumsandiego.com/ a County Staff & Providers tab (top left of the screen), a Drug Medi-Cal Organized Delivery System (from the drop down menu), NOABD tab (on the Drug Medi-Cal Organized Delivery System page).

ASAM Entry in SanWITS
- All programs (including OTPs) are to enter information in the ASAM Screen in SanWITS at intake and when updated (e.g., ASAM LOC Recommendation form with Tx Plan updates)
- Review the process on how to access and enter data in the ASAM Screen in SanWITS Manual posted on the Optum website under the SanWITS tab.
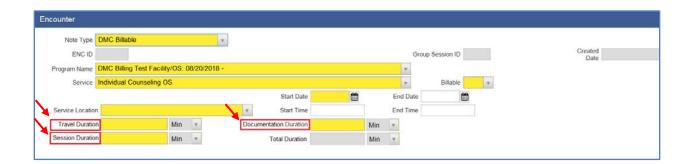
From the MIS Team

Next New SanWITS Update:

- Program enrollment – added a new field to identify the last treatment received for Recovery Service clients. This field will need be to be completed for all Recovery clients prior to release to bill. The identifier is necessary on the 837P.

- Encounter – 3 new fields are added to identify session time, documentation time, and travel time. These 3 fields are required depending on the service provided and together populate the Total Duration field.

OTP/NTP
- Cannot bill for documentation or travel time (with the exception of OTPs that have an additional DMC Certification to provide OS or IOS services, who can bill documentation and travel time for case management services).
- If encounters have been created with documentation or travel time added, these encounters will need to be corrected prior to release to bill.
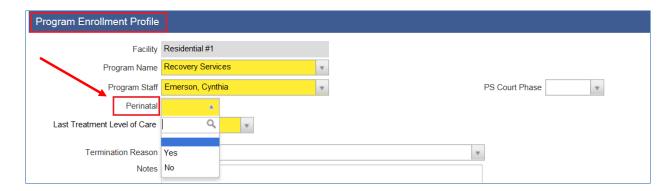
Residential Providers:
- Authorizations are to be completed in SanWITS as of October 1, 2018
- All Residential Bed Day Billing should be completed via the daily Census
    - Encounters will have a Census ID # identifying they were created through the Census
    - Note type should be changed on the individual encounter from "Bed Management Census Note" to the appropriate note type – DMC Billable, County Billable, or Non Billable
    - Do not leave the individual encounter with the "Bed Management Census Note" type

3.2 Withdrawal Management
- Withdrawal management clients do not require an authorization in SanWITS
- BHS contracted 3.2 WM Clients will need to be entered into SanWITS beds with the appropriate LOC program enrollment

BHS Contracted Perinatal Facilities
- Clients that receive Perinatal Services should have the Perinatal field marked in the program enrollment
- If this field is not marked, the appropriate modifier for peri rates will not be picked up on the 837

Recovery Services Group Counseling for Providers offering Recovery Services
- *Recovery Service Group is now available as the service for the Group Session Notes in SanWITS

Reminder Staff Administration:
- Terminated staff and changes to staff access should be submitted to the County MIS unit with 24 hours of change
- Contact the SUD Support desk for forms and any questions at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Optum Website
- SanWITS User Guide 2018 is now posted to the Optum Website
    - As changes occur, this document will be updated
- SanWITS tab has been added and will have tip sheets available as they are created

Special Population field no longer linked to funding source
- The following special populations should be identified
    - Non BHS contracted (this is for clients that are not BHS contracted clients, but have to submit CalOMS)
    - AB109 Participants
    - CalWORKS Participants
    - Drug court Participants
    - Juvenile Drug Court Participants
    - ReEntry Court Participants
    - Prop 47 Participants
    - PC 1000 Participants
- If the client does not fit into one of these populations, select **none**

SanWITS Quarterly Users Group Meeting
- Will be scheduled early January 2019 due to the December holiday. Watch for details to be announced in next month's UTTM

SanWITS and SSRS Trainings – Oct through Dec classes are on RegOnline
- Register online for SanWITS Outpatient Basic (this includes OTP) or Residential Basic and SSRS trainings at https://www.regonline.com/builder/site/Default.aspx?EventID=2260135. If you have any questions please contact the SUD MIS support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
    - Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
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- SanWITS billing classes, register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
    - SanWITS Basic training is required before Billing training
    - If you have signed up for a class and are unable to attend, cancel the registration as soon as possible so that waitlist staff are able to attend.

