

DMC-ODS Skill-Building Workshop for the Licensed Practitioner of the Healing Arts (LPHA)

- The April skill-building workshop originally scheduled to be the LPHA meeting on the Diagnosis Determination Note (DDN) and medical necessity has been cancelled.
- The workshop will be rescheduled after the conclusion of the COVID-19 public health emergency.
- Look for an email update to announce when a new workshop date has been scheduled.



DMC-ODS Documentation Trainings

- As a reminder, until further notice, outpatient and residential documentation trainings have been cancelled.
- Providers are encouraged to take advantage of the documentation webinars available on the Optum website on the DMC-ODS page under the “Training” tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.- 11:30 a.m.

- Currently suspended until further notice.
- Look for email updates to announce any changes.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx

- The date for the SUD QIP WebEx meeting was not available at the time of this release.
- Look for email updates to announce when the April WebEx meeting has been scheduled.



Billing Unit Announcement

- The Billing Unit is available during the COVID-19 pandemic.
- Please continue to email us at ADSBillingUnit.HHSA@sdcounty.ca.gov with any DMC Billing issues or concerns.

Reminder: Importance of Gathering Primary Care/Clinic Information

- As a reminder, please make sure to have clients’ Primary Care Physician and/or Clinic contact information on file.
- The ability for Medical Directors to connect with these allied health professionals is always important, but even more so during the COVID-19 crisis.





Resources & Links

Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the [BHS Provider Resources Page](#) which is updated regularly with the most recent communications and resources that have been sent to BHS providers.
- Links to all BHS provider communications that have been sent out to date can be found below:
 - [4-6-20 – COVID-19 Guidance for BHS Contracted Staff with Lived Experience](#), for documents linked within this flyer please see below:
 - ['Stop the Spread' Flyer - English](#)
 - ['Prevenir la Propagación' Flyer - Spanish](#)
 - [Peer-to-Peer Warmline Flyer](#)
 - [4-1-20 – CYF Memo – UM Temporary Revision Due to COVID-19](#)
 - [3-31-20 – Provider One-Pager – BHS Guidance for Clubhouses](#), for documents linked within the one-pager please see below:
 - [Phone Activity Entry ClubHOMs](#)
 - [Resources for Community Health Clinics](#)
 - [Food Resources by Region](#)
 - [3-27-20 – COVID-19 Guidance for Behavioral Health Residential Facilities](#)
 - [3-26-20 – QM Memo – Telehealth Resources during the COVID-19 Public Health Emergency](#)
 - [3-23-20 – Guidance for County Staff and Contractors Regarding Telehealth](#)
 - [3-20-20 – COVID-19 Financial Practices and Contract Management Guidance](#)
 - [3-19-20 – COVID-19 Quality Improvement Updates and Best Practices](#)
 - [3-17-20 – COVID-19 Guidance and Best Practices](#)
 - [3-13-20 – COVID-19 Notice to Providers](#)

For general information on COVID-19

including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the [County of San Diego COVID-19 webpage](#).

For local information and daily updates on COVID-19, please visit www.coronavirus-sd.com. To receive updates via text, send **COSD COVID19** to **468-311**.

Coronavirus Disease 2019
COVID-19

DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: <https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-Response.aspx>

Updated Withdrawal Management Guide

- The Withdrawal Management Standards Guide has been updated.
- Revision to the guide serves to clarify:
 - physical exam requirements
 - expectations for observation and monitoring during treatment
 - group sign-in sheet requirements
 - treatment planning
 - progress notes
 - documentation of the discharge plan
- The updated guide is not to address a change in requirements, but rather to bring current SUDPOH details into the document to make a more convenient reference for providers of WM services.
- This update is available on the DMC-ODS page of the Optum website.



ALL Programs

Diagnosis:

- There is currently an issue in SanWITS that's causing the effective time to not pre-populate to 12:00 a.m. when the diagnosis is created via admission. We are still investigating the issue. For now, please continue to create your diagnosis via Diagnosis List.
- When creating your diagnosis via Diagnosis List, the effective date will be blank instead of pre-populated with the admission date when the diagnosis is created via admission. It is very important that you enter the admission date when you first create your diagnosis as you will not be able to release the encounter for that day. Once you enter the effective date, the time will be pre-populated to 12:00 a.m. and will be read only. You can then click on "Edit Diagnosis" to select the appropriate diagnosis.

