SANWITS QUARTERLY USERS' GROUP

OUTPATIENT, OTP, AND RESIDENTIAL PROVIDERS

_____

JAN 24, 2022

LIVE WELL SAN DIEGO

HOUSEKEEPING GUIDELINES

LIVE WELL SAN DIEGO
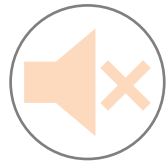
Please mute your audio (phone and/or laptop) upon entering the meeting to prevent background noise.

If calling from a phone line, please DO NOT place the call on hold; your hold music will be heard by all in the meeting. If you need to take another call, please hang up and call back.

To help with connectivity issues and to easily be able to see the ASL interpreter, we ask participants to turn off their video.

Please use the 'Raise Hand' feature or send a 'Chat' to _All Panelists_ to ask a question.

Attendance will be taken from the username listed. If your name does not appear, please send your name and the name of your program through Chat or Email SUD Support Team.

AGENDA

- WELCOME
- STATE REPORTING
- SYSTEM ADMINISTRATION
- SYSTEM REMINDERS, UPDATES AND DEMONSTRATION
- BILLING UNIT
- OPTUM - TRAINING
- Q & A
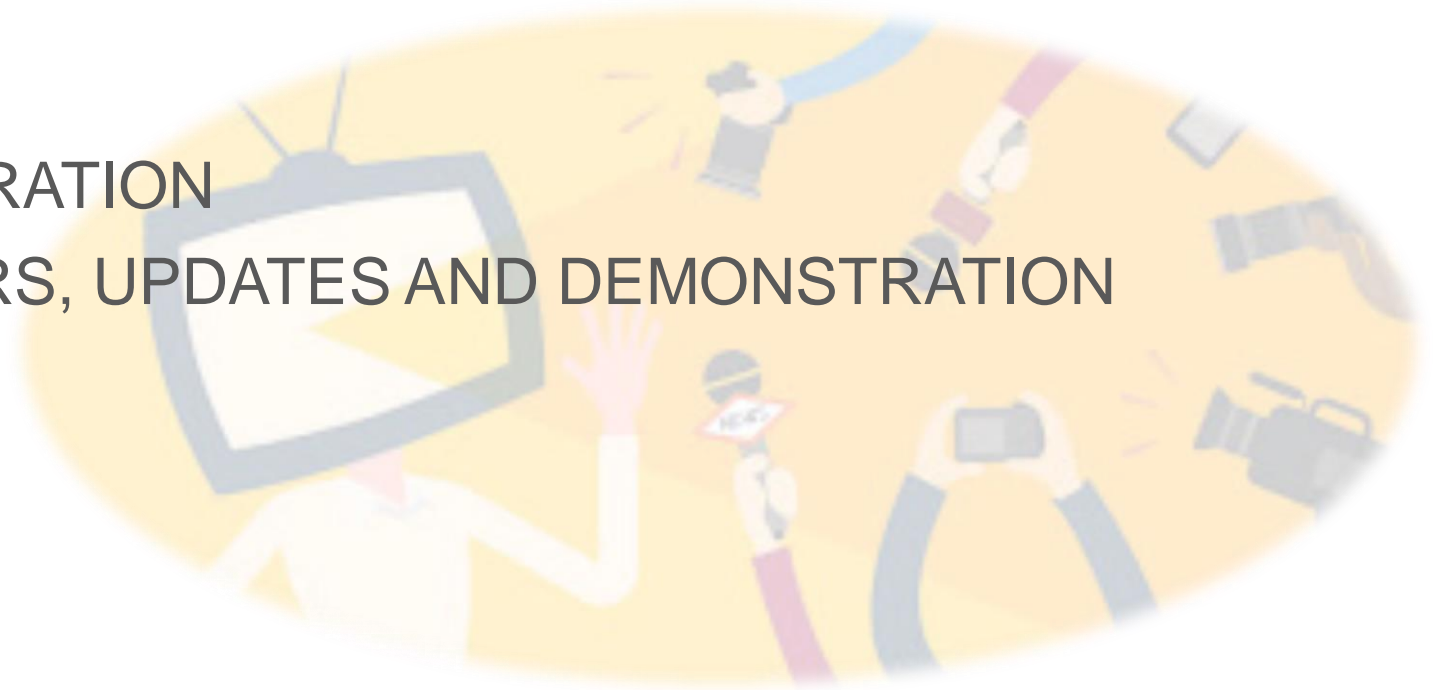
LIVE WELL
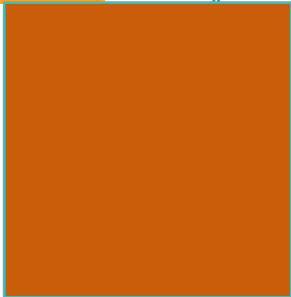SAN DIEGO

