

## **SUD** **Substance Use Disorders**

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

### **Optum Website – Resource for SUD Forms and Information:**

- County SUD QM uses Optum website for posting of current resources.
- Website is: <https://www.optumsandiego.com/content/sandiego/en.html>
- Select “County Staff & Providers,” then Select “Organizational Provider Public Documents” from drop-down menu.
- First two tabs are “AODPOH” and “AODURM” – the “Alcohol and Other Drug Provider Operations Handbook” is located on this first tab, and all Client File forms are listed on the second. QM Memos are in the “Communications” tab.

### **Coming Soon – Updated Resources!**

- County SUD QM is updating resources to ensure programs have current information.
- The “AODPOH” is in the process of being renamed “SUDSPOH,” to align with Federal and State language. Information on accessibility will be updated in this coming revision.
- With input from programs and DHCS, some forms (such as the Client Discharge Plan and Medical Necessity Note) are being revised and SUD QM will present to ADSPA for review and input prior to release.
- The County’s AOD website is being revamped to be more user-friendly for clients, with outdated information updated. Look for these updates over the next few weeks.

### **Updated QAR Forms:**

- County SUD QM, in collaboration with the MHS QAR team, updated the Initial QAR Review Form and QAR Extension-Stay-Discharge Review Form.
- The QAR forms are for use only by programs that bill Drug Medi-Cal (DMC) and bring charts to the QAR.
- A memo, with the forms and instructions, was sent on February 2, 2017.
- The forms and instructions are on the Optum website.

### **42 CFR Part 2 – Final Rule**

- QM Memo sent on 1-26-17: U.S. Department of Health and Human Services (HHS) finalized 42 CFR Part 2.
- This will facilitate health integration and information exchange within healthcare models.
- Note: Implementation date of this legislation has been delayed from February to March 21, 2017.
- This memo is available under the “Communications” tab on the Optum website.

### **PWD (Persons with Disability) Accessibility Assessment Update:**

- Thank you to all the SUD programs who submitted their accessibility assessment, Corrective Action Plan (CAP), and PWD Policy & Procedures to ensure DHCS compliance with regulations for persons with disabilities for SUD services.
- Section D of the SUDSPOH (formerly AODPOH) is being updated to include PWD information and the county’s implementation plan to ensure adequate SUD services are provided to PWDs in each of the six county regions.
  - This will also include a referral list for SUD Programs that accept all PWDs.
- The new County Access Coordinator (CAC) for serving PWD is Janet Cacho (Phone: 619-641-8811; Email: [janet.cacho@sdcounty.ca.gov](mailto:janet.cacho@sdcounty.ca.gov)). Please contact the CAC for the following:
  - Completion of an updated accessibility assessment, if your program relocates.
  - Evidence of the completion of structural changes to your program to accommodate PWDs.
  - Assistance with a PWD referral to another program, if needed.

### **Follow-up information from the 1/6/17 SanWITS Quarterly Users Group:**

- A question regarding using a client's driver's license versus a client's state-issued ID in the Client's Profile.
  - According to the CalOMS Data Collection Guide, if a client does not have a valid driver's license, the client's state-issued ID can be used in this field.
  - [http://www.dhcs.ca.gov/provgovpart/Documents/CalOMS Tx Data Collection Guide JAN%202014.pdf](http://www.dhcs.ca.gov/provgovpart/Documents/CalOMS_Tx_Data_Collection_Guide_JAN%202014.pdf)

# Substance Use Disorders

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## DHCS Open Admissions Reports

- The Open Admissions Report is generated from the Department of Health Care Services (DHCS) and is used for compliance monitoring.
- The Open Admissions Report is not the same as the SanWITS report for clients with "open cases." The SanWITS report may not reflect the same information as the Open Admissions Report.
- This report should be reviewed to identify active and discharged clients.
- Active clients over 12 months without an annual update are out of compliance.
- Open and active clients, at 11-month mark, must complete an annual update.
- Inactive clients need to be discharged and closed.
- If SanWITS shows the client as discharged/closed and the client is on the open admissions report, then one or more CalOMS records were not accepted by the state due to errors that need to be resolved.

## SanWITS Alerts

- Reminder that SanWITS alerts have been activated for clients reaching 10.5 months of treatment.
- Annual Updates can be completed as early as 60 days before the 12-month anniversary. Complete annual update as early as DHCS allows.

## Discharge Status

- Discharging clients who did not receive treatment, use Discharge Status of 6 - Left Before Completion with Unsatisfactory Progress-Administrative.
- SanWITS Discharge record has option, "No Treatment Received." If selected, prompt to change "Submit to CalOMS" from "YES" to "NO" on Admission will appear. THIS IS NOT CORRECT. All DHCS-funded programs must submit CalOMS. Do not change "Submit to CalOMS" to "NO" if your facility is required to submit to CalOMS. Result will be a rejected record/error.

## Provider Contact Info

- Several programs have not returned the Provider Contact Information form.
- If your program is unsure if the form was returned, or if you need a new form, email Erin Shapira at [erin.shapira@sdcounty.ca.gov](mailto:erin.shapira@sdcounty.ca.gov).

The County holds monthly trainings for SanWITS and SSRS Reports. Contact ADS helpdesk at [ADS\\_Data.HHSA@sdcounty.ca.gov](mailto:ADS_Data.HHSA@sdcounty.ca.gov). All new staff should be trained on SanWITS and SSRS Reporting.

## KNOWLEDGE SHARING

### Client Plan Interventions

- QM would like to clarify that not "ALL" interventions are required on the client plan. The client plan shall include all routine planned interventions. Routine planned interventions are those that are scheduled on a weekly, monthly, bi-monthly basis, i.e., rehab, psychotherapy, groups, medication services, case management, and collateral. There are some service codes that are not "routine," such as, SC 13 Plan Development, SC 10 Assessment, or SC 11 Psychiatric Evaluation. These unplanned or not routine interventions are not required to be on the Client Plan. Remember, that if an unplanned service is provided more routinely, it shall be included on the client plan.

### 72-Hour Post Discharge Log Retirement

- Programs are no longer required to use the **72-Hour Post Discharge Log** for recording inpatient facility discharges and follow up. The 72-hour post discharge follow-up requirement remains the standard of care. Compliance continues to be monitored by the QM Specialist as part of the medical record review process.

### New Progress Note Implementation Delayed

- The new Progress Note implementation will be delayed with a new target date of June 1, 2017. More details coming soon.

## DSM V Coming to CCBH

- DSM V diagnosis table will be uploaded for use in CCBH effective April 1, 2017, to comply with DHCS. More details will be shared in March. This should be a relatively seamless transition with minimal operational disruption. Forms will also be updated to reflect this change.

## HIPAA/Privacy

- No PHI is ever allowed to be unattended in a staff person's car for any period of time. This includes the trunk of the car.
- This is a State requirement that applies to BHS programs receiving Medi-Cal or MHSA funds and includes *any* confidential material (e.g., laptops, smart phones, paper charts, etc.).

## OPOH Update

- Section F- Revision reflects updates to appeals and State Fair Hearing timelines.
- These updates are posted on the Optum website under "Organizational Providers" under the "OPOH" tab.

## Total Units of Service (TUOS) Report

- Reminder, when reviewing your TUOS report, if the Mode and SFC are blank, it will need to be corrected in CCBH.

## UMDAP

- **Reminder**, programs are required to UMDAP all clients. Once a share of cost is determined, there is an option to complete a therapeutic adjustment, if needed. Please reference the Organizational Provider's Financial Eligibility Billing Manual on the Technical Resource Library for details.

## QM Welcomes Two New QM Specialists

- Claire Riley, LMFT, comes to us from Optum Employee Assistance Program.
- Nicole Umscheid, LMFT, comes to us from Optum Public Sector Utilization Management.

## Management Information Systems (MIS) Updates

- A big thank you to programs sending in ARFs in a timely fashion! This helps to fix any issues quickly and set up accounts. Keep up the good work!
- Reminder – Enter middle initial of the User's Name. A fully completed form is necessary for all staff.
- Electronic Signature Pads for CCBH are here!
  - Voluntary use at this time.
  - Contact Kris Summit in MIS to arrange for pickup of your signature pads.
  - Begin to use and provide feedback to QM.
  - MIS/QM will move forward to build current forms that require client signature into CCBH (Consent to Treat, Medication Consent, ROI forms).

## Optum Website Updates

### Organizational Providers Public Documents

#### Communications:

- QM MEMO - 42 CFR Final Rule 1-26-17

#### OPOH:

- Section F - Beneficiary Rights Issue Resolution

#### References:

- Reasons for Recoupment FY16-17

#### UCRM:

- UM Request and Authorization

### Organizational Provider Secure Documents

#### AB109 MUOS:

- AB109 Medi-Cal Units of Service-Sep16 YTD
- AB109 Medi-Cal Units of Service-Sep16
- AB109 Total Units of Service Report-Dec16 YTD
- AB109 Total Units of Service Report-Dec16

#### ADC:

- Admissions Discharges and Census-Dec16
- Admissions Discharges and Census-Dec16 YTD
- Admissions Discharges and Census-FY16-17 QTR2

#### MUOS:

- Medi-Cal Units of Service-Sep16
- Medi-Cal Units of Service-Sep16 YTD

#### Pathways MUOS:

- Pathways Medi-Cal Units of Service-Sep16
- Pathways Medi-Cal Units of Service-Sep16 YTD

#### Pathways TUOS:

- Pathways Total Units of Service Report-Dec16
- Pathways Total Units of Service Report-Dec16 YTD

#### TUOS:

- Total Units of Service Report-Dec16
- Total Units of Service Report-Dec16 YTD

#### TUOS-SFC:

- Total Units of Service Report by SFC-Dec16

### CCBH Secure Documents

#### Forms:

- Disallowance Form 2017

#### Manuals:

- Service Code DEFINITIONS-Appendix III

## TRAINING and EVENTS

All QM trainings are held at the 2-1-1 Connections Center at: **3860 Calle Fortunada, Suite 101, San Diego, CA 92123.**

**Peer Partner Training, March 10, 2017**, from 1:00 p.m.-4:00 p.m.

- Register with [Linda.Oliver@sdcounty.ca.gov](mailto:Linda.Oliver@sdcounty.ca.gov)
- If you cannot attend, cancel registration with Linda Oliver to allow those waitlisted to attend.

### 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 from **2:30-4:30 p.m.** Next meeting is **February 28, 2017.**
- Look for an email reminder (that includes a call-in number for a teleconferencing option).  
Location: **3860 Calle Fortunada, Suite 101, San Diego, CA 92123.**

### Annual QM Updates

- Save the Date for Tuesday, July 11, 2017.

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

Keep Staff Up to the Minute!

Send all personnel contact updates to [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)