



February 2024

## **Reminder: Skill Building Workshops in February 2024**

- The BHS SUD QA team is pleased to announce Skill Building Workshops for Quality of Care. This workshop is an opportunity for SUD Treatment providers to develop and refine their skillset in delivering and documenting quality services. QA will review County and CalAIM documentation standards, facilitate clinical exercises, and offer a forum for providers to discuss and consult best practices with one another.
- Please look out for future notice to register for the following virtual trainings:
  - Outpatient Quality of Care
    - **Tuesday, February 13, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Register here!](#)
  - Residential Quality of Care
    - **Thursday, February 29, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Register here!](#)
- **New: Skill Building Workshops in March 2024**
  - Outpatient Quality of Care
    - **Monday, March 11, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Register here!](#)
  - Residential Quality of Care
    - **Wednesday, March 20, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Register here!](#)
- If you are in need of an ASL Interpreter for the workshop, please submit a request at least 7 business days in advance so that we may secure one for you. We are unable to guarantee accommodations for any requests made after 7 business days.



## **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 Assurance, 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, February 22, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the QIP meeting.

## **Update: Beneficiary Handbook**

- Beneficiary Handbooks have been updated to align with Department of Health Care Services policies released between December 2022 through August 2023 ([BHIN 23-048](#)).
- The Beneficiary Handbook and Summary of Changes were sent out the System of Care on Friday, 12/29/2023 and became in effect 01/01/2024.
- A minor update was recently made to the handbook that went into effect 01/01/2024, the updated handbooks are currently in the process of being replaced on the Optum website.
  - In the meantime, they are available for downloading via Google Drive [here](#).
- Requests received for the new handbooks will be processed once printing is complete to accommodate anticipated high demand. In the interim, programs shall provide alternative options to the client for accessing the handbooks (email, Optum site, printing by the program).
- Reminder – Attestations for notifying clients of significant changes with the Beneficiary Handbook were due to QI Matters by 01/15/2024. If your program has not submitted by the due date, please do so as soon as possible.

### **Reminder: Daily Admissions**

- Outpatient and residential programs shall have capacity to conduct daily admissions for all days they are open.
- Outpatient programs are expected to be open and offering admission appointments five (5) days a week at minimum.
- Residential programs are expected to be open and offering admission appointments 24 hours a day.

### **Reminder: Missed Appointments**

- **For new referrals:** When a new client (or caregiver if applicable) is scheduled for their first appointment and does not show up or call to reschedule:
  - They must be contacted within 1 business day by clinical staff.
    - If the client has been identified as being at an elevated risk, the client (or caregiver if applicable) will be contacted by clinical staff on the same day as the missed appointment.
  - Additionally, the referral source, if available, should be informed.
- **For current clients:** When a client and/or caregiver (if applicable) is scheduled for an appointment and does not show up or call to reschedule:
  - They must be contacted within 1 business day by clinical staff.
    - If the client has been identified as being at an elevated risk the client (or caregiver, if applicable) will be contacted by clinical staff the same day as the missed appointment.
      - If clients who are at an elevated risk and are unable to be reached on the same day, the program policy needs to document next steps, which may include consultation with a supervisor, contacting the client's emergency contact, or initiating a welfare check.
  - Additionally, the policy shall outline how the program will continue to follow up with the client (or caregiver, if applicable) to re-engage them in services, and should include specific timeframes and specific types of contact (e.g., phone calls, letters).
- All attempts to contact a new referral and/or a current client (or caregiver, if applicable) in response to a missed scheduled appointment must be documented by the program.



### **Free Digital Behavioral Health Virtual Services Platform for Children & Families**

The Department of Health Care Services (DHCS) today launched the Behavioral Health Virtual Services Platform—two free behavioral health services applications for all families with kids, teens, and young adults ages 0-25. Launching as part of the state's [CalHOPE](#) program, with funding from the Children and Youth Behavioral Health Initiative (CYBHI), the web- and app-based platforms will offer all California families with kids, teens, and young adults ages 0-25 free one-on-one support with a live wellness coach, a library of multimedia resources, wellness exercises, and peer communities moderated by trained behavioral health professionals to ensure content is appropriate and safe for all users.

The Behavioral Health Virtual Services Platform is a combination of two different web- and app-based applications that support two distinct groups: **BrightLife Kids**, developed by Brightline, is for parents or caregivers and kids 0-12 years old. **Soluna**, developed by Kooth, is for teens and young adults ages 13-25. Families with multiple children whose ages span 0-25 can use both platforms to meet their unique needs. Each app will also offer coaching services in English and Spanish, as well as telephone-based coaching in all [Medi-Cal threshold languages](#).

