

Documentation Skill-Building Workshops and Licensed Practitioner of the Healing Arts (LPHA) Meeting

- The County of San Diego HHS Behavioral Health Service SUD Quality Management team is pleased to offer 2 more Documentation Skill Building Workshops and another LPHA meeting for the remainder of this year.
- 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.
 - **Recovery Services Workshop**
 - Date: **Wednesday, October 21, 2020**
 - Time: 1:30 p.m. to 3:30 p.m.
 - Where: via WebEx – Please click [here](#) to register!
 - **Withdrawal Management (WM) Workshop**
 - Date: **Wednesday, November 18, 2020**
 - Time: 1:30 p.m. to 3:30 p.m.
 - Where: via WebEx – Registration information coming soon!
 - **LPHA Meeting**
 - Date: **Wednesday, December 16, 2020**
 - Time: 1:30 p.m. to 3:30 p.m.
 - Where: via WebEx – Registration information coming soon!



DMC-ODS Outpatient Documentation Trainings

- A review of DMC-ODS Outpatient 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.
 - Date: **Friday, October 23, 2020**
 - Time: 9:00 a.m. to 12:30 p.m.
 - Where: via WebEx – Please click [here](#) to register!

 - Date: **Friday, November 13, 2020**
 - Time: 9:00 a.m. to 12:30 p.m.
 - Where: via WebEx – Registration information coming soon!

 - Date: **Friday, December 11, 2020**
 - Time: 9:00 a.m. to 12:30 p.m.
 - Where: via WebEx – Registration information coming soon!

DMC-ODS Residential Documentation Trainings

- A review of DMC-ODS Residential 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.
 - Date: **Friday, October 30, 2020**
 - Time: 9:00 a.m. to 12:30 p.m.
 - Where: via WebEx – Please click [here](#) to register!

 - Date: **Friday, December 18, 2020**
 - Time: 9:00 a.m. to 12:30 p.m.
 - Where: via WebEx – Registration information coming soon!

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: **Tuesday, November 10, 2020**
- Time: 12:30 p.m. to 3:30 p.m.
- Where: A WebEx link will be sent to all confirmed registrants.



To register, provide the following information to BHS-QITraining.HHSA@sdcountry.ca.gov

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

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

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. The intended audience is QI/QA staff and management.

- ❖ Special Presentation: Optum will be providing a demonstration on SanWITS changes.
 - Date: **Thursday, October 22, 2020**
 - Time: 10:00 a.m. to 11:30 a.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.

Update: Annual DMC-ODS Training

- PowerPoint slides are now available on the Optum website on the DMC-ODS page under the QM “Training” Tab.
- Slide #21 has been revised to reflect a correction in the data reported for OTP admissions.
- The original data included grandfathered OTP admissions for FY2018-19.
- The correction should reflect true OTP admissions showing a change to total admission.

Update: Disallowance Indicator

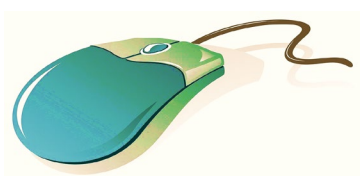
- The encounter screen in SanWITS has been updated with an indicator to report if the service is disallowed.
- Once the indicator is “yes”, the end user will be required to select the corresponding disallowance reason.
- Effective immediately, use of the disallowance indicator shall be required for all FY2020-21 services identified as disallowed or non-billable.
- QM and other BHS teams will be monitoring the disallowance data reported to reconcile with ongoing monitoring.

Reminder: Medication Assisted Treatment (MAT) in Residential Treatment Facilities Toolkit

- Please feel free to reference the [Medication Assisted Treatment \(MAT\) in Residential Treatment Facilities Toolkit](#), as it provides a basic overview of MAT.
- This MAT Toolkit is specific to counselors and can assist with providing information on how to help patients with MAT.
- Find it posted on the Optum website on the DMC-ODS page under the “Toolbox” tab.
- You can also find it online on the Californiamat.org website [here](#).

New: Reporting Requirement – Self-identified Disallowances

- DHCS requires timely reporting of overpayments in writing with reason for overpayment within 60 calendar days after the overpayment was identified.
- QM created a process and tool all providers will use to report disallowances identified by the program monthly.
- QM will be reaching out to all providers to start the process with a tip sheet, instructions, and the tool for reporting.
- Tip sheet and tool are in the process of being posted to the Optum website under the “Monitoring” tab.



Management Information Systems (MIS)

Tired of encrypting emails to the County? Consider the Transport Layer Security (TLS) or better known as the “Tunnel”

- If your agency is interested in the TLS secure email tunnel with the County, please reach out to Pilar Miranda at pilar.mirand@sdcounty.ca.gov for setup.
- This process takes approximately two weeks.

Unfinished Client Activities Report

- Unfinished Client Activities Report should be run twice a month, before the 1st and the 15th, to ensure all records are submitted to CalOMS.
- Unfinished records DO NOT get included in the CalOMS extract and would become non-compliant.

Diagnosis with DSM-5 Descriptors Deadline December 31, 2020

- Beginning February 1, 2020, ICD-10 codes with DSM-5 descriptors were added to SanWITS
- These codes were to be used for all new clients with a transition period to change over existing client diagnosis.
- **December 31, 2020** is the new date established for expiring the old ICD-10 codes with ICD-10 descriptors in SanWITS.
- Only ICD-10 diagnosis with DSM-5 descriptors will be billable on January 1, 2021 going forward.
- Please ensure all diagnosis codes have been changed to reflect the DSM-5 descriptors to avoid any negative billing impacts.
- Please run the SSRS report “F-Diagnosis without DSM-5 Descriptors” that was developed to identify any outstanding diagnosis that have not been changed.
- Tip sheet can be located on the Optum website.

Don't Forget: Reports Available in SSRS Provider Reports Folder (under Paginated Reports)

- F-Diagnosis without DSM-5 Descriptors
- Telehealth Services (for QSR Reporting)
- Telephone Services
- Client Leave Report
- Non-Billable Encounters (New Report)
- Encounters not Released
- Encounters per Rendering Staff Report
- TUOS Claim Details Report
- TUOS Claim Summary
- F-Residential Bed Day Claim Summary
- SanWITS Data Entry Standards Report
- Vulnerable Populations for COVID Screening
- F-Bed Management (used for residential capacity)



Treatment Team in SanWITS

- The client’s treatment team should include at least the primary counselor and case manager.

Services Provided by Telehealth (simultaneous video and audio contact)

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

Services Provided by Phone

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

Courtesy Dosing Reminder (OTP Providers Only)

- Do **NOT** enter a CalOMS Admission or Discharge for Courtesy Dosing episodes.
- Questions: Please contact SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Updated Oct 1, 2020 to 20.4.5 version and will reflect the following changes.

- Please see the two attachments – SanWITS Billing Enhancements and SanWITS Screen Enhancement (email was sent on September 30, 2020).
- Attachments are in the process of being posted to the Optum website.



Summary of changes:

1. Program Enrollment - the perinatal field will only appear on the program enrollment for certified perinatal facilities and if the client is female.
2. Encounter screen – the Pregnant /Postpartum field will now default to yes and be read only if the perinatal field is marked yes on the program enrollment. If the perinatal field on the program enrollment is marked no, the pregnant/postpartum field will be blank, and the user will be required to select yes or no.
3. Methadone Encounters – an error will occur to prevent entering an encounter for consecutive days if the client turns 21 during the span of days.
4. Client Profile – Client address will be required. Please start entering the client address on the client profile, so you will not have the burden of entering all client addresses at once
5. Encounter screen - Additional MAT Split Dosing will soon be available
6. Intake screen – Additional closure reasons have been added
7. Intake screen – Source of Referral field will now be editable if a mistake is made
8. Client Profile – the CalOMS gender field will be relabeled to sex, and there will be an additional field labeled Gender Identity
9. Client Profile – Place of birth field will now populate the State field if a county is selected, if other is selected the user will need to add the State
10. Annual Update – New Error message to prevent annual updates from being processed before the 10th month from the admission or the previous annual update in the case of multiple annual updates

SanWITS Quarterly Users Group Meeting for Outpatient Providers – Oct 2020

- Next meeting: Monday, Oct 19, 2020, at 9:00 a.m. – 11:00 a.m. (Outpatient 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 3rd 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

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. 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.

Update: New Billing documents available on Optum

- The following documents have been added to the Optum website on the DMC-ODS page under the “Billing” tab:
 - DHCS 100186 or [Claim Submission Certification Form](#) (a.k.a. billing certification)
 - DHCS 100186 [Instructions](#)
 - SUD [Billing Matrix](#)
 - [Claim Item Hold Reasons](#)



User Access Forms Revision – Oct 2020

- Revised forms are uploaded to RegPack and Optum website.
- Last 4 digits of SSN and DOB are required for all staff.
- The old forms will not be accepted after Oct 1, 2020.
- For existing staff, a spreadsheet template was sent on Sep 22, 2020 requesting staff name, last 4 digits of SSN and DOB. This form should be returned by Oct 15, 2020.
- Questions please contact the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Outpatient Programs – EHR Clinical Documentation Training

- Anticipated EHR training to begin Nov of 2020 for Outpatient Programs.
- Be on the lookout for MIS to initiate a staff training plan for your program.
- Trainings will be conducted virtually.
- LPHAs should be trained first, so they can review and sign off on assessments created by counselors.
- LPHAs and counselors can be mixed in the same classes.

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: 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 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 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.

COVID-19

Information & Resources

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. 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
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: 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