RegOnline is being replaced with RegPack as of January 2019. More details to come.

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Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Documentation Skill Building Workshops on Treatment Plans in November
- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and we will focus on Treatment plans in November
- Groups will be limited to 25 participants and reservations are required by emailing **BHS-QITraining.HHSA@sdcounty.ca.gov**
- Meetings at County Operation Center (Training Room 171, 5560 Overland Ave, San Diego)
  - Monday, 11/26/18, 1:30 P.M. to 3:30 P.M.
  - Friday, 11/30/18, 9:30 A.M. to 11:30 A.M.
- Meeting at North Inland Live Well Center (Grand Ave Room A, 649 W. Mission Ave, Escondido)
  - Tuesday, 11/27/18, 1:30 P.M. to 3:30 P.M.

Outpatient Provider Documentation Training

Date: Monday, November 19, 2018

Time: 9 am-1pm

Where: County of San Diego-County Operations Center (COC)

5560 Overland Avenue, 1st floor, Room 171, San Diego, 92123
- To register, please email the following to **sthomas@mhsinc.org**
  - Name of Person(s) Attending
  - Program Name
  - E-mail Address for each Individual

Residential Provider Documentation Training

Date: Wednesday, November 28, 2018

Time: 1 pm-5 pm

Where: County of San Diego-County Operations Center (COC)

5530 Overland Avenue, 1st floor, Room 124, San Diego, 92123
- To register, please email the following to **BHS-QITraining.HHSA@sdcounty.ca.gov**
  - Name of Person(s) Attending
  - Program Name
  - E-mail Address for each Individual

DMC-ODS Treatment Provider Meeting
- Tuesday, November 20, 10 am to 11:30 am
- Scottish Rite Center, Heald Room, 1895 Camino del Rio South, San Diego, CA 92108

Residential Substance Use Disorder Providers Optum Phone Number Reminder
- Optum has a provider only number to call when Residential Substance Use Disorder Programs need to request authorization for residential SUD treatment. This line is for providers only, and this number is not for client calls.
- The Provider Authorization Optum number is: 1-800-798-2254, Option 3, then Option 2.
- Should a client need to call to request resources, please refer them to the San Diego Access and Crisis Line at 1-888-724-7240, which is for clients and can be called 24 hours/7 days a week.

Residential Authorizations in SanWITS Requirements and Reminders

- Follow Residential Authorization Request timelines to Optum (SUDPOH Appendix D.1):
  - Initial authorization is due within 24 hours of program admit
  - Continuing authorization is due by day 10
  - Extension authorization is due by day 80 (Adolescent programs by day 30)
- DC Summary must be faxed to Optum upon completion (within 30 days of discharge)
- Confirm with Optum approved authorization dates prior to entering the Residential Authorization in SanWITS
- After the Residential Authorization has been completed in SanWITS, print it for the paper chart
- To print this in SanWITS, right click on the SanWITS screen displaying the SanWITS Residential Authorization and select "Print"
- If you have specific questions about how to enter the Residential Authorization in SanWITS, please follow up with the MIS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Request Approval Prior to Using of Alternate Versions of County Required Forms

- If Programs want to use a different version of one of the required SUDURM Forms or create one of the forms in their own EHR, then they need to submit a request for approval to the County SUD QM team.
- Please send the alternate version of the form for review to QIMatters.HHSA@sdcounty.ca.gov

Title 22 State Fair Hearing Rights Form Discontinuation - Reminder

- The Title 22 State Fair Hearing Rights Form is no longer used and should not be given to clients
- Clients are to receive the Personal Rights at an AOD Certified Program Form upon admission
- In addition, if they have Medi-Cal or are Medi-Cal eligible, they are to receive a DMC-ODS Beneficiary Handbook, which reviews additional client rights

Update to Acknowledgement of DMC-ODS Beneficiary Handbook and the Provider Directory (F209)

- Form was updated on 10/25/18 to include the updated link to the Provider Directory
- Use this updated form for all new admits and dispose of all blank copies of the old form
- Posted on the Optum website under the SUDURM Tab

Assessed-No Admit and Assessed-Delayed Admit Processes

- Review the QM Memo (10/18/18) and attachments for all the specific details, which is posted on the Optum website under the Communication Tab
- Review the SanWITS Flow processes (posted on Optum under the SanWITS Tab) on how to enter the services in SanWITS for "Assessed – No Admit" and "Assessed – Delayed Admit
- There is not currently a cap on the county billable claims for "Assessed – No Admit" as long as documentation substantiates all time claimed
- At this time, there is a 4 unit (1 hour) cap on the county billable claims for "Assessed – Delayed Admit" and these county billable claims are currently only permitted for referrals related to the collaborative courts

