

## Reminder: CalMHSA Trainings for DMC-ODS

- All Medical Directors and direct service staff are required to complete the trainings as well as supervisors and managers of direct service staff.
- OTP programs are required to take the following trainings:
  - CalAIM Overview
  - Access to Service
  - Care Coordination
- All other DMC-ODS providers are required to complete the following CalMHSA trainings:
  - CalAIM Overview
  - Assessment
  - Diagnosis & Problem List
  - Progress Notes
  - Discharge Planning
  - Access to Service
  - Care Coordination
- Trainings shall be completed by 2/15/2023. QA is monitoring attendance monthly.
- Note – CalMHSA training information is also available under the “Training” tab on the Optum site.

## Peer Support Services

- Services aim to prevent relapse, empower through strength-based coaching, support linkages to community resources and to educate beneficiaries and their families about their conditions and the process of recovery.
  - Individual and group services:
    - Educational skill building groups: to learn coping mechanisms and problem-solving skills.
    - Engagement services: activities and coaching to encourage and support participation in behavioral health treatment.
    - Therapeutic Activity: structured non-clinical activities such as advocacy on behalf of the beneficiary; promotion of self-advocacy; resource navigation; and collaboration with the beneficiaries and others providing care or support (defined as collaterals) to focus on the treatment needs by supporting the achievement of treatment goals.



## PEER SUPPORT

### Scholarship Opportunity: Medi-Cal Peer Support Specialist Certification

County Behavioral Health Services (BHS) is identifying individuals for scholarship opportunities for certification as Medi-Cal Peer Support Specialists. The scholarships cover all costs related to the application, training, and examination. Individuals who would like to apply for the initial certification scholarship must [fill out the online interest form](#) to be considered. Kindly note the extended **application deadline** for certification is **November 30, 2022**. Remember to complete your certification application on [CAPeerCertification.org](http://CAPeerCertification.org) for your scholarship application to be processed by CalMHSA. Visit the [Q&A page](#) for a list of commonly asked questions and corresponding responses on Peer Support Services in BHS. The State also offers the public and stakeholders this email address for Peer-related questions and comments: [Peers@dhcs.ca.gov](mailto:Peers@dhcs.ca.gov).



### CalAIM Behavioral Health Payment Reform

The CalAIM Behavioral Health Payment Reform initiative seeks to move counties away from cost-based reimbursement to enable value-based reimbursement structures that reward better care and quality of life for Medi-Cal beneficiaries. Payment reform will transition counties from cost-based reimbursement funded via CPEs to fee-for-service reimbursement funded via Intergovernmental Transfers (IGTs), eliminating the need for reconciliation to actual costs. As part of payment reform, specialty mental health and SUD services will transition from existing Healthcare Common Procedure Coding System (HCPCS) Level II coding to Level I coding, known as Current Procedural Terminology (CPT) coding, when possible. Please send questions on local implementation of payment reform to [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov).

### Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders

- Don't forget to attest to your profile in the SOC application this month!
- Are you new to a program? Register to the SOC app and attest to information once registration is completed.
- Are you a program manager? Remember to attest to your program's information on the SOC app monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com).

### Reminder: QIP Meeting Date and Time Changes



- Due to meeting conflicts and holidays, upcoming QIP meetings have been rescheduled to another date and time.
  - *November – rescheduled to 11/17/22, from 10:30 a.m. to 12:00 p.m.*
  - *December – rescheduled to 12/15/22, from 10:30 a.m. to 12:00 p.m.*

### SUD Quality Improvement Partners (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 Assurance, 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, November 17, 2022**
- Time: 10:30 a.m. to 12:00 p.m.
- Where: via WebEx - Participation information sent by email prior to the meeting.

### Update: SUDPOH

- The SUDPOH was updated on 11/3/22.
- The revision and Summary of Changes are in the process of being posted on the Optum site.
- The SUDPOH tab was updated to remove or relocate forms that were previously part of the SUDPOH appendices. See Summary of Changes for Details.
- Important note – SUDPOH has been reorganized to align with MH OPOH to remove redundancies and improve locating standards.
- Next anticipated update is planned for 1/2023.

### Update: Serious Incident Report (SIR)

- The SIR form has been updated to include the email address to QI Matters.
- Please begin to use this updated form moving forward.

