



# Up To The Minute!

## Trainings & Events (QA)

### Skill Building Workshops in September 2024

- The BHS SUD QA team is pleased to announce Skill Building Workshops for Quality of Care. This workshop is an opportunity for SUD Treatment providers to develop and refine their skillset in delivering and documenting quality services. QA will review County and CalAIM documentation standards, facilitate clinical exercises, and offer a forum for providers to discuss and consult best practices with one another.
- Please look out for future notice to register for the following virtual trainings:
  - Outpatient Quality of Care
    - **Wednesday, September 11, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [This event has passed.](#)
  - Residential Quality of Care
    - **Tuesday, September 17, 2024, from 9:30 a.m. to 11:00 a.m.**
    - [Please click here to register.](#)
- If you are in need of an ASL Interpreter for the workshop, please submit a request at least 7 business days in advance so that we may secure one for you. We are unable to guarantee accommodations for any requests made after 7 business days.

### 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, September 26, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

### Summit on Harm Reduction in SUD Treatment

DHCS is holding a *Summit on Harm Reduction in SUD Treatment* with the aim to reduce stigma and educate SUD treatment providers on taking a harm-reduction approach to SUD treatment services.

- **When:** San Diego County, February 11, 2025
- **Who should attend:** SUD treatment providers and staff who work with patients in an SUD treatment setting: (i.e. front office staff, social workers, peers, physicians, nursing staff, SUD counselors, psychologists, and case managers).
- For more information and to register, click the link here: [\(DHCS conference event site\)](#).

## SmartCare

- Upcoming Town Hall (combined MH & SUD)
  - **Thursday, September 19, 2024, 9:00 a.m. – 10:00 a.m.**
  - [Click here to join the meeting](#)





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- Optum SmartCare Tab has been updated to include-**
  - [SmartCare FAQs as of 08/20/2024](#)
  - [Guide – Data and Bill Only v1](#)
  - [Guide – Admin Service Entry v1](#)
  - [Guide – CSU v3](#)
  - [Guide – LTC.SNF Data and Bill With Res Board](#)
  - [Guide – Residential v2](#)
  - [EPCS Onboarding Guide](#)
  - [SmartCare Non Billable Codes](#)
  - [SmartCare SUDURM Changes](#)
  - [SmartCare Then and Now EHR Transition Guidance](#)
  - [SmartCare Workflow for Mental Health and Substance Use Disorder](#)
  - [EPCS Invite Guide](#)
  - [ASAM Process for Non SmartCare Users](#)
  - [ASAM Reporting Tool](#)
  - [NOABD Log FY24-25](#)
  - [SmartCare Data Migration Resource](#)
  - [SmartCare NOABD Process for MH and SUD](#)
  - [SmartCare Standalone Services Workflow](#)
  - [SmartCare Walk In Workflow](#)
  - [Administrative Service Entry](#)
  - [Authorization for Services Process](#)
  - [Quick Start FAQs SmartCare CalMHSA Rx](#)
  - [SanWITS to SC Preliminary Reports Crosswalk](#)
  - [SmartCare DrFirst \(CalMHSA Rx\) Guidance](#)
  - [SmartCare Program Crosswalk](#)
  - [SmartCare Service Code Crosswalk](#)
  - [Help Desk Flyer](#)
  - [Site Lead Checklist and Troubleshooting Guide](#)
  - [2024-08-01 BHS Provider Memo – EHR Update](#)
  - [2024-08-23 BHS Information Notice – EHR Updates](#)
  - [2024-08-28 BHS Information Notice – EHR Updates](#)
  - [2024-08-13 SmartCare Town Hall](#)
  - [2024-08-27 SmartCare Town Hall](#)



## **SmartCare Procedure Code Crosswalk**

QA MH/SUD have created SmartCare Procedure Code Crosswalks to assist providers in the transition from our legacy systems to the new SmartCare Electronic Health Record. The Crosswalk can be found on the Optum Website in the MHP Documents and DMC-ODS Page. Definitions for procedure codes on the Crosswalk were created by CalMHSA. Programs may cross-reference our previous service definitions for those codes that cross-walked to SmartCare for greater clarification as needed, as *there has been no change regarding the use of these procedure codes in terms of scope of practice or service requirements/limitations in order to claim these codes.*

## **NOABD Procedure**

- While SmartCare NOABD functionality is being developed, providers shall manually track NOABD information for clients and submit to QA for monitoring.
- See the [NOABD Procedure](#) and blank [NOABD log](#) posted on the Optum site under the “SmartCare” tab.

