

SUD Substance Use Disorders

Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.

The Annual DHCS Audit for SUD Services was from 5/15/17 to 5/17/17 at BHS

- Reviewed compliance of SUD Services for the State-County contract requirements
- Overall, the audit went well and we are expecting the final report soon
- Important reminders from the DHCS Audit:
 - Confidentiality statements must be signed **annually** by all SUD program staff
 - Any SUD program complaint must be reported to the county
 - The County will complete an investigation and notify DHCS of the findings
 - Submit SUD program complaint information via email to the COR and QIMatters (QIMatters.hhsa@sdcounty.ca.gov)
 - If a SUD program uses an EHR with electronic signatures, this must be reported to the county
 - The County is required to ensure compliance with ADP Bulletin 10-01 Requirements
 - An Electronic Signature Agreement form must be signed by staff with an electronic signature in the EHR

BHS Submitted the County's DMC-ODS Implementation Plan to DHCS on 5/26/17

- The Drug Medi-Cal Organized Delivery System Implementation Plan was also emailed to all BHS Providers on 5/31/17.
- Thank you to all the programs and stakeholders for input and support with the plan.

Important QAR Reminders for DMC Providers

- Programs are required to bring **90%** of all their DMC charts to QAR
- For any QAR chart denials, the 5035C Form must be submitted to both the billing unit and MHS QAR staff **within 2 weeks**
 - If the denials are inaccurate, notify MHS QAR staff why a 5035C Form will not be submitted

New Substance Use Disorder Uniform Record Manual (SUDURM) Updates from May 2017

- Available on the SUDURM tab on the Optum website (<https://www.optumsandiego.com/>)
- Includes updates to the DC Summary form fill and Progress Note Instructions
- Includes updates to 3 CalOMS/SanWITS Forms

ASAM Overview Webinars Available from BHETA

- There are two, one-hour recorded ASAM Overview webinars available via BHETA. For details on registration, go to <https://theacademy.sdsu.edu/online-training/> or contact the BHETA Help Desk at BHETA@mail.sdsu.edu

New ASAM Training Opportunities

- ASAM-B: Integrated treatment planning and current level of care with the ASAM
 - 6/23/17 from 9am to 4:30pm at the 2-1-1 Building
 - 6 hours of Continuing Education credit
- ASAM-C: Re-assessing clients using ASAM
 - 6/30/17 from 9am to 3:30pm at the 2-1-1 Building
 - 7/7/17 from 9am to 3:30pm at the 2-1-1 Building
 - 5 hours of Continuing Education credit
- Trainings are provided by CIBHS: <http://www.cibhs.org/dmc-ods-waiver-trainings>
- Register now through Eventbrite:
 - 6/23/17: <https://www.eventbrite.com/e/06-23-2017-asam-criteria-b-training-san-diego-registration-34863477600>
 - 6/30/17: <https://www.eventbrite.com/e/06-30-2017-asam-criteria-c-training-san-diego-registration-34863730356>
 - 7/7/17: <https://www.eventbrite.com/e/07-07-2017-asam-criteria-c-training-san-diego-registration-34863918920>

IMPORTANT: SanWITS Access Audit

A recent audit of active SanWITS user access revealed **28% of user access is not terminated** when staff are no longer employed by the facility/program. **Provider Administrators are responsible** for end dating and locking SanWITS access for staff that are no longer employed **to protect the privacy of client health information.**

Substance Use Disorders

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NEW- SanWITS Data Entry Requirement

- Data entry for all encounters will be implemented as of October 1, 2017.
- Encounters will be entered for all clients regardless of funding.
- County will provide additional trainings in September to help with this transition.
- Schedule your staff for training by August 31st with the ADS help desk ADS_Data.HHSA@sdcounty.ca.gov

Reminder: SanWITS Referrals

- Some Providers refer clients to outside programs using the electronic referral system in SanWITS.
- Facility staff should review pending referrals from outside agencies daily.
- Alerts for pending referrals are visible on facility's home screen.
- Referrals can also be seen in the Reports section and Agency profile.
- The "referred from" facility needs a response regarding their referred client.
- If you have questions regarding the referral system please contact the ADS_Data.HHSA@sdcounty.ca.gov

Unfinished Client Activity Report

- All client records should be completed in SanWITS by the 10th of each month.
- As of May 31, 2017, there were **965 unfinished/not completed client records**.
- The Unfinished Client Activity Report should be generated at least monthly before the 10th.
- Client records that are **left "in progress"** are not being sent to the state and are **out of compliance**.

Changes in Reporting Effective July 1, 2017

- DATAR will be due the 7th of the month for the previous month's data.
- Annual Update records will be due 11 months from the admission date.

Upcoming SanWITS 4th Quarterly Users Group Meeting on Monday, June 19, 2017

- New location: 3860 Calle Fortunada, San Diego, CA 92123
- Time: 9:00 a.m. - 12:00 p.m.
- Attendance: At least one representative from each facility is highly encouraged.