ASAM

CALOMS

DATAR

CAPACITY

ASAM REPORTING

ASAM is reported monthly to DHCS

- Report ASAM thru these Assessments:
    - Adult ILOC,
        - Adolescent ILOC,
            - Recommended LOC

- **Do Not** enter ASAM thru the ASAM screen if the facility enters assessments in SanWITS

- If the Facility is using their own EHR and **do not** enter assessments in SanWITS, enter ASAM results on the ASAM screen

A LITTLE BIT OF CALOMS EDUCATION

- **CalOMS Admissions must have a matching CalOMS Discharge submitted**

- **CalOMS Admission Profile - Type of Treatment Service**
  - ❑ Field must match the Program Enrollment Level of Care

- **If client changes Level of Care and the admission data is rolled over– for instance between OS and IOS**
  - ❑ The <u>Type of Treatment Service</u> field on the Admission profile **must be changed** to the new level of care

A LITTLE BIT MORE…

Source of Referral as it relates to Criminal Justice Status field

- If Source of Referral code values 7, 10, or 12 are entered, then Criminal Justice Status cannot equal 1 – No Criminal Involvement.
  - ❑ If Source of Referral contains 7, 10, or 12 and Criminal Justice Status contains 1, an error will occur, and the record will be rejected.

- If Source of Referral code is value 8 (AB 109 clients) then the Criminal Justice Status field must be a value 4

Female Offender Treatment Program (FOTP) is not offered in San Diego

FOTP Parolee field– should be answered NO

FOTP Priority Status field – should be answered "99902-None or not Applicable"

Refer to DHCS CalOMS Treatment Data Collection Guide on Optum website

CalOMS_Tx_Data_Collection_Guide_Jan_2014

CALOMS EMAIL REMINDERS

WE'RE HERE TO HELP

SUD_MIS_Support.HHSA@sdcounty.ca.gov

- Complete All Open Admissions and Correct the Errors in Red by the Due Date. After Completing Corrections, Please Respond to the Email.

- Continue to Notify the SUD Support Desk when a Record that has been previously sent to the State is Updated/Corrected. MIS will need to make sure the record is properly resubmitted to the State in order to prevent resubmission Errors

- If you have any questions, regarding CalOMS Or Data Entry, please Email the SUD MIS Support Desk

DATAR TRAINING

- **Submitting a DATAR report:**
  - Monthly reports are submitted through the Data Management tab on the DATAR website
  - Reports are submitted per CalOMS# (facility site)
  - Reports consist of a set of questions (1 page) for each Level of Care the facility is approved to provide (listed on DHCS's Master Provider File (MPF)
    - Such as OS, IOS, Residential, Withdrawal Management, OTP
  - Each submission can be exported as a pdf or excel file from the submission screen

- **Updating an Existing Report**
  - Edit / Correcting is available for two months after the submitted date of the report (make sure to review each entry carefully)
  - Edits are done through the Data Management tab

- **How do I get access to OR deactivate a user from DATAR?** DATAR access and deactivations are requested by your County approvers. Send an email request to the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov.

