

## **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, November 13, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – [Click here to register!](#)
  
- Date: **Friday, December 11, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Registration information coming soon!

### ➤ **Residential**

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



## **Documentation Skill-Building Workshop and 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 1 more Documentation Skill Building Workshop and 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.

### ➤ **Withdrawal Management (WM) Workshop**

- Date: **Wednesday, November 18, 2020**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – [Click here to register!](#)

### ➤ **LPHA Meeting**

- Date: **Wednesday, December 16, 2020**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – Registration information coming soon!

### **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.
  - Date: Monday, **November 16, 2020**
  - Time: 2:00 p.m. to 3:30 p.m.
  - Where: via WebEx – [Click here to register!](#)



### **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** (There will be no meeting in November)
- Time: 10:00 a.m. to 11:30 a.m.
- Where: WebEx participation information will be sent by email prior to the meeting.

### **Reminder: Transition of Medi-Cal Rx to Fee-for-Service Delivery System**

- Beginning January 1, 2021, Medi-Cal pharmacy benefits will be transitioned to, and administered through, the fee-for-service delivery system for all Medi-Cal beneficiaries (generally referred to as “Medi-Cal Rx”).
- The Department of Health Care Services (DHCS) has partnered with Magellan Medicaid Administration, Inc. (Magellan) to provide a wide variety of administrative services and supports for Medi-Cal Rx.
- **DHCS PAVE Registration**: Ordering, Referring, and Prescribing (ORP) providers must be enrolled in the DHCS Provider Application and Validation for Enrollment (PAVE) system.
- For more information, see the [memo](#) on this topic dated October 21, 2020 on the Optum website, on the DMC-ODS page, under the “Communications” tab.

### **Reminder: Narcotic Treatment Program (NTP) guidance on new Title 9 Regulations for Hepatitis C, Fentanyl, and Oxycodone laboratory testing on admission.**

- Effective July 1, 2020, Title 9 regulations were amended to require NTP Providers to test for Hepatitis C, Fentanyl and Oxycodone as part of the admission process.
- These regulations are currently in effect.
- On July 16, 2020, the Licensing and Certification Division of DHCS issued a letter for Temporary Blanket Exceptions for 6 months for NTP providers who needed additional time to “ramp up” their operations. For those NTP providers, they will be required to be in compliance by January 1, 2021.
- If NTP programs have already been doing this testing, no further action is required.
- For Audit protection, NTP programs not currently testing should document the reason in your progress note. It is adequate to reference the Temporary Blanket Exception letter in your documentation.

### **Update: Serious Incident Report (SIR) and Serious Incident Report of Findings (SIROF)**



- The SIR and SIROF have been updated to be Form Fill, which allows more room for documentation to be added.
- Additionally, the following changes have been made to the forms:
  - Addition of the following incident types:
    - ✓ “the event has resulted in death on program’s premises”
    - ✓ “the event has resulted in serious physical injury on program’s premises”
    - ✓ “the event is associated with a significant adverse deviation from the usual process for providing behavioral health care”
  - Incident item #14 changed to state “which may require hospitalization”
  - The requirement of a “wet signature” has been removed from both forms.
- The effective date for use of these forms is **November 01, 2020**.

### **Update: Provider Services Guide**

- A revised Provider Services Guide and Summary of Changes are now available on the Optum website on the DMC-ODS page under the “Manuals” tab.
- The goal of the guide is to provide details for billable services and requirements associated with billing for those services.

### **Update: Transitional Care Services (TCS)**

- Expanded for outpatient levels of care to include individual services for assessments, crisis, collateral as well as case management.
- Residential levels of care continue to use case management for assessment, collateral, crisis, and case management.
- Initial assessment shall include Initial Level of Care assessment form.
- Refer to the memo posted on the Optum website under the “Communications” tab, and the tip sheet under the “SanWITS” tab for more information.

### **Reminder: 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.
- A tip sheet is posted on the Optum website, on the DMC-ODS page, under the “Monitoring” tab.

### **New: Disallowed Services – Corrective Action Steps**

- New tip sheet detailing steps required to disallow services as it relates to QM monitoring.
- Includes new requirement for updating encounters with the disallowed indicator and reason for disallowance.
- Find the tip sheet posted on the Optum website, on the DMC-ODS page, under the “Monitoring” tab.

### **Update: Program Integrity Webinar**

- The Program Integrity webinar has been updated and is available on the Optum website, on the DMC-ODS page, under the “QM Training” tab.
- It is also accessible through the BHS website on the [DMC-ODS Quick Reference Training Guide](#).

### **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 Monitoring” 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.

### **Reminder: Retroactive or Late Billing:**

- Drug Medi-Cal claims are late when submitted to billing after six months from the end of the month of service.
- Claims submitted outside the 6-month period must have a good cause or valid delay reason code (DRC) from the program.
- Programs must contact the [BHS-SUD Billing Unit](#) when billing beyond 6 months for further assistance.
- SanWITS will require the user to complete three (3) required billing fields per claim to successfully create a claim batch.
- For more information on late billing, please refer to SUD DMC Billing Manual -revised 10/2020.

## Update: SUD Billing Manual

- The revised SUD DMC Billing Manual (a.k.a. **DMC Organization Providers Billing Manual**) is now available on the Optum website, on the DMC-ODS page, under the “Billing” tab.
- This manual provides information or guidance to SUD providers on important DMC-ODS billing policy, decision, and billing procedures.
- You can also find the SUD Billing Manual’s Summary of Changes on Optum under the “Billing” tab.