SanWITS and SSRS Trainings

- Monthly trainings are offered for both SanWITS and SSRS Reporting.
- Contact the ADS help desk at ADS_Data.HHSA@sdcounty.ca.gov to schedule trainings for new hires, refreshers, and basic and advanced SSRS reporting.

Is this information filtering down to your staff?

Please share UTTM with your staff and keep them *Up to the Minute!*

KNOWLEDGE SHARING

New Progress Note Implementation

- The implementation "GO LIVE" date for the new progress note enhancement is October 2, 2017.
- Webinar and tip sheets will be available for training staff prior to "go live".
- On site, in person training will be offered to two staff from each program to provide technical assistance back at the program.
- Ongoing communications will be provided in the future.

CCBH Client Plan and Progress Note (CPPN) Training

- Reminder: Effective June 2017, the 2-day CPPN training will be reduced to 1 day!

Client Plan Redesign and Guidelines

- New guidelines for what is required in CCBH Client Plans
- New templated language to assist with compliance
- Addition of new CP families will be part of the client plan redesign that will be effective July 3, 2017. Be on the alert for a memo with instructions coming out soon.

New Billing Service Indicators for Interpreter Use and Language

- The Department of Health Care Services (DHCS) requires providers to capture the use of interpreter services and in what language services are provided.
- BHS will use two previously unused tables in the Billing Encounter to capture the use of interpreters and language used in service delivery in order to collect data.
- Quality Management is working to get this data captured via progress notes in CCBH. This will take effect July 3, 2017. Please refer to the memo and tip sheet dated 6/08/17.

Pathways to Well-Being (PWB) Update

- Bulletin sent to BHS providers on 6/15/17 regarding the *Eligibility for Pathways to Well-Being and Enhanced Services* form, now live on CCBH. The updated Form Fill version is available on Optum under the UCRM tab, as well as the BHETA PWB website.
- Please note, the PWB criteria for eligibility for Enhanced Services (Subclass) has **not** changed.
- Reminder: All clients with an open CWS case must have a completed *Eligibility for Pathways to Well-Being and Enhanced Services* form.

TRAINING and EVENTS

Quality Improvement Partners (QIP) Meeting

- Focuses on systems integration, continuous quality improvement, and problem solving issues and trends in our system of care.
- Meeting should be attended by program managers or their designee. Legal entities are also welcome to send a Quality Improvement representative.
- Meeting is held on the **4th Tuesday** of the month

Optum Organizational Provider Public Documents

SUDURM:

- Form Fill – Weekly Progress Notes
- Form Fill – Progress Notes
- Form Fill – Diagnosis Determination Note
- Form Fill – Discharge Summary
- CalOMS Annual Update
- CalOMS Discharge
- SUD Uniform Record Manual
- Instruction Progress Note

Beneficiary:

- English forms: NOA-A, NOA-B, NOA-C, NOA-D, NOA-E

Communications:

- QM MEMO – Update to DAS
- DAS Tip Sheet
- New Billing Indicators – Interpreter and Language

Manuals:

- Inpatient Operations Handbook

OPOH:

- Section G- Updates include change in Tarasoff SIROP policy, and Privacy Reporting
- Section J- New information added related to submission of quarterly claims for MAA, QA and Administrative billing
- Table of Contents

References:

- QI MEMO – Authorization to Use or Disclose Multiple Form

UCRM:

- ICC Progress Note Form Fill
- ICC Progress Note Explanation
- Day Program Requests (DPR) Explanation
- Day Program Request Initial
- Day Program Request Continuing
- BHS – TBS Form Fill
- Pathways Eligibility Form Fill
- Pathways Progress Report to Child Welfare Explanation
- Pathways Progress Summary Action Plan Explanation
- Pathways Teaming Standards Explanation

CCBH (formerly Anasazi) Secure Documents

Forms:

- CCBH Void Replace Service Form

Manuals:

- Reports Resource Packet
- Assessments Resource Packet
- Crisis House Assessments Resource Packet
- Service Code Definitions-Appendix III
- Admin Data Entry Resource Packet
- Assessments Resource Packet
- Crisis House Assessments Resource Packet
- View Only Resource Packet

from **2:30-4:30 p.m.** Next meeting is **June 27, 2017.**

- Look for an email reminder (that includes a call-in number for a teleconferencing option).
- **Location:** 3851 Rosecrans St., San Diego, CA 92110.

Annual QM Updates Meeting

- Save the Date for **Tuesday, July 11, 2017, 9 am to 1 pm.**
- **Location:** Scottish Rite Center, 1895 Camino del Rio South, 92108.



Now You're Up to the Minute

Is this information filtering down to your clinical and administrative staff?

Please share UTTM with your staff and keep them *Up to the Minute!*

Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov