

# Up To The Minute... SUD Provider Edition

April 2021



## **DMC-ODS Outpatient and Residential Documentation Trainings**

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

### ➤ **Residential**

- Date: **Friday, April 9, 2021**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – [Click here to register!](#)

### ➤ **Outpatient**

- Date: **Friday, April 30, 2021**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Look for registration information coming soon!



## **Documentation Skill Building Workshops**

- The County of San Diego HHSA Behavioral Health Services SUD Quality Management team is pleased to offer the next Documentation Skill Building Workshop. In April, we will be focusing on Recovery Services.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.
  - Date: **Wednesday, April 14, 2021**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – [Click here to register!](#)

## **QM Tip of the Month**



- ✓ Recovery Services is not considered a level of care and has no number/rating associated with it. Therefore, Recovery Services is not an option on ASAM forms or scoring screen in SanWITS.
- ✓ When client is determined to be ready to step down to Recovery Services, you should be selecting “none – does not meet criteria” in SanWITS and you should be documenting “0” on the ASAM forms.

## **All Behavioral Health Services Providers | Bi-Monthly Tele-Town Hall**

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All-BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

### **SUD Provider Quality Improvement Partners (SUD QIP) Meeting**

The QIP is a monthly meeting for all DMC-ODS Providers to get the most up to date information on all things Quality Management, Management Information Systems and Performance Improvement. The expectation is that this meeting is attended by all DMC-ODS contracted providers. The program manager and quality assurance staff monthly attendance is expected as part of your contract. If you are unable to attend, please send a designee to cover.

- Date: **Thursday, April 22, 2021**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx- Participation information will be sent by email prior to meeting.



- ❖ Special Presentation: Optum - Network Adequacy Certification Tool (NACT) Reporting

### **Reminder: Level of Care Designations for Residential and WM Programs**

- DHCS has issued new guidance for residential level of care (LOC) designations in [Behavioral Health Info Notice 21-001](#) as part of DHCS licensing requirements.
- All licensed AOD facilities shall obtain at least one DHCS LOC Designation and/or at least one residential ASAM LOC Certification.
- Each option has different requirements, deadlines, and limitations based on LOC.
- All residential (non-WM) programs currently have a “provisional” level of care designation.
- All WM programs were previously exempt from obtaining the provisional LOC designation but are now required to obtain the DHCS LOC designation.
- DHCS created an [FAQ](#) to assist with questions.
- QM will be reaching out to programs to provide support and answer questions.
- Failure to comply with licensing requirements timely may result in revocation of the license as well as deactivation of DMC certification and inability to bill for DMC services.

### **Reminder: Ongoing Optum Cleanup**

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.
- A new tab called “Forms” is being added and will contain non-SUDURM forms to make it easier to locate for use.
- Examples of non-SUDURM forms are SIR, RCA, DPC 203, etc.

### **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.
- When CalOMS questions are not understood or are not correctly defined for clients, the data obtained and reported to DHCS is incorrect. Refer to the [CalOMS Tx Collection Guide](#) for additional information.



### Reminder: Grievances & Appeals

- In accordance with 42 CFR and the Intergovernmental Agreement, the SUD Quality Management Unit distributes the *DMC-ODS Quick Guide*, which contains information on client rights, as well as a description of the services available through DMC-ODS, and the avenues to obtain resolution of dissatisfaction with DMC-ODS services.
  - ❖ **Note:** *New clients must receive a copy of the DMC-ODS Quick Guide when they first obtain services from the provider and upon request, thereafter. (Handbooks are available in threshold languages.)*
- **Programs are reminded that the Grievances & Appeals information needs to be sent out to clients when initial intakes are conducted via Telehealth to ensure clients receive their important beneficiary rights information.**
- At all times, Grievance and Appeal information must be readily available for clients to access without the need for request, therefore grievance/appeal forms (*in threshold language*) along with addressed envelopes should be provided to clients.