RN (Registered Nurse) as a LPHA (Licensed Practitioner of the Healing Arts) – Scope of Practice

- DHCS has recently clarified that although RNs are considered LPHAs, they are not permitted to diagnose a client because it is not within their scope of practice
- Therefore, programs shall not use a RN as a LPHA to complete the diagnosis on the DDN (Diagnosis Determination Note) or on the Initial LOC Assessment (note: provisional diagnosis is required on this form for Residential programs)

Reminder: Cloned Documentation is Never Allowed
- Cloned Documentation is defined as documentation that is worded exactly like or similar to other documentation in the same chart or another chart
- This can happen if a program is using templates or examples for progress notes or forms (e.g., Treatment Plans, ASAM LOC Recommendation)
- If documentation appears to be cloned, there is significant risk for disallowance of services
- Every client and every contact is unique, so documentation should be different for each client and each service

Charitable Choice Regulations Reminder
- The SAMHSA Charitable Choice provisions apply to SAMHSA-funded (e.g., SABG or PATH funded) non-profit religious organizations only. When these organizations are providing substance abuse services, the standards are:
  - An individual who receives or is interested in services and disagrees with the religious nature of the program has a right to obtain a notice and a referral to an alternative program within a reasonable time period.
  - Programs must ensure that appropriate referrals are made and recorded
  - The number of referrals provided must be submitted to BHS via the QSR, so BHS can submit this information to DHCS (Review SUDPOH E.11-12).

Beneficiary Material Reminders
- The following information is to be made available in a prominent public place (such as the Program's waiting room) in all threshold languages:
  - Grievance/Appeal Posters, Grievance/Appeal Brochures, Grievance/Appeal form for clients, Self-addressed envelopes for Grievances/Appeals, Limited English Proficiency (LEP) posters, and Access and Crisis Line posters
- Programs offer the County of San Diego Drug Medi-Cal Organized Delivery System Beneficiary Handbook (print, if client wants print version, or provide link to online version) and the provider directory (link) to clients upon admission
- Beneficiary materials are available on "Beneficiary" tab of the DMC-ODS page on the Optum website for programs to print
  - If you are printing posters, they need to be printed on 8.5 X 14 inch paper
- If ordering materials from BHS (order form is on the Beneficiary Tab), please only order materials in small batches
  - For example only order 1-2 months of materials at a time
  - This prevents waste of paper when updates are made to the beneficiary materials, per the County or DHCS requirements

Grievances and Exempt Grievances Clarification
- A grievance is an expression of dissatisfaction about any matter other than an Adverse Benefit Determination
- An exempt grievance is resolved to the beneficiary's satisfaction by the close of the next business day following receipt of the grievance. It is exempt from the requirement to send a written acknowledgement and disposition letter.
- No distinction exists between informal and formal grievances
- A complaint is the same as a formal grievance and can be received over the phone or in-person

Difference between Recovery Services and Recovery Residences
- Recovery Services (formally known as "aftercare") are available after a client has completed a course of treatment with no indication of a need to transfer to another level of care
  - Recovery services serve to support the client when he/she is triggered, has relapsed, or as a preventative measure to prevent relapse
  - More information about Recovery Services will be coming soon
- Recovery Residences (also known as Sober Livings) are privately-owned homes or complexes that provide transitional housing for adults who are recovering from a substance use disorder
  - Recovery Residence supplemental funding is an option for clients actively receiving DMC-ODS Outpatient Treatment Services or Recovery Services. Refer to the Recovery Residences – Supplemental Funding Guidelines on the Optum website, Toolbox Tab for more details on the requirements and maximum costs.

Date of Discharge Clarification
- Per CalOMS, the discharge date is based on the last contact with the client.
- Standard Discharges are planned discharges that involve an "exit interview". This exit interview can take place either face-to-face or by telephone. The date of this exit interview is the discharge date for a standard discharges for Outpatient/Residential programs.
- Administrative Discharges are unplanned discharges typically resulting from the client not returning to the program. Since the client cannot be located for an exit interview, the discharge date is the last date the program had contact with the client (Face-to-face or by telephone).
- For OTPs, date of discharge for a standard discharge is the last oral medication the client had.

