

# Up To The Minute!

## Trainings & Events (QA)

### **Skill Building Workshops in August 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, August 13, 2024, from 9:30 a.m. to 11:00 a.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Thursday, August 22, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
- **New: Skill Building Workshops in September 2024**
  - Outpatient Quality of Care
    - **Wednesday, September 11, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Tuesday, September 17, 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.

### **SmartCare**

- **Upcoming Town Halls (combined MH & SUD)**
  - **Tuesday, August 13, 2024, 11:00 a.m. – 12:00 p.m.**
    - [Click here to join the meeting.](#)
  - **Tuesday, August 27, 2024, 1:00 p.m. – 2:00 p.m.**
    - [Click here to join the meeting.](#)
- **Optum SmartCare Tab has been updated to include-**
  - [SmartCare FAQs as of 6/25/2024](#)
  - [SmartCare Site Lead Kick Off Meeting PPT 07.17.2024](#)
  - [SmartCare CANS PSC July 2024](#)
  - [SmartCare Client Insurance Entry July2024](#)
  - [SmartCare Client Insurance Plan Request Form](#)
  - [SmartCare EHR Data Migration July 2024](#)
  - [SmartCare EHR Training Summary \(July 2024\)](#)
  - [SmartCare LMS Log in Tip Sheet](#)
  - [CalMHSA Required Training by Role Grid](#)
  - [SmartCare Training Registration Tip Sheet](#)
  - [2024-07-19 BHS Provider Memo – EHR Update](#)
  - [2024-07-29 SmartCare Town Hall](#)





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## **Annual DMC-ODS Training**

The sixth annual DMC-ODS Training will take the place of the August SUD Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the sixth year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS and CalAIM requirements. At least one program leadership staff (i.e. Program Management, Quality Improvement/Assurance Staff, Clinical Supervisors) from every program must attend. Registration is required.

- ❖ Date: **Thursday, August 22, 2024, from 10:00 a.m. - 11:30 a.m.**
- ❖ Where: via Microsoft Teams.
- ❖ [Please click here to register.](#)

## **Root Cause Analysis Training**

The next **Root Cause Analysis (RCA) Training** session is scheduled for **Wednesday, September 11, 2024, from 12:30 p.m. to 3:30 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.](#)

## **Updates & Reminders (QA)**

### **Update: FY2324 SUDPOH (Q4)**

- The revised SUDPOH and Summary of Changes are now posted on the Optum site.
- The next edition of the SUDPOH (08/01/24) is planned for release on 10/21/24.

### **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.





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- 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.

## Update: SUD NOABD webinar

- The [NOABD webinar](#) has been uploaded to the Optum website. It can be found under both the “QA Training” and “NOABD” tabs.

## Health Plan Administration (HPA)

### System of Care (SOC) Application

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
- Please ensure that the attestations include any required cultural competence training completed.
- 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.

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](mailto: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 Medi-Cal Transformation, email [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## Management Information Systems (MIS)

### Reminder: Transition to SmartCare

- Any services started in SanWITS and dated before 9/1/24, will be continued in SanWITS.
- The EHR Quarterly User Group will be re-evaluated after we go live with SmartCare.

### New Changes Coming for MIS Teams

- Our current MIS SUD and MH teams will be combined as we move into SmartCare.
- There will be a new email [EHRSupport.HHSA@sdcounty.ca.gov](mailto:EHRSupport.HHSA@sdcounty.ca.gov) for both SUD and MH (combined support desk).
  - This email account is not active yet.
  - The current email addresses [SUDERHSupport.HHSA@sdcounty.ca.gov](mailto:SUDERHSupport.HHSA@sdcounty.ca.gov) and [MHEHRSupport.HHSA@sdcounty.ca.gov](mailto:MHEHRSupport.HHSA@sdcounty.ca.gov) will forward to the new [EHRSupport.HHSA@sdcounty.ca.gov](mailto:EHRSupport.HHSA@sdcounty.ca.gov) for a few months after activation.





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- There will be a new email [EHRAccess.HHSA@sdcounty.ca.gov](mailto:EHRAccess.HHSA@sdcounty.ca.gov) for all SmartCare new access, terminations, and modifications.
  - This email account is not active yet.
  - The current email address [MHEHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:MHEHRAccessRequest.HHSA@sdcounty.ca.gov) will forward to the new [EHRAccess.HHSA@sdcounty.ca.gov](mailto:EHRAccess.HHSA@sdcounty.ca.gov) for a few months after activation.
- The MH ARF and the SanWITS User Form are being combined into one SmartCare Access Request Form
  - SmartCare Access Request Form is expected to be available for use by August 9, 2024.
  - The new form will include new access, modifications, and terminations.

## Billing Unit (BU)

1. The latest DMC-ODS Billing Manual and Service Table version 2.0 have been published on the Optum website under BHS Provider Resources-DMC Billing. Please review these important documents and email [adsbillingunit.hhsa@sdcounty.ca.gov](mailto:adsbillingunit.hhsa@sdcounty.ca.gov) (County-SUD Billing Unit) if you have any billing or billing-related questions.
  - <https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/billing/DMC-ODS-Billing-Manual-v-2-0.pdf>
  - <https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/billing/DMC-ODS-Service-Table-v-2-0.xlsx>

Name	Description	Date
<a href="#">DMC-ODS Billing Manual v-2-0 (pdf)</a>	The DMC-ODS Billing Manual is a DHCS publication which outlines the processes and rules for SD/IC claims for DMC-ODS services.	2024-07-11
<a href="#">DMC-ODS Service Table v-2-0 (xlsx)</a>	DMC-ODS Service Table for FY 2024-2025	2024-07-11

- <https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/dmc-ods.html>

2. Outpatient (non-OTP) programs should review the Service Table's Medicare COB Required column for Medicare billing requirements. Check if the service or procedure code requires Medicare billing before billing Medi-Cal. Please email [adsbillingunit.hhsa@sdcounty.ca.gov](mailto:adsbillingunit.hhsa@sdcounty.ca.gov) if you need additional guidance.

### Medicare COB: Coordination of Benefits

Medicare COB Required?

- (Select All)
- No
- Situational. H0004 when related to NTP or MAT dosing (H0004 with UA and HG modifiers) requires Medicare COB. For all other situations, H0004 does not require Medicare COB.
- Situational. H0005 when related to NTP or MAT dosing (H0005 with UA and HG modifiers) requires Medicare COB. For all other situations, H0005 does not require Medicare COB.
- Yes
- Yes. However, do not submit T2021 to Medicare. Counties will bill Medicare using the appropriate CPT code, then indicate the COB amount on the claim submission.
- Yes. However, do not submit T2024 to Medicare. Counties will bill Medicare using the appropriate CPT code, then indicate the COB amount on the claim submission.

3. OTP programs must continue to bill Medicare (Medicare Part B or C). Obtaining the Medicare insurance documentation is necessary for us to bill the unpaid balance to Medi-Cal (payor of last resort).



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## Population Health - Prevention & Support

### 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](mailto:rea.alvarez@sdcounty.ca.gov) \*\***
- For information regarding DHCS Primary Prevention, please continue to visit [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)