

# Up To The Minute... SUD Provider Edition

September 2020



## Documentation Skill-Building Workshop on Discharge & Care Coordination via WebEx

- The BHS SUD QM team is pleased to announce the next Documentation Skill Building Workshop for September 2020. We are offering the 2-hour workshop on Discharge & Care Coordination.
- Due to limited available seating for the training, 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, September 16, 2020**
- Time: 1:30 p.m. to 3:30 p.m.

Please [click here](#) to register!

## DMC-ODS Residential & Outpatient Documentation Trainings

- As a reminder, documentation trainings have been suspended 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).

## 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.



## Reminder: Recovery Happens 2020

Recovery Happens 2020 is virtual this year and we invite you to join us to celebrate those on the journey of recovery and loved ones who support them. This event will feature inspirational messages of hope, a recovery countdown, speakers, and a musical performance.

- Date: **Saturday, September 12, 2020**
- Time: 10:00 a.m. to 11:30 a.m.

- Please [click here](#) to visit the Recovery Happens website with more information including a link to register. Participation is free.

### **SUD QM Annual DMC-ODS Training**

The second annual SUD QM DMC-ODS Overview will take the place of the September SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the second year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.



- Date: **Thursday, September 24, 2020**
- Time: 9:00 a.m. to 12:00 p.m.

Please [click here](#) to register!

### **Root Cause Analysis Training recommended for PM and QI Staff**

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident without blame; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: **Wednesday, September 30, 2020**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: A WebEx link will be sent to all confirmed registrants. Audio capability will be required, video is optional.

To register, provide the following information to [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov)

- ✓ Name of Person(s) attending with e-mail address for each individual
- ✓ Program Name and Program Manager with e-mail address

### **Update: DHCS Alcohol and/or Other Drug Program (AOD) Certification Standards Manual**

- A new version of the California Department of Health Care Services (DHCS) manual is now available on the [Optum](#) website on the DMC-ODS page under the “Manual” tab.
- Changes were made effective July 1, 2020, to include:
  - Clarify that licensed adult residential facilities do not need approval for Incidental Medical Services to allow client access to medications for medicated assisted treatment (MAT).
  - Remove the maximum number of counseling hours for intensive outpatient services.
  - Specify client rights must include the right to take medications prescribed by a licensed medical professional; and
  - Require MAT training for staff of programs that choose to provide MAT.

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



### **Important Reminder: Contact Screen**

- A Contact is required for each contact with or about the client prior to being linked to an Intake/Admission.
- The contact could be from the client or another resource on behalf of the client.
- Contacts are being tracked for reporting purposes and should reflect accurate contacts before the Intake/Admission.

**Reminder: Services Provided by Telehealth (simultaneous video and audio contact)**

- Telehealth must be identified in two places on the SanWITS encounter
  1. Service Location – select Telehealth
  2. Contact Type – select Telehealth
- Residential programs do not use Telehealth option for Residential bed days. Bed Days should be entered the same as before the COVID.
- The only telehealth services for Residential would be for case management. Please consult QIMatters.

**Reminder: Services Provided by Phone**

- Service location – Select Non-Residential SUD Tx Facility **OR** Residential SUD Tx Facility (whichever is appropriate)
- Contact Type – Select Phone

**Important Reminder: Outpatient and OTP Group Counseling**

- Group Sessions must be created through the Group Module.
- Encounters will have a Session ID# prepopulated from the group session indicating they were created through the group module.
- **OTP group services** *Calculate ODS units* field should always be marked **NO**
- **Outpatient group services** *Calculate ODS units* field should always be marked **YES**

The screenshot shows the 'Group Session Notes' form. At the top, it displays 'Group Name: IOS & OS Group' and 'Group Type: ODS Group'. Below this are several input fields: 'Note Type' (dropdown), 'Start Date' (calendar icon), 'End Date' (calendar icon), 'Start Time' (8:00 AM), 'End Time' (empty), 'Calculate ODS units' (dropdown, highlighted with a red box), and 'Lead Staff' (dropdown). There are also empty fields for 'Duration'.

There are only 3 Service options that should be used for Group Services

- **\*\*ODS Clinical Group** valid beginning 7/1/19
- **\*\*ODS Patient Education Group** valid beginning 7/1/19
- **\*\*Recovery Service Group**

This screenshot shows the same 'Group Session Notes' form as above, but with the 'Service' dropdown menu open. The menu lists three options: '\*\*ODS Clinical Group-valid beginning 7/1/19' (highlighted with a red box), '\*\*ODS Group-valid through 6/30/19 DONOT USE AFTER JUNE 30 2019', and '\*\*ODS Patient Education Group valid beginning 7/1/2019' (highlighted with a red box). Below the menu, there are fields for 'Co-Lead Staff', 'Duration', '# of Service Units/Sessions', and 'Location'. A 'Note' field at the bottom contains the text '\*\*Recovery Service Group' (highlighted with a red box).