SUD QM Team Program Reviews
- As onsite technical assistance reviews continue for programs, focus will be on working with program quality assurance staff to support internal quality review processes at the program.
- The SUD QM team requests program quality assurance staff participate in these TA reviews.

From the MIS Team

Save the Date: SanWITS Quarterly Users Group Meeting
- Date: Monday January 7, 2018
- Time: 9:30 am – 12: 00 pm
- Location: 1 Father Junipero Serra Trail, San Diego, CA 92119
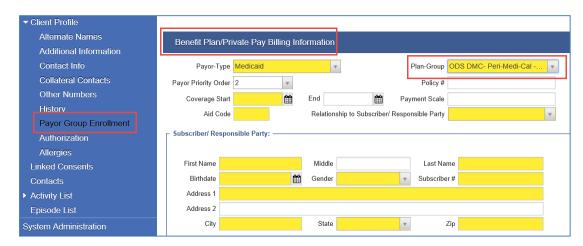
Optum Website SanWITS Tab Updates
- SanWITS Flow-Assessed Clients not Admitted
- SanWITS Flow-Delayed Admission
- SanWITS Flow-Group List for OTP Providers
- SanWITS Flow- Group List for Outpatient Providers

Reminder: Residential Providers
- Residential Bed Management is meant to be done in real time so that an accurate count of beds can be maintained and used for referring clients to your facility
- Promptly discharge the client upon completion of treatment - this will take the client out of the bed so that the bed is available for new clients
- If the client has unreleased encounters, leave the case/episode open after discharge
- Only Authorized Residential Bed Days can be billed – Optum is the authorizing entity

Important - Perinatal Services

- To bill DMC perinatal services, a facility must be licensed by DHCS to provide perinatal services in conjunction with being contracted with the County to provide perinatal services
- There are very few facilities that fall into this category – if you are not sure if your facility can bill DMC for perinatal services, please contact your COR and/or the Director of your facility
- If your facility is able to bill DMC for perinatal services, the client will need the following two items in SanWITS:

1. ODS DMC Perinatal Payor Group Enrollment – linked to perinatal rates

2. Answer "yes" to the Perinatal question in the program enrollment- linked to perinatal rates

- Important: If your facility cannot bill DMC for perinatal services
  - Always answer NO to the Perinatal question in the Program enrollment
  - Do not create a payor group enrollment for peri services
- The question in the encounter "pregnant/postpartum" is used for reporting purposes and is not linked to the higher perinatal rates

SanWITS and SSRS Trainings – Oct through Dec classes are on RegOnline

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  - Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
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Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**

Up To The Minute... SUD Provider Edition

HHSA | **LIVE WELL SAN DIEGO**

The QM Team has MOVED back to BHS Administration at 3255 Camino del Rio South, San Diego
- Look for a new Serious Incident Report (SIR) phone number and an updated SIR form to be coming soon
- For now, continue to use the current SIR phone number **(619-641-8800)**
- All QM Staff also have new office phone numbers
- However, the QM Confidential Fax number will remain the same **(619-236-1953)**

Documentation Skill Building Workshops on ASAM Assessments in December
- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and we will focus on ASAM Assessments in December.
- Groups will be limited to 25 participants and reservations are required by emailing **BHS-QITraining.HHSA@sdcounty.ca.gov**
- Meeting at North Inland Live Well Center (Grand Ave Room D, 649 W. Mission Ave, Escondido)
  - Wednesday, 12/19/2018, 1:30 p.m. to 3:30 p.m.
- Meeting at County Operation Center (Training Room 124, 5530 Overland Ave, San Diego)
  - Thursday, 12/27/18, 1:30 p.m. to 3:30 p.m.

Residential Provider Documentation Training

Date: Friday, December 21, 2018

Time: 9:00 a.m. -1 p.m.

Where: County of San Diego-County Operations Center (COC)

5560 Overland Avenue, 1st floor, Room 171, San Diego, CA 92123

- To register, please email the following to **BHS-QITraining.HHSA@sdcounty.ca.gov**
  - Name of Person(s) Attending
  - Program Name
  - E-mail Address for each Individual

Save the Date: SanWITS Quarterly Users Group Meeting
- Date: Monday January 7, 2018
- Time: 9:30 a.m. – 12: 00 p.m.
- Location: 1 Father Junipero Serra Trail, San Diego, CA 92119

DMC-ODS Treatment Provider Meeting
- No meeting in December
- Next meeting: Tuesday, January 15th, 2019, 10:00-11:30 a.m.
- Location: Scottish Rite Center, Heald Room, 1895 Camino del Rio South, San Diego, CA 92108

