

New Contract Orientation Resources FY 2024-2025

The resources listed below are for Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers and other County funded programs.

BHS Quality Management (QA) Leadership Team			
<u>Role</u>	<u>Name</u>	<u>Phone</u>	<u>Email</u>
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Online Resources			
Name of Document	Description	Location	Notes
Beneficiary Materials	The Beneficiary Tab consists of various resources and materials related to beneficiary/client/member rights and is setup based on different state requirements.	Optum Website> SMH & DMC-ODS Heath Plans > <i>Beneficiary</i>	The order form to request hard copies of Beneficiary Materials is available online . All County of San Diego beneficiary materials are available in electronic format on the <i>Beneficiary</i> tab.
Notices of		Optum Website>	Notices shall be given to the Beneficiary

Adverse Benefit Determination (NOABDs)		BHS Provider Resources> SMH & DMC-ODS Heath Plans > “ <i>NOABD</i> ”	when there is an adverse benefit decision regarding care
Organizational Provider Operations Handbook OPOH/SUDPOH	MHP Operations handbook of standards, guidelines, policies and procedures for provider compliance	Optum Website> BHS Provider Resources> SMH & DMC-ODS Heath Plans > “ <i>OPOH/SUDPOH</i> ”	
Uniform Clinical Record Manual (UCRM)	Contains form-fill versions of all electronic health record forms that make up the medical record as well as explanation sheets.	Optum Website> BHS Provider Resources> SMH & DMC-ODS Heath Plans > “ <i>UCRM/SUDURM</i> ”	May use these forms if the electronic medical record is unavailable for an extended period.
Communications	Memos and other communications for providers of the system of care	Mental Health: Optum Website> BHS Provider Resources > MHP Provider Documents > “ <i>Communications</i> ”	Substance Use: Optum Website > SMH & DMC-ODS Heath Plans
Up to the Minute (UTTM)	The monthly newsletter containing important information for MHP providers. This is one of the main tools for communicating information to providers; share with all program staff	Optum Website> BHS Provider Resources > SMH & DMC-ODS Heath Plans > “ <i>UTTM</i> ”	
Privacy Incident Reporting and other Privacy Resources	All privacy incidents are reported directly through the HHSA Compliance Office online portal	HHSA Compliance Office	
Training	Required CalAIM and Smartcare Training	Required SmartCare Trainings: CalMHSA website	BHS Provider Resources> SMH & DMC-ODS Heath Plans > “ <i>Training</i> ”
Billing		Mental Health: San Diego County Financial Eligibility and Billing	SUD: BHS Provider Resources> SMH & DMC-ODS Heath Plans > “ <i>Billing</i> ” DMC-ODS Billing Manual

		Procedures Manual DHCS SMHS Billing Manual	SmartCare Billing Classes: Register with the BHS Billing Unit at : ADSBillingUnit.HHSA@sdcounty.ca.gov
Critical Incident Reports/ Report of Findings & Non-Critical Incident Reports	See OPOH/SUDPOH Section G for CIR criteria and procedures	Optum Website> BHS Provider Resources > SMH & DMC-ODS Heath Plans > “ <i>Incident Reporting</i> ”	

COMMUNITY DIRECTORY

Access and Crisis Line (ACL)	Phone: (888) 724-7240 Fax: (619) 641-6975
CalMHSA Access Issues	BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov
CalMHSA Help Desk	Phone: 833-686-6801 Email: calmhsa.sandiego@Buchanan-mail.onbmc.com
Claim Submission FAX	(619) 563-2730
Contract Administration Unit Manager	(619) 563-2733
COSD EHR Support / MIS Help Desk	Email: BHS_EHRSupport.HHSA@sdcounty.ca.gov
Data Sciences	Email: BHS-DataScience.HHSA@sdcounty.ca.gov
County Health Information Management Dept. (HIMD)	(619) 692-5700 Option #3 (Medical Record Requests)
County of San Diego BHS Administration	(619) 563-2700
Local Mental Health Director	(619) 563-2700
MAA Coordinator	(619) 563-2700
Medical Director	(619) 563-2700
Mental Health Billing Unit	Phone: (619) 338-2612 Email: MHBillingUnit.HHSA@sdcounty.ca.gov Fax: (858) 467-9682
SUD Billing Unit	Phone: (619) 338-2584 Email: ADSBillingUnit.HHSA@sdcounty.ca.gov Fax: (619) 236-1418
MIS Unit– Program Manager	Phone: 619-518-7706
County of San Diego Ethics Hotline	(866) 549-0004
Quality Assurance Unit – Program Manager	Phone: (619) 206-0320 Email: QIMatters.HHSA@sdcounty.ca.gov

