RESCHEDULED: DMC-ODS Outpatient Documentation Training
- Please note the DMC-ODS Outpatient Documentation Training (announced in the June 2022 UTTM) will no longer take place on July 14, 2022.
    - The LPHA Meeting will take its place
- All DMC-ODS Documentation Trainings will be sunsetting effective July 1, 2022.
- Programs are advised to complete the CalMHSA Documentation Trainings as described in the **"CalMHSA Documentation Trainings"** section later in this month's UTTM.

Licensed Practitioner of the Healing Arts (LPHA) Meeting
- The County of San Diego HHSA Behavioral Health Services SUD Quality Assurance team is pleased to announce a Skill Building Workshop for Licensed Practitioners of the Healing Arts and discussion will include a review of the various forms and instructions.
- 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: **Thursday, July 14, 2022**
    - Time: 1:00 p.m. to 4:00 p.m.
    - Where: via WebEx – Please click here to register!

Treatment Planning Skill Building Workshop
- The County of San Diego HHSA Behavioral Health Services SUD Quality Assurance team is pleased to announce the next Skill Building Workshop for Treatment Planning.
- 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, July 29, 2022**
    - Time: 9:30 a.m. to 12:30 p.m.
    - Where: via WebEx – Please click here to register!

New: Upcoming Trainings for August 2022
- Please look out for future notice to register for the following virtual trainings:
    - ❖ **Care Coordination & Discharge Skill Building Workshop**
        - Wednesday, August 10, 2022, from 1:00 p.m. to 4:00 p.m.
    - ❖ **Progress Notes Skill Building Workshop**
        - Monday, August 15, 2022, from 1:00 p.m. to 4:00 p.m.
- 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 7 business days in advance so that we may secure one for you. We will be unable to guarantee accommodations for requests made later than 7 business days.

Save the Date: Annual DMC-ODS Training
The fourth annual DMC-ODS Training will take the place of the August SUD Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the fourth year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS and CalAIM requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- ❖ Date: **Thursday, August 18, 2022**
- ❖ Time: 9:00 a.m. to 12:00 p.m.
- ❖ Where: via WebEx – *Registration information coming soon!*

CalMHSA Documentation Trainings
- CalMHSA has been collaborating with DHCS on the integration of CalAIM requirements and documentation standards. Part of their process has been to create training guides and videos to support counties in implementation. The County is asking that all providers have staff complete the online training, through CalMHSA LMS, as well as review the documentation guidelines, which can be found here: California Mental Health Services Authority | CalAIM (calmhsa.org).
- **Attached to this month's UTTM, there is a handout with detailed instructions on how to register with CalMHSA LMS for training.**
- The following are additional items that can be found on the CalMHSA website geared to support providers with the roll out of the CalAIM initiative:

  - ❖ CalAIM Communication Materials *(new additions)*
    - Communication Materials for Staff
    - Communication Materials for People in Care

  - ❖ CalAIM Documentation Guides, Web-Based Trainings & Training Dashboard
    - Documentation Guides **(*new additions*)**
      - ○ SUD Clinical Staff (revised 06/24/2022)
      - ○ SUD Certified Peer Support Specialists (revised 06/24/2022)
      - ○ SUD AOD Counselors
      - ○ SUD Medical Staff
    - Training Dashboard *(new additions)*
      - ○ New option to "Download data" (into an Excel spreadsheet) at the bottom of the webpage

  - ❖ CalAIM Policies & Procedures and Attestations *(new additions)*
    - Documentation Requirements (BHIN 22-019)

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.

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 and attest to information once registration is completed.
- ➢ For any questions, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.

Reminder: Serious Incident Reports
- Reminder that the new SIR form is available on the Optum website.
- The SIR form has been updated to include time of incident and location of incident.
- In addition, the SIROF has been updated and is in the process of being posted to the Optum website. Providers are asked to use these updated versions immediately.

Update: Health Questionnaire
- DHCS licensing/certification regulations require the use of the DHCS Health Questionnaire form 5103.
- As of 6/30/22, we are sunsetting the SUDURM Health Questionnaire form. It is in the process of being removed from the Optum site and replaced with the DHCS version.
- During this transition process, the updated form can be located here: DHCS updated form 5103 – Health Questionnaire.

Update: County Threshold Languages & Beneficiary Materials
- As of 7/1/22, additional languages have been added to the county threshold languages. Threshold languages include:
  - Somali
  - Arabic
  - Chinese (Mandarin)
  - Korean
  - Persian (including Farsi, Dari)
  - Spanish
  - Tagalog (including Filipino)
  - Vietnamese
- We are in the process of updating beneficiary materials with the additional threshold languages and will notify the system of care when the materials are available.

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.

Reminder: Transitional Care Services (TCS) Replaced with New Program Enrollment
- Effective 7/1/22, the SanWITS program enrollment TCS was ended, and the new SanWITS program enrollment called "Before Admission/After Discharge" is now available.
- The billable services for outpatient and residential remain the same and are not limited to care coordination:
  - Outpatient: individual counseling or case management
  - Residential: case management

Reminder: National Suicide Prevention Hotline number changing
- In July 2022, the National Suicide Prevention Lifeline (800-273-8255) will transition to 988—an easy to remember three-digit dialing, texting, and chat code for anyone experiencing a suicidal or mental health crisis.
- Once this system is online it will route seamlessly into the ACL.