Cloned Documentation is Never Allowed
- Cloned Documentation is defined as documentation that is worded exactly alike or similar to previous entries in the same chart or another chart.
- This can happen if a program is using templates or examples for progress notes or forms (e.g., Treatment Plans, ASAM LOC Recommendations).
- If documentation appears to be cloned, there is significant risk for disallowance of services.
- Every client and every contact is unique, so documentation should always be different
- For additional information review Compliance Bulletin #30 on the Communication Tab of the Optum website https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/communications/Compliance_Bulletin_30_-_Cloned_Documentation_-_11-1017.pdf

"Termination" Notice of Adverse Benefit Determination (NOABD)
- The Termination NOABD is a similar document to what programs used to send to clients (this was the "10 Day Notice" which is no longer used) prior to an administrative discharge.
- Required when a client is administratively discharged and is mailed or hand delivered 10 days prior to the decision to discharge.
- The following three forms must be sent out with this (and all) NOABD forms:
    - The NOABD "Your Rights" notice
    - The NOABD "Language Assistance" Notice
    - The Beneficiary Non-Discrimination Notice
- All forms are located on the "NOABD" tab of the DMC-ODS page of the Optum Website

Reminder: Residential Bed Holds
- Residential programs can only hold a client's bed open for up to 7 days with rationale (e.g., hospitalization, AWOL, brief incarceration, etc.)
- As no services are being provided to the client, programs can only claim the room & board rate for these days
- Reference the "General Residential Tx Assumptions" One-Pager on the Toolbox Tab of the Optum website (https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/toolbox/One-Pager_FINAL_General_Residential_Tx_Assumptions.pdf)

Reminder: Physician Direction Form (# F406)
- On this form, the Medical Director recommends what follow-up, if any, is indicated for the client based on a review of the Client Health Questionnaire and medical and drug history information of the client.
- MDs have an option to document these recommendations on the Physician Direction Form (#F406), a progress note, or an alternative form developed by the program.

Reminder: ASAM Training Requirement
- Staff providing screening/intake, assessment and treatment planning services must be fully trained in ASAM prior to providing those services in one of 3 ways:
    - Participation in the County sponsored ASAM training by Dr. Mee-Lee in November 2017
    - Completed 2 e-learning modules through the Change Companies (ASAM Modules I & II)
    - Completed all three CIBHS trainings (ASAM-A, ASAM-B and ASAM-C)
- If your program staff is having difficulty meeting these training requirements, please contact your program COR to discuss options.

Entering ASAM Data in SanWITS
- Data from the Initial Level of Care Assessment and ASAM Level of Care Recommendation form is to be entered SanWITS.
- For information on how to do this data entry, refer to Chapter 11 of the SanWITS User Guide on the Optum website at https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/sanwits/SanWITS_Users_Guide_2018_v1_1_12-10-18_Redacted.pdf
- For questions about SanWITS data entry, contact the SUD MIS Support Desk at **SUD_MIS_Support.HHSA@sdcounty.ca.gov**

Medi-Cal Eligibility Verification
- Providers must have access to Medi-Cal client information to verify eligibility for each month of service, prior to billing.
- Verify person presenting the Medi-Cal card is the recipient for whom the card was issued.
- Utilize the Medi-Cal Aid Code Master Chart to identify types of services the client is eligible for.
- For detailed instructions on how to obtain Medi-Cal eligibility verification access, visit the Medi-Cal website at **http://www.medi-cal.ca.gov/signup.asp** or contact the Telephone Service Center (TSC) at 1-800-541-555.
- Residential programs who are not yet DMC Certified should work with Optum during the Authorization process to verify Medi-Cal Eligibility.

Network Adequacy Requirements by the "Mega Regs"
- Medicaid and Children's Health Insurance Program (CHIP) Managed Care Final Rule (aka "Mega Regs") requires states to establish and implement standards for network adequacy.
- The Department of Health Care Services (DHCS) issued a Mental Health and Substance Use Disorder Services (MHSUDS) Information Notice to establish federal network adequacy requirements.
- Network adequacy standards include time, distance, and timely access standards.
- Required documentation includes the Network Adequacy Certification Tool (NACT) for all providers.
- To determine compliance with the new standards, DHCS requires a quarterly data submission to evaluate and certify the DMC-ODS pilot counties on an annual basis.
- The first submission of the DMC-ODS NACT will be due on April 1, 2019
- BHS will be sending providers email correspondences with detailed instructions for completing the NACT in the next couple months.
- For more information on the information notice, click here: Information Notice 18-011.

