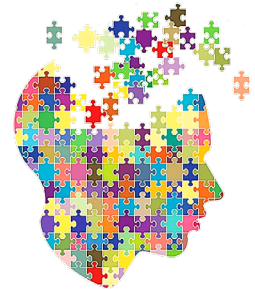### **DMC-ODS Residential Documentation Training**

- 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 75 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.

  - o   Date: **Thursday, December 16, 2021**
  - o   Time: 1:00 p.m. to 4:30 p.m.
  - o   Where: via WebEx – Please click here to register!

DMC-ODS Licensed Practitioner of the Healing Arts (LPHA) Skill Building Workshop

- The County of San Diego HHSA Behavioral Health Services SUD Quality Management team is pleased to offer an LPHA skill building workshop 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.
- 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.

  - o   Date: **Tuesday, December 28, 2021**
  - o   Time: 1:00 p.m. to 3:00 p.m.
  - o   Where: via WebEx – Please click here to register!

New: Upcoming Trainings for January 2022

- Please look out for future notice to register for the following virtual trainings:
  - ❖ DMC-ODS Outpatient Documentation Training
    - o   Tuesday, January 11, 2022, from 9:30 a.m. to 1:00 p.m.
    - o   A review of DMC-ODS outpatient treatment, documentation standards and billing requirements.
  - ❖ Treatment Planning Skill Building Workshop
    - o   Monday, January 17, 2022, from 9:30 a.m. to 11:30 a.m.
    - o   An opportunity to build and develop a SUD Treatment provider's skill set in documentation by reviewing the County required forms and instructions, reviewing documentation examples, providing an opportunity to practice documentation skills, and discussing among peers best practices on various documentation topics.
- If you are in need of an ASL interpreter, please let us know at least 5 days in advance so that we may secure one for you.

All Behavioral Health Services Providers | Quarterly 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 quarterly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

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 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.

    o Date: **Thursday, December 9, 2021**
    o Time: 10:00 a.m. to 11:30 a.m.
    o Where: via WebEx - Participation information sent by email prior to the meeting.

Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders
- Providers are expected to **frequently** update their current profile (community-based locations, cultural competency hours, etc.) in the SOC application **as changes occur** to show accurately on the provider directory.
- Providers are expected to attest to all SOC information **monthly**.
- Program managers are expected to visit the SOC to review program's information and attest to information **monthly**.
- New hires and transfers are expected to register promptly, and attest to information once registration is completed.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.

Reminder: Residential and Counselor Complaints
- Certain incidents must be reported by residential SUD programs to DHCS. Outpatient programs are not required to report incidents but are able to if they would like to.
- Incidents include:
  - Death of any resident from any cause, even if death did not occur at facility.
  - Any facility related injury of any resident which requires medical treatment
  - All cases of communicable disease reportable under Section 3125 of the Health and Safety Code or Section 2500, 2502, or 2503 of Title 17, California Administrative Code shall be reported to the local health officer in addition to the Department
  - Poisonings
  - Natural disaster
  - Fires or explosions which occur in or on the premises
- Reporting methods include:
  - Programs must make a telephonic report to DHCS Complaints and Counselor Certification Division at (916) 322-2911 within one (1) working day.
  - The telephonic report must be followed with a written report to DHCS within seven (7) days of the event.
  - Death reports must be submitted via fax to the DHCS Complaints and Counselor Certification Division at (916) 445-5084 or by email to DHCSLCBcomp@DHCS.ca.gov.
  - Form 5079 Unusual Incident/Injury/Death Report

Update: RS concurrent with other levels of care
- Per DHCS Info Notice 21-020, access to RS is expanded to include:
  - After a client completes treatment
  - Immediately after incarceration
  - Concurrent or same day services while a client is receiving MAT and/or OTP services
  - Concurrent or same day services while a client is receiving other DMC services and other LOC as clinically indicated.
- Concurrent RS services while a client is in other DMC services or LOC will primarily occur during transitions to eliminate gaps in treatment.
- DHCS is revising the Same Day Billing Matrix to reflect these changes. We will provide an update when it becomes available.

Reminder: Certificates for QM Trainings
- As of 12/1/2021, SUD QM no longer provides certificates to staff attending SUD QM trainings (live, virtual, recorded webinars).
- Programs shall continue to track training attendance using the SSR to report to CORs.
- All training attendance is tracked and monitored by SUD QM so COR teams can verify program training attendance.

Reminder: Client Contacts, Timely Access Monitoring, and Urgent Requests
- All client requests for services shall be documented as an initial contact with the first, second and third available appointment dates regardless of date requests made by clients. This includes when clients are asked to call back daily to check availability.
- Client contacts documenting requests for services shall include if the request is 'urgent'.
- Urgent care is defined as a condition perceived by a beneficiary as serious, but not life threatening. A condition that disrupts normal activities of daily living and requires assessment by a health care provider and if necessary, treatment within 48 hours.
- For programs not open 24/7, consider whether or not you can provide a service within 48 hours and whether the client's condition would be worse if services were not provided within 48 hours.
- Client contact data is required for clients admitted and those not admitted to programs.
- Capturing this data is important to ensure our access time date is accurate.
- Client addresses shall be obtained from clients in order to issue NOABD's for non-compliance with outpatient and OTP timely access standards.

