

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: ASAM Training Logs and P&Ps for Paid Claims Verifications are Past Due

- ASAM Staff Training logs were due on 3/2/18
- Paid Claims verification P&Ps were due on 3/9/18
- If you have not submitted either of these documents yet, please submit these immediately to QIMatters.HHSA@sdcounty.ca.gov

Reminder: Client Satisfaction Surveys

- The annual client satisfaction survey designated 1-week survey period is **3/19 to 3/25/18**
- Providers were emailed specific instructions and the survey tools last week
- Providers are to summarize the survey results on the county provided template and return copies of the surveys by **4/20/18**
- If you have any questions or did not receive the email with the instructions and survey tools, please contact QIMatters.HHSA@sdcounty.ca.gov

How to Apply for Medi-Cal and DMC-ODS Services Flyer

- A flyer about How to Apply for Medi-Cal and the new DMC-ODS services starting 7/1/18 was sent to all BHS providers
- Please share this flyer with all your current clients and potential clients at your programs
- Clients who do not have Medi-Cal and are eligible should start the application process now.

DSM-5/ICD-10 Guide

- A DSM-5/ICD-10 Guide was emailed to providers on 3/2/18
- Remember to write out the DSM-5 Diagnosis label on Treatment Plans and the Diagnosis of Determination forms
- Remember ICD-10 codes are used for billing and must match the DSM-5 Diagnosis label on the chart documentation
- All programs should have a DSM-5 manual available for staff to use when determining and substantiating diagnoses

New ASAM Treatment Plan Forms and ASAM LOC Recommendation Forms

- New Initial Treatment Plan, Updated Treatment Plan, and Addendum Treatment Plan forms with instructions were emailed in February 2018
- An ASAM LOC (Level of Care) Recommendation form with instructions was also released to be used after the completion of the ASI/YAI or an updated Treatment Plan.
- Providers are to start utilizing these new forms in March 2018 and they are available on the Optum website under the SUDURM Tab

ASAM Discussion Groups in March

- The SUD QM team is continuing monthly ASAM discussion groups in March
- These are not trainings, but an opportunity to share with others about program successes, challenges, and questions regarding ASAM Implementation
- Groups will be limited to 25 participants and reservations are required
- The meeting on 3/26/18 is full and the meeting on 3/27/18 at 2-3:30pm (COC location) is almost at capacity

Coming Soon: Webinar for Residential Providers on the Authorization Process

- The SUD QM team is working with Optum to produce a webinar for Residential programs on the Authorization Process
- The recorded webinar will discuss the new Residential Authorization Process and the documentation requirements for that process
- It will be available for “on demand” viewing with an anticipated release date in the first week of April
- An email to residential providers will be sent when the webinar is posted and ready for viewing

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BHS QM SUD Team Welcomes Brad Cook, RN

- Brad joins us as a Quality Management Specialist
- He has extensive experience in utilization review at a local hospital and a Master of Public Health in Health Services Administration from SDSU

Funding Source Changes in SanWITS

- Upon admission, if a client does not have Medi-Cal or CalWORKS or is uncertain, and later found to be a Medi-Cal or CalWORKS beneficiary, make the change in the SanWITS Admission record and resubmit
- **Do NOT** change the client Admission in SanWITS if funding changes from a **YES to NO** for Medi-Cal, CalWORKS
- **Do NOT** change the "Special Population" field in the Admission record if funding source changes from the time of admission
- The Admission record is meant as a point in time data collection

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.

SUD and Mental Health Programs Help Spread the Word!

- Did you know pregnant women seeking alcohol or drug services have priority admission to SUD programs?
- Please help us spread the word to clients and their supports that might benefit from this information!
- Those interested may contact the ACL line at (888) 724-7240 for referral assistance.



Knowledge Sharing

AQ Suspense Codes:

- Two common reasons for AQ suspense code issues due to Diagnosis Form changes:
 - Ending a diagnosis without immediate final approval leaves it available to be selected for DAS. Delay in final approval can result in retroactively invalidating that diagnosis.
 - When program changes the start date of an existing diagnosis, this invalidates any prior services with that DAS.
- Reminder when creating new Diagnosis Form:
 - Do not adjust/backdate the date of the form.
 - Be cautious when ending diagnosis!
 - If open concurrent to another program, do not end without consulting.
 - Do not end date the diagnosis to a prior date, end today's date.
 - If primary diagnosis is already on the form, do not restart diagnosis date to correspond with assignment date.

Pathways to Wellbeing (PWB) Reminders

- **NEW PWB: Core Practice Model and Continuum of Care Reform (CCR)** one-day overview training has five dates scheduled between March and June. Registration has been low and it's important that direct staff attend the training, along with PMs. BHETA Training Schedule available on BHETA website. Course meets qualifications for 7 hours of CE credits. Training differs from past PWB trainings by incorporating Probation, focusing on CCR and its impact on service delivery. As well as addressing how Core Practice Model and CCR intersect. Any difficulties with registration, contact PWB liaisons for assistance.
- Please disseminate emailed PWB announcements, bulletins, forms, and training schedules to clinical and quality control staff.
- PWB has a new Office Assistant, Pamela Robertson who will continue to distribute PWB information via e-mail.
- PWB related bulletins, forms, explanation sheets, training material and announcements along with contact information for PWB Liaisons can be found at the BHETA website: <https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Management Information System (MIS) Reminders

ARF Training

- MIS is pleased to announce a new training for completing ARFs and paperwork.
- **When:** Thursday, April 5th, 1:30-4:00 PM
- **Where:** 3255 Camino Del Rio So. San Diego, CA 92108
- Please send registration requests to Stephanie.hansen@sdcounty.ca.gov

ARF Tip of the Month

- The revised ARF is available on the RegOnline site: <https://www.regonline.com/builder/site/Default.aspx?EventID=1033841>
- Download and use this ARF immediately.
- Updated credentials are on the ARF.
- Group Progress Note question *must* be answered for all clinical staff.
- Changing/adding/deleting Units/SubUnits question *must* be answered for modified ARFs.
- Questions in Menu Section are *required*, and ARFs will be returned if not answered.
- Revised ARF (3/1/18) must be used. After **3/31/18**, older revisions will be rejected.

Reminder

- CCBH users must use their CCBH account regularly. If lapse of >90 days occurs, access to CCBH will terminate. Additional paperwork, and potential training/review, will be required before access is restored. Users will receive 60 day notification prior to access termination. Take appropriate steps to avoid losing CCBH access.

Training and Events

Quality Improvement Partners (QIP) Meeting

- Next meeting on Tuesday, April 24, 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

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

Optum Organizational Provider Public Documents

Beneficiary:

- Beneficiary Packet Materials Order Form
- Advance Directive- Farsi

Forms:

- JV-220(A)
- JV-220(B)

OPOH:

- Section B- Compliance & Confidentiality
- Section C- Accessing Services
- Section D- Providing Specialty Mental Health Services
- Section I- MIS
- Section J- Provider Contracting
- Section M- Staff Qualifications
- Section P- MHSA

References:

- Travel Time Guidelines
- Program Provider Numbers List
- Program Listing Report

BHS Reports

- A/OA and CYF Medication Monitoring Report Q2 FY 17-18