Up To The Minute… SUD Provider Edition

June 2024

Reminder: Skill Building Workshops in June 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, June 11, 2024, from 1:00 p.m. to 2:30 p.m.**
    - This event has passed
  - Residential Quality of Care
    - **Thursday, June 20, 2024, from 1:00 p.m. to 2:30 p.m.**
    - Please click here to register
- **New: Skill Building Workshops in July 2024**
  - Outpatient Quality of Care
    - **Wednesday, July 17, 2024, from 1:00 p.m. to 2:30 p.m.**
    - Please click here to register
  - Residential Quality of Care
    - **Monday, July 22, 2024, from 1:00 p.m. to 2:30 p.m.**
    - Please click here to register
- 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, June 27, 2024**
  - Time: 10:00 a.m. to 11:30 a.m.
  - Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

SmartCare

- Upcoming Town Hall (combined MH & SUD)
  - **Tuesday, June 18, 2024, from 1:00 p.m. to 2:00 p.m.**
  - Click here to join the meeting
- Optum SmartCare Tab has been updated to include-
  - 2024-05-21 EHR Town Hall

Update: New HCPCS and CPT codes

- Additional CPT and HCPCS codes are available in SanWITS. These codes will largely align with the codes that will be available in SmartCare once we are live in the system on 9/1/24.
- These new codes are effective 5/20/24. Services provided on or after 5/20/24 can be claimed using the new codes.
- The new crosswalk with the codes, service definitions, names in SanWITS/SmartCare, and allowable disciplines is now posted to the Optum website under the Toolbox tab.
- Providers will continue to need to use their best judgement on which is the most appropriate service based on the service provided, the discipline of who provided the service, and how it is documented.

Reminder: Medication Monitoring for OTP programs and Extended MAT Services

- Medication Monitoring for the period of **April-June (Q4)** will be due by **July 15, 2024.**
- The tool has been updated to include a new question for checking the CURES database and adjusted consent to treat language for clients under 18 years of age.
- The updated Medication Monitoring forms are posted to the Optum site under the "Monitoring" tab. Please ensure you are only using the most up to date form.
- Programs providing additional or extended MAT services will need to follow the Medication Monitoring process. Please reference the most recent SUDPOH for requirements.
- Reminder – Ensure all the fields are completed on the submission form, including contract number, DMC provider number, discipline (e.g., MD or LMFT), and job title.
- For programs with nothing to report for the quarter, you must complete the required forms to submit indicating the status for the quarter. Emails without the forms will not be accepted.
- Submit submission forms to QIMatters.HHSA@sdcounty.ca.gov or fax (619) 236-1953.

SUD NOABD Webinar

- The SUD NOABD webinar is currently being recorded.
- When the recording is completed, the webinar, PowerPoint, and webinar transcript will be posted soon on the Optum website and available on the QA Training Tab.

Reminder: Access Times FAQ/Tip Sheets

- FAQ/Tip Sheets were sent to the system of care on 6/30/23 and are now available on the Optum site under the "Communications" tabs and all outdated tip sheets and messaging has been archived.
- Also linked here: Access Times FAQ and Tip Sheet
- Guidance outlined in the FAQ/Tip Sheet is effective 7/1/23.
- Email QI Matters with questions.

Health Plan Administration (HPA)

System of Care (SOC) Application

- Reminder that staff and program managers are expected 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.
- **NOTE:** Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.

DHCS Behavioral Health Information Notices (BHINs) inform County BH Plans and Providers about changes in policy or procedures at the Federal or State levels. When DHCS releases draft BHINs for public input, feedback can be sent to DHCS directly or to BHS-HPA.HHSA@sdcounty.ca.gov

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

- Visit the CalAIM Webpage for BHS Providers for updates on Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant BHINs from DHCS.
- For general questions on local implementation of payment reform, email BHS-HPA.HHSA@sdcounty.ca.gov. For contract-specific questions, contact your COR.

Management Information Systems (MIS)

Reminder: Entering a Program Enrollment End Date

- Program end-date must be entered when the client is no longer receiving the services for the specific program. Please see sample scenarios below.
  - If client has been admitted into a treatment program and is no longer receiving Before Admission/After Discharge services, enter an end date on the Before Admission and After Discharge program enrollment.
  - If a client is no longer receiving Courtesy Dosing.

<u>Reminder: CalOMS</u>
- When correcting or updating a Client Profile, Admission, Annual Update or Discharge record that has been sent to the State, please notify SUD MIS Support at SUDEHRSupport.HHSA@sdcounty.ca.gov to avoid the record from being rejected.

<u>Important Notice</u>: **Final SanWITS Training Dates**
- SanWITS classes will not be offered after the following dates, with registration closing 7 days prior to the training date:
  - Assessments (SWA)- 6/27 (registration will close 6/20)
  - Introduction to Admin Functions (IAF)- 7/10 (registration will close 7/3)
  - Outpatient/OTP Encounters and Group Modules- 7/16 (registration will close 7/9)
  - Residential Encounter and Bed Management- 7/17 (registration will close 7/10)

<u>Reminder: SanWITS User Modification Termination Form</u>
- All user modifications and terminations must be submitted to MIS using the User Modification Termination form located on Optum Website SanWITS_User_Modification_Termination_Form
- When completing the modification form, make sure to include the modifications being requested in the Comments text box as seen in the print screen below.

Comments: <mark>Type all modification requests in the box below</mark>

- Routine Terminations – Please ensure terminations are submitted within one business day of notice given.
- Quick Terminations – MIS should be notified immediately by calling 619-584-5040 (including after hours and weekends).

Prevention and Support Services

SUD Primary Prevention Contractors - ECCO Web-based Prevention Services Data Reporting System Update
- Only report hours and activities occurred within the reporting month.
- For reporting "No Activity" for the month, please select, "NO" and indicate in free-text field, "No activities for this month."
- ****Please note, contact for technical assistance requests or other questions will now be Rea Alvarez at rea.alvarez@sdcounty.ca.gov ****
- For information regarding DHCS Primary Prevention, please continue to visit Prevention and Youth Branch (ca.gov)

Thank you from Michael Blanchard, SUD QA BHPC
Although it's been announced in QIP, I wanted to thank all of our providers once again as I leave the County of San Diego to move out of state, with my last official day being 6/27/24. I'll be taking a brief career pause while we get settled.

While we are not able to announce my successor yet, they come with years of experience in QA, and I have complete confidence that they will continue the high standard QA has set and help everyone navigate the continued changes and focus on quality of care. I look forward to you all meeting them and building strong relationships with them in the near future.

Getting to know you and work with you all over the years has been a pleasure, and the hard work you all do to help our beneficiaries and understand the frequently changing state requirements is to be admired. Thank you again for your years of hard work, collaboration, and dedication.

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

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