[https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/dmccodsforms/SIR\\_FormFill - rev. 10-27-22.docx](https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/dmccodsforms/SIR_FormFill_rev_10-27-22.docx)



### **Update: Subcontractors**



- Prior language in the DMC Billing Manual and Intergovernmental Agreement (IA) had the following language:
  - *“A subcontractor shall not delegate its obligation to provide covered services or otherwise subcontract for the provision of direct patient/beneficiary services.”*
- The most recent draft versions of both documents no longer contain this language. Programs should work with their assigned CORs if they wish to begin using subcontractors to provide direct services. Connect with your COR about updating your budget as needed.
- Further updates will be provided in the event that the original subcontractor language or similar requirement is included in final versions of the Billing Manual or IA.

### **Reminder: Daily Admissions**

- Outpatient and residential programs shall have capacity to conduct daily admissions for all days they are open.
- Outpatient programs are expected to be open and offering admission appointments five (5) days a week at minimum.
- Residential programs are expected to be open and offering admission appointments 24 hours a day, 7 days a week.

### **Update: Reporting Self-identified Disallowances**

- DHCS requires timely reporting of overpayments to the County within 60 days.
- The Self-Identified Disallowance reporting process is used to meet this requirement.
- For services rendered prior to 7/1/2022, prior year reasons for disallowance/recoupment should be followed and the current reporting tool should be used.
- For services rendered after 7/1/2022, DHCS is providing us with new reasons for disallowance/recoupment to follow which is expected to focus on fraud, waste, and abuse.
- We will provide an updated tool with changes once we receive more information from DHCS.

### **Tip of the Month: Unified SUD progress note**

- All levels of care should now be using the unified SUD progress note template.
- Respond to all prompts in the narrative of the note.
- Prompt #2 should be used to discuss client’s treatment, their plan of care or the plan of action related to problems identified on the problem list.
- Residential programs are required to have a daily note that summarizes the day and must include at least one covered service.



### **Reminder: DHCS Reviews/Audits**

When a program is contacted by DHCS for any type of review/audit, be it a scheduled or unannounced visit, it is expected that the programs will immediately notify the assigned COR and SUD QA.

- QA will attempt to make staff available to participate in the review or exit interview.
- If a corrective action plan (CAP) is required for any type of review, QA will work with programs directly and will submit finalized CAP(s) to DHCS on behalf of the program.
- QA can be notified of reviews/audits at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov).

### **Management Information Systems (MIS)**

#### **New SUD MIS Email Address effective November 1, 2022**

- New email addresses for Support, Fax, and Training.
- Only slight changes – simplified and consistent.
- Each start with SUDEHR.
- No underscoring.
- Please save these new addresses to your desktops.



NEW SUD MIS EMAIL EFFECTIVE 11/1/22
<a href="mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov">SUDEHRSupport.HHSA@sdcounty.ca.gov</a>
<a href="mailto:SUDEHRFax.HHSA@sdcounty.ca.gov">SUDEHRFax.HHSA@sdcounty.ca.gov</a>
<a href="mailto:SUDEHRTraining.HHSA@sdcounty.ca.gov">SUDEHRTraining.HHSA@sdcounty.ca.gov</a>

### **Revised - SanWITS Encounter Diagnosis Section Change – anticipated late Nov 2022**

- The diagnosis will populate the encounter screen from the diagnosis list, but remain editable.
- This change is in preparation of forthcoming Contingency Management pilot.
- In addition, Diagnosis will be assigned through either the Adolescent ILOC (when applicable) or through the Diagnosis List.
- This will be a temporary change until the new problem list is added to SanWITS.

### **SanWITS Quarterly Users Group Meeting – Let's Get Together!**

*Purpose of the Users Group - review and educate State Reporting for CalOMS, ASAM, DATAR, and Capacity, SanWITS updates, changes in system requirements, Billing & QA updates, and address User concerns.*

- Next meeting: Monday, Jan 23, 2023, at 9:00 a.m. – 11:00 a.m.
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Quarterly meetings are expected to occur on the 3<sup>rd</sup> Monday each quarter (adjusted for holidays)
  - Jul, Oct, Jan, Apr
- ASL Interpreters have been requested for each meeting.

**We welcome and encourage you to send us agenda items to be covered during our User Group Meetings.**

[SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)

### **Upcoming SanWITS Promotion now expected in January 2023**

- In mid to late January, we anticipate updating the SanWITS system. The new SanWITS will include features such as a new user interface, enhanced architecture, CalOMS outcomes measures, and a diagnosis rewrite. The overall optics and functionality will shift significantly.
- Resources: To support existing users, training manuals and video tutorials will be uploaded to Optum website [SanWITS Training \(optumsandiego.com\)](http://SanWITS Training (optumsandiego.com)) by mid-December for the following trainings:
  - SanWITS – Intro to Admin Functions (IAF)
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient/OTP Facilities – Group Module & Encounters Training
  - SanWITS Assessments (SWA)
- The resources can be identified by the acronym “OM”, for Outcomes Measures, which differentiates them from the resources that apply to the current SanWITS processes.
- Existing users have the option to re-attend training after the January promotion if they would prefer a hands-on opportunity.
- For new staff, the recommendation is that they postpone SanWITS training until after the January promotion because they will gain the most value learning the system in the format of the future. Attending training that will evolve significantly shortly thereafter would likely not be the best use of their time. However, if it is not possible to defer SanWITS training until after the January promotion, limited classes will still be available for registration through the standard RegPack link: [Online Registration Software for SanWITS User Training \(regpack.com\)](http://Online Registration Software for SanWITS User Training (regpack.com)). An example would be if a program is unable to meet its operational needs with its current staff and their individual system access levels, and urgent training is necessary
- If there are no available trainings listed and you have an immediate need to have a staff trained, please contact the SUD Support team at [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.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: <https://www.regpack.com/reg/dmc-ods>
- Registration will close 7 days prior to the scheduled class date 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.
- Type of Training Classes:
  - 1) SanWITS – Intro to Admin Functions (IAF) – SanWITS functions that are applicable to All program types
  - 2) Residential Facilities - Bed Management & Encounter Training
  - 3) Outpatient / OTP Facilities – Group Module & Encounters Training
  - 4) SanWITS Assessments (SWA)– designed for direct service staff who complete Adolescent Initial Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment
- **All required forms are located on the “Downloadable Forms” tab.**  
**Note: If the 3 forms are not fully processed by MIS 7 days prior to the scheduled training, staff 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 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.**
- Please remember, if unable to attend class, cancel the registration as soon as possible.



### SUD Billing Announcements/Reminders

#### OTP

##### A. Medi-Medi

- OTP Providers should continue billing Medicare, including Medicare Part C/Medicare Risk Plans /Medicare Advantage/Cal Medi-Connect risk insurance. If Medicare denies your claims in full or only pays a portion of the billed amount, please submit your Medicare EOBs to [adsbillingunit.hhsa@sdcounty.ca.gov](mailto:adsbillingunit.hhsa@sdcounty.ca.gov) and contact us at the earliest opportunity to determine if we can bill the unpaid amount/balance to Medi-Cal.
- OTP Providers should not bill claims to DMC as primary for dually eligible clients (recipients who have both Medicare and Medi-Cal or what we know as Medi/Medi). Medicare should be billed as primary.
- Once the Medicare Explanation of Benefits (EOB) is obtained, the provider must contact the SUD Billing Unit to determine if any unpaid services can be billed to Medi-Cal. If Medicare rate is higher, there is no need to bill or cross to Medi-Cal.

##### B. FY2022-2023 OTP Rates

- Corrected DMC OTP Rates for Fiscal Year 2022-2023 have been deployed as of 09/2022. Counties have resumed submitting OTP claims and those denied with CO96/N54 (no interim rate for service type) to the State’s Short-Doyle Medi-Cal system.

### All Providers (Outpatient, OTP, Residential)

In addition to standard billing training, the SUD Billing Unit offers exclusive/separate training in the following areas:



- Review and interpretation of Medi-Cal eligibility response.
- Review of DMC claim denials and how to prevent or correct them.

Should you be interested and have completed the prerequisite training, please contact the [adsbillingunit.hhsa@sdcounty.ca.gov](mailto:adsbillingunit.hhsa@sdcounty.ca.gov).

**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.



**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>

**Communication**

- Billing questions? Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)
- CalAIM and/or Peer related Q&As? Contact: [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov)
- SanWITS questions? Contact: [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)  
[SUDEHRTraining.HHSA@sdcounty.ca.gov](mailto:SUDEHRTraining.HHSA@sdcounty.ca.gov)  
[SUDEHRFax.HHSA@sdcounty.ca.gov](mailto:SUDEHRFax.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)