A screenshot of a web-based form titled "Client Diagnosis". The form has a blue header bar with the title and an "Edit Diagnosis" button on the right. Below the header, there are three input fields for "Primary", "Secondary", and "Tertiary" diagnosis codes. To the right of these fields, there are fields for "Effective Date" (with a calendar icon) and "Time". The "Effective Date" field is highlighted with a yellow box and contains the value "02/26/2020". The "Time" field contains "12:00 AM". Below these are fields for "Expiration Date" and "Time".

Outpatient Programs

Important: Changing Level of Care:



- A Discharge record **MUST** be completed, and the case closed when the Level of Care (LOC) is changed for the client.
- **DO NOT** open a new Program Enrollment under the same episode when the client changes LOC.
- There should **NEVER** be more than one LOC Program Enrollment under the same episode for a client.
- The only exception to this rule is (1) if a client changes from Non-BHS Contracted Client to a BHS client OR (2) if a client has completed treatment and has been discharged and is then enrolled in Recovery Services.

Perinatal Certified Programs

Changes in Client's Status:

- When the client's status of Perinatal/Postpartum changes from NO to YES or vice versa, the current Payor Group Enrollment and the current Program Enrollment **must be end dated** and a **new one created** to prevent billing errors.

Residential Providers

Residential Bed Day (RBD) encounters:

- Encounters should be created via Census.
- Make sure you are selecting the clients that were present for the Census day.
- The Note Type is pre-populated to Bed Management Census Note and **must be updated** to DMC Billable, County Billable or Non-Billable accordingly.

System Integrity Reports

- Will be delayed to providers due COVID-19
- Update will be posted in the May UTTM

SanWITS Entry for Services Provided by Telehealth

Enter an encounter the same way that you normally would. There are two locations in which Telehealth must be identified.

- 1) Service Location – select Telehealth
 - This is normally prepopulated with either “Residential Substance Abuse Tx Facility” or “Non-Residential Substance Abuse Facility.”
- 2) Contact Type – select Telehealth



Please note: Telehealth and telephonic (phone) are not the same. Telehealth means simultaneous video and audio contact.

External Quality Review Organization (EQRO) - No Shows

- As a reminder, it is required to create encounters for clients that have scheduled appointments and are NO SHOWS.
 - NO SHOW is a scheduled appointment that the client missed
- For Outpatient, these appointments could be for Group Counseling, Individual Counseling, Case Management, or for Recovery services
- OTP programs, these appointments could be for Group Counseling, Individual Counseling, and/or Case Management
- For Residential programs these appointments could be for Case Management, or Recovery Services
- NO SHOWS are part of the outcomes being tracked by EQRO

EQRO - Access to Service Times

- As a reminder, the Contact Profile records communication and interaction with a client in order to capture needed data elements for the Drug Medi-Cal Organized Delivery System (DMC-ODS).
- When creating a Contact Profile, programs should be selecting “Made an Appointment” under the Disposition field even if the client is seen the same day as the client Walks-In or Calls-In.
- Appointment field dates for assessment and the date of contact are used to report timeliness measures for EQRO.
- Appointment field dates on the Intake screen are also used to report timeliness measures for EQRO.

Release Encounters to Bill

- ALL encounters, except non-billable, should be released to bill (claim created).
- A Benefit Plan is required for all County Billable services and Medi-Cal Billable services.
- Tip sheet for Service Claims and Payor Group Enrollment are available on the OPTUM website under the SanWITS tab.
- If you have questions please contact the SUD support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Quarterly Users Group Meeting is cancelled for April 2020

- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Meetings will be rescheduled at a later date.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

SanWITS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- 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.
- Types of Training Classes:
 - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions?
Contact: QIMatters.hhsa@sdcounty.ca.gov



**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**