



November 2023

## Important Reminder: [Behavioral Health Information Notice 23-054](#), Medications for Addiction Treatment Service Requirement

- Per Senate Bill 184, all licensed and/or certified SUD recovery or treatment facilities shall develop and implement a MAT policy in compliance with HSC Section 11832.9 (c) and 11834.28 (c)
  - Details on what must be in this MAT policy are detailed in the [Information Notice](#).
- Initial applicants for SUD recovery or treatment centers shall submit a MAT policy and supporting documentation with their Initial Treatment Provider Notification.
- Existing licensed and/or certified SUD facility shall provide a MAT policy to their assigned DHCS licensing analyst within 90 days of the publication of the IN (Publication date 10/6/23).
  - If the MAT policy is deemed incomplete, the facility will have the opportunity to submit missing information/documentation.
  - Failure to adhere to the Information notice within 90 days shall be subject to disciplinary action, including but not limited to civil penalties, license suspension, or license revocation.
- Any change to the MAT policy requires written notice to DHCS.
- Questions regarding this IN should be sent to SUD licensing and certification at [LCDQuestions@DHCS.ca.gov](mailto:LCDQuestions@DHCS.ca.gov)
- Once the policy is submitted to your assigned DHCS analyst, please send an email with the date submitted and name of the analyst to QIMatters ([QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov))

**IMPORTANT  
REMINDER**

## Reminder: Skill Building Workshops in November 2023

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.

- Outpatient Quality of Care
  - **Monday, November 6, 2023, from 1:00 p.m. to 2:30 p.m.**
  - *This event has passed.*
- Residential Quality of Care
  - **Wednesday, November 15, 2023, from 1:00 p.m. to 2:30 p.m.**
  - [Please click here to register!](#)

## New: Skill Building Workshops in December 2023

- Outpatient Quality of Care
  - **Tuesday, December 5, from 9:30 a.m. to 11:00 a.m.**
  - [Please click here to register!](#)
- Residential Quality of Care
  - **Monday, December 11, 2023, 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.

## Root Cause Analysis (RCA) Training

The next session is scheduled for **Wednesday, December 6, 2023, 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!](#)

### **Reminder: Annual Addiction Medicine Training Requirement**

## **REQUIREMENT**

- Medical Directors and LPHA staff must complete 5 hours of addiction medicine training per **calendar year**.
  - Physicians shall receive a minimum of five hours of continuing medical education related to addiction medicine each year.
  - Professional staff (LPHA) shall receive a minimum of five hours of continuing education related to addiction medicine each year.
- BHS is required to monitor compliance of this requirement for all LPHA and MD staff. SUD QM will be providing support for COR teams monitoring this requirement.
- A [web-based submission form](#) is now available to report trainings.
- Evidence shall be submitted to QI Matters for review to confirm the training meets the requirement. Evidence must include CEU/CME information to be accepted.
- Contract monitors will be reviewing reported trainings regularly and discussing compliance of the annual requirement with programs during annual site visits/desk reviews. Non-compliance may result in corrective action.
- Tip sheet is [posted to the Optum site under the “Monitoring” tab](#).

### **Reminder: QIP Meeting Date Changes**

- Due to meeting conflicts and holidays, upcoming QIP meetings have been rescheduled.
  - *November – meeting has been cancelled.*
  - *December – rescheduled to 12/7/23, from 10:00 a.m. to 11:30 a.m.*

### **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, December 7, 2023**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the QIP meeting.

### **Reminder: CA Managed Care Plans (MCP)**

- DHCS announced changes to its Managed Care Plans (MCP) after revoking the RFP.
- Effective 1/2024, the MCP(s) will change from 7 plans to 4 plans. This means all clients in the other plans that are ending, will need to transition into a new plan.
- DHCS is developing a transition plan ensuring no client lapses.
- This change will reduce the number of MCP(s) programs will have to navigate for coordinating care and will streamline processes so providers can focus on service to clients.
- For more information see the [DHCS Medi-Cal Managed Care](#) website.

### **Reminder: SABG Information & Resources**

- For programs receiving SABG funds, it is important to be familiar with SABG requirements.
- Resources include:
  - SUDPOH
  - Program Specifications are posted on the Optum site under the “Manuals” tab.
  - [SABG Policy Manual](#)
  - [SABG Program Specifications](#)

### **Coming Soon: Beneficiary Materials Updates**

- DHCS has made updates to the DMC-ODS Beneficiary Handbook. This new version of the handbook will be effective January 1, 2024.
- QA is currently working on updating the handbook to include county-specific information and align with DHCS' updates.
- QA will be providing a summary of changes to outline any significant updates at least 30 days prior to the release of the handbook.
- QA will notify programs once the updated handbook (along with translated versions) are posted to Optum and when prints are available for ordering.

### **Reminder: Clinician Consultation**

- Clinician Consultation is designed to support DMC-ODS licensed clinicians with complex cases, and can occur in person, via telehealth/telephone, or by asynchronous telecommunication systems.
  - It is not a direct service provided to DMC-ODS beneficiaries and is **not** internal consultation.
- Vista Hill SmartCare Behavioral Health Consultation Services (BHCS) is contracted locally to provide this service.
  - They can be contacted at 858-956-5900, M-F 8:30 a.m.-4:30p.m.
- This is a CLAIMABLE service using CPT Code 99368 and is in SanWITS as “Clinical Consultation 30 min or more.”