## **SmartCare Residential Authorizations**

- Beginning 9/1/2024, SUD Residential Providers are not able to enter authorizations into SmartCare.
- To submit an authorization, Residential Providers are asked to take the following steps:
  - Create Client in SmartCare.
  - Add Clients Coverage in SmartCare.
  - Enter “enrolled” or “requested” status. To note, Providers need to close “Program Enrollment” at discharge.
  - Submit authorization request to Optum **via fax** (please call Optum for a SUD admit).
    - \*Note:** 1-3 must be complete prior to submitting an authorization request. If these steps are not completed, Optum will return the request.
- Optum will review, make authorization determinations, and enters any authorizations into SmartCare.
- An updated fax cover sheet will be available on Optum to reflect these changes.



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## **Reminder: RESIDENTIAL PROGRAMS ONLY - Beneficiaries with Other Health Coverage (OHC)**

- Reminder that for residential programs serving BHS clients with OHC, as part of the initial authorization process, submission of either will be required:
  1. The EOC or a letter of non-coverage; OR
  2. A signed AOB **AND** 42 CFR Part 2 compliant Release of Information Form.

## **Youth Providers**

BHS has confirmed that The Brief Questionnaire for Initial Placement (BQulP) in SmartCare is only for use with adult individuals. At this time, programs serving youth should continue to use the [Brief Level of Care Screening Tool \(Optum.com\)](#), or the tool previously used by your program, to make a provisional level of care determination. Providers should complete a paper copy of the screening tool (unless the tool is in an internal EHR) and follow the workflow to enter the services into SmartCare for billing purposes. The county is developing a workflow to obtain required screening tool data points from the programs to support required reporting. Once a client is placed in the program, staff will utilize the "CA-ASAM" form in SmartCare to complete the full ASAM assessment.

## **Coordinated Care Consent Downtime Form Updated**

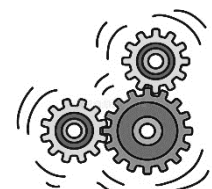
- The Downtime form for the SmartCare Coordinated Care Consent Form has been revised to reflect County of San Diego language based on feedback from our Compliance Office; these revisions were also updated in the electronic version within the SmartCare EHR.
- If a paper downtime form version is needed for use, programs should utilize the downtime form from the Optum Website instead of the downtime version from SmartCare – this form has been titled "Coordinated Care Consent COSD rev 9.6.24" to easily differentiate it from SmartCare versions.

## **HIMS Dept - SmartCare Client Information Change, Addition or Merge Requests (formerly forms BHS-025A and BHS-025B)**

Effective 9/1/24 the BHS Health Information Management Services (HIMS) department is assigned to the task of ensuring the SmartCare system has accurate client information.

- All BHS SMHS and SUD program staff are required to notify HIMS of any updates or changes to the core client fields. Providers should not make any changes to core client fields independent of HIMS process.
  - Core client fields are: Name, DOB, SSN, and Gender.
- If program staff identifies or suspects a duplicate client record has been created in error, program should reach out to HIMS before proceeding to enter services for the client.
- Changes to Core Client Fields or Duplicate Clients should be submitted to the HIMS department using form BHS-025 via secure email at [HIMDept.HHSA@sdcounty.ca.gov](mailto:HIMDept.HHSA@sdcounty.ca.gov) or secure fax 619-399-3503.
- Form BHS-025 will be available on the OPTUM website in the MHP Documents for MHP Providers and in the DMC-ODS page for SUD Providers under the "Forms" Tab.

Questions: Contact HIMS email: [HIMDept.HHSA@sdcounty.ca.gov](mailto:HIMDept.HHSA@sdcounty.ca.gov), phone: 619-584-3090, fax: 619-584-3506, Hours: Monday-Friday 6:00 a.m. - 4:30 p.m.





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## Updates & Reminders (QA)

### **Reminder: Medication Monitoring for OTP programs and Extended MAT Services**

- Medication Monitoring for the period of **July-Sept (Q1)** will be due by **October 15, 2024**.
- Forms are posted on the Optum site under the “Monitoring” tab.
- Ensure all the fields are completed on the submission form before submitting to QI Matters.
- For programs with nothing to report for the quarter, you must complete the required forms to submit indicating the status for the quarter. Emails without the forms will not be accepted.

### **Reminder: National Suicide Prevention Hotline number change**



- In July 2022, the National Suicide Prevention Lifeline (800-273-8255) transitioned to 988—an easy to remember three-digit dialing, texting, and chat code for anyone experiencing a suicidal or mental health crisis.
- Spanish language text and chat services are now available, as well as specialist services for LGBTQI+ youth and young adults.