### Reminder: Timely Access

- To ensure compliance for timely access requirements, the “1<sup>st</sup> Available” appointment date field in the SanWITS Contact screen is the first date your program has availability to complete an admission/intake.
- If the client requests a specific date after your program’s 1<sup>st</sup> – 3<sup>rd</sup> available dates, the client requested appointment should be documented as “1<sup>st</sup> Accepted”.
- Example: Client calls Programs XYZ on 3/1/21 to request services; they are planning to be discharged from a residential program by 3/20/21 so they would like an appointment on 3/21/21.
  - Program XYZ’s first available is 3/3/21; client is not available; documented as 1<sup>st</sup> available in the Contact screen.
  - The program’s second available appointment is 3/7/21; client is not available; documented as 2<sup>nd</sup> available in the Contact screen.
  - The program’s third available appointment is 3/9/21; client is not available; documented as 3<sup>rd</sup> available in the Contract screen.
  - The program has availability on the requested 3/21/21 date; this is documented as the 1<sup>st</sup> accepted appointment.
- NOABD Timely Access Notice shall be sent when there is a delay in providing the beneficiary with timely services, as required by the timely access standards applicable to the delayed service.
- The NOABD Timely Access Notice template is located on the Optum site under the NOABD tab.
- Issuance of the NOABD shall be documented in the SanWITS MISC NOTES module.

### Group Errors Continue

Each week we are still receiving group counseling encounter errors in SanWITS. **Next step - Staff will be identified for a mandatory training.**

- Adding and removing group participants incorrectly.
- Group encounters without a Session ID.



### Assessment Errors Continue

**Important: Outpatient & Residential Counselors and LPHA’s:**

- Make sure user is entering the correct assessment type in SanWITS.
- We are receiving many deletion requests for adding the wrong assessment type (ex: Adult ILOC instead of Adolescent ILOC, or Adult ILOC instead of LOC Recommendation).
- After an assessment has been created, it requires a ticket to be deleted (deletions take 2+ weeks)

### DATAR Reminder:

- According to the IA, there is to be no waitlist for ODS.
- Enter zero (0) for wait list questions 4-7 on the DATAR website.

### Billing Reminders

- Billing Unit emailed all OTP programs on 03/18/2021 announcing the changes or update on the original email we sent on 09/21/2020 with subject: Medicare Billing for Medi-Medi (Medi-Cal with Medicare) Clients.
- The updated email highlighted the requirements to release all Medi-Medi encounters through Medicare PGE and place them on hold in SanWITS - Claim Item List folder.
- OTP Case Management (CM) is not included in Medicare bundle and should be billed straight to Medi-Cal providing the client's county of responsibility is San Diego. Medicare Explanation of Benefits (EOB) is not required for CM services.
- To bill CM services directly to Medi-Cal, program should release the encounters through Payor Group Enrollment (PGE) Plan: ODS-DMC Peri or Non-Peri.
- As of 03/09/2021, OTP Medi-Medi services (except CM) will be denied by the State if billed.
- Billing Unit recently processed all Case Management claims on hold from October 2020 to February 2021 and billed them to the State. We are waiting for other OTPs to provide us the status of their CM and Medi-Medi claims.

### SanWITS Virtual Trainings Provided

- Register online with RegPacks at: <https://www.regpack.com/reg/dmc-ods>
- 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.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 AM – 8:45 AM
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 AM, email [sdu\\_sdtraining@optum.com](mailto:sdu_sdtraining@optum.com) to get the issue resolved.
- 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
  - SanWITS Assessments – designed for direct service staff who complete Diagnostic Determination Note (DDN), Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment
- **All required forms are located on the “Downloadable Forms” tab and must be fully completed, signed by the staff to be trained, then reviewed and signed by the supervisor and returned to SUD Support at [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov) at least 7 days prior to scheduled training. If the 3 forms are not fully completed and submitted, you will not be able to attend training regardless of receiving training confirmation. All credentials and licenses will be verified with the appropriate entities for SanWITS access.**
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, further training will be required.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment**
- If you are unable to attend class, please cancel the registration as soon as possible.



### **Billing Unit - SanWITS Billing Classes**

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto: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 Quarterly Users Group Meeting for Outpatient Providers – Apr 2021**

- Next meeting: Monday, April 19, 2021, at 9:00 a.m. – 11:00 a.m. (Outpatient Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3<sup>rd</sup> 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



- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)

### **Reminder: COVID-19 | 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.

### **Reminder: 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>

### **Reminder: 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](http://www.coronavirus-sd.com). To receive updates via text, send **COSD COVID19** to **468-311**.

Coronavirus Disease 2019  
**COVID-19**

**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](mailto:QIMatters.hhsa@sdcounty.ca.gov)