Up To The Minute... SUD Provider Edition

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 A.M. to 11:30 A.M.

- Next meeting: Tuesday, **July 16, 2019**, at 10:00 A.M. to 11:30 A.M.
- Location: Scottish Rite Ctr. (Claude Morrison Room), 1895 Camino del Rio So., S.D. CA 92108

Documentation Skill Building Workshops on Progress Notes

- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on Progress Notes in July. Groups will be limited to 30 participants and reservations are required by emailing: BHS-QITraining.HHSA@sdcounty.ca.gov
- 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)
  - ➢ Monday, **July 15, 2019**, at 1:30 P.M. to 3:30 P.M.
- No. Inland Live Well Center (Grand Ave Room B, 649 W. Mission Ave., Escondido, CA 92025)
  - ➢ Tuesday, **July 23, 2019**, at 9:30 A.M. to 11:30 A.M.
- County Operations Center (5560 Overland Ave., Training Room 171, San Diego, Ca. 92123)
  - ➢ Tuesday, **July 30, 2019**, at 9:30 A.M. to 11:30 A.M.

Root Cause Analysis (RCA) Training recommended for PM and QI Staff

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the "why" and "how" of an incident, without blame; and learn effective techniques for a successful RCA along with Serious Incident Reporting requirements.
To register, please RSVP to: BHS- QITraining.HHSA@sdcounty.ca.gov

- Date: Friday, **July 19, 2019**
- Time: 9:00 A.M. to 12:00 P.M
- Where: County Operations Center (COC) 5530 Overland Ave., Rm. 124, San Diego, CA 92123

DMC-ODS Outpatient Documentation Training

Date: Monday, **July 22, 2019**
Time: 9:00 A.M. to 1:00 P.M.
Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

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

DMC-ODS Residential Documentation Training

Date: Monday, **July 29, 2019**
Time: 9:00 A.M. to 1:00 P.M.
Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

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

SUD QM Annual DMC-ODS Training

The first annual SUD QM DMC-ODS Overview will take the place of the July SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the first year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- Date: Thursday, **July 25, 2019**
- Time: 9:00 A.M. to 12:00 P.M.
- Where: Scottish Rite Center (Claude Morrison Room), 1895 Camino del Rio So., S.D. CA 92108

Reminder: Title 22 State Fair Hearing Rights Form Discontinuation
- 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.

Reminder from DHCS on Treatment Plans
- Treatment plans need to document certain required elements, including the type and frequency of services to be provided.
- DHCS has stated that the type and frequency need to be specific; so using terms such as "as needed" or "as clinically indicated" for frequency will not be acceptable.

Reminder: Credential requirements
- Professional staff must be licensed, registered, certified, or recognized under California State scope of practice statutes.
- SUD Counselors who provide counseling services in a licensed or certified Substance Use Disorder (SUD) program must be appropriately registered and/or certified at all times with one of the following DHCS-approved certifying organization:
  - ✓ California Association of DUI Treatment Programs (CADTP)-certified Alcohol & Other Drug Counselor
  - ✓ California Consortium of Addiction Programs and Professions (CCAPP)
  - ✓ California Association of Alcohol and Drug Educators (CAADE)
- DMC-ODS Staff Service Categories can be found on the DMC-ODS page of the Optum website in the SUDPOH (Appendix B-2).

Naltrexone Treatment Services Documentation
- A reminder to those providing Naltrexone Treatment services – start and end times are required for each individual and group service, as per the Intergovernmental Agreement (IA) between DHCS and the County.

Reminder: Promotional Materials
- As we move into the next fiscal year of DMC-ODS, it's a good time to review the content of your program websites and other promotional materials to assure alignment with DMC-ODS concepts and standards.
- For example, we have seen some program websites with information denying admission to clients prescribed certain MAT (medication assisted treatments, such as Methadone). Residential and outpatient facilities cannot deny someone utilizing or needing MAT from program participation.
- Additionally, new directive from the American Society of Addiction Medicine regarding use of ASAM designations in promotional materials requires certain permissions from the organization. For example, if you advertise that your program is designated as an "ASAM 3.5 program," you can no longer do so without meeting certain permission standards as set by the organization. To learn more, visit https://www.asam.org/copyright-and-permissions
- And a reminder that all promotional materials for County funded programs shall include the HHSA and the Live Well logos and be provided to the COR for review before distribution as they are subject to COR approval. Promotional materials shall include but not be limited to electronic and printed materials such as brochures, flyers, and other materials.