DATAR - Steps to Achieve Success

- **Track DATAR during the month**

- Report on the 1st thru the 7th of Month

- Have multiple staff responsible for submitting DATAR

- Request Access two weeks in advance of reporting – must include:
  - Staff name
  - Staff business address and phone #
  - CalOMS 6 digit # for facility 37XXXX

- Trouble accessing DATAR:
  - Contact SUD_MIS_Support.HHSA@sdcounty.ca.gov

- Be Proactive to Avoid Mishaps – do not wait until day 7 to submit

DHCS – CAPACITY REPORTING

Providers are responsible to notify DHCS and COR upon reaching or exceeding 90% of its treatment capacity within 7 days via email to: **DHCSPerinatal@dhcs.ca.gov**

- This is for both Perinatal and Non-Perinatal programs (DCHS Perinatal Address is where capacity is being processed and is not meant to identify the type of program such as perinatal)

- CORs can be cc'd on the email to DHCS

- **Important – Subject Line on the email should read "Capacity Management"**
  - **From: (Provider)**
  - **Sent: (date sent)**
  - **To: DHCSPerinatal@dhcs.ca.gov**
  - **Cc: (COR)**
  - **Subject: Capacity Management**

- 90% capacity is reported per CalOMS#, Agency, & Facility. Be sure to include the CalOMS#(s) in the body of the email.

- If the program has reported reaching or exceeding 90% in the DATAR website, there should be emails to DHCS and COR for all days reported.

SYSTEM ADMINISTRATION

SYSTEM AND DATA SECURITY

Staff are given SanWITS access to specific agency/facility based upon the programs where they work. Staff are also given access to specific menus based on their respective job functions (role based).

All Staff providing direct services must provide a National Provider Identifier (NPI), Professional Credential/License type and number, and Taxonomy code, and DEA# where applicable

SYSTEM AND DATA SECURITY

- Employee is required to submit an **Electronic Signature Agreement (ESA).** It is important that each individual using an electronic signature actively maintain its security according to County requirements and not share their user id/password/pin.

- Employee and employee's supervisor must also read and sign the **County's Summary of Policies (SOP)** form. Before authorization of account setup, the end user must meet all County requirements to protect the County data.

- Program Manager/Supervisor shall immediately notify SUD MIS unit whenever there's a change in a staff's information such as demographics, email, job title, credential/licensure, job roles, facility assignment, or **termination.**

- Under no circumstances shall a provider's staff who has terminated employment have access to the EHR (SanWITS). This would constitute a serious violation of security.

STAFF TERMINATION PROCESS

ROUTINE USER TERMINATION

- In most cases, staff employment is terminated in a routine way in which the employee gives advanced notice. Within one business day of employee termination notice, the program manager shall fax to the SUD MIS Unit (855) 975-4724 or scan and email to **SUD_MIS_Support.HHSA@sdcounty.ca.gov** a completed SanWITS User Modification or Termination Form with the termination date *(will be a future date).*

- The SUD MIS Unit will enter the staff expiration date in SanWITS which will inactivate the staff account at the time of termination.

- The user will also be added to the terminated staff log.

QUICK USER TERMINATION

- In some situations, a staff person's employment may be terminated immediately. In this case, the program manager must immediately call the SUD MIS Unit at (619) 584-5040 to request the staff account be inactivated immediately.

- Within one business day, the program manager shall fax a completed SanWITS User Modification and Termination Form to the SUD MIS Unit (855) 975-4724 or scan and email to **SUD_MIS_Support.HHSA@sdcounty.ca.gov.**

- The SUD MIS Unit will enter the staff expiration date in SanWITS which will inactivate the staff account at the time of termination.

- The user will also be added to the terminated staff log.
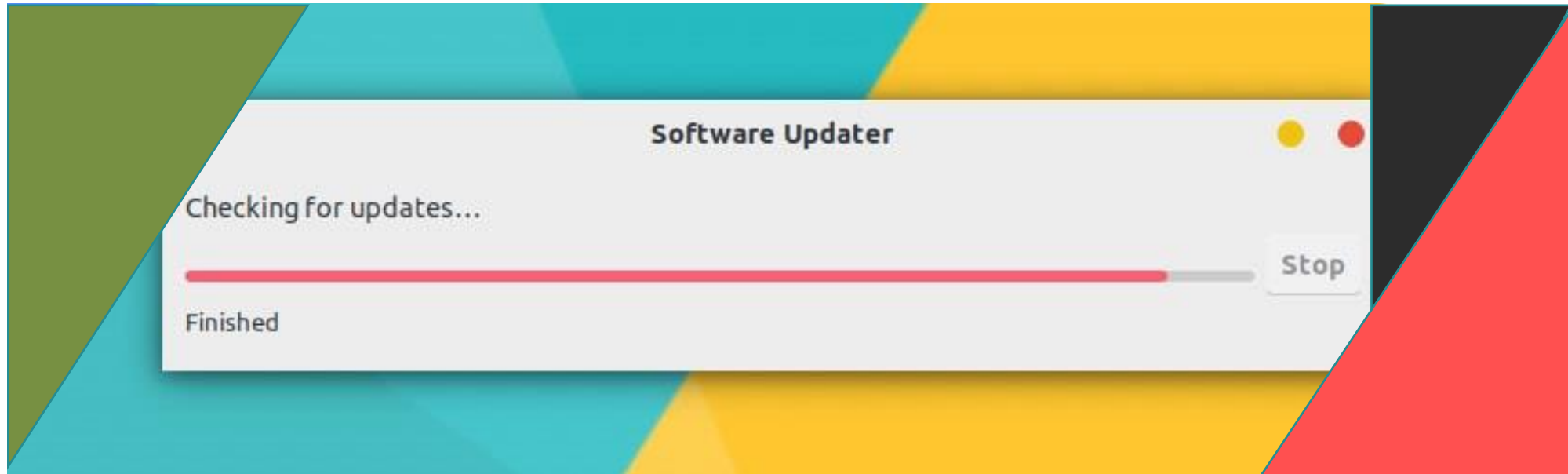
SYSTEM ADMIN REMINDERS

- New User Access, Modifications, and Terminations must be submitted to the SUD Support Desk at **SUD_MIS_Support.HHSA@sdcounty.ca.gov**

- Forms must be complete, accurate, and submitted timely

- Remember to select **Administrative Staff-Data Entry** or **Administrative Staff-Encounters** on the SanWITS User Forms, if staff require these roles after completing IAF and Encounter training.

- LPHA, Counselor, and QA check boxes are also used to determine the appropriate access for Assessments Training. **Credentials are required.**

- **Peer Support Specialist (PSS)** should be added to the comment box and with appropriate training, can have read only access to clients and access to create encounters for services the PSS provides

SANWITS REMINDERS, UPDATES, AND DEMONSTRATIONS

PROGRAM ENROLLMENTS – CALOMS ADMISSIONS & DISCHARGES

- CalOMS Admissions and Discharges should only be created for clients with Level of Care program enrollments such as OS, IOS, OTP, 3.1, 3.2, 3.5.

- For clients with Courtesy Dosing, Recovery Services, or TCS program enrollments, do NOT create CalOMS Admissions or Discharges.

REMINDERS CONT.
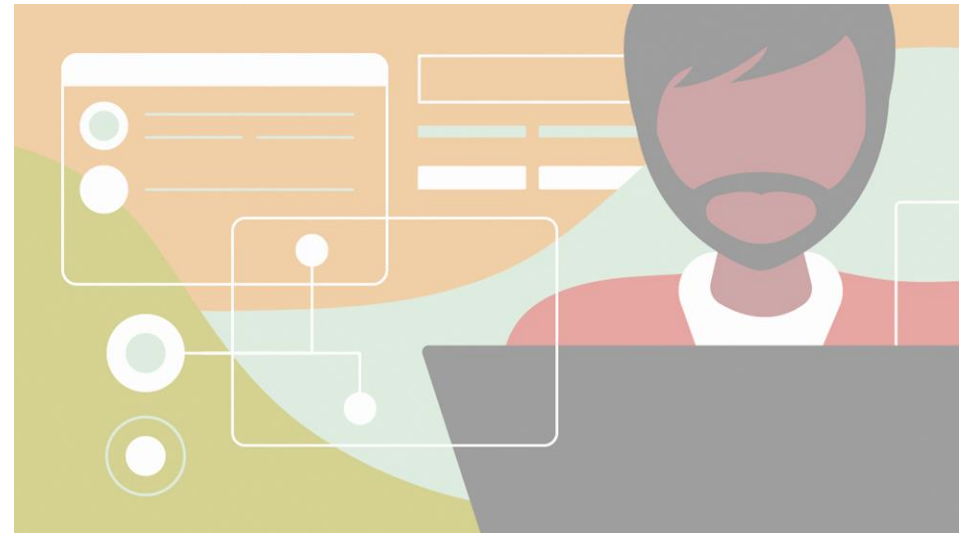
NON-BHS CONTRACTED CLIENTS

