

Documentation Skill Building Workshops on Recovery Services

The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer two remaining Documentation Skill Building Workshops in December. These are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on Recovery Services in December. Due to limited available seating for the workshops, registration is required.

Please register by clicking on the dates below!

- Date: Monday, [December 16, 2019](#)
- Time: 9:30 a.m. to 11:30 a.m.
- Where: County Operations Center-COC (5530 Overland Ave., Room #124, S.D., CA 92123)

- Date: Tuesday, [December 17, 2019](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: 211 San Diego Building (3860 Calle Fortunada, Suite #101, Haimsohn Room, S.D., CA 92123)

DMC-ODS Outpatient Documentation Training in January

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

Date: Wednesday, **January 8, 2020**

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

Where: County Operations Center-COC (5560 Overland Ave., 1st floor, Room #171, S.D., CA 92123)

- **Registration information will be sent by email prior to the training.**



DMC-ODS Residential Documentation Trainings

"Details regarding the Residential Documentation trainings is coming soon! An email with details on dates, times, location and registration will be sent to all providers shortly."

BHS SUD Treatment Provider Meeting

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

- Next meeting: January 21, 2020 - **No meeting in December**
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108



Update: Withdrawal Management (WM) Observation Log and Instructions

- The Withdrawal Management Observation Log (F 401b) and associated instructions (F 401a) have been updated in response to feedback received from DHCS.
 - WM Observation Log now requires documentation by program staff of the specific times and locations in which observations occur. This replaces the pre-printed times previously on the form.
 - Per the updated WM Log Instructions, the exact time of the observation is entered by program staff in the appropriate column.
 - A column for documenting location has also been added to the WM Observation Log.
- Forms are available on the DMC-ODS page of the Optum website under the “SUDURM” tab.
- Use of the updated forms is effective **December 9, 2019**. Monitoring to this requirement will begin **December 16, 2019**.

Residential Programs: Client Access to Appointments

- Programs are required to follow their policies and procedures as developed with the program’s Medical Director in determining length of, and rules around, any type of acclimation (i.e. “blackout”) period after client’s admission to a residential program. (Please note programs are not required to have such a period).
- Program rules and restrictions must always be germane to treatment and consistent with trauma informed and DMC-ODS principles.
- Policies and procedures for the acclimation period must allow for access to:
 - ✓ medically necessary and clinically indicated appointments (such as mental health appointments, medical appointments)
 - ✓ child visitation (including phone calls with children)
 - ✓ court and probation meetings
 - ✓ Other important appointments



Reminder: AM/PM for Progress Notes and Group Sign-In Sheets

- If the am/pm is not marked, this is treated as a compliance issue.
- If the am/pm is clearly incorrect or does not match the group sign-in sheet, the service is disallowed.

All Programs:

- Reminder: All Non-BHS Contracted Clients should have a Non-BHS Contracted Program Enrollment and NO encounters should be created.

Outpatient Programs:

Important: Changing level of care program enrollments in SanWITS



- 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/intake when the client changes level of care.
- There should never be more than one program enrollment under the same episode/intake for a client.
- The only exceptions to this rule are 1) if a client changes from Non-BHS Contracted to a BHS client OR 2) if a client has completed treatment has been discharged and is then enrolled in Recovery Service.

Residential Programs:

- Program enrollment for 3.1 and 3.5 should match the authorization.
- When changing level of care between 3.1 and 3.5
 - A new authorization must be approved.
 - The old program enrollment must be end dated and a new program enrollment created.
 - Billing must be completed for the old program enrollment before the new program enrollment can be created.
- If the client is in 3.2 WM and changes to 3.1 or 3.5, a **discharge must be completed, and case closed**; then open a new episode/intake for the new level of care
 - Billing must be completed before closing the case.
 - 3.2 WM does not require an authorization.

CalOMS Forms

- Forms have been updated to reflect some of the changes to the system over the last few months and to correct some formatting issues.
- Forms will be sent via email to all providers and posted to the Optum website.
- Please discontinue using the old forms.

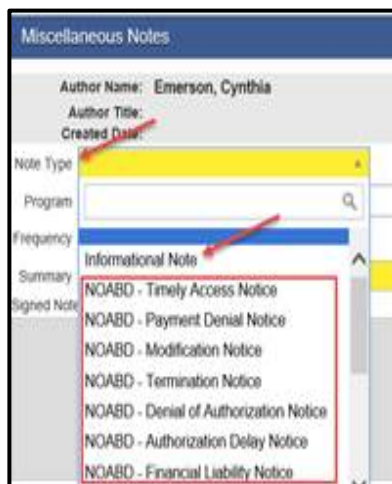
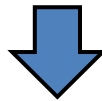
Communication

- ❖ **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



MISC. Notes Change

- Under Misc. Notes, the Note Type drop down menu has been reduced to include the NOABDs and an Informational Note.
- Misc. Notes are not billable services.
- All billable services should be entered through Encounters.



SanWITS Billing Classes

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

SanWITS Quarterly Users Group Meeting - Happy Holidays!!!

- No users' groups are scheduled for December
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will start meeting in conjunction with the OTP Provider meeting (next scheduled meeting will be in Jan 2020)

EHR Pilot starting with Assessments to Begin Feb 2020:

- Immediately after training, productivity could decline as staff build up entry speed and fluency with the system.
 - Additional time will be spent documenting if transposing paper into the system.



SanWITS “Basic” Changed to “Intro to Admin Functions”

To avoid the potential confusion that may arise when clinical staff who do not currently have SanWITS accounts and only provide direct client services begin attending SanWITS training, “Basic” has been renamed “Intro to Admin Functions”. This change will clarify that “Intro to Admin Functions” is the starting point solely for staff performing administrative tasks. You will see the new title in RegPack and on resources provided in class and uploaded to the Optum website. The content taught remains the same.

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:
 - 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**