

Documentation Skill Building Workshops on ASAM Assessments

Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on ASAM Assessments in September.

Each session is limited to 30 participants, register by clicking on one of the following dates:

- ❖ North Inland Live Well Center (Grand Ave Room A, 649 W. Mission Ave., Escondido, CA 92025)
 - Monday, [September 16, 2019](#) at 9:30 a.m. to 11:30 a.m.
- ❖ County Operations Center (Training Room #171, 5560 Overland Ave., San Diego, CA 92123)
 - Wednesday, [September 18, 2019](#) at 9:30 a.m. to 11:30 a.m.

ASAM Criteria-(C) Training presented by Ca. Institute for Behavioral Health Solutions (CIBHS)

This free interactive training will provide an overview of the ASAM Criteria, Levels of Withdrawal Management and ASAM Levels of Care. The training course meets qualifications for the provision of six continuing education credits (CEs). Click [HERE](#) to register!

Date: Wednesday, **September 18, 2019**

Time: 9:30 a.m. to 4:00 p.m.

Where: Marina Village Conference Center (Terrace Room) 1936 Quivira Way, San Diego, CA 92109

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; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: Friday, **September 20, 2019**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: County Operations Center (COC) 5560 Overland Ave., Room 172 San Diego, CA 92123)

To register, provide the following information to BHS-QITraining.HHSA@sdcounty.ca.gov

- ✓ Name of Person(s) attending with e-mail address for each individual
- ✓ Program Name and Program Manager with e-mail address

DMC-ODS Residential Documentation Training in September

A review of DMC-ODS Residential Services. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **September 23, 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 click here](#), or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

DMC-ODS Residential Documentation Training in October

A review of DMC-ODS Residential Services. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **October 14, 2019**

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

Where: County Operations Center (COC) 5500 Overland Ave., Room 120 San Diego, CA 92123)

- To register, [please click here](#), or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

DMC-ODS Outpatient Documentation Training in October

A review of DMC-ODS Outpatient Services. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Thursday, **October 10, 2019**

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

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- To register, [please click here](#), or contact QIMatters.HHSA@sdcounty.ca.gov for questions.



BHS SUD Treatment Provider Meeting

This Month's SUD Treatment Providers Meeting on 9/17 is cancelled.

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

- **Next meeting:** Tuesday, **October 15, 2019**, 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

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **September 26, 2019**

Time: 10:00 A.M. to 11:30 A.M.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.
- 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.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.



Recovery Happens 2019

We are very excited to invite you to a redesigned Recovery Happens event at the Waterfront Park. In addition to food and some new stage elements, the free event will have an enhanced resource fair with information and services geared not only for those in recovery, but the people who support them, their families, friends and the general community.

- Date: Saturday, **September 14, 2019**
- Time: 10:00 a.m. to 1:00 p.m.
- Where: Waterfront Park, 1600 Pacific Highway, San Diego, CA 92101

Reminder: Dependent vs Independent Living

- Per CalOMS, information about a client's living status at admission and discharge is required. It is important to understand and explain each definition to the client while obtaining CalOMS information.
- Dependent Living: Clients 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.
- Independent Living: This includes individuals who own their home, rent/live alone, live with roommates and do not require supervision. These people pay rent or otherwise contribute financially to the cost of the home/apartment. This also includes adult children (age 18 or over) living with parents.
- Refer to the [CalOMS Tx Collection Guide](#) for additional information.

Naloxone Training Webinar

Naloxone prevents overdose deaths by temporarily blocking opioid receptors in someone who has signs and symptoms of opioid overdose.

- Promote the availability and access to Naloxone for clients with opioid use disorder and their family members or other supports.
- Ensure training for the effective use of Naloxone by following the link to the webinar at: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/dmc_ods/dmc_ods_provider/dmc_ods_additional.html

Reminder: “Termination” Notice of Adverse Benefit Determination (NOABD)

- When discharging any client for anything other than a successful discharge, there must be a NOABD because you are terminating a service.
- The NOABD is 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 on the Optum website.

Reminder: Coordination of Care Consent Form (F208)

- The Coordination of Care Consent form (F208) has been discontinued and has been removed from the SUDURM tab on the Optum website.
- This change was effective as of April 2019 – please stop use of this form and discard any saved copies you may have at your program.
- While the form has been discontinued, the requirement for coordination of care with a client’s primary care physician and other treatment providers (e.g., Mental Health programs) is still required and should be started within 30 days of admit.
- For coordination of care, the client needs to sign a 42 CFR compliant Release of Information for each treatment provider.
- Then document in progress notes after program contact with each treatment provider the care coordination activities performed. Care Coordination is billable as case management.

