



Up To The Minute!

Training & Events (QA)

Reminder: QIP Meeting Date Changes

- Due to meeting conflicts and holidays, upcoming QIP meetings have been rescheduled.
 - November – rescheduled to 11/21/24, from 10:00 a.m. to 11:30 a.m.
 - December – rescheduled to 12/19/24, from 10:00 a.m. to 11:30 a.m.



SUD Quality Improvement Partners (QIP) Meeting

The QIP is a monthly meeting for all DMC-ODS Providers to get the most up to date information on all things Quality Assurance, Management Information Systems and Performance Improvement. The expectation is that this meeting is attended by all DMC-ODS contracted providers. The program manager and quality assurance staff monthly attendance is expected as part of your contract. If you are unable to attend, please send a designee to cover.

- Date: **Thursday, November 21, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

Root Cause Analysis Training

The next **Root Cause Analysis (RCA) Training** session is scheduled for **Tuesday, December 10, 2024, from 9:30 a.m. to 12:30 p.m.** This interactive training introduces Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident without blame, and teaches effective techniques for a successful RCA, along with Serious Incident Reporting requirements. **The intended audience of this training are program managers and quality improvement (QI) staff.** [Please click here to register.](#)

DHCS Harm Reduction Summits – Registration Open!

[Summit registration](#) is free and open now: San Diego County – **February 11, 2025**

The Department of Health Care Services (DHCS) is hosting five regional harm reduction one-day summits for substance use disorder (SUD) treatment providers in the fall of 2024 and winter of 2025. The five summits aim to reduce stigma and educate SUD treatment providers on taking a harm-reduction approach to SUD treatment services. Please forward the following information to treatment providers, clinics, and relevant contacts in your counties.

Why Attend?

- **Learn from experts:** Hear firsthand from community members, scholars, providers, and advocates about ways to integrate a harm reduction approach in your treatment setting.
- **Stay ahead with ASAM Guidance:** Get a deep dive into the forthcoming American Society of Addiction Medicine (ASAM) guidelines on effectively engaging and retaining non-abstinent patients in care.
- **Expand your network:** Connect with SUD treatment providers and local harm reduction organizations, building relationships that can enhance your patients’ experiences.



SmartCare

- Upcoming Town Hall (combined MH & SUD)
 - **Tuesday, December 17, 2024, 2:00 p.m. – 3:00 p.m.**
 - [Click here to join the meeting](#)



Up To The Minute!

- Optum SmartCare Tab has been updated to include-
 - ✓ [SmartCare FAQs as of 10-26-24](#)
 - ✓ [Guide – Group Documentation Tips – Mixed Programs](#)
 - ✓ [SmartCare ARF for Treatment Programs \(Updated 11/01/24\)](#)
 - ✓ [SmartCare ARF for BHS and Optum Staff \(Updated 11/01/24\)](#)
 - ✓ [SmartCare Workflow for MH-SUD \(10/08/24\)](#)
 - ✓ [NOABD Log – FY24-25](#)
 - ✓ [SmartCare Service Code Crosswalk](#)
 - ✓ [UMDAP Financial Assessment in SmartCare](#)
 - ✓ [SmartCare Scanning Documents Job Aid – Oct. 2024](#)
 - ✓ [SmartCare: How to find Incomplete Scans/Imports](#)
 - ✓ [2024-09-25 BHS Info Notice – EHR Update](#)
 - ✓ [2024-10-08 SmartCare Town Hall](#)

Technical Support Hours

To continue supporting users in SmartCare, Optum will offer Technical Support Hours (formerly titled Office Hours) on an ongoing basis. Please see below for details, including how to join:



- Technical Support Hours are virtual sessions where users can “drop in” based on role. These are intended for program staff who know what function they want to perform in SmartCare and would like a refresher on how to do it. Optum staff won't be advising program staff what they should do in the system, nor will they resolve live access issues or elevate system issues.
- The following Technical Support Hours are available, and users can drop in by joining this MS Teams Link: [Click Here:](#)