If you are provider and are looking for a comprehensive list of required provider trainings for DMC-ODS, [click here to visit the DMC-ODS Training site.](#)

SUDPOH SUDURM Communications QM Training Manuals Toolbox Beneficiary NOABD UTTM SanWITS **Billing** PC1000

Medical Director Info Recovery Residences Monitoring Training - SanWITS

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### Billing

| Name                                            | Description        | Date       |
|-------------------------------------------------|--------------------|------------|
| SUD DMC Billing Manual (pdf)                    | Revised 10/20/2020 | 2020-10-26 |
| SUD DMC Billing Manual Summary of Changes (pdf) | Revised 10/20/2020 | 2020-10-26 |

## Good news! SanWITS Training Tab on Optum

- SanWITS Training now has its own tab on the Optum website.
- Please check it out at <https://www.optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html>.
- The training manuals have been removed from the SanWITS tab and moved to the new tab. See screen shot below.

SUDPOH SUDURM Communications QM Training Manuals Toolbox Beneficiary NOABD UTTM SanWITS **Billing** PC1000

Medical Director Info Recovery Residences Monitoring **Training - SanWITS**

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### Training - SanWITS

Video Tutorials

[Intro to Admin Functions available online](#)  
[Outpatient OTP Encounters available online.](#)  
[Residential Encounters Orientation and Practice available online](#)

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#### Intro to Admin Functions Orientation and Practice

[IAF Samples Packet \(pdf\)](#)  
[Intro to Admin Functions Training Manual \(pdf\)](#)

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#### Outpatient Encounters Orientation and Practice

[Outpatient Encounters and Group Modules Training Manual \(pdf\)](#)  
[Outpatient OTP Practice Guide \(pdf\)](#)

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#### Residential Encounters Orientation and Practice

[Residential Encounters Guide.pdf](#)  
[Residential Bed Management Encounters and Group Modules Training Manual.pdf](#)

### **New: Opioid Treatment Program (OTP) Clinical Documentation Guidelines**

- We recently created a guideline for our OTP programs.
- The OTP guidelines are now posted on the Optum website, on the DMC-ODS page, under the “Toolbox” tab.

### **Revised Tip Sheets Posted to Optum**

- Non-BHS Contracted Client PE CalOMS Reporting rev 2020.10.22
- Transitional Care Services (TCS) Program Enrollment rev 2020.09.23
- Courtesy Dosage PE 2020.10.22



### **SSRS Report (Under Paginated Reports)**

- F-Voided Claims (For Providers)

### **Time is nearing...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.



### **SanWITS Quarterly Users Group Meeting for Residential Providers – Nov 2020**

- Next meeting: Monday, Nov 16, 2020, at 9:00 a.m. – 11:00 a.m. (Residential 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.



## New User Form Changes effective Oct 9, 2020

- Updated (10-9-20) versions of the **New User Form** and **Modification/Termination Form** available on Optum's website under the SanWITS tab, and on RegPack.
- Link to Optum's Website: [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)
- **Notable changes are in section I and III:**
  - New field to capture date of birth (DOB).
  - New field to capture the last 4 of Social Security Number (SSN).
  - Updated boxes to select roles for *Counselor*, *LPHA*, and *QA*. (see 2<sup>nd</sup> screenshot)

**SECTION I. USER INFORMATION**

|                      |                      |                      |
|----------------------|----------------------|----------------------|
| First Name           | Middle Name          | Last Name            |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Date of Birth        | Last 4 of SSN        | Gender               |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

**SECTION III. USER FUNCTION AND ROLES**

**Job Function(s):** Please select the job function(s) associated with the access you will have in SanWITS.

|                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> <b>Administrative Staff - Data Entry</b><br><i>Intro to Admin Functions (IAF) training required.</i><br>Access includes: Admission, ASAM Profile, Client Diagnosis, Client Profile, Discharge, Intake, Non-Treatment Team Access, Outcomes, Cross-Agency Waitlist Management, and Notes. | <input type="checkbox"/> <b>Billing Staff - Claim Batching</b><br>(Please contact <a href="mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov">ADSBillingUnit.HHSA@sdcounty.ca.gov</a> to schedule Billing Training after completing Intro to Admin Functions [IAF] and Encounters training.) |
| <input type="checkbox"/> <b>Administrative Staff - Encounters</b><br><i>IAF and Encounters required.</i><br>Residential access includes: TxEncounter, Release to Billing, Authorization, Bed Management, and Census.<br><br>Outpatient/OTP access includes: TxEncounter, Release to Billing, and Group Module.    | <input type="checkbox"/> <b>LPHA</b> (Appropriate credentials required)<br><input type="checkbox"/> <b>Counselor</b> (Appropriate credentials required)<br><input type="checkbox"/> <b>QA</b>                                                                                         |

- **Reminder** – Please check the **Administrative Staff – Data Entry** and/or **Administrative Staff – Encounters** boxes on the SanWITS User form in Section III as shown above. After successful completion of training, roles are assigned by what is marked on the User form.

## 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](#), attached here or 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 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 AM – 8:45 AM
  - 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.
- **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.

### **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**.



**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)