

## **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.

### ➤ **Outpatient**

- Date: **Friday, December 11, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – [Please click here to register!](#)

### ➤ **Residential**

- Date: **Friday, December 18, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – [Please click here to register!](#)



## **DMC-ODS Licensed Practitioner of the Healing Arts (LPHA) Meeting**

- The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer an LPHA meeting as an opportunity for discussion and sharing of ideas on the role of the LPHA, including documentation of medical necessity.
- LPHAs who attend this webinar will learn ways to improve the clinical quality of documentation, such as the Documentation Determination Note (DDN), and will benefit from open dialog on how to perform the responsibilities of an LPHA effectively and efficiently.
- 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.

### ➤ **LPHA Meeting**

- Date: **Wednesday, December 16, 2020**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – [Please click here to register!](#)

## **All Behavioral Health Services Providers | COVID-19 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, **December 10, 2020**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx - [Please click here to register!](#)

### **Reminder: Serious Incident Report (SIR) – calling into SIR Line**



- When calling into the SIR Line please keep in mind:
  - Follow the instructions and provide the needed information such as name program, caller, phone number, name of client, UCN for client, when incident occurred and brief details of the incident.
  - Furthermore, please speak slowly and clearly so that this information can be recorded and reviewed by QM. If the information cannot be understood, there runs a risk of the inability to follow up or know to whom we should follow up with.

### **Update: System of Care Application (SOC) - Registration**

- The SOC Application is a web application designed as a one-stop shop for providers to access and submit all documentation required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs.
- The SOC Application will also be used to view, verify, and update your program's Network Adequacy Certification Tool (NACT) data and Provider Directory information.
- Having one portal to manage all Mega-Reg requirements will streamline workflow and enhance accuracy of the submitted information. It will also reduce administrative burden and redundancy by combining several separate submissions into one system.
- Program managers and service providers **must first register** through Optum in order to access the SOC Application.
- **To register:** visit [www.OptumSanDiego.com](http://www.OptumSanDiego.com) and click on the "Register" link on the upper right corner of the webpage.
- To access a Registration Tip Sheet: visit the BHS Provider Resources page at [www.OptumSanDiego.com](http://www.OptumSanDiego.com) and click on the "Optum San Diego Registration Tip Sheet" link towards the bottom of the page. You may also click [here](#) to access the tip sheet directly.
- Once registration is approved by the Optum Support desk, you will be able to access your profile and site attestation. Profile and site attestations should be completed via the SOC application now, and again prior to the next NACT submission due April 2021.
- A memo regarding the SOC Application with additional details was emailed to BHS providers on 11/23/2020. It has also been posted to [www.OptumSanDiego.com](http://www.OptumSanDiego.com) under the "Communications" tab. You may also click [here](#) to access the memo directly.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com).

### **Reminder: Services Rendered after CalOMS Discharge Date**

- Due to CalOMS rules that require the discharge to be backdated to the last face to face or phone contact with the client, there can be services rendered that appear to be after the discharge date.
- Historically the post-discharge services were considered not billable or disallowed.
- Effective immediately, these services should be billed as long as these services meet the clinical standards for billing.
- The TCS program enrollment should be used to bill these services.
- For more information on TCS, please review the [TCS Memo](#) and the [Provider Services Guide](#).

### **Reminder: Required Trainings**

- Reminder that Relapse Prevention, Motivational Interviewing, and Case Management trainings are not required annually.
- Please avoid retaking trainings annually, as this is preventing others from taking these trainings to meet their own training requirements.
- See the [DMC Required Trainings page](#) for more information about which trainings are frequency requirements, due dates, and where to find trainings.
- Additional trainings are located [here](#).

### **Reminder: DMC-ODS Training Webinars and Certificates of Completion**

- The SUD-QM team has developed a series of training webinars that providers can use to assist with the training and development of staff rendering services in the DMC-ODS.
- The training webinars are located on the [Optum Website](#), on the DMC-ODS page, under the “QM Training” tab.
- The following training webinars are the only ones available for Certificates of Completion:
  - Beneficiary Rights Presentation
  - Program Integrity
  - Module 1: Intro to the DMC-ODS
  - Module 2: Medical Necessity
  - Module 3: Treatment Planning within SUD
  - Module 4: SUD Services in Residential
  - Module 5: SUD Services in Outpatient
  - Module 6: Progress Notes Documentation
  - Module 7: Discharge and Care Coordination
  - Module 8: Recovery Services
  - Module 9: Withdrawal Management
  - Module 10: Case Management
- Once you have completed all applicable training webinars, please send one request for your Certificates of Completion to the following email address: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov).
- Once your attendance is confirmed, you will be sent a Certificate of Completion for each training webinar you complete.
- Please note: Certificates of Completion will only be issued for those training webinars managed by QM (see list above).
- All other training webinars completed outside the DMC-ODS will need to be tracked internally by your Program Manager.