- **Free Coaching:** Live one-on-one coaching sessions with a trained and qualified behavioral health wellness coach delivered through in-app chat or video appointments. Telephone coaching will also be available in all Medi-Cal threshold languages.
- **Educational Content:** Age-tailored educational articles, videos, podcasts, and stories.
- **Assessments and Tools:** Stress-management tools and clinically validated assessments to understand and monitor behavioral health over time.
- **Care Navigation Services:** A searchable directory and live care navigation support to connect users to their local behavioral health resources, including connecting users with their health plan, school-based services, or community-based organizations that can provide clinical care options and care coordination services.
- **Peer Communities:** Moderated forums and programs to connect users with other youth or caregivers.
- **Crisis and Safety Protocols:** Crisis and emergency safety resources for platform users experiencing a mental health crisis or who require immediate assistance (e.g., 988).

**WHERE TO FIND THE APPS:** BrightLife Kids is available for download on IOS devices in the Apple App Store and will be available for Android devices in mid-2024; it is also available online at [CalHOPE](#). Soluna is available for both IOS and Android devices in the Apple App Store and Google Play Store. To find out more, visit [CalHOPE](#).



**Reminder: National Suicide Prevention Hotline number change**

- In July 2022, the National Suicide Prevention Lifeline (800-273-8255) transitioned to **988**—an easy to remember three-digit dialing, texting, and chat code for anyone experiencing a suicidal or mental health crisis.
- Spanish language text and chat services are now available, as well as specialist services for LGBTQI+ youth and young adults.

**Health Plan Administration (HPA)**

**Medi-Cal Transformation (aka CalAIM)**

- Visit the [CalAIM Webpage for BHS Providers](#) for updates and information, including Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant Behavioral Health Information Notices from DHCS.
- Please send general questions on local implementation of payment reform to [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov). Please contact your COR for questions specific to your contract.



**Medi-Cal Peer Support Specialist Certification RENEWAL**

- [Visit the CalMHSA website](#) for information on Certification Renewal requirements.

**DHCS Behavioral Health Information Notices (BHINs)** provide information to County BH Plans and Providers regarding changes in policy or procedures at the Federal or State levels. To access BHINs, visit: [https://www.dhcs.ca.gov/formsandpubs/Pages/Behavioral Health Information Notice.aspx](https://www.dhcs.ca.gov/formsandpubs/Pages/Behavioral_Health_Information_Notice.aspx). In instances when DHCS releases draft BHINs for public input, San Diego BHS encourages Contractors to send feedback directly to DHCS and/or to [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov).

**System of Care (SOC) Application**

- Reminder for staff and program managers to attest in the SOC application monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com).
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.

**Management Information Systems (MIS)**

**Important: Issue detected – Duplicate Client Profiles**

- There should only be one client profile per agency.
- To avoid duplicate records, it is important to **always search several ways** to ensure a record does not already exist in the agency.
- Refer to the training manual “Client Search” page 9-11, [Intro to Admin Functions Training Manual 12.21.23.pdf \(optumsandiego.com\)](#)



**Reminder: Closing Client Episode/Intake in SanWITS**

- Client’s episode/Intake screen should be closed if the client is no longer receiving SUD treatment, Recovery Services, or Before Admission/After Discharge services.
- Before ending the episode/Intake screen:
  - Billing must be completed.
  - SanWITS records must be completed.
  - CalOMS errors must be completed.

**Reminder: Do Not re-use an Episode**

- If a client returns to the facility, open a new episode – do not re-open a closed episode.

**Reminder: CalOMS Admission Record**

- MIS is experiencing a high volume of request to delete admissions due to client not returning to complete the Intake Process.
- Do not enter the CalOMS Admission until the following criteria is met:
  - A SUD related problem
  - The client must have completed the intake process to the program (this does not refer to the SanWITS Intake Screen)
  - Treatment must have started
- **If an individual started the intake process, but did not return, the CalOMS admission record should not be entered in SanWITS.**

**SanWITS Quarterly Users Group Meeting – Let’s Get Together!**

*Purpose of the Users Group - review and educate State Reporting for CalOMS, ASAM, DATAR, and Capacity, SanWITS updates, changes in system requirements, Billing updates, and address User concerns.*

- Next meeting: **Monday, April 15, 2024, at 9:00 a.m. – 11:00 a.m.**
- Quarterly meetings are expected to occur on the 3<sup>rd</sup> Monday each quarter (adjusted for holidays)
  - Jul, Oct, Jan, Apr
- ASL Interpreters are being requested for each meeting.



