

To: Mental Health System of Care Providers

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From: Liz Miles, Ed.D, MSW, MPH - QI - Performance Improvement Team

Re: System of Care (SOC) Application

What is the SOC Application?

The SOC Application is a web application designed as a one-stop shop for providers to access and submit all information required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs. The following items will be accessible 24/7 via this application:

- Enrollment in Mental Health Plan (MHP)
- Data used for Re-Credentialing
- Network Adequacy Certification Tool (NACT) data review and submission
- Provider Directory attestation
- Quarterly Status Report (QSR) submission

NEXT STEPS:

1. SOC Application registration begins **November 1, 2019**
2. Completed registration is required for providers by **November 30, 2019**
3. Submission of all Mental Health NACTs via SOC application is due on **December 2, 2019**
4. Every **6 months**, providers must attest to the accuracy of their information on the Provider Directory; attestation cannot be completed by administrative staff or the Program Manager

In order to access the new SOC Application, program managers and providers must register on OptumSanDiego.com through the link below. All providers who qualify for credentialing are required to register and attest to their information on the directory.

What does this mean for Behavioral Health Services Providers?

Having one portal to manage all Mega-Reg requirements will streamline workflow and enhance accuracy of the submitted information. The SOC Application will reduce administrative burden and redundancy by combining several separate submissions into one system.

What does this mean for clients?

Through the enhanced provider directory, clients can now find programs based on location, provider specialties, languages spoken, etc. Clients can also access more up-to-date information, reducing inaccurate referrals.

To register in the SOC Application, go to www.OptumSanDiego.com and click on the **Register** link on the upper right corner of the webpage.



To access the Registration Tip Sheet, go to www.OptumSanDiego.com and click on the **Optum San Diego Registration Tip Sheet for Mental Health Providers** link towards the bottom of the page. You may also click [here](#) for the tip sheet.

Registration and Password Reset Tip Sheets

County of San Diego employees and behavioral health providers who need to access secure documents will be required to [register](#). Below are links to tip sheets to assist you with registration and password recovery.

- [Optum San Diego Registration Tip Sheet for Fee For Service Providers](#) 
- [Optum San Diego Registration Tip Sheet for Mental Health Providers](#) 
- [Optum San Diego Password Reset/Username Recovery Tip Sheet](#) 

Going forward, we will continue to roll out enhancements to the SOC Application to ensure constant adaptation to the evolving Health Care System. If you have any questions regarding registration, login, and the SOC Application, please reach out to the Optum Support Desk at 800-834-3792 or email sdhelpdesk@optum.com. Further instruction on how to use the SOC Application will be sent along with the upcoming NACT submission notices.

Please direct other questions and/or comments to QIMatters.HHSA@sdcounty.ca.gov