

SUD Substance Use Disorders

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

Reminder: SUD Counselor Mandate to Report Elder and Dependent Adult Abuse

- Per DHCS Information Notice 17-056, effective January 1, 2018, SUD counselors are mandated to report known or suspected instances of elder or dependent adult abuse
- Any SUD counselor who has observed or has knowledge of an incident that reasonably appears to be physical abuse, abandonment, abduction, isolation, financial abuse, or neglect, or is told by an elder or dependent adult that he or she has experienced these behaviors, is required to report the abuse immediately or as soon as practically possible.
- In the County of San Diego, reports are made to Adult Protective Services at 800-510-2020 (for more info: http://www.sandiegocounty.gov/content/sdc/hhsa/programs/ais/adult_protective_services.html)
- Failure to report is considered a crime!
- To read the Information Notice in its entirety: http://www.dhcs.ca.gov/formsandpubs/Documents/MHSUDS%20Information_Notece_17-056.pdf
- For questions about the Information Notice, contact Crystal Sanchez at DHCS by phone (916-327-3148) or email (crystal.sanchez@dhcs.ca.gov)

Certifying Organization Loss of Accreditation: California Association for Alcohol and Drug Educators (CAADE)

- Per DHCS Information Notice 17-067, CAADE is no longer an approved Certifying Organization (CO) as a result of their accreditation termination by the National Commission for Certifying Agencies (NCCA)/Institute for Credentialing Excellence.
- According to the NCAA website, CAADE's accreditation was terminated December 1, 2017
- Regulation specifies that an AOD counselor registered or certified with a CO that is no longer approved by DHCS must register with one of the other DHCS approved COs within 6 months of receiving written notification or prior to the expiration of his/her certification (whichever is sooner). Failure to re-register with a DHCS approved CO within this timeframe will leave the holder of a registration or certification without a valid registration or certification
- To read the Information Notice in its entirety: http://www.dhcs.ca.gov/formsandpubs/Documents/Information_Notece_17-067.pdf
- For questions about the Information Notice, contact Crystal Sanchez at DHCS by phone (916-327-3148) or email (crystal.sanchez@dhcs.ca.gov)

Upcoming ASAM Trainings

- There are three upcoming ASAM trainings provided by CIBHS (California Institute for Behavioral Health Solutions):
 - **ASAM Criteria A – Assessment** on January 10, 2018 from 9:00 – 3:00 (4.5 CE Credits). To register: <https://www.eventbrite.com/e/01-10-2018-asam-criteria-a-san-diego-registration-41063242263>
 - **ASAM Criteria B – Documentation** on January 31, 2018 from 9:00 – 4:30 (6 CE Credits). To register: <https://www.eventbrite.com/e/01-31-2018-asam-criteria-b-san-diego-registration-41063634436>
 - **ASAM Criteria C – Re-Assessment** on February 7, 2018 from 9:00 – 4:30 (6 CE Credits). To register: <https://www.eventbrite.com/e/02-07-2018-asam-criteria-c-san-diego-registration-41064862108>
- All trainings are at the 211 Connections Center at 3860 Calle Fortunada, San Diego, 92123
- There is no cost to attend and CEs are available for LMFTs, LCSWs, LPCCs, LEPs, and AOD Counselors
- Any staff who have not yet attended a live ASAM training are highly encouraged to attend

BHS QM SUD Team Welcomes Krisanna (Kris) Ghadiri, LCSW

- Kris joins the BHS QM SUD team as a new Quality Management Specialist
- She brings a wealth of knowledge and experience to the position, having worked in many different states and capacities of behavioral health and social services, including positions as Vice President of Behavioral Health and Clinical Program Director
- Please join us in welcoming Kris to the BHS QM SUD team!

Substance Use Disorders

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Save the Date

- Next SanWITS Quarterly Users Group Meeting will be Monday, December 18, 2017
- Time: 9:00-12:00 noon
- Location: 211 Connections Center at 3860 Calle Fortunada, San Diego, 92123
- Directions: <https://binged.it/29lQQ4W>

Unfinished Client Activity

- Please monitor and resolve any records with unfinished client activity before the 10th of each month.
- As of 11/28/17 there were 520 records with unfinished client activity.
- Failure to resolve these records delays submission of records to the State which later impacts compliance.

Referrals

- Please continue to monitor and resolve all pending referrals.
- As of 11/28/17 there were 154 pending referrals.

Take Advantage of SanWITS Access – Password Reset

- If you are locked out of SanWITS, there is a “Forgot Password?” feature located on the Login page
- Simply click on the “Forgot Password?” hyperlink
- A screen for user ID and security question will populate and an email with a hyperlink to reset your password will be sent
- The hyperlink will take you to a screen where you can change your password or use the same one
- Still have questions, contact the help desk at ADS_Data.HHSA@sdcounty.ca.gov

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.

County of San Diego DMC-ODS Rate Caps

- A letter from Alfredo Aguirre, Behavioral Health Services Director, was sent to all SUD providers recently to update on the status of the DMC-ODS fiscal plan that was submitted to DHCS.
- Preliminary feedback from DHCS has been positive and we are anticipating DHCS’ final approval of the plan within the next few weeks.
- The County’s current proposed Interim Rate caps were shared with this letter.
- If you have not received this information, or have any questions about it, please contact your COR.

Is this information filtering down to your staff?

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



Knowledge Sharing

Grievance & Appeal Brochure

- The Grievance & Appeal Brochure has been updated! Replace the old brochure and begin using the new one effective immediately.

- New brochure can be found on the Optum website, under Organizational Provider Documents, under the Beneficiary tab.

Progress Note and Language Used

- As a reminder, new fields have been activated on the new progress notes to capture the language in which the service was provided and whether the service was provided by an internal bilingual staff or interpreter service. If more than one language was used in the session, i.e. a family session, with mono-lingual parent, then the specific non-English language type is selected. For instance, if the client was English-speaking and the parent was Spanish-speaking, the staff would select Spanish and indicate whether the service was provided by bilingual staff or interpreter service. If the service was provided in English only, select English and N/A for the interpreter used.

Progress Note Correction Update

- Prior to calling Optum Support Desk to request a void and replicate (V&R), please be prepared with specific service information; for example, type of error, billing status, and so forth. To assist in this process, a Cerner Progress Note Correction Request Form has been created and lists the required elements. This form is found on the Optum website. If requesting four or more corrections, fax this form to Optum Support Desk. This preparation will cut down on the call time and save the program staff valuable time.

Implementation of Title Change (“Intern” to “Associate”)

- Effective January 1, 2018, the titles for Marriage and Family Therapist interns and Professional Clinical Counselor interns will change.
- Marriage and family therapist registrants must use the title “Associate Marriage and Family Therapist” or “Registered Associate Marriage and Family Therapist.”
- Professional clinical counselor registrants must use the title “Associate Professional Clinical Counselor” or “Registered Associate Professional Clinical Counselor.”
- The BBS has not yet released approved abbreviations for new Associate titles; should be coming in the near future

BHA Documentation Reminder

- Information that pre-populates in the **Presenting Problem** and **Clinical Formulation** section should be reviewed and summarized, as appropriate, and then integrated into the Past Psychiatric History section, if applicable. Presenting Problem should be specific to why the client is seeking services from your program at the time of the assessment. Clinical Formulation should refer specifically to your program, documenting clearly your assessment of medical necessity and recommendation for services from your program.

Client Plan Documentation Reminder

- **Area of Need** describes the client’s symptoms, behaviors, and functional impairments from the behavioral health assessment (BHA) and diagnosis form.
 - Use the client and/or family member(s) own words to individualize.
 - **Do not** copy/paste the clinical formulation or other large portions of narrative from the BHA into the Client Plan narrative.
 - Prioritize the **Area of Need** based on what the client would like to work on.

<u>Optum Organizational Provider Public Documents</u>	
Beneficiary:	<ul style="list-style-type: none"> ○ Grievance and Appeal brochure (all languages)
OPOH:	<ul style="list-style-type: none"> ○ Sections A, B, C, and J ○ Table of Contents Org Prov Op Handbook
UCRM:	<ul style="list-style-type: none"> ○ BHA Adult and Children form fill ○ Initial Screening PERT form fill and paper form instructions
PWB	<ul style="list-style-type: none"> ○ Child and Family Teaming Standards ○ Eligibility for PWB and enhanced services form fill ○ ICC Progress Note form fill ○ Progress Report to CWS ○ Progress Summary and Action Plan
BHS Reports	<ul style="list-style-type: none"> ○ AOA Annual Medication Monitoring Report FY 16-17 ○ CYF Annual Medication Monitoring Report FY 16-17 ○ BHS Dashboard October 2017

BHS QM MH Team Welcomes Michael Blanchard, LMFT

- Michael joins the BHS QM MH team as a new Quality Management Specialist
- He brings a wealth experience to the position, having worked with both children and adult mental health populations in both supervisory and consultation roles as well as outreach to mentally ill homeless population.
- Please join us in welcoming Michael to the BHS QM MH team!

Pathways to Well-Being (PWB) Reminders

- **Pathways to Well-Being and Continuum of Care Reform** NEW one-day training schedule will be announced the week of 12/11/17. BHS, CWS, Family /Youth Partners and Probation have developed this training and are partnering to provide eight in-person trainings to BHS providers between January and June 2018. The trainings will all be centrally held at: 6505 Alvarado Road, San Diego 92120.
- There is a new phone number for obtaining the Child Welfare Services (CWS) Protective Service Worker (PSW) when completing the BHA. Per PWB Bulletin 2017-11, the BHA has been updated with this new CWS info-line number: **(858) 514-6995**
- Also, please visit the PWB section at the Behavioral Health Education & Training Academy (BHETA) website for the most current version of PWB Forms and informational Bulletins: <https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Management Information System (MIS) Reminders

Reminder

- Any CCBH user must use their CCBH account regularly. If a lapse of 90 days or more occurs, a user will lose their access to CCBH. Additional paperwork and, potentially some form of training/review, will be required before CCBH access is restored for that user. Additionally, users will receive a 60 day notice, so please be sure to take the appropriate steps to avoid losing CCBH access.

ARF Tip of the Month

- Menu Clarification: The Clinical-View Only menu is used only for QA Staff. “Clinical-Clinical Staff” is the usual menu to choose, even for those staff who view most things, but only write progress notes.
- If you have any questions, please contact **Stephanie Hansen** at MIS. [MH MIS SystemAdmin.HHSA@sdcounty.ca.gov](mailto:MH_MIS_SystemAdmin.HHSA@sdcounty.ca.gov) phone: 619-584-5090

Training and Events

- **Quality Improvement Partners (QIP) Meeting**
 - No meeting for December 2017.
 - Next meeting on Tuesday, January 23, from 2:30-4:30 pm, at 3851 Rosecrans, San Diego, 92110, San Diego Room. Look for an email reminder that includes a call-in number for a teleconferencing option.
- Please send any questions and/or comments to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov

**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@sdcountv.ca.gov