▪ Clients that do not meet the county target population are considered Non-BHS Contracted Clients such as private pay, cash pay, clients who do not qualify for Medi-Cal and clients with Other Health Coverage (OHC), etc.

▪ In SanWITS, these clients should not be placed in County beds or have Residential Authorizations, ASAM, Benefit Plans, or Encounters.

▪ Non-BHS Contracted Clients are **only** entered into SanWITS for the purpose of reporting CalOMS.

▪ On the program enrollment, the Perinatal field should always be "No" for Non-BHS Contracted Clients.

ENCOUNTER SCREEN

| Was an interpreter used? | ▼ | In what language was the service provided? | English | ▼ |

For each service, it is required to collect information to indicate if an interpreter was used and in what language the service was provided.

Was an Interpreter used?
- Field has a drop-down menu consisting of 3 values:
  - No Interpreter Needed
  - Yes - Internal
  - Yes - External

In what language was the service provided?
- This field populates with the Preferred Language from the Client Profile - Additional Information screen.
- **NOTE: If the specific service was provided in a different language, it must be edited on this Encounter screen.**

REMINDERS CONT.

3-WAYS TO RESET USER PASSWORDS

1. The **fastest way** to reset user password is by clicking the Forgot Password link on the Login page.
   - In order to use this function, user would have to know the answer to their Security Question.
   - If user attempts to log in twice and fails, do not attempt a third time, just click on Forgot Password.
   - NOTE: When setting up a new password, do not select Remember Password.

2. User can email the SUD Support Team at SUD_MIS_Support.HHSA@sdcounty.ca.gov to have credentials reset M-F, 7am-5pm.

3. User can call Optum at (619) 584-5040, M-Sun from 4:30am-11pm. For this option, the user will be prompted to leave a voice message with their name and phone number and will receive a call back.
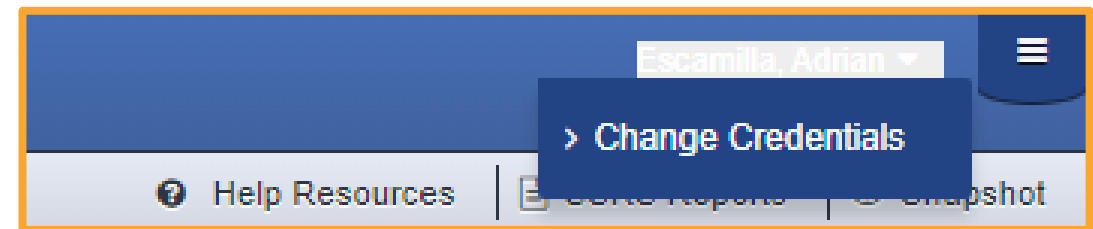
REMINDERS CONT.

LOGIN ERROR MESSAGE
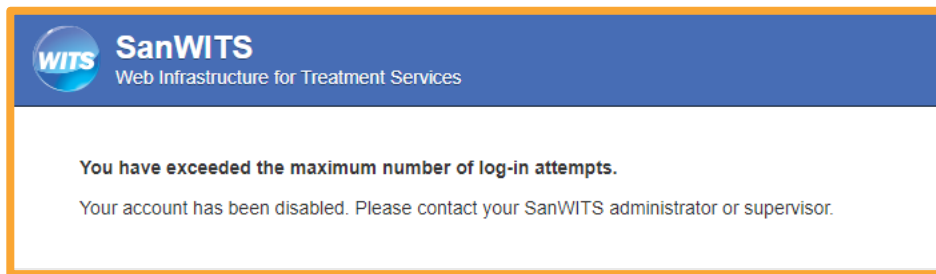
- User will continue to get this error message when:
  - wrong User ID is used or
  - old password is saved on browser