- Always review the group **sign in sheet** for accuracy making sure all clients have been marked present or marked as a no show before creating encounters.
- If any of the group encounters have been **Released to Bill** no client should be added or removed from the group session.
- If a correction needs to be made after releasing even one encounter, follow these steps to prevent fraudulent billing:
  - Reject all claims from the claim item list for all the encounters included in the specific group session
  - Add a client to the group session by marking them present then creating their encounter and adding the client's individual documentation time
  - To remove a client - delete their encounter and mark them as a no show in the group session then create their encounter again as a no show, mark the note type non billable and finalize the encounter.
  - Recheck the group sign in sheet for accuracy then release to bill all of the encounters from the group session.
  - Questions? please contact SUD support at [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)

**Update: EHR Assessments Coming**

- Anticipating EHR training to begin in Nov-Dec of 2020
- Providers will be contacted by MIS to initiate a staff training plan.
- Suggested: LPHAs trained first, so that they can review and sign off on assessments created by counselors.
- Training will be held virtually.
- Outpatient programs will be trained first, followed by Residential programs.



**NOTE:** If you would like to participate in our virtual monthly EHR provider meetings, please reach out to Cynthia Emerson [Cynthia.emerson@sdcounty.ca.gov](mailto:Cynthia.emerson@sdcounty.ca.gov) to be added to the calendar invites.

**User Forms Revision – Oct 2020**

- Revised forms are anticipated to be uploaded to RegPack and Optum website by Oct 1, 2020.
- Last 4 digits of SSN will be required.
- DOB will be required.
- Reminder – Please check the Administrative Staff – Data Entry and/or Administrative Staff – Encounters boxes on the SanWITS user forms if you want your staff to have those roles after they complete training.

<b>SanWITS New User Form</b>	
<b>SECTION III. USER FUNCTION AND ROLES</b>	
<b>Job Function:</b> Please select the job function(s) associated with the access you will have in SanWITS.	
<input checked="" type="checkbox"/> <b>Administrative Staff – Data Entry</b> <i>(Intro to Admin Functions (basic) Training required.</i> Access includes: Admission, ASAM Profile, Client Diagnosis, Client Profile, Discharge, Intake, Non-Treatment Team Access, Outcomes, Cross-Agency Waitlist Mgmt, and Notes.)	<input type="checkbox"/> <b>Counselor</b>  <input type="checkbox"/> <b>LPHA</b>  <input type="checkbox"/> <b>QA/QAR</b>
<input checked="" type="checkbox"/> <b>Administrative Staff – Encounters</b> <i>(Basic and Encounters Training required.</i> Residential access includes: TxEncounter, Release to Billing, Authorization, Bed Management, and Census. Outpatient/OTP access includes: TxEncounter, Release to Billing, and Group Module.)	<input type="checkbox"/> <b>Billing Staff – Claim Batching</b> (Please contact <a href="mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov">ADSBillingUnit.HHSA@sdcounty.ca.gov</a> to schedule Billing Training after completing Basic and Encounters Training.)  <input type="checkbox"/> <b>Other</b> (Please leave comment in the comments box below.)

### **Reminder: SSRS User role is no longer available**

- In an effort to standardize reporting, the *SSRS User* role is no longer available. On 8/10/20, this role was automatically replaced with the *SSRS Reader* role. Users can still request reports by completing the [SanWITS Report Request Form](#) and returning it to SUD MIS Support at [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov).
- Users can access a tip sheet “*SSRS – How to Run Reports and Save to Excel File*” on the Optum website with instructions on how to access and generate a report template removing the need for SSRS formal trainings.
- To request a report, simply fill out the [SanWITS Report Request Form](#) available on Optum’s website under the SanWITS tab and return to: [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov).
- **Link to SanWITS Report Request Form** (Select “SanWITS” tab and scroll down to form) [https://optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html#maincontent\\_tabctrl-10](https://optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html#maincontent_tabctrl-10)

### **SanWITS Quarterly Users Group Meeting for OTP Providers – Sep 2020**

- Next meeting: Monday, Sep 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)

### **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 a.m., 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.
- **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 are 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.



### **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**.



### **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)