Up To The Minute… SUD Provider Edition

May 2024

Reminder: Skill Building Workshops in May 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, May 13, 2024, from 1:00 p.m. to 2:30 p.m.**
    - Please click here to register
  - Residential Quality of Care
    - **Wednesday, May 29, 2024**, from 9:30 a.m. to 11:00 a.m.
    - Please click here to register
- **New: Skill Building Workshops in June 2024**
  - Outpatient Quality of Care
    - **Tuesday, June 11, 2024, from 1:00 p.m. to 2:30 p.m.**
    - Please click here to register
  - Residential Quality of Care
    - **Thursday, June 20, 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, May 23, 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 Halls (combined MH & SUD)
  - **Tuesday, 5/21/24, from 1-2 p.m.**
  - Click here to join the meeting

- Optum SmartCare Tab has been updated to include-
  - SmartCare FAQs as of 4/10/2024
  - 2024-04-10 EHR Town Hall
  - 2024-04-29 EHR Town Hall

Update: FY2324 SUDPOH (Q3)

- The SUDPOH was updated on 02/02/24.
- This edition and its Summary of Changes are now posted on the Optum site.
- **The next update is planned for release on 07/15/24.**

Update: New HCPCS and CPT codes
- Additional CPT and HCPCS codes will be available in SanWITS on 5/20/24. 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.
- Please note that the services will not be available in SanWITS before 5/20/24 and cannot be used for services provided prior to 5/20/24.
- The new crosswalk with the codes, service definitions, names in SanWITS/SmartCare, and allowable disciplines will be 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.

Update: New/Updated provider types
- On December 5, 2023, DHCS received approval for State Plan Amendment (SPA) 23-0026. DHCS has since requested feedback on a draft Information Notice based on the SPA. The SPA was effective 7/1/23.
- The SPA adds the following Provider Types to DMC ODS: Licensed Vocational Nurses (LVNs), Licensed Psychiatric Technicians (LPTs), Licensed Occupational Therapists (LOTs), Medical Assistants (MAs), and Clinical Trainees (CTs)
- They have also updated guidance that the definition of "registered" now includes individuals who are in the process of obtaining registration for licensure types that have been approved by the Board of Behavioral Sciences
- While the final BHIN is still pending, we are also waiting for DHCS guidance on how these new disciplines can be billed, including what billing codes they can use, taxonomies, and scope.
- We will communicate further with providers once this guidance is given.

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.

Health Plan Administration (HPA)

System of Care (SOC) Application
- **NOW AVAILABLE!** A new section required of supervisors of Medi-Cal Certified Peer Support Specialists is now in the Personal Info tab. A supervisor must meet applicable California State requirements including completing the Supervisor Training within 60 days of beginning supervision.
- 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.
- **ALERT!** Programs that neither have an assigned "manager" nor an "alternate manager" in the SOC application will be contacted to provide this information. Programs that have not attested monthly will also be contacted.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.

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

Management Information Systems (MIS)

New: SSRS Report Available in Provider's Folder
- Report Name: 10-07 SUD No Show Report
- Report Description: This report shows percentage of "No Show" Contacts by pulling Contacts that have Accepted Appointment dates but do not have Encounter(s) created. The report only pulls Contacts that have a disposition of 'Made an Appointment'.

Reminder: Unfinished Client Activity Report
- Providers should run the Unfinished Client Activity Report twice a month before the state extracts for CalOMS.
- Highly suggest 13th and 25th of each month.

Reminder: DATAR
- Please make sure facilities have at least 2 users with access to submit DATAR.
- DATAR numbers must be submitted by the 1st and no later than the 7th of each month. A facility will not be in compliance with the State if submitted after this.
- Please email SUDEHRSupport.HHSA@sdcounty.ca.gov if a DATAR user needs to be added or removed or to update a DATAR user's facility access.
- The following information needs to be emailed to SUDEHRSupport.HHSA@sdcounty.ca.gov for new DATAR user requests: Name, Business Email and Facility number.

Important Notice: SanWITS Quarterly User Group
- With the transition to SmartCare EHR, the quarterly user group will be re-evaluated.
- Last meeting for SanWITS will be on **Monday, July 15, 2024, at 9:00 a.m. – 11:00 a.m.**
- ASL Interpreter by request.

Important Notice: 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)

SanWITS Virtual Trainings Provided – (See last dates for SanWITS Trainings above)
- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
- 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 Adolescent Initial Level of Care (LOC)assessments, Discharge Summary, and Risk and Safety Assessment
- Please remember, if unable to attend class, cancel the registration as soon as possible.

Billing Unit (BU) – SanWITS Billing Classes
- Questions or to Schedule billing training – Call 619-338-2584 or email ADSBillingUnit.HHSA@sdcounty.ca.gov.
- BU uses Microsoft Teams application for training.
- Prior to BU training, user must have completed SanWITS Intro to Admin Functions (IAF) training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training.

Billing Unit (BU)

I. **DMC-ODS Billing Manual v-1.5 and Service Table v-1.5**
   The latest DMC-ODS Billing Manual and Service Table version 1.5 have been published on the Optum website Drug Medi-Cal Organized Delivery System (optumsandiego.com) under the "Billing" tab.


II. **Non-OTP Provider Billing Reminders:**
   a) The following Medicare Part C plans with Medicare Advantage FFS-Equivalent Coverage Certification are valid through December 2023:
      1) Blue Shield Promise, Part C
      2) Health Net, Part C
      3) Molina, Part C,
      4) Aetna Better Health of CA, Part C
   b) The following Medicare Part C plans with Medicare Advantage FFS-Equivalent Coverage Certification valid until December 2024:
      1) Molina, Part C
      2) Community Health Group (CHG), Part C
      3) Blue Shield, Part C

III. **Place of Service (POS)**
   - Please review the DMC-ODS Billing Manual v-1.5 for more information.
   - The January 2024 UTTM includes information about the available SSRS report: Contact type and service location discrepancies report for SUDPI=20.

Prevention and Support Services
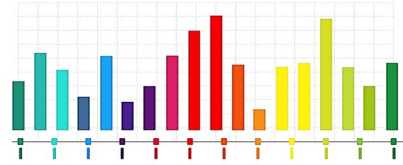
SUD Primary Prevention Contractors-

ECCO Web-based Prevention Services Data Reporting System Update
- Primary prevention providers are expected to continue to record service hours and activity numbers data no later than the 5th of each month, this includes any 5th of the month whether it may fall on a weekend or holiday by logging in to your ECCO program account. BHS staff will be reviewing ECCO program accounts and communicate with providers any corrections or changes if needed, before BHS finalizes and submits the monthly data reports to the State.
- 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. There is no need to reach out to the ECCO administrators or BHS TA team.
- No Activity for the Month: As a reminder, when entering in no activity for any given month, a statement must include at a minimum, "No activities for this month" and to ensure to select "No" as the option when prompted so the comments field will show. If not selected, the option for "Yes" will appear and therefore will continue to ask the User to complete the remaining entries for that activity.
- ****Please note change 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)](https://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