Reminder: Medication Monitoring for OTP programs and Extended MAT Services
- Medication Monitoring for the period of Oct-Dec (Q2) will be due by Jan. 15, 2022.
- The tool has been updated to include a new question for OTPs regarding testing for Hepatitis C, Fentanyl and Oxycodone.
- The testing is being implemented starting 1/1/2022. If your program has already started, please address the question, if not, please mark N/A. Note: Any submission after 1/1/22, the question must be answered yes or no.
- The updated Medication Monitoring forms are posted to the Optum site under the "Monitoring" tab.
- Programs providing additional or extended MAT services will need to start the Medication Monitoring process. See SUDPOH G.8.
- Reminder – Ensure all the fields are completed, including contract number, DMC provider number, discipline (license designation such as MD or LMFT), and job title.
  Submit to QIMatters.HHSA@sdcounty.ca.gov or fax (619) 236-1953.

Reminder: DMC Recertification Requirements
- DHCS requires DMC providers complete a recertification process every five years in order to maintain their DMC certification.
- DHCS will notify providers in writing when they are required to submit a continued enrollment application.
- DHCS may allow providers to continue delivering covered services to clients at a site subject to on-site review by DHCS as part of the recertification process.
- Providers are encouraged to review recertification dates and requirements.
- NOTE – DHCS is issuing notices to providers who have not billed for a year, requesting status in order to continue as an active DMC provider. If your program receives this notice, please email QI Matters.
- NOTE – DHCS has resumed in person, unannounced recertification visits. If your program is notified of a visit, please email QI Matters.

RADT-I Credentialing Update
- CCAPP has temporarily waived the 9-hour education requirement prior to initial registration as an RADT-I.
- Under this waiver, a new RADT-I has 90 days to complete the 9-hour requirement, or their registration is expired. If the registration expires, the staff will no longer be able to provide services in DMC-ODS.
- Programs are encouraged to be aware if staff are registered under this waiver and complete the 9-hours before the 90th day.

Reminder: Record Retention
- Programs are reminded that beneficiary records must be kept for a minimum of 10 years from the finalized cost settlement process with the Department of Health Care Services.
- As part of records retention, programs are reminded that any completed paper or electronic documentation that is entered as part of the beneficiary record should not be deleted, shredded, or otherwise destroyed.

UTTM Tip of the Month
Progress notes are required for substantiating claims. Each service provided requires a completed progress note.
- All fields on the document need to be completed (do not leave any blanks).
- Ensure that every client and every contact is unique, from note to note and chart to chart. Documentation should be different each and every time.
- Addressing all 4 prompts for narrative of note. If these are not addressed, this can lead to disallowances.
  - ✓ Provider support and interventions
  - ✓ Description of client's progress on treatment plan problems/goals/action steps/objectives/referrals
  - ✓ Ongoing plan including any new issues
  - ✓ If service is provided in the community, identify the location and how confidentiality was maintained
- If an EBP was used during the session, document specific techniques or interventions, i.e., explored ambivalence with client.
- If it's not written down, it didn't happen.

Billing Reminders:
Medicare Advantage: Clients with dual eligibilities (those with Medicare Part C and Medi-Cal)

    A. Outpatient and Residential Providers are NOT required to bill Medicare Part C if a client has the following:
        1) Blue Shield Promise Health Plan- Part C

> OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: BSC PROMISE HEALTH PLAN. COV: OIM VR.

        2) Health Net- Part C

> MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: HEALTH NET OF CA. COV: OIM R.

        3) Molina Healthcare of California- Part C

    B. OTP Providers MUST bill Medicare, including all Medicare Part C/Medicare Risk Plans/Cal Medi-Connect risk insurance.

Management Information Systems (MIS)

SanWITS Passwords
- When setting up credentials **DO NOT** select "Remember Password"; this is causing issues when a new password is created.

OTP Providers – Long Lasting Injectable Services Added Dec 1, 2021
- User will now see additional services on the encounter screen for long lasting injectable dosing.
  - Sublocade Injectable (Brand name)
  - Vivitrol Injectable (Brand name)
- This is a monthly dose.

Reminder: New Telehealth and Telephone Services will be available Dec 10, 2021
- According to state requirements Telephone and Telehealth specifiers must be added to claims submitted to DMC.
- Tip sheet will be added to Optum under the SanWITS tab.
- DHCS will be utilizing this data to inform future policy and recommendations surrounding telehealth.

What you will see upon completion of SanWITS implementation:
- On the Encounter screen's <u>Service</u> drop down menu, user will see additional services specifically for Telehealth and Telephone easily identified by the word telehealth or telephone as part of the description – such as <u>Individual Counseling OS-Telehealth.</u>
- The <u>Service Location</u> drop down menu will now **only** show *Residential Substance Abuse TX Facility* and *Non-residential Substance Abuse TX Facility* to select.
- <u>Service</u> and <u>Contact Type</u> must both indicate whether the service was provided by Telehealth or Telephone.

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

- Purpose of the Users Group - review and educate State Reporting for CalOMS, ASAM, and DATAR, SanWITS updates, changes in system requirements, Billing & QM updates for the users, and assist with User concerns.
    - o Next meeting: Monday, Jan 24, 2021, at 9:00 a.m. – 11:00 a.m.
    - o RSVP please, WebEx invite will be sent
    - o At least one representative from each facility is highly recommended
    - o Quarterly meetings are expected to occur on the 3rd Monday each quarter
        - ➢ Jul, Oct, Jan, Apr
    - o ASL Interpreters have been requested for each meeting
- **We welcome and encourage you to send us agenda items to be covered during our meetings**
  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

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 in order 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
    - o Trainer email with training materials, resources, and specific instructions for virtual class
    - o If staff do not receive emails by 9:00 AM, email 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 Diagnostic Determination Note (DDN), Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment
    5. SanWITS Treatment Plan (STP) -designed for direct service staff who complete and/or finalize Treatment Plans (prerequisite SWA training)
- **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.

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.**

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.

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**