### **Update: 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.
- The “QM Training” tab is in the process of being updated to remove outdated trainings and webinars. And examples of documentation will be attached to a corresponding webinar.

### **SanWITS Encounter - New Disallowance and Reason Field**

- Steps to follow when a service is disallowed



#### Option 1 – Encounter has not been released

- Edit Encounter
  - Note Type field = Non-Billable
  - Billable field = No
  - Disallowed = Yes
  - Disallowance Reason = select appropriate reason from drop down menu
  - Medi-Cal Billable = No
  - Finalize Encounter

#### Option 2 – Encounter has been released, but Not batched

- Claim Item List - Reject Back to the encounter
- Edit Encounter
  - Follow the steps above in Option 1 to correct

#### Option 3 – Encounter has been released, batched, and submitted to the Clearing House (outpatient) or Gov Contract (residential) but not billed.

- Contact the billing unit for assistance with backing out the disallowed claim  
[ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- Edit Encounter (will be read only except two fields)
  - Disallowed = Yes
  - Disallowance Reason = select appropriate reason from drop down menu

#### Option 4 – Encounter has been released, batched, and billed

- Follow the steps for Payment Recovery Process located in the [Billing Manual](#) located on the Optum website
- Edit Encounter (will be read only except two fields)
  - Disallowed = Yes
  - Disallowance Reason = select appropriate reason from drop down menu
- See Optum “Monitoring” tab for further details or contact QIMatters at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)



### **Reminder - Diagnosis with DSM-5 Descriptors Deadline December 31, 2020**

#### **Change: Residential Bed Day Encounters created through the Census**

- Encounters created through the Census populate the encounter Note Type with Bed Management Census Note.
- **New** - Note type no longer needs to be changed to DMC Billable or County Billable.
- Please continue changing the note type to Non-Billable if the service is disallowed, and mark the Disallowed field Yes, and add the Disallowance Reason.
- Questions – contact the SUD support at [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)

### OTP Providers and Medi-Medi Clients

- Encounters should be entered in SanWITS for Medi-Medi clients
- **Do not enter Non-Billable on the Note Type for Medi-Medi clients**
- Please refer to instructions provided by the Billing Unit

### Reminder to run the Unfinished Client Activities Report

- Unfinished Client Activities Report will identify client records that are “*In Progress*” on the Client Activity List.
- **Why this is important** – If the client record remains “*In Progress*”, it will not be submitted to CalOMS and will become noncompliant with the state.
- Report is located under “Reports” on the SanWITS Menu Pane.
- It is recommended to run the report twice a month, before the 1<sup>st</sup> and 15<sup>th</sup>, to ensure all CalOMS records get uploaded to the State on time.

**NOTE:** For clients with an OS, IOS, OTP, 3.1, 3.2, 3.5, or Non-BHS Program Enrollment, the Intake and Client Profile must be completed before the completed CalOMS Admission, Discharge, or Annual Updates will upload to the State.



### Reminder to use the updated version of the New User Form and Modification/Termination forms

- Available on Optum and on RegPack

### SanWITS Quarterly Users Group Meeting for OTP Providers – Dec 2020

- Next meeting: Monday, Dec 21, 2020, at 9:00 a.m. – 11:00 a.m. (OTP 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)

### 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 Virtual Trainings Provided**

- Register online with RegPacks at: [www.regpacks.com/dmc-ods](http://www.regpacks.com/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 a.m. – 8:45 a.m.
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 a.m., email [SanWITSTraining.HHSA@sdcounty.ca.gov](mailto:SanWITSTraining.HHSA@sdcounty.ca.gov) 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
- 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](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov) at least 7 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.
- **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.

### **Resources:**

Optum - <http://optumsandiego.com/>

Billing Unit - [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)

MIS Support - [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)

SanWITS Training Registration - [www.regpacks.com/dmc-ods](http://www.regpacks.com/dmc-ods)

CalOMS Tx Data Collection Guide - [CalOMS Tx Data Collection Guide Jan 2014.pdf](#)

SanWITS - [SanWITS](#)

SSRS Report Request Form - [SanWITS SSRS Report Request Form.pdf](#)



### **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: 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**

**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>



**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)**