**We welcome and encourage you to send agenda items to be covered during our User Group Meetings**

[SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)

**Billing Unit (BU)**

**Billing Reminders and Announcements**

- The Department of HealthCare services has recently extended the DMC late claim submission from 6 months to 12 months from the date of service 07/01/2023, and after. But we recommend continuing processing and submitting your claim batches to the ADS Billing Unit on the 10th of the following month or as soon as you complete them to avoid any invoicing delays.
- The claim replacements may no longer be due 6 months from the finalization of the claim or date of the denial. We are waiting for the Behavioral Health Information Notice to be issued by the State soon. If you have claims after the original six-month billing deadline (from the date of service), please contact the ADS Billing Unit.
- Make sure to review and use the SUD Billing Errors Guides that we provided to all the SUD programs. [Drug Medi-Cal Organized Delivery System \(optumsandiego.com\)](http://optumsandiego.com) -BILLING tab

<a href="#">SUD Claim Errors and Guides</a>	The purpose of this tip sheet is to give advice on how to avoid and fix both common and new billing errors.
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- The Medicare Advantage FFS-Equivalent Coverage Certification for the following Medicare Part C plans: BLUE SHIELD PROMISE -PART C, HEALTH NET-PART C, MOLINA-PART C, AETNA BETTER HEALTH OF CA is valid until December 2023.
  - Your claims must be billed to DMC within the 6-month billing period from the date of service. San Diego County-BHS confirmed that the insurance companies have received our request for the 2024 coverage certification and are currently processing it internally. Updates will be provided by the County ADS Billing Unit as they become available.
  - Claims with service dates January 2024 for clients with any of these Part C plans may get denied when billed straight to DMC. Please contact us at [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov) as soon as possible for questions or additional guidance.

- Continue to utilize the DMC Billing Manual version 1.4, that is posted on the San Diego Optum website, BHS Billing Resources.

<a href="#">DMC-ODS Billing Manual version 1.4 (pdf)</a>	The DMC-ODS Billing Manual is a DHCS publication which outlines the processes and rules for SD/MC claims for DMC-ODS services.
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- For other billing or billing-related questions, please contact us at [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov).

## Population Health - Network Quality and Planning

### 1. CalAIM FUA PIP/BHQIP

**Goal:** *The goal is to increase the percentage by 5% of beneficiaries receiving a follow-up care appointment within 7 and 30 days after an ED visit for alcohol or other substance use.*

National Alliance on Mental Illness (NAMI) staff reported they received the first University of California San Diego (UCSD) Emergency Room (ER) referral to PeerLINKS navigation and support services. It was an important first step to establishing a workflow for the FUA BHQIP. HSRC processed responses received from the Managed Care Plans (MCP) and began outlining a workflow map for the MCP data exchange component. Telehealth options are being explored to use in the UCSD Emergency Department (ED) to meet service delivery requirements for follow-up within seven days.

### 2. CalAIM POD PIP/BHQIP

**Goal:** *Aim is to increase the percentage of new Opioid Use Disorder pharmacotherapy treatment events (i.e., MAT) among members aged 16 and older with an Opioid Use Disorder for at least 6 months by 5%.*

The California Medication Assisted Treatment (MAT) Expansion Toolkit handout was disseminated and electronically tracked by the remaining two OTPs (Opioid Treatment Programs) participating in this pilot. The educational pamphlets on Opioid Use Disorder for new MAT clients was recently finalized and will be provided to participants at OTP programs in early 2024. This intervention will be expanded to the other OTP sites in early 2024 as well.

## Prevention and Support Services

### *SUD Primary Prevention Contractors-*

#### **ECCO Web-based Prevention Services Data Reporting System Update**

- Primary prevention providers are expected to continue to record service hour and activity numbers data by the 5<sup>th</sup> of each month including the 5<sup>th</sup> of any month that may fall on a Saturday or Sunday using your ECCO program account. BHS staff will be reviewing ECCO program accounts and communicate with providers any corrections or changes needed as final monthly data reports to the State are due by the 10<sup>th</sup> of the month.
- Tip: Community-Based data reports in ECCO are always accessible to providers. If a previous month needs to be edited, the file can be opened by the providers rather than reaching out to the ECCO administrators or BHS TA team.
- For technical assistance requests or other questions, please contact Dave Edison at [dave.edison@sdcounty.ca.gov](mailto:dave.edison@sdcounty.ca.gov).
- For information regarding DHCS Primary Prevention, please visit [Prevention and Youth Branch \(ca.gov\)](https://www.sdcounty.ca.gov/PreventionandYouthBranch)

#### **Communication**

- Billing questions? Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)
- CalAIM and/or Peer related Q&As? Contact: [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov)
- SanWITS questions? Contact: [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)  
[SUDEHRTraining.HHSA@sdcounty.ca.gov](mailto:SUDEHRTraining.HHSA@sdcounty.ca.gov)  
[SUDEHRFax.HHSA@sdcounty.ca.gov](mailto:SUDEHRFax.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)**