Reminder: Changes, Closures or new Agencies, Facilities, and Programs
- Any new Agencies, Facilities, and Programs should be reported in advance of providing services to clients. As soon as you are aware of the change, report it.
- Report to BHS, MIS unit, specifically Cheryl Lansang at Cheryl.lansang@sdcounty.ca.gov or the support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov with subject line "Agency, Facility, Program Change"
- All closures should be reported at least two months prior to closure date. Closures must be processed through the county and through the state.
- **Compliance requirements are at risk when the county MIS unit is not notified to communicate with the state and complete the necessary SanWITS setup and record clean up.**

Update: Group Sign-In Sheet requirements effective 8/1/2019
- DHCS has clarified that Group Sign-In sheets must be signed on the same day as the group and include the signature date and printed name of the counselor or LPHA who conducted the group.
- The signature must be adjacent to the typed or legibly printed name for both the client and the SUD counselor or LPHA.
- The signature of the counselor or LPHA attests that the sign in sheet is accurate and complete.
- As a reminder the group sign-in sheet must also include the following:
  - Date of the counseling session
  - Topic of the counseling session
  - Start and end time of the counseling session
- The optional Group Sign-In Sheet template in the SUDPOH has recently been updated on the Optum website to reflect the change of the counselor or LPHA signature date.
- All group sign-in sheet elements (ex. start/end times of group, topic of the session, etc.) must match the documentation on the progress notes for that group.

Signature Dates on Forms and Progress Notes Must be Accurate
- As a reminder, signature dates on forms and progress notes must be the date the form or the progress note was signed.
- It is considered fraudulent to back date or future date any form or progress note and will make the form and/or progress note invalid.
- Services will need to be disallowed if this has occurred.

"Quality Assurance Review" Webinar Available
- As of July 1, 2019, BHS began facilitating QAR for Outpatient (OS/IOS) programs.
- The new QM process and provider self-review process is available by viewing the Quality Assurance Review webinar
- Attachments available for download with the webinar include:
  - webinar transcript
  - PowerPoint Handout
  - A handout describing the changes from the previous QAR process to the new process
  - Copy of the QAR tool
  - QAR tip sheet

QI MIS Memo 2019 06 27 SanWITS Access to Service Data Collection
- Memo was disseminated June 27, 2019, along with tip sheet.
- This memo is regarding the new data fields added to the Contact and Intake screens in SanWITS
- If you did not receive this information, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

QI MIS Memo 2019 06 27 SanWITS Intensive Outpatient Service Code Change
- Memo was disseminated June 27, 2019.
- This memo is regarding DHCS Information Notice 19-031, the Intensive Outpatient Service code was changed from one code to 3 individual codes
  - Individual Counseling IOS
  - Group Counseling IOS
  - Patient Education IOS
- If you did not receive this information, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

BHS Information Sharing: BHS 2019 008-DMC ODS – Out-of-County Medi-Cal Client
- Memo was disseminated July 2, 2019, along with tip sheets.
- If you did not receive this information, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Residential Provider: Changes to the Gov Contract Enrollment (PGE) are forthcoming
- Effective Aug 1, 2019, NO changes to the Gov Contract Enrollment (PGE) during a client's episode will be necessary UNLESS the change is related to Justice Override.
- 3 Options will be available:
  - Residential Bed Day
  - Justice Override Bed Day
  - Out of County Bed Day

Change to Identification of Non-BHS Contracted Clients in SanWITS
- All Non-BHS Contracted Clients are still to be identified in SanWITS by selecting **"Non-BHS Contracted" in the Special Population field** in the **Admission record. However, effective Aug 1, 2019,** this field will no longer be changed if the client's status changes. The Admission record is meant to be point in time record for the State and not meant to change as the status of a client changes.
- In addition to the Special Population field, a new Non-BHS Contracted program enrollment will be added to each Facility to be used as the main source to identify the client as Non-BHS Contracted.
  - If the client's status changes during their episode, the Non-BHS Contracted program enrollment would be end dated and a new Level of Care program enrollment entered
- The Non-BHS Contracted client population should not be placed in Residential beds; no payor group enrollments; and no encounters created

Changes to Group Module
- Group Module was affected due to changes to the Intensive Outpatient Service code.
- *ODS Group will not be available to use for any services after June 30, 2019
  - For a limited time *ODS Group can be used for any back data entry prior to July 1, 2019
- *ODS Clinical Group and *ODS Patient Education Group have been added for groups entered July 1, 2019 going forward.
- Revised tip sheets are being created and will be posted to the Optum website under the SanWITS tab.
- If you have any questions, contact SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

EHR Readiness
- Implementation of SanWITS assessments, treatment plans, and progress notes will begin in January 2020 starting with assessment training.
- Individual staff will gain access upon training completion.
- Program managers are recommended to attend training first, followed by those with prior SanWITS experience and/or strong computer skills.
- New hires should be oriented to their program prior to attending training.
- Exposure to documentation training is recommended to take place in advance of SanWITS training
- Only clinical staff will have access to assessments, treatment plans, and progress notes. Documenting directly into SanWITS is the most efficient method
- Computer hardware needs should be evaluated
- Basic computer skill proficiencies improve training outcomes
- On the date of training, set yourself up for success!