### **Perinatal Providers**

DHCS has updated the Substance Use Disorder Perinatal Practice Guidelines (SUD PPG). The SUD PPG 2024 is now available as a resource on the DHCS webpage [SUD Perinatal Services](#) under the section titled “Providers.” The SUD PPG aims to ensure that California providers offer high-quality SUD treatment services and comply with state and federal regulations. These guidelines address SUD treatment services for women, specifically pregnant and parenting women seeking or having been referred to SUD treatment. A comparison to identify changes is currently taking place and will be messaged to providers.

### **Reminder: Use of Z-Codes/Social Determinants of Health (SDOH) codes**

- **For Residential Providers:** Per DHCS, as of 9/30/2023, ICD-10: Social Determinants of Health (SDOH) codes are not available for use as an available primary diagnosis on problem lists. A list of Covered Diagnosis is in Appendix 5 of DHCS' [Drug Medi-Cal ODS Billing Manual \(dhcs.ca.gov\)](#).
- **For Outpatient Providers:** Per BHIN 24-001 and BHIN 22-013, Z-codes/SDOH are permitted to be used during the assessment phase of a beneficiary's treatment when a diagnosis has yet to be established.

### **Beneficiary Materials Update: Farsi/Dari Languages Consolidated to Persian**

- We have received clarification that Farsi and Dari are two dialects of the same language, mutually intelligible in written format.
- Translated beneficiary materials in Farsi and Dari have been consolidated to match this clarification and in accordance with the County's threshold languages policy.
  - The consolidated documents have been renamed to “Persian (Dari\_Farsi)”
- Additionally, our team has updated the footers on beneficiary materials to include the translated language so that they are easily distinguishable (for example: “DMC-ODS Beneficiary Handbook: Rev 01/2024\_Arabic”).
- All updates have been posted to Optum under the Beneficiary tab as well as the [Beneficiary & Families page](#).
- If you have any questions regarding Beneficiary Materials, please email [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)



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## **Reminder: DMC Recertification Requirements**

- DHCS requires DMC Providers complete a recertification process every five years in order to maintain their DMC certification.
- DHCS will notify providers in writing when they are required to submit a continued enrollment application.
- DHCS may allow providers to continue delivering covered services to clients at a site subject to on-site review by DHCS as part of the recertification process.
- Providers are encouraged to review recertification dates and requirements.

## **Reminder: Residential and Counselor Complaints**

- Certain incidents must be reported by residential SUD programs to DHCS. Outpatient programs are not required to report incidents but are able to if they would like to.
- Incidents include:
  - Death of any resident from any cause, even if death did not occur at facility.
  - Any facility related injury of any resident which requires medical treatment.
  - All cases of communicable disease reportable under Section 3125 of the Health and Safety Code or Section 2500, 2502, or 2503 of Title 17, California Administrative Code shall be reported to the local health officer in addition to the Department.
  - Poisonings
  - Natural disaster
  - Fires or explosions which occur in or on the premises.
- Reporting methods include:
  - Programs must make a telephonic report to DHCS Complaints and Counselor Certification Division at (916) 322-2911 within one (1) working day.
  - The telephonic report must be followed with a written report to DHCS within seven (7) days of the event.
  - Death reports must be submitted via fax to the DHCS Complaints and Counselor Certification Division at (916) 445-5084 or by email to [DHCSLCBcomp@DHCS.ca.gov](mailto:DHCSLCBcomp@DHCS.ca.gov).
  - [Form 5079 Unusual Incident/Injury/Death Report](#)



## **Legislative Updates: AB 1740 Requirements to Post Human Trafficking Notice**

AB 1740 amends Section 52.6 of the Civil Code relating to human trafficking to additionally require a notice, as developed by the Department of Justice, that contains information relating to slavery and human trafficking, including information regarding specified nonprofit organizations that a person can call for services or support in the elimination of slavery and human trafficking be posted by facilities that provide pediatric care, as defined in W&I Code Section 16907.5

- "Pediatric services" means all medical services rendered by any licensed physician to persons from birth to 21 years of age.
- Post a notice that complies with the requirements of this section in a conspicuous place near the public entrance of the establishment or in another conspicuous location in clear view of the public and employees where similar notices are customarily posted.
- The notice to be posted shall be at least 8 1/2 inches by 11 inches in size, written in a 16-point font.
- The notice to be posted shall be posted in English, Spanish, and in one other language that is the most widely spoken language in the county.



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The Human Trafficking Model Notice is available for download from the Department of Justice website in English, Spanish, Dual English/Spanish and 22 additional languages from the [Human Trafficking Model Notice](#) page. This notice is in the process of being posted to the Optum site. Specialists will ask for proof of compliance in the Quality Assurance Program Reviews beginning in Fiscal Year “2025-2026.”



## 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](mailto: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.

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](mailto: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](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## Management Information Systems (MIS)

### **DATAR and Capacity Management Change in Reporting**

- Providers are no longer required to email DHCS at [DHCSPerinatal@dhcs.ca.gov](mailto:DHCSPerinatal@dhcs.ca.gov) when reaching 90% capacity.

#### **Instead:**

- Please note the Department of Health Care Services (DHCS) change in Capacity Management reporting requirements as identified in the [Substance Use Disorder Perinatal Practice Guidelines](#), published on August 13, 2024: (see page 13)
  - “When a SUD treatment provider serving intravenous substance users reaches or exceeds 90 percent of its treatment capacity, the provider must report this information to the DATAR for each month by the 10<sup>th</sup> of the following month.”
- Please note the County MIS unit requires DATAR to be completed by the 7<sup>th</sup> of the month for the previous month.

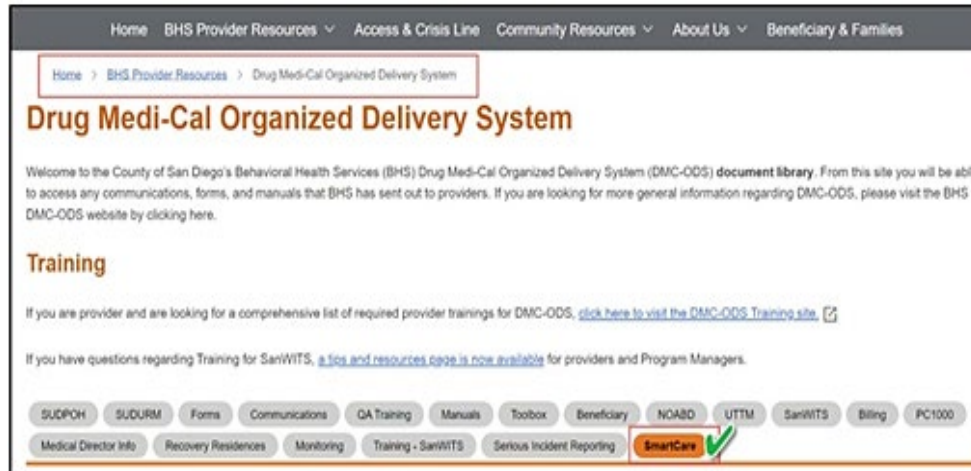
### **Reminders: SmartCare**

- All new Clients and/or services with effective date of 9/1/24 forward should only be entered in SmartCare (not SanWITS).
- The new SmartCare Access Request Form (ARF) is on Optum website under BHS Provider Resources> SmartCare Training [SmartCare Access Request Form \(ARF\) 8.14.2024.pdf](#)



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- Other SmartCare Resources can be found on Optum on the “SmartCare” tab under BHS Provider Resources>DMC-ODS as seen below.



- For trouble with login or passwords, use the “Forgot Username” and or “Forgot Password” links shown on the SmartCare login screen.
- New CalOMS Admission, Annual Update and Discharge forms have been created for SmartCare screens. These forms will be posted to Optum, but in the interim, forms are available via the Google Drive folder: [https://drive.google.com/drive/folders/1zrrXtw-g7OZPbHqIzX1KrruRsjI2gQde?usp=drive\\_link](https://drive.google.com/drive/folders/1zrrXtw-g7OZPbHqIzX1KrruRsjI2gQde?usp=drive_link)

## Population Health - Prevention & Support

### SUD Primary Prevention Contractors - ECCO Web-based Prevention Services Data Reporting System Update

- Only report hours and activities occurred within the reporting month.
- For reporting “No Activity” for the month, please select, “NO” and indicate in free-text field, “No activities for this month.”
- \*\*Please note, contact for technical assistance requests or other questions will now be Rea Alvarez at [rea.alvarez@sdcounty.ca.gov](mailto:rea.alvarez@sdcounty.ca.gov) \*\***
- For information regarding DHCS Primary Prevention, please continue to visit [Prevention and Youth Branch \(ca.gov\)](#).

### Communication

- Billing questions? Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)
- CalAIM and/or Peer related Q&As? Contact: [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov)
- EHR questions? Contact: [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)  
[SUDEHRTraining.HHSA@sdcounty.ca.gov](mailto:SUDEHRTraining.HHSA@sdcounty.ca.gov)  
[SUDEHRFax.HHSA@sdcounty.ca.gov](mailto:SUDEHRFax.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](mailto:QIMatters.hhsa@sdcounty.ca.gov)