### **Reminder: Justice-Involved Waiver**

- DHCS' justice-involved initiative is part of CalAIM, a broad initiative to transform Medi-Cal.
- DHCS expects correctional facilities to launch pre-release services between April 2024 and March 2026.
- Once their facility offers pre-release services, youth and eligible adults in jails, youth correctional facilities, or prisons can begin receiving targeted Medi-Cal services 90 days before their expected release date. Anyone who is incarcerated is eligible for pre-release services, provided they meet other criteria, including those who are incarcerated for a short term.
- For more information see the [DHCS CalAIM Justice-Involved Initiative](#) website.

### **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.

**MISSED APPOINTMENT**  
On \_\_\_\_\_

## **Health Plan Administration (HPA)**

### **CalAIM**

- Visit the [CalAIM Webpage for BHS Providers](#) for the newest updates and essential information, including Certified Peer Support Services implementation and training resources, CPT Coding, Payment Reform, Required CalAIM Trainings, and relevant Behavioral Health Information Notices from DHCS.
- Please visit <https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/calaim-for-bhs-providers.html> for information and updates on BH Payment Reform implementation.



- 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.

### **DHCS Behavioral Health Information Notices (BHINs)**

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/provgovpart/Pages/2023-BH-Information-Notices.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)

### **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 app and attest to information once registration is completed.
- Are you a program manager? Remember to attest to your program's information on the SOC app 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)**

#### **Reminder: Recovery Residence (RR) Tracking in SW**

- RR information is tracked in SanWITS using the Client Profile – Collateral Contact screen and the Other Numbers screen.
  - The SSRS Recovery Residence Report was developed utilizing this information along with other data in SanWITS.
- The report has identified gaps in providing recovery residence to clients when the client is transitioning between IOS and OS.
  - When the client is stepping up or down between IOS & OS while in the same facility, this should be continuous service if the client is still in provider's care.
  - The discharge from one level and the admission to the next level can be dated the same date or the day after.
- Gaps in service days will show on the report as non-invoiceable RR days.

#### **Coming Soon: SanWITS Multi-Factor Authentication (MFA)**

- SanWITS users will be notified by MIS.
- Tip sheet with instructions to set up user MFA will be provided.



#### **Reminder: Group Services**

- Group encounters must be created through the Group session screen, which creates a group session id# on the individual encounters.
- Groups (clinical/therapeutic) should have 2 - 12 participants marked present.

#### **Reminder: SanWITS Account**

- SanWITS will automatically lock the user account at 3 months (90 days) of no login activity.
  - Depending on how long the users account has been locked, the user may be reinstated by contacting the [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov) for a skills assessment.
- After 6 months of no activity, the user will be required to complete the SanWITS training classes to have account reinstated.

### **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 & QA updates, and address User concerns.*

- Next meeting: **Monday, January 22, 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) – SanWITS Billing Classes**

- Questions or to Schedule billing training – Call 619-338-2584 or email [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto: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.

### **SanWITS Virtual Trainings Provided**

- 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.

## **Population Health - Network Quality and Planning**

### **1. CalAIM FUA PIP/BHQIP**

**Goal:** *to increase connection to a follow up appointment within 7 and 30 days by 5% after an ED visit for substance use.*

- HSRC and the Community Health Group (CHG) presented to the Hospital Partners Meeting on communicating the goals of the MCP’s to evaluate and refer patients to treatment services while still in the ED, since following up after discharge is often unsuccessful. A pilot was advised with the BHS crisis stabilization unit. Collaborative meetings were held with MCP’s where their procedures were shared and discussed.
  - **Next Steps:** Deliver resource cards to ED once printed, develop a grid to compare the engaged MCPs practices, outline workflow map for the MCP data exchange component.



### **2. CalAIM POD PIP/BHQIP**

**Goal:** *Aim to increase the percentage of new Opioid Use Disorder pharmacotherapy treatment events (i.e., MAT) among members served at the OTPs for at least 6 months by 5%.*

- Three pilot sites have been providing the Consumer Facing Resource from the California MAT Expansion Project while the educational pamphlet on Opioid Use Disorder for new MAT clients is being reviewed by the BHS Communications and Engagement Team. An electronic tracking log for the pilot providers was created and provided for immediate use. A check-in with the three pilot sites is in process to answer any applicable implementation questions or concerns.
  - **Next Steps:** Monitor dissemination of California MAT Expansion Project handouts at the pilot sites, utilize SanWITS data from the OTPs to monitor intervention implementation.

## **Prevention and Support Services**

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

- Thank you to all the Primary Prevention Service providers who completed their 1<sup>st</sup> quarter entries for program service hours in ECCO!



- Reminder to continue to record service hour data each month using your ECCO program account. Service hour data entry into the ECCO program accounts is due by last day of each calendar month. BHS staff will be reviewing ECCO program accounts and communicate with providers any corrections or changes needed by the 5<sup>th</sup> of each following month. Final reports to ECCO due by the 10<sup>th</sup> of that month.
- 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 \(ca.gov\)](http://Prevention and Youth Branch (ca.gov))

#### **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)