Reminder: Outpatient Initial Treatment Plan Timeline Calculation

- It is due, with counselor/client signature, “within 30 calendar days of admission to treatment date.”
 - This is date of admission + 29 days.
 - Example-date of admission is August 1 + 29 days would be August 30.
 - ❖ Therefore, to be in compliance, initial treatment plan is due with client/counselor signatures by August 30.
 - ❖ If it is done/signed August 31 (admit +30 days) it is out of compliance but there is no disallowance.
 - ❖ If it was not done/signed until September 1 (admit +31 days), it is out of compliance and there is a disallowance for August 31 (service provided outside of the first 30 days with no valid treatment plan on that day).
 - ❖ There would continue to be disallowances for each day after this until the treatment plan was done/signed by counselor/client.

Note: DDN for outpatient programs would follow this same timeline calculation.



Compliance Reminders

- Programs are to review [42 CFR, Part 2 - Confidentiality of Substance Use Disorder Patient Records](#) and follow all requirements as stated.
 - Per 42 CFR, Part 2, if the release of information (ROI) is with an entity without a treating provider relationship, then it must include the name of the individual(s) to whom the disclosure is made (2.31(a)(4)).
- To assist with coordination of care efforts upon a client's discharge, programs are recommended to not have ROIs expire upon the client's discharge date.
- A program's Notice of Privacy Practices (NPP), a HIPPA requirement, must be posted in a clear and prominent location where it is reasonable to expect individuals seeking services from the provider to be able to read the notice, as well as clients being provided a copy no later than the date of the first service delivery (with some exception for emergency).
 - It must include a statement that the entity is required by law to notify affected individuals following a breach of unsecured PHI (164.520(b)(1)(v)(a)).
- The **BHS Provider Compliance Workgroup** is available to discuss any of these topics in more detail. The next meeting is on **Tuesday, November 12, 2019 at 1 pm**. Please have your program's *compliance, privacy, or security officers* reach out to Angie DeVoss (Privacy & Deputy Compliance Officer of COSD-HHSA) by emailing her at Angie.DeVoss@sdcounty.ca.gov, if they would like to attend the meeting.

Reminder: OTP (Opioid Treatment Providers)-QI Medication Monitoring Report

- The Quarter 1 Medication Monitoring Report is due **October 15, 2019**.
- You must enter the contract number and DMC provider number. Contact your COR if you do not have this information.
- Ensure that you include the name of the Committee Member and their discipline.
- Also, for the total number of charts, you must enter a number.
- Refer to the Instructions found on the DMC-ODS page of the [Optum website](#), under the "Toolbox" tab for assistance completing the report.

Reminder: Client Name/Signatures

- On Treatment Plan
 - Client Printed Name must include first and last name
 - It must be legible
 - Signature-unique to client and adjacent to printed name
- On Group Sign-In Sheet
 - Client Printed Name must include first and last name
 - It must be legible
 - Signature-unique to client and adjacent to printed name
- If client refuses to sign the treatment plan
 - The provider shall document the reason for refusal and the provider's strategy to engage the client to participate in treatment.

Care Coordination Reminder

- Clients transitioning from non-OTP withdrawal management and residential services should begin services at the next indicated level of care within 10 business days of discharge from WM or residential services.
- For coordination up or down the continuum of care, the handoff is considered complete after there is confirmation that the client has engaged, and initial appointment has occurred.
- Refer to "Section D – Service Delivery" of the SUDPOH for more information regarding Care Coordination.