Update: Timely Access Reporting
- We are aware of ongoing challenges and barriers with reporting access time data and that the timely access data is not reflective of the community experience.
- The QA team will be reaching out to programs individually as part of a performance improvement project to get your feedback about processes, barriers, and recommendations for accurately reporting access times at your program.
- This is not related to contract compliance; there will be no corrective action based on feedback provided.
- If you have questions or information you would like to share, please email QI Matters.

Reminder: Interim Services

- QA is monitoring priority population waitlists reported via monthly DATAR and communicating with programs to confirm accuracy of reporting and confirm interim services took place.
- Programs shall be responsible for keeping records of interim services and documenting efforts for each client. Programs may be asked to provide evidence of interim services.
- For more information on Interim Services, see the tip sheet posted on the Optum site under the "Monitoring" tab.

Reminder: Dependent vs Independent Living

- Per CalOMS, information about a client's living status at admission and discharge is required. It is important to understand and explain each definition to the client while obtaining CalOMS information.
- **Dependent Living**: Clients living in a supervised setting such as, residential institutions, prison, jail, halfway houses or group homes and children (under age 18) living with parents, relatives, guardians or in foster care. NOTE – Recovery Residences and Sober Living should be considered "dependent" living.
- **Independent Living**: This includes individuals who own their home, rent/live alone, live with roommates, and do not require supervision. These people pay rent or otherwise contribute financially to the cost of the home/apartment. This also includes adult children (age 18 or over) living with parents.
- When CalOMS questions are not understood or are not correctly defined for clients, the data obtained and reported to DHCS is incorrect. Refer to the CalOMS Tx Collection Guide for additional information.

UTTM Tip of the month

- Although CalAIM is effective 7/1/22, the County of San Diego is not requiring change on this date as described in the SOC memo dated 6/14/22.
- During the transition phase, programs can still use current forms and follow current timeline regulations.
- During this transition period we would encourage programs to address workflows related to CalAIM changes including daily residential notes, progress note timelines and progress note required elements, and changes to medical necessity.

BHS Health Plan Administration

CalAIM Communication Materials for Providers and for People in Care

- CalMHSA recently released two communiques intended for different audiences. CalAIM Made Easy is a quick resource intended for providers, and it summarizes what CalAIM is, when the changes are slated to happen, and includes an outline of these changes and what providers need to know.
- Another informational page intended for individuals in care is available, and it includes a brief description of CalAIM, its goals, and what it means for individuals. The page is also available in Spanish.
- Both informational documents include links to further resources. Please feel free to distribute within your organizations and at your sites.

Scholarship Opportunity: Medi-Cal Peer Support Specialist Certification – until July 31, 2022, for legacy applicants

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. For individuals seeking certification through the legacy process (aka grandparenting), the scholarships cover the costs for the application and examination. Individuals who would like to apply for certification scholarship through the legacy process must fill out the online interest form before July 31, 2022, to be considered. The Q&A page is in the process of being posted on the Optum Website and will contain a list of commonly asked questions and corresponding responses on Peer Support Services in BHS.

MAT Performance Improvement Project (PIP)

The proposal for the new MAT PIP was approved by the EQRO representative in early March 2022. This PIP will focus on implementing a standard protocol at admission to increase the proportion of clients with an opioid use disorder (OUD) who are dual enrolled in SUD treatment and medication assisted treatment (MAT).

In May, the team at HSRC leading the PIP identified a set of questions around current eligibility for MAT and barriers to access within the DMC-ODS that will help inform the next steps of the PIP and future interventions. The questions were posed to key stakeholders in June.

Next steps include:
- Assemble a stakeholder workgroup to help guide the PIP project and interventions
- Begin intervention design

Proposed Study Question:
1. Will implementing a standard protocol in the DMC-ODS at admission for clients with OUD for referral to MAT increase the proportion of clients with MAT who are dual enrolled in residential/outpatient treatment and OTP by 5%?
2. Secondly, will implementation of this protocol increase the proportion of dual-enrolled clients who receive MAT within 90 days of their OUD diagnosis by 5%?

FUA ED Visit Performance Improvement Project (PIP)
- The non-clinical PIP efforts have pivoted to focus on Follow Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence to align with CalAIM PIP requirements.
- The PIP design and interventions will be proposed following data analysis.
- The next step is to work with CalMHSA in obtaining the FUA ED Visit data in order to complete analysis and formulate a study question.

Management Information Systems (MIS)

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

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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, July 18, 2022, 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 3rd 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

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 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 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: 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.

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
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.HHSA@sdcounty.ca.gov
- CalAIM and/or Peer related Q&As? Contact: bhs-hpa.hhsa@sdcounty.ca.gov

happy new year!
(happy new fiscal year, that is)

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**