Clinical (Full Access) Role:
- In preparation for the new Clinical Assessments and Tx Plans, the 'Clinical (Full Access)' role will be removed and replaced on each SanWITS account. You will still have access to the necessary functions in SanWITS to complete data entry.

SanWITS Billing Classes
- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training

New SanWITS User Forms and Submission Process July 2019:
- The newest version of the SanWITS User forms will be available on the Optum San Diego website and training registration website at www.regpacks.com/dmc-ods
- A 'SanWITS New User Form' with the Summary of Policies and Electronic Signature Agreement all in one document has been added
- A separate 'SanWITS User Modification or Termination' form has been added
- All forms must be completed electronically and submitted to MIS and Optum
  - The new 'Submit Form' link at the bottom of the forms allow you to submit the forms directly to MIS and Optum with one click.
  - If forms are printed and scanned or faxed, they will need to be sent to MIS and Optum
- Digital signatures will now be required on the user forms
  - How to Create a Digital Signature tip sheet has been added to the Optum San Diego website and training registration website at www.regpacks.com/dmc-ods for your convenience
- This new capability and process will begin in July; however, MIS will not reject the current forms until August 1, 2019.

New Course Adjustments
- Starting July 16, the "SanWITS Basic" class time will be from 9:00 a.m.-4:30 p.m. and the "Residential Encounters and Bed Management" and "Outpatient/OTP Encounters and Group Modules" class times will be from 9 a.m.-1 p.m. This will allow additional time to address common issues experienced by end users according to SUD MIS Support Desk call trends.
- Starting August 7, the *"Residential Encounters and Bed Management"* class time will be adjusted to 9 a.m.-4:30 p.m. This will allow additional time to teach the processes for the Group Module used for Recovery Services.

SanWITS Quarterly Users Group Meeting for Outpatient Providers – July 2019
- Next meeting: Monday, **July 15, 2019 at 9am** (Outpatient Providers Only)
- Location: 2-1-1 Connections Center, Rooms 113 & 114, 3860 Calle Fortunada, Suite 101, San Diego, CA 92123
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
- At least one representative from each facility is highly recommended.
  - ❖ **Note:** Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
    - OTP programs will meet - Jun, Sep, Dec, Mar

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

SanWITS and SSRS Trainings

- Register online with RegPacks at:
  https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 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:
  o SanWITS Basic – Fundamental SanWITS functions that are applicable to All program types
  o Residential Facilities - Bed Management & Encounter Training
  o 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 14 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 so that staff on the waitlist can attend.

Reminder: All Encounters in SanWITS Require a Note Type

- The 3 Note Types are as follows and are entered the same regardless if the program has been approved or not to release billing for DMC:
  o DMC Billable: If a client has San Diego County Medi-Cal and the service meets DMC standards
  o County Billable: If a client does not have San Diego County Medi-Cal or it is a justice override client and the service meets DMC standards
  o Non-Billable: If the service does NOT meet DMC standards
- For more information about the various Note Types and service codes, review the Provider Services Guide on the Optum website under the Manuals Tab.

Fiscal Year 2018—2019 Data Entry

- Per Information Sharing notice-BHS 2019-006, dated June 28, 2019.
- DMC-ODS Providers are expected to report all Fiscal Year 2018-2019 encounters including non-billable units rendered to BHS contracted clients since July 1, 2018, or since a provider's County BHS contract was amended to become a part of the DMC-ODS network, if this date is later.
- As a reminder, in SanWITS, a Note Type must be selected for each service encounter to indicate if the service was DMC-billable, Count-billable, or non-billable.
  ➢ Note: Opioid Treatment Providers (OTPs) who elect to provide additional DMC-ODS services using County interim rates, including case management, physician consultation, and recovery services are included. Otherwise, OTPs are exempt from this requirement.
- For BHS contracted clients, all encounters provided in Fiscal year 2018-2019, including non-billable units must be entered in SanWITS by **August 31, 2019.**
- Please contact your Contracting Office Representative (COR) for any questions.

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**