CHANGING CREDENTIALS

- Use the Change Credentials link to change:
  - Security Question
  - Password
  - PIN

SSRS Updates

Active Clients

- Report was revised to include any clients who have not been discharged <u>and</u> any clients where the Discharge Summary is "In Progress." If the report shows a Discharge Date, this indicates that the client's discharge is "In Progress" status.
  - Review report to see if clients are still receiving treatment, if not, make sure to discharge the client.
  - Any records "In Progress" status must be completed, in order to be reported to the Department of Health Care Services (DHCS).

Intake Date	Admission Date	Discharge Date
11/18/2021	11/18/2021	
04/06/2021	04/06/2021	
11/09/2021	11/09/2021	
10/28/2021	10/28/2021	
12/14/2021	12/14/2021	
08/26/2021	08/26/2021	
03/12/2021	03/12/2021	
11/23/2021	11/23/2021	
03/12/2021	03/12/2021	03/12/2021

Telehealth Services (for QSR Reporting)

- Report was updated to reflect the new process for telehealth services.
  - An encounter will appear on this report, if the Contact Type is marked as Telehealth.

CHANGES

COMING SOON

- Contact Form changes for Access Time:
  - Contacts will require appointment dates and times for all Dispositions
  - Initial Contact time will be required for all methods of Contacts, instead of only phone

- CalAIM – Billing changes by July 2023

DEMONSTRATIONS:

ADDING DIAGNOSIS THRU "DDN" - MIRANDA MORGAN

Quality Management Team

PERFORMANCE IMPROVEMENT TEAM

- DATA
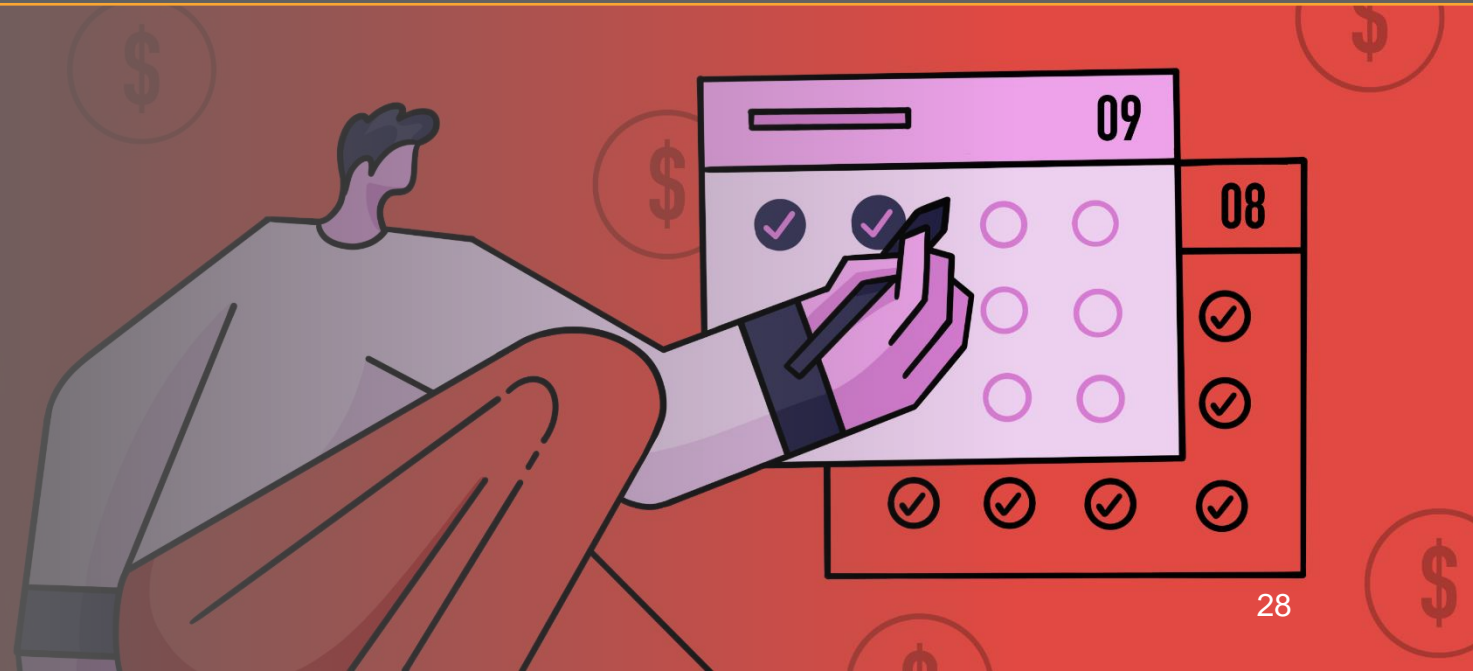- OUTCOMES
- STATE MANDATES
- SURVEYS
- UCSD/OPTUM COLLABORATION

SUD BILLING UNIT

ADSBillingUnit.hhsa@sdcounty.ca.gov

SUD BILLING TRAINING SURVEY

LIVE WELL SAN DIEGO

Effective immediately, the SUD Billing Unit will be conducting a post-billing training survey after every training session (e.g., 1st time billing training, refresher course, or other billing-related classes).

SUD BILLING TRAINING

- The billing training is on a per request basis or as needed.

- We also prefer providing training per Agency/Facility to ensure the curriculum fits the unique needs and objectives of your program, and that the confidential handling of all protected health information (PHI) is observed.

- Please remember to complete the prerequisite training prior to scheduling/attending the billing training:
  - SanWITS Intro to Admin Functions (IAF)

AND
  - Res – Encounter & Bed Mgmt

OR
  - OS/OTP – Group Module & Encounter

SUD BILLING TRAINING

CURRENT VIRTUAL BILLING TRAINING COVERS THE FOLLOWING TOPICS

1. SanWITS billing workflow (from encounters release to billing to submission of Provider Batches to the Clearing House and/or Government Contract).

2. Troubleshooting billing errors

3. Medi-Cal eligibility verification review and examples

4. Post-billing processes (claim denials review, required actions, and service replacement overview)

5. Void or disallowance process, including instructions on how to complete the Payment Recovery Forms

6. Late billing (Delay Reason Code, additional paperwork, and more)

Note: Please send an email to ADSBillingUnit.HHSA@sdcounty.ca.gov if you have a specific billing training request that is not listed above.

BILLING REMINDERS

MEDICARE ADVANTAGE

The Medicare Advantage FFS-Equivalent Coverage Certification has expired on 12/31/2021 for these three (3) Medicare Part C insurances. The letters are good thru Dec. 2021, and we are waiting for the renewal letters for this year. We are still able to bill thru Dec. 2021.

In the meantime, the OUTPATIENT AND RESIDENTIAL PROVIDERS are advised to put the January 2022 claims on hold if the client has dual coverage with Blue Shield Promise Part C, Health Net Part C, and Molina Health Part C until we get the renewal letters. Billing Unit will email you as soon as the 2022 letters are available so we can continue billing to DMC.

IMPORTANT ANNOUNCEMENT

Medicare Advantage: Clients with dual eligibilities (those with Medicare Part C and Medi-Cal)

A. Outpatient and Residential Providers are NOT required to bill Medicare Part C if a client has the following:
1) Blue Shield Promise Health Plan- Part C

OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: BSC PROMISE HEALTH PLAN. COV: OIM VR.

2) Health Net- Part C

MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: HEALTH NET OF CA. COV: OIM R.

