



March 2024

Reminder: Skill Building Workshops in March 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
 - **Monday, March 11, 2024, from 1:00 p.m. to 2:30 p.m.**
 - [This event has passed.](#)
 - ❖ Residential Quality of Care
 - **Wednesday, March 20, 2024, from 1:00 p.m. to 2:30 p.m.**
 - [Please click here to register!](#)
- **NEW: Skill Building Workshops in April 2024**
 - ❖ Outpatient Quality of Care
 - **Tuesday, April 9, 2024, from 9:30 a.m. to 11:00 a.m.**
 - [Please click here to register!](#)
 - ❖ Residential Quality of Care
 - **Thursday, April 18, 2024, from 9:30 a.m. to 11:00 a.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.

Root Cause Analysis Training

The next **Root Cause Analysis (RCA) Training** session is scheduled for **Thursday, March 21, 2024, from 9:00 a.m. to 12:00 p.m.** This interactive training introduces Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident without blame, and teaches effective techniques for a successful RCA, along with Serious Incident Reporting requirements. **The intended audience of this training are program managers and quality improvement (QI) staff.** [Please click here to register!](#)

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, March 28, 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.

NAMIWalks and Community Expo for Mental Wellness Kicks off May is Mental Health Matters Month

EVENT INFORMATION:



- **Date:** Saturday, April 27, 2024
- **Time:** 7:00 AM – 11:00 AM
- **Location:** [Preble Field](#) in NTC Park at Liberty Station: 2455 Cushing Road, San Diego, CA 92106
- **Cost:** FREE
- **Free Registration for the walk:** [NAMIWalks](#)
- **Flyers:** <https://bit.ly/NAMIWalksSD24>



Reminder: Medication Monitoring for OTP programs and Extended MAT Services

- Medication Monitoring for the period of Jan-Mar (Q3) will be due by **April 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.



Reminder: Naltrexone Treatment Certification

- A reminder that if a program is prescribing Naltrexone, it must be added to their Drug Medi-Cal Certification.

Updates to Medicare Coverage

As of January 1, 2024, Marriage and Family Therapists (MFT’s) and Mental Health Counselors (MHC’s) are able to submit Medicare enrollment applications and bill Medicare for services. Additionally, it has been proposed to allow addiction counselors or drug and alcohol counselors who meet the applicable requirements to be an MHC to enroll in Medicare as MHC’s. Enrolled MFT’s and MHC’s are authorized to bill Medicare for services that are provided for the diagnosis or treatment of mental illnesses. Note: MHC’s are identified as LPCC’s in Medi-Cal, pursuant to the California Board of Behavioral Science (BBS).

For dual eligible beneficiaries that have access to behavioral health services covered by Medicare and Medi-Cal (“medi-medi” clients), Medicare will be the primary payer for behavioral health for inpatient and outpatient services. Medi-Cal will still also cover inpatient and outpatient behavioral health services as the payer of last resort.

DHCS encourages providers to enroll in Medicare through Provider Application and Validation for Enrollment (PAVE) in order to bill Medicare for services. PAVE Portal: [PAVE Provider Portal \(ca.gov\)](https://www.dhcs.ca.gov/PAVE)

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](#)).
- A minor update was done in February 2024 to the handbook and the updated version is available on the Optum website.
- 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.

Update: 42 CFR Regulations

- 42 CFR privacy regulations have been updated to more closely align with the Health Insurance Portability and Accountability Act (HIPAA) rules, effective **April 16, 2024**.
- Information on the changes can be found here: [Fact Sheet 42 CFR Part 2 Final Rule | HHS.gov](#)
- Programs should be working with their privacy, compliance, and/or legal counsel to ensure all documents and practices are updated and reflect the changes in their practices and documentation.