OPTUM (ADMINISTRATIVE SERVICES ORGANIZATION)	
Clinical-Access and Crisis Line	Phone: (888) 724-7240 TTY: Dial 711 7 days a week/24 hrs a day
Optum Administrative Services	Phone: (800) 798-2254 Fax: (619) 641-6801
Optum Support Desk	Phone : (800) 834-3792 Email : SDHelpdesk@optum.com
Provider Line	(800) 798-2254 Option #7
CLIENT ADVOCACY ORGANIZATIONS	
Consumer Center for Health Education and Advocacy (CCHEA)	(877) 734-3258
Deaf Community Services	(619) 398-2441
Interpreter's Unlimited	(858) 451-7490
JFS Patient Advocacy Program (JFS)	(800) 479-2233
Videophone	(619) 550-3436
INTERNET RESOURCES	
County of San Diego	www.sdcounty.ca.gov
Optum	www.optumsandiego.com
CalMHSA	https://2023.calmhsa.org/
CalMHSA Live Chat Support	https://2023.calmhsa.org/live-chat-support/ (916) 214-8348
San Diego Access and Crisis Line (ACL)	Access & Crisis Line
Suicide Prevention Council	www.sdchip.org
California Board of Behavioral Sciences	www.bbs.ca.gov
California Board of Psychology	www.psychology.ca.gov
CA Code of Regulations	www.dhcs.ca.gov/formsandpubs
California Department of Health Care Services	www.dhcs.ca.gov

California Medi-Cal Website	www.medi-cal.ca.gov
County Behavioral Health Directors Asso. of CA	www.cbhda.org
California Welfare & Institutions Code	leginfo.legislature.ca.gov/faces/codes.xhtml
Center for Medicare and Medicaid Services	www.cms.hhs.gov
Community Health Improvement Partners	www.sdchip.org
Disability Benefits 101	https://www.db101.org/
211 San Diego (Social Services Database)	www.211sandiego.org
988 Lifeline	988lifeline.org
Intentional Caregiver Website	www.caregiver.org
Psychiatric Rehabilitation Association	www.psychrehabassociation.org
Joint Commission on Accreditation of Healthcare Org	www.jointcommission.org
National Institute of Mental Health (NIMH)	www.nimh.nih.gov
Office of Inspector General Exclusion List	www.oig.hhs.gov
GSA Excluded Parties Listing System (debarment)	www.gsa.gov
Social Security Online	www.socialsecurity.gov or www.ssa.gov
Ticket to Work Program	https://www.ssa.gov/work/
Voter Registration Services – Secretary of State	Email: www.sos.ca.gov/elections/elections_vr.htm Phone: (800) 345-VOTE

INQUIRY ROUTES – QI MATTERS DESK GUIDE

NEED	RESOURCE
System issues: i.e. glitches, functionality issues, pop up errors	CalMHSA various options: 1. Connect via Live Chat Live chat can be accessed via 2023.calmhsa.org site 2. Submit a Ticket A ticket can be created by: • Emailing calmhsa.sandiego@Buchanan-mail.onbmc.com 3. Call (833) 686-6801 Available only 7am-7pm
SmartCare ARF submission and any access related issues or questions	BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov
Support questions that cannot be addressed by the CalMHSA Support Desk to be directed to this email.	BHS_EHRSupport.HHSA@sdcounty.ca.gov
For questions related to documentation, guidelines or policy	QIMatters.HHSA@sdcounty.ca.gov
Escalation of CalMHSA help desk issues that have either been resolved prematurely or the issue was not resolved entirely	Route to MIS to provide to CalMHSA as an escalation point. BHS_EHRSupport.HHSA@sdcounty.ca.gov