

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

BHS SUD Quality Management will present the 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 Diagnosis Determination Note (DDN), and will benefit from open dialog on how to perform the responsibilities of an LPHA effectively and efficiently.

- Date: Thursday, **June 18, 2020**
- Time: 1:00 p.m. to 2:30 p.m.

**LPHAs must register at the following link:**

<https://sdcountyca.webex.com/sdcountyca/k2/j.php?MTID=tf423dab11d8604ec211cbf99584a678c>



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

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.

- Date: Thursday, **June 25, 2020**
- Time: 10:00 a.m. to 11:30 a.m.

➤ **WebEx participation information will be sent by email prior to the meeting.**

## **BHS SUD Treatment Providers Meeting**

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

- There will be no SUD Treatment Providers meeting this month.
- Look for email updates to announce when the next meeting has been scheduled.

## **DMC-ODS Skill-Building Workshops and Documentation Trainings**

- As a reminder, skill-building workshops and documentation trainings have been cancelled until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the “QM Training” tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov).

### **Reminder: New or Updated Training Modules are available**

- New or updated training modules can be found on the Optum website on the DMC-ODS page under the “QM Training” tab.
- Updated Training Modules
  - Module 1: Introduction to DMC-ODS
  - Module 2: Medical Necessity
  - Module 7: Discharge and Care Coordination
  - Module 8: Recovery Services
- New Training Modules
  - Module 9: Withdrawal Management
  - Module 10: Case Management
- To obtain a certificate of completion, please send an email attesting to your completion of the modules to QI Matters at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)



### **Coming Soon: Documentation Correction Guidelines**

- Guidelines have been created to assist providers in correcting documentation errors appropriately.
- The guidelines address how changes can be made to documentation in client records, including paper records and electronic health records (EHR), and also outline an approach to correcting treatment/recovery plans that encourages client participation and collaboration in treatment plan development.
- The Documentation Correction Guidelines will be disseminated at the June 25, 2020 QIP meeting.
- Monitoring to the guidelines will begin August 1, 2020.

### **Update: Discharging Clients after 30 Days of No Contact**

- Per new guidance from DHCS, DMC-ODS providers continue to be required to discharge clients when there is a lapse in treatment for more than 30 days, including during the COVID-19 public health emergency.
- Clients should be reassessed for readmission when ready to resume treatment. If a client is subsequently reengaged in the program, please treat this as a readmission with all relevant documentation requirements.
- Please note that the two non-continuous residential stay limit still applies during the COVID-19 public health emergency.

### **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.

### Update: Medication Monitoring Suspended for Quarter 4

- Due to the continued COVID-19 efforts, Medication Monitoring is being suspended for Quarter 4.
- Programs will be provided further information regarding when Medication Monitoring will resume for the upcoming fiscal year as it becomes available.

### Reminder: Treatment Plan Timelines for Outpatient Level of Care Changes

- Treatment plan due dates and timelines are dictated by a client's intake/admission date to a program, not CalOMS Admission dates.
- A new CalOMS Admission for LOC changes does not mean there is 30 days to develop an updated treatment plan.
- When a client changes LOC while at your facility, the client is still active at your facility, making the new treatment plan an update.
- Best practice is developing the treatment plan immediately after the level of care change takes place.
- Delays in development of an updated treatment plan when a client's LOC changes is a disallowance risk.



### Management Information Systems (MIS)

#### All Providers:

#### Update: Diagnosis

- Adding client **Diagnosis thru Admission**: the Effective Date will now be pre-populated with the Admission Date and the Effective time will be pre-populated to 12:00 AM even if you are entering the Diagnosis the same day the client was admitted.

#### Reminder: Group Encounters

- You must **mark all clients "Present"** who attended a group **prior** to releasing any of the encounters. The group calculation occurs once you click "release to billing." If you release one or more group encounters, without all group members marked Present, the group calculation will be wrong.

#### Update: Group Module

- **Client's Name** and **Unique Client Number** is now available as a parameter under the Group Profile Search.

Group Profile Search

Type  Lead Staff  Active Yes

Client's Name  Unique Client Number

Go

- **Contact Type** on the encounter is now editable for encounters created through the **Group Module**. If Group Counseling is provided by Telehealth or Phone, the encounter Contact Type should be changed from Face to Face to the appropriate Telehealth or Phone.

### **SanWITS User Forms**

- Reminder – Please check the Administrative Staff – Data Entry and/or Administrative Staff – Encounters boxes on the SanWITS user form if you want your staff to have these roles after completion of training.

### **SanWITS Billing Classes**

- Register with BHS Billing Unit [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 OTP Providers – June 2020**

- Next meeting: Monday, Jun 15, 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)

### **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 2 emails on the morning of training between 8:30 a.m. – 8:45 a.m.
  - WebEx training orientation invitation
  - 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
- 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.
- If you are unable to attend class, please cancel the registration as soon as possible.



# COVID-19

Information & Resources

## **Reminder: 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**

## **Communication**

- Billing questions? Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- SanWITS questions? Contact: [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: [QIMatters.hhsa@sdcounty.ca.gov](mailto: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](mailto:QIMatters.hhsa@sdcounty.ca.gov)