Reminders from Recent DHCS Audits

- The Provider Compliance Unit (PCU) of the DHCS Audit and Investigations Medical Review Branch have recently conducted technical assistance reviews at a few DMC certified Residential programs in the County of San Diego.
- These technical assistance reviews have recently been renamed as “Post-Service **Pre-payment**” reviews and do not review for financial recovery.
- These types of reviews should not be confused with “Post-Service **Post-Payment**” reviews that do review for financial recovery of services.
- From these recent reviews, we have identified some reminders as follows:
 - LPHAs and MDs must receive a minimum of 5 continuing education hours each year related to addiction medicine.
 - The program’s code of conduct must be in the employee files and have all the required elements as documented in the [Intergovernmental Agreement](#) on page 123-124.
 - TB Test results must be completed every year and in the employee files.
 - The diagnosis on the treatment plan should match what is documented on the DDN (Diagnosis Determination Note).
 - If the client’s physical exam results are not in the chart and have not been reviewed by the MD, then it must stay on the treatment plan as a goal.
 - Group sign-in sheets must contain all required elements (see sample [group sign-in sheet](#) with these elements, from Appendix D.4 of the SUDPOH)
 - For planned discharges, the client must be given a copy of the Discharge Plan and it must be documented the client was provided a copy.
- Reminder, if a program is contacted by DHCS for any type of review or audit (be it scheduled or unannounced visit), it is expected that the program will immediately notify the program COR and the BHS SUD QM unit. QM can be notified via email at QIMatters.HHSA@sdcounty.ca.gov
- If a Corrective Action Plan (CAP) is required for any type of DMC review, programs are to submit drafts directly to the BHS SUD QM unit for review and technical assistance within 30 days of receiving the final report (SUDPOH page G.12-13).

For Residential Providers Only:

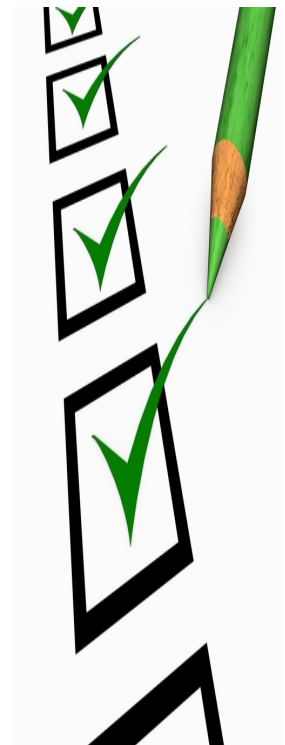
- When changing the level of care on a client record, please ensure that you also create a new program enrollment to match the level of care on your new authorization.
- If a new program enrollment is not created, your encounters will have the incorrect program name. This is especially important at the time of discharge.
- Once the client has been discharged, the system will not allow you to make any correction and you will not be able to bill for the new level of care.

For Outpatient Providers Only:

- If your client has a change of level of care from OS to IOS or vice versa, the client must be discharged from the current episode and a new episode will need to be created under the new level of care as a Transfer of Change in Service in the admission.

For OTPs Only:

- Courtesy dosing is only for clients with Out of County Medi-Cal for clients who reside in the State of California.



For ALL Programs:

- When a discharged client comes back to your facility, a new episode will need to be created. Do not reuse an existing episode.
- Cash clients will also need to be entered in SanWITS for CalOMS purposes but will need to be identified as non-BHS contract under special population and a Program Enrollment must be created using Non-BHS Contracted Client as the Program Name.
- A discharge record will need to be completed within the Data Entry Standards. If client is still at the facility by the 10th month from the admission date, an Annual Update will need to be processed.

For Providers who are providing Recovery Services (Outpatient and Residential)

- If the client completes treatment and will be receiving Recovery Services, a discharge will need to be processed.
- Once the discharge is processed, the episode will need to remain open and a new Program Enrollment will need to be created for Recovery Services under the same episode as the Treatment Episode.
- **Do not** create a brand-new episode for recovery services. Once the client completes the Recovery Services, the Program Enrollment can be end-dated, and the episode will need to be closed from the Intake screen.

See SanWITS tip sheets under the “SanWITS” tab of the DMC-ODS page on the [Optum website](#)



SanWITS Billing Classes

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

SanWITS Quarterly Users Group Meeting for OTP Providers – September 2019

- Next meeting: Monday, **Sep 16, 2019 at 9 a.m.** (OTP Providers Only)
- Location: 211 Connections Center at 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

SanWITS User Forms

Please use the newest SanWITS User Forms available on www.regpacks.com/dmc-ods and www.optumsandiego.com. Older versions of the SanWITS User forms submitted to MIS will be returned effective August 1st, 2019.

- The **SanWITS New User Form** includes the Summary of Policies and SUD Electronic Signature Agreement for new employees.
- The **SanWITS User Modification or Termination Form** is available for changes to existing accounts.
- All forms must be typed and completed electronically.
- New User forms must be submitted to SUD_MIS_Support.HHSA@sdcounty.ca.gov 14 days prior to your employees SanWITS Training date.

SanWITS and SSRS Trainings

- Register online with RegPacks at: www.regpacks.com/dmc-ods
- 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 Basic-Fundamental 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 so that staff on the waitlist can attend.

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