Billing Tab for the DMC-ODS Optum webpage
- A new "Billing" tab has been added to the DMC-ODS page on the Optum website that includes the following:
  - BHS Drug Medi-Cal Organizational Providers Billing Manual
  - DHCS Drug Medi-Cal Billing Manual
  - OTP Billing SanWITS Screens
  - PGE or Benefit Plan Review Billing Tip Sheet
  - Residential Bed Day billing SanWITS Screens
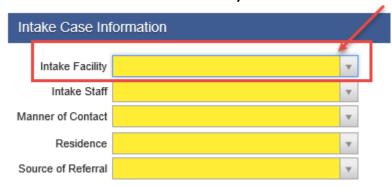 - Residential Billing Case Management-Recovery Services SanWITS Screens
- Have a look at https://www.optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html

From the MIS Team

Daily Encounters
- Encounters are meant to be created after each service, and should be created throughout the month
- We do understand that it is not always possible to enter encounters each day after each service, but they should be entered as soon as possible after the service and not held
- All Encounters should be completed by the end of the month which allows for the billing process to begin the 1st of the month to no later than the 10th of the month for the previous month's service
- If your facility has not been given the approval to release to bill, the billing process would not begin yet.
- All units of service should be in the SanWITS by the end of the service month – this allows the TUOS to be generated for the previous month's service
- OTP programs entering consecutive dosing encounters with the same NDC#, would need to end the encounter by the end of the month, OR the units of service would have to be picked up on the next month's TUOS. Consecutive dosing should not be longer than 30-31 days.

Important: Transferring Clients
- Clients should be discharged as referred and Admitted as a transfer when moving from one level of care to the next or from one facility to the next.
- **Do Not Use the "Intake Facility" field on the Intake screen to change the facility**

Intake Case Information	
Intake Facility	
Intake Staff	
Manner of Contact	
Residence	
Source of Referral	

- The only exception to this - is moving between Residential levels of care within the **same** facility.

ASAM screen in SanWITS
- All providers are required to enter the ASAM screen in SanWITS.
- A recent audit revealed missing ASAM data – Make sure your ASAM results are entered.

SanWITS Staff Changes:
- Staff changes are to be reported to the County within 5 days. This includes terminated staff and any changes to staff facilities or profile roles.
- New employees will be required to attend SanWITS training before accessing the system.
- Do not lock staff out of SanWITS without informing the County.

Groups - Outpatient and OTP Programs:
Effective January 1st 2019, it is required to update the Status of all Group Attendees in the Group Roster including No Shows and Excused attendees. For No Show and Excused attendees, it is a requirement to create a manual non-billable Encounter. No shows are part of the outcomes being tracked by EQRO.

- As a reminder, Group Rosters should include a minimum of 2 attendees and a maximum of 12 attendees.
- Effective 10/9/2018, Documentation duration for Group Counseling services should be added into each individual Encounter. Please enter **zero** for Documentation duration on the Group Session Notes screen.
- Please refer to the SanWITS Flow Tip sheets on Group List for OTP Providers or Group List for Outpatient Providers on the SanWITS Tab of the DMC-ODS Page of the Optum Website (https://www.optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html)
- As a reminder, OTP providers cannot bill for Documentation or Travel time in either the group session or individual encounters and should always enter **zero.**

SanWITS and SSRS Trainings – through Dec classes are still located at RegOnline
- Register online for SanWITS Outpatient Basic (this includes OTP) or Residential Basic and SSRS trainings at https://www.regonline.com/builder/site/Default.aspx?EventID=2260135 . If you have any questions please contact the SUD MIS support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
  - Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
  - No walk-ins or substitutions will be allowed due to specific individual accounts.
  - If there is no staff registered 7 days prior, the training for that date will be cancelled.
- SanWITS billing classes, register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
  - SanWITS Basic training is required before attending the Billing training.
- If you have signed up for a class and are unable to attend, cancel the registration as soon as possible so that staff on the waitlist are able to attend.
- **Important:** As of January 1, 2019 registration is changing from RegOnline to **Regpacks** at: https://www.regpacks.com/reg/templates/build/?g_id=100901152

Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute*!
Send all personnel contact updates to **QIMatters.hhsa@sdcounty.ca.gov**