Date	Day	Time	Technical Support Hours
5-Nov	Tuesday	2pm-3pm	CSU Clinical/Nurses/Prescribers
6-Nov	Wednesday	2pm-3pm	CSU Admin/Clerical
7-Nov	Thursday	2pm-3pm	Outpatient Admin Clerical Front Desk
12-Nov	Tuesday	2pm-3pm	Outpatient Prescribers
13-Nov	Wednesday	2pm-3pm	Program Managers, CORS, & QA
14-Nov	Thursday	2pm-3pm	Outpatient Nurses
18-Nov	Monday	2pm-3pm	Residential & Crisis Residential Admin/Clerical
19-Nov	Tuesday	2pm-3pm	Admin Billing Only
20-Nov	Wednesday	2pm-3pm	Outpatient Clinical Direct Services
21-Nov	Thursday	2pm-3pm	Outpatient Prescribers
25-Nov	Monday	2pm-3pm	Residential & Crisis Residential Clinical/Nurses/Prescribers
26-Nov	Tuesday	2pm-3pm	CSU Clinical/Nurses/Prescribers
27-Nov	Wednesday	2pm-3pm	CSU Admin/Clerical
2-Dec	Monday	2pm-3pm	Outpatient Admin Clerical Front Desk
3-Dec	Tuesday	2pm-3pm	Outpatient Prescribers
4-Dec	Wednesday	2pm-3pm	Program Managers, CORS, & QA
5-Dec	Thursday	2pm-3pm	Outpatient Nurses
9-Dec	Monday	2pm-3pm	Residential & Crisis Residential Admin/Clerical
10-Dec	Tuesday	2pm-3pm	Admin Billing Only
11-Dec	Wednesday	2pm-3pm	Outpatient Clinical Direct Services
12-Dec	Thursday	2pm-3pm	Residential & Crisis Residential Clinical/Nurses/Prescribers



Up To The Minute!

Special Population Update in SmartCare to reflect AB 352: In order ensure that medical records containing sensitive information such as counseling regarding abortion care, contraception and gender affirming care is not shared with states that have criminalized these kinds of care, SmartCare has developed specific special population categories to identify clients’ records for review and redaction by HIMS prior to releasing them to providers in these states. Find out more at <https://2023.calmhsa.org/ab-352-compliance-how-to-add-new-indicators-to-a-clients-record-in-special-populations/> AB 352: [Bill Text - AB-352 Health information. \(ca.gov\)](#)

ASAM Update

****This is a change from previous messaging for all programs using SmartCare.**** Programs using SmartCare will use the CA-ASAM, until the new version of the ASAM is developed. (See updated guidance table below.) DHCS has given CalMHSa permission to wait to build a new ASAM tool into SmartCare until the ASAM 4th edition assessment is developed, tentatively in July 2025.

This change signifies that DHCS will not hold counties accountable to the requirements as outlined in BHIN 23-068 under DMC and DMC-ODS Assessments wherein it states: *(v.)* “Effective January 1, 2025, DMC and DMC-ODS providers shall use one of the ASAM assessment tools described in (iv) above or a validated tool subsequently approved by DHCS and added to the list of approved DMC and DMC-ODS ASAM assessment tools.” (From the CalMHSa weekly bulletin on 10/31/2024.)

	BRIEF SCREENING	INITIAL ASSESSMENT	FOLLOW UP ASSESSMENT
Programs using their own EHR – Adults and Youth	• Submit ASAM data collection tool	• Submit ASAM data collection tool	• Submit ASAM data collection tool
Programs using SmartCare (SC) – Adults	• Collected by BOuIP in SC	• Adult programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC	• Adult programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC
Programs using SmartCare (SC) – Youth	• Paper form- submit ASAM data collection tool	• Youth programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC	• Youth programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC

Updated: November 2024 (Supersedes: October 2024 guidance)

Updates & Reminders (QA)

Reminder: MHP/DMC-ODS Optum Changes

- QA is in the process of building a single SMH & DMC-ODS resource page.
- Due to the number of files saved to each page, this process will take some time to complete.
- We are handling one tab at a time to ensure all files migrated are relevant and accurate, while simultaneously archiving outdated files.
- Some tabs are fully migrated to the new page and include messaging and a link directing users to the new page to access files.
- Continue to use the MH or DMC-ODS Optum page as the source of your information for now unless the tab specifically directs you to the new page.



Up To The Minute!

Update: SUDPOH

- The SUDPOH was updated on 10/01/24.
- This edition along with the Summary of Changes are now posted on the Optum site.
- The next edition of the SUDPOH is planned for release on 11/27/24.