3) Molina Healthcare of California- Part C

*NOTE:

OTP PROVIDERS "must" continue billing Medicare, including Medicare Part C/Medicare Risk Plans/Cal Medi-Connect risk insurance.
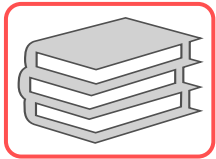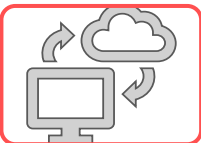
SANWITS

VIRTUAL TRAININGS

	Courses	• SanWITS Intro to Admin Functions • RES Enc & Bed Management • OS/OTP Group Module & Enc	• SanWITS Assessments • SanWITS Treatment Plans

Register for trainings at **www.regpacks.com/dmc-ods.**

Submit required forms to SanWITS Support at least seven days prior to the scheduled training: **SUD_MIS_Support.HHSA@sdcounty.ca.gov**

Attendees for virtual training classes will receive an email on the morning of training, between 8:30-8:45am. If staff do not receive an email by 9am, email **SanWITSTraining.HHSA@sdcounty.ca.gov** to resolve the issue.

For additional assistance with registering and training availability, please email **sdu_sdtraining@optum.com** or call 800-834-3792, Option 3.

TIPS ON SANWITS TRAINING

- **Plan**. Training is all day. Do not schedule client services, classes (if in school), personal appointments, or work shift the night before.

- **Prepare**. Review SUDPOH, SUDURM, and your program policies and procedures. Attend QM Documentation Training. If no sample is provided, these will help you in completing your practice exercises.

- **Practice computer skills**. Training requires basic computer skills. It is best to set up a computer with 2 monitors in a private work area. On the day of training, you will be opening multiple documents in addition to navigating the SanWITS Training website.

- **Peruse**. Read your training day morning email in its entirety. It contains important details. Read your class practice document carefully before you start your practice. Do not skip steps. Follow the sequence of actions, dates, and specific instructions.

Plan- Prepare- Practice- Peruse

ADDITIONAL HELPFUL TIPS

- Review/print the training resources prior to training.
- Watch the video tutorial prior to training.
- The resources are located on the Optum website; click **HERE** and then click on the "Training - SanWITS" tab.
- Please note: This is only for the purpose of reviewing/printing the training materials; please do not attempt to complete the training early.

STAFF ARE HIGHLY RECOMMENDED TO READ THE TRAINING PACKET THOROUGHLY BEFORE ENTERING INFORMATION INTO THE LIVE ENVIRONMENT

ASSESSMENTS TRAINING

1
- Counselors and LPHA's are expected to start entering Assessments in SanWITS once they receive access.

2
- Access will be given within one to two business days after successful completion of training.

3
- Once Counselors and LPHA's have completed the Assessments Training, data entry staff will no longer enter the ASAM Summary screen.

4
- The ASAM Summary will be automatically created from the completed LOC Assessments.

5
Important: Confirm the correct Assessment Type (i.e., Adult vs Adolescent ILOC) has been entered before signing

TREATMENT PLAN TRAINING

Counselors and LPHA's are expected to start entering Treatment Plans in SanWITS once they receive access.

Access will be given within one to two business days after successful completion of training.

LPHA's must enter a diagnosis in the DDN and finalize it before a treatment plan can be finalized.

The diagnosis from the finalized DDN will automatically populate in the non finalized treatment plan.

Important: Review the SUDPOH, SUDURM, and QM instructions prior to entering treatment plans into the LIVE environment.

SanWITS Billing Training

Register for Billing Training:

- Email the Billing Unit directly at **ADSBillingUnit.HHSA@sdcounty.ca.gov**

Prerequisites Trainings include successful completion of:

- SanWITS Intro to Admin Functions (IAF) **AND**
- Res – Encounter & Bed Mgmt **OR** OS/OTP Group module & Encounter

RESOURCES

TOPIC	LINK
Billing Questions and Trainings	ADSBillingUnit.HHSA@sdcounty.ca.gov
Clinical and Documentation Questions	QIMatters.HHSA@sdcounty.ca.gov
Forms and Tip Sheets	www.optumsandiego.com
SanWITS Trainings	www.regpack.com/reg/dmc-ods
Technical Assistance	SUD_MIS_Support.HHSA@sdcounty.ca.gov

Q & A

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THANK YOU