Reminder: DMC-ODS Eligibility

- The County of San Diego’s DMC-ODS provides services to eligible populations. Eligibility may include one or any combination of:
 - ✓ Adolescents age 12 – 17
 - ✓ Adults age 18 and over
 - ✓ Clients self-referred or referred by another person or organization.
 - ✓ Geographical Service Area: Residents of San Diego County (North Coastal, North Inland, North Central, Central, East, South).
 - ✓ Persons with Medi-Cal or are Medi-Cal eligible (regardless of % FPL and regardless if they have additional insurance), including those served by local Medi-Cal managed care plans and their plan partners. Note: Clients who are at or under 138% of FPL are eligible for Medi-Cal.
 - ✓ Special populations based on: disabilities, cultural, linguistic, and sexual orientation (DHCS AOD Certification Standards, Sec. 7000).
 - ✓ No DMC/Low Income or no insurance:
 - Clients within 138% to 200% FPL without insurance (and not Medi-Cal eligible). Please refer to Section F, Provider Contracting, for more information.
 - Clients under 200% FPL with health coverage other than Medi-Cal may be invoiced to the County BHS contract.
 - Clients above the 200% FPL are outside of the BHS target population may not be invoiced to the County BHS contract.
 - Optum will require a denial or Assignment of Benefits (AOB). Check with Optum for requirements.
 - ✓ Persons meeting DMC-ODS medical necessity criteria.
 - ✓ Justice Overrides
 - ✓ Individuals under age 21 are eligible to receive Early Periodic Screening, Diagnostic and Treatment (EPSDT) services. They are eligible to receive all appropriate and medically necessary services needed to correct and ameliorate health conditions that are coverable under section 1905(a) of the Social Security Act.



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.

Update: Clinical Quality Assessment Timelines

- In alignment with the discussion in the January 2024 Quality Improvement Partners (QIP) meeting, unanimous provider feedback was that the previously required timelines for assessments are still being used in the system as minimum clinical quality standards:
 - Outpatient is 30 days of admission, or 60 days for those under 21 or experiencing homelessness.
 - Residential is 10 days of admission.
- Per DHCS BHIN [23-068](#), DHCS requires that Medi-Cal Behavioral Health delivery systems shall monitor timely completion of assessment to ensure appropriate access to, and utilization of, services, however, these standards shall not enforce standards for timely initial assessments or reassessments, “in a manner that fails to permit adequate time to complete assessments when such time is necessary due to a member’s individual clinical needs”.
- Programs should document clinical rationale when they are unable to complete a timely assessment within the above quality guidelines.



Optum website update to DMC-ODS Serious Incident Reporting tab


- The SIR tab has been updated to include the latest versions of the SIR and SIROF forms for ease of reporting. In addition, the tab also holds the SIR and SIROF FAQ/Tip Sheets and RCA worksheet.
- Please stay tuned for the addition of a dedicated SIR/SIROF recorded training and accompanying visual slides.

Update: FY2324 SUDPOH (Q2)

- The SUDPOH was updated on 12/18/23.
- This edition and its Summary of Changes are now posted on the Optum site.
- The next update is planned for release on 04/15/24.

Health Plan Administration (HPA)

DMC-ODS External Quality Review (EQR)

- 
- The FY23/24 DMC-ODS External Quality Review (EQR) will take place virtually from 3/19/24 – 3/21/24.
 - EQR is the State’s process to analyze and evaluate information related to quality, timeliness, and access to DMC-ODS services rendered to Medi-Cal members.
 - The review process consists of consumer (Medi-Cal member) focus groups, provider/staff focus groups, data analysis and reporting, information system reviews, and the evaluation of DMC-ODS Performance Improvement Projects (PIPs). A copy of last FY’s EQR report is available online: [San Diego County FY2022-23 Final Report \(DMC-ODS\)](#)
 - The organization conducting the review is Behavioral Health Concepts (BHC), Inc.

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](#). Please contact your COR for questions specific to your contract.

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. 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

System of Care (SOC) Application

- Reminder for staff and program managers to attest in the SOC application monthly.
- **ALERT:** Programs that neither have an assigned “manager” nor an “alternate manager” in the SOC application will be contacted to provide this information.
- 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.

Management Information Systems (MIS)

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 3rd 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

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 5th of each month including the 5th 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 10th 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.
- For information regarding DHCS Primary Prevention, please visit [Prevention and Youth Branch \(ca.gov\)](http://Prevention and Youth Branch (ca.gov))

Communication

- Billing questions? Contact: ADSBillingUnit.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
- SanWITS questions? Contact: SUDEHRSupport.HHSA@sdcounty.ca.gov
SUDEHRTraining.HHSA@sdcounty.ca.gov
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**