Coming Soon: Beneficiary Material Updates

- DHCS has integrated the SMHS and DMC-ODS Beneficiary Handbooks into one combined handbook. The integrated Behavioral Health Member Handbook will be effective January 1, 2025.
- QA is currently working on updating the handbook to include county-specific information and align updates as specified in [BHIN 24-034](#).
- QA will be providing a Summary of Changes to outline significant updates at least 30 days prior to the release of the handbook.
- QA will notify programs once the updated handbook (along with translated versions) are available on the Optum site and when prints are available for ordering.

Reminder: Daily Admissions

- Outpatient and residential programs shall have capacity to conduct daily admissions for all days they are open.
- Outpatient programs are expected to be open and offering admission appointments five (5) days a week at minimum.
- Residential programs are expected to be open and offering admission appointments 24 hours a day.

Health Plan Administration (HPA)

System of Care (SOC) Application

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.
 - A new feature, *Public Address*, allows modifications to the site address displayed in the Provider Directory. Please note this change will not affect the site address within SmartCare.

DHCS [Behavioral Health Information Notices \(BHINs\)](#) inform County BH Plans and Providers about changes in policy or procedures at the Federal or State levels. When DHCS releases draft BHINs for public input, feedback can be sent to DHCS directly or to BHS-HPA.HHSA@sdcounty.ca.gov.

Medi-Cal Transformation (aka [CalAIM](#))

- Visit the [CalAIM Webpage for BHS Providers](#) for updates on Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant BHINs from DHCS.
- For general questions on local implementation of Medi-Cal Transformation, email BHS-HPA.HHSA@sdcounty.ca.gov. For contract-specific questions, contact your COR.



Up To The Minute!

Management Information Systems (MIS)

Reorganized: Management Information Systems (MIS)

- ❖ **System Administration and Access** – managed by Cheryl Lansang
Contact: cheryl.lansang@sdcounty.ca.gov or call 619-578-4111
- ❖ **Program Integrity (PI) and Reporting** - managed by Dolores Madrid-Arroyo
Contact: dolores.madrid@sdcounty.ca.gov or call 619-559-6453

New MIS Email Boxes are NOW ACTIVE!

- BHS_EHRSupport.HHSA@sdcounty.ca.gov
 - Refer all support questions that cannot be addressed by the CalMHSA Support Desk - **Reminder: CalMHSA should be the first line of support.**
 - Refer all CCBH related questions and/or CCBH ARFs.
- BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov
 - Refer all ARFs and Access concerns related to SmartCare or SanWITS.
- **The four email boxes below are being discontinued/removed (Do Not Use):**
 - SUDEHRSupport.HHSA@sdcounty.ca.gov
 - MHEHRSupport.HHSA@sdcounty.ca.gov
 - MHEHRAccessRequest.HHSA@sdcounty.ca.gov
 - BHS_EHRProject.HHSA@sdcounty.ca.gov



Important Reminder: SAS Program

- SAS Program in SmartCare is **ONLY** to be used in place of these SanWITS program enrollments:
 - Before Admission/After Discharge
 - Recovery Service
 - Courtesy Dosing
- If a client is admitted to a Residential Level of Care (LOC) program, all services should be billed under that LOC program i.e., residential bed day and care coordination.

Licensed Providers

- Monthly reports will be generated to capture all licenses that will expire within the month.
- Users will receive a courtesy email notification.
- Users are responsible to renew license promptly and must notify MIS to avoid access disruption in SmartCare.

Avoid Delays with ARF Processing: Common Errors

- Incomplete form – missing fields
- Missing or incorrect user roles
- Hand-written forms – **Forms must be typed**
- Program name must be typed out – **Do not send number in place of name**
- Incorrect Taxonomy number





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Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.HHSA@sdcounty.ca.gov
- CalAIM and/or Peer related Q&As? Contact: bhs-hpa.hhsa@sdcounty.ca.gov
- EHR questions? Contact: BHS_EHRSupport.HHSA@sdcounty.ca.gov
- ARFs and Access questions? Contact: BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov

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 - MHEHRSupport.HHSA@sdcounty.ca.gov
 - MHEHRAccessRequest.HHSA@sdcounty.ca.gov
 - BHS_EHRProject.HHSA@sdcounty.ca.gov



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them **Up to the Minute!**
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov