Up To The Minute... SUD Provider Edition

HHSA | **LIVE WELL SAN DIEGO**

Documentation Skill Building Workshops on Discharge & Care Coordination

The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer regularly scheduled Documentation Skill Building Workshops for SUD Program staff. These are opportunities to build and develop a SUD Treatment provider's documentation skill set. The March workshops are presented via webinar format only:

Date: Tuesday, **March 17, 2020 – 1:30 p.m. to 3:30 p.m. Select the Meeting link below:**
https://sdcountyca.webex.com/sdcountyca/j.php?MTID=m12fbf125a309a44005a7e431ff3f5672

- Join by Phone: +1-415-655-0001 US Toll
- Meeting number: 801 770 970
- Password: DMC-ODS

Date: Monday, **March 23, 2020 – 1:30 p.m. to 3:30 p.m. Select the Meeting link below:**
https://sdcountyca.webex.com/sdcountyca/j.php?MTID=m594b303c96da3f4fdd51ee8595f9ba04

- Join by Phone: +1-415-655-0001 US Toll
- Meeting number: 805 636 448
- Password: DMC-ODS

Date: Tuesday, **March 24, 2020 – 1:30 p.m. to 3:30 p.m. Select the Meeting link below:**
https://sdcountyca.webex.com/sdcountyca/j.php?MTID=m0e10f4603c63c0fd52838a75d62c874b

- Join by Phone: +1-415-655-0001 US Toll
- Meeting number: 808 385 887
- Password: DMC-ODS

Postponed until further notice

DMC-ODS Documentation Trainings

Until further notice, in-person 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 "QM Training" tab.

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 "whys" and "hows" of an incident, without blame. With structure and analysis, the intention is to get to system procedures than can be updated and changed to prevent similar future incidents.

An email will be sent to all providers with further details about this training, as alternative presentation formats are currently being decided. Stay tuned!

BHS SUD Treatment Provider Meeting

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

- Next meeting: Tuesday, **March 17, 2020,** at 10:00 a.m. to 11:30 a.m**.**
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108
- Stay tuned – an announcement will be made to providers if there are any changes.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting
Date: Thursday, **March 26, 2020**
Time: 10:00 a.m. to 11:30 a.m.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- NOTE: There will be no in-person meeting option. Participation via WebEx will be offered for all, and further information will be sent by email prior to the meeting.

Behavioral Health Information Notice 20-006: Updates to Alcohol and/or Other Drug (AOD) Program Certification Standards
This information notice states that the AOD Program Certification Standards (last revised May 1, 2017) have been updated. Changes were made to:
- Address the recent implementation of Senate Bill 1228, which prohibits remuneration for referrals.
- Provide clarification that licensed residential treatment facilities do not need DHCS approval for Incidental Medical Services in order to allow client access to Food and Drug Administration-approved medications for medication-assisted treatment (MAT).
- Remove the maximum number of counseling hours for intensive outpatient services.
- Specify that client rights must include the right to take medications prescribed by a licensed clinician for physical, mental health or SUD conditions; and to
- Require training for staff on fundamentals of MAT, including how medications work to treat addiction, information about addiction as a chronic disease, and the importance of removing stigma form the use of medications in a SUD treatment plan**.**
- These updated standards become effective on July 1, 2020. Currently certified SUD programs or programs seeking initial DHCS certification shall have until July 1, 2020, to comply with these standards.
- Follow the link to the view the Behavioral Health Information Notice 20-006 located on the DHCS website at **https://www.dhcs.ca.gov/Documents/BH-Information-Notice-20-006-AOD-Program-Certification-Standards.pdf**

Reminder: CalOMS Tx Data Collection Guide
- The CalOMS Tx Data Collection Guide shall be used as a reference to define what each question is in order to correctly capture and report the requested data.
- When CalOMS questions are not understood or correctly defined for clients, the data obtained and reported to DHCS is incorrect.
- For Example: The question about "current living arrangement" is being answered incorrectly with the option for "dependent living" for clients admitted into a residential treatment program. Per CalOMS, dependent living is defined as "…living in a supervised setting such as, residential institutions, prison, jail, halfway houses or group homes and children (under age 18) living with parents, relatives, guardians or in foster care".
- The complete guide can be located under the "SanWITS" tab on the DMC-ODS page of the Optum website at https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/sanwits/CalOMS_Tx_Data_Collection_Guide_Jan_2014.pdf

Reminder: Providers Waiting for DMC Certification
- Providers waiting for DMC certification must be ready to batch (meaning encounters are released to billing) all DMC eligible services regardless of month/year of services.
- The services must be billed timely and be ready to be submitted to DHCS (Department of Health Care Services) once approved for DMC certification.
- For services older than 6 months, please contact the Billing Unit when you have questions or need assistance in creating the claim provider batch as SanWITS will require entry of Delay Reason Information.
- For additional information on late billing, refer to the BHS DMC-ODS Billing Manual located under the "Billing" tab on the DMC-ODS page of the Optum website.

Outpatient and Residential Programs

Treatment Team
- Programs should start entering the TX Team in SanWITS for each client to include at least the Primary Counselor, Case Manager and QA Staff.
- Visit the Optum website to search for the "Intro to Admin Functions Training Manual" for instructions on how to enter the TX Team in SanWITS.
- The new clinical dashboard can only be accessed by members of the Treatment Team.

ALL Programs

Reminder: DSM 5 Diagnosis Descriptors
- Effective 2/1/20, DSM 5 diagnosis descriptor codes were required in SanWITS.
- For all existing clients (clients that were admitted prior to 2/1/20) there will be a transition period from 2/1/20 - 6/30/20 to update the client's ICD 10 diagnosis descriptor code to the new DSM-5 diagnosis descriptor code.
- To update the diagnosis for all existing clients, you should enter it thru the Diagnosis List on the Navigation pane, click Add New Diagnosis then update the date to 2/1/20 or later as Effective Date and 12:00 AM as Effective Time. Once you update the Date and Time you need to click Edit Diagnosis and enter the new DSM-5, SAVE and FINISH.
- The old ICD 10 diagnosis descriptor codes will automatically expire.

Update: System Integrity Reports
- Starting in April 2020, MIS will begin generating SanWITS System Integrity Reports again.
- These reports will be directed at identifying 8 types of data entry errors.
- Programs will receive communication via email with instructions on how to make the needed corrections with timelines for completion.

Important: Diagnosis via the Admission Diagnosis Screen
- Since July 1, 2018 users have been instructed to enter the Diagnosis via the Admission Diagnosis screen.
- Currently we have an issue with the Time on the Diagnosis via Admission Screen, therefore it will be necessary to enter the diagnosis via the Diagnosis List on the Navigation pane.
- If you have questions please contact the SUD support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Revised SanWITS New User Form and Modification/Termination Forms on Optum and RegPack

- SanWITS New User Form and Modification/Termination Form have been revised to include roles for QA/QAR staff.
- The forms are now available on Optumsandiego.com under the SanWITS tab and will soon be available on RegPack.

Update: ASAM Screen Change

- Effective April 1, 2020 the "Type of Assessment" field on the ASAM screen will be changed to include only two selections:
  - ❖ Initial Assessment
  - ❖ Follow-up Assessment

Important: Open Admissions Compliance

- An annual update must be entered for all active clients between the 10th and 11th month from the admission date or from the last dated annual update record.
- All open admissions that are 11 months plus without an annual update are **Out of Compliance** with the County.
- CalOMS errors will occur if an Annual update record is entered and submitted to DHCS before 10 months from the admission date or the last dated annual update.
- If the client is no longer actively participating in SUD Treatment, a discharge must be entered upon ending the treatment episode.

Reminder: 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.

Reminder: Release Encounters to Bill

- ALL encounters, except non billable, should be released to bill (claim created).
- A Benefit Plan for all County Billable services and Medi-Cal Billable services is required.
- Tip sheet for Service Claims and Payor Group Enrollment is 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

Reminder: CalOMS Errors
- Please email SUD_MIS_Support.HHSA@sdcounty.ca.gov once you have fixed any CalOMS errors AND if you make any corrections to a Client's Profile, Admission, Discharge, or Annual Update. You do not need to email MIS regarding changes to Payor Group or Program Enrollment as these do not affect CalOMS.
- For a client receiving Detox, you cannot select Discharge Status 1 or 2 because it is not considered completing treatment.
- Only OTP certified facilities can select a "Medication Prescribed as Part of Tx" on the Admission screen. All other programs must select "None" even if the client is receiving medication elsewhere.

SanWITS EHR Coming Soon
- Pilots for assessments are happening this month and feedback is being compiled. Thank you to our participants!
- April training classes will be postponed until further notice…stay tuned!

SanWITS Quarterly Users Group Meeting for OTP Providers – Mar 2020
- Next meeting: Monday, March 16, 2020 (OTP Providers Only)
- Location: National University, 9388 Lightwave Ave, Ste 131, San Diego, 92123
- RSVP will be required to ensure we are able to accommodate participants due to room requirements
  - Outpatient programs will meet – Apr, Jul, Oct, Jan
  - Residential programs will meet – May, Aug, Nov, Feb
  - OTP programs will meet – Mar, Jun, Sep

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

SanWITS 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:
  - 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 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.

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**