Up To The Minute…

SUD Provider Edition

July 2020

Documentation Skill-Building Workshop on Treatment Plans via WebEx

In the month of July, the County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer a virtual Skill-Building Workshop - the focus this month is Treatment Plans. Participants will refresh their skills in building client-centered treatment plans and review the regulations and standards.

Due to limited available seating for the training, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

- Date: Thursday, **July 16, 2020**
- Time: 1:00 p.m. to 3:30 p.m.

CLICK HERE TO REGISTER!

DMC-ODS Residential & Outpatient Documentation Trainings

- As a reminder, documentation trainings have been cancelled until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the "QM Training" tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx

The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS. Intended audience is QI/QA staff and program management.

- Date: Thursday, **July 23, 2020**
- Time: 10:00 a.m. to 11:30 a.m.

➢ **WebEx participation information will be sent by email prior to the meeting.**

All BHS Providers Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the BHS Providers Tele-Town Halls, which will be scheduled monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Update: Serious Incident Report (SIR) and Serious Incident Report of Findings Forms (SIROF)

- In an effort to improve Serious Incident and Findings Reporting for all County of San Diego providers, the Mental Health and SUD Quality Management Units have updated both forms, **to be used by all BHS providers effective August 1, 2020**
- Please refer to the QM Memo: Updated Serious Incident Report and Report of Findings, dated June 26, 2020, for a Summary of Changes, with forms and explanation sheets attached.
- The new SIR and SIROF forms will be located on the Optum website on the DMC-ODS page under the "SUDPOH" tab.
- We ask that all providers review the forms and explanation sheets prior to their effective date.
- If you have any questions regarding theses updates or completion of the forms, please direct them to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov

Update: Substance Use Disorder Providers Operations Handbook (SUDPOH)

- The latest revision of the SUDPOH and Summary of Changes are now available.
- Both are posted on the Optum website on the DMC-ODS page under the "SUDPOH" tab.
- Please review the changes and share the information with direct service staff as indicated.

Reminder: Level of Care Changes for Withdrawal Management (WM) clients

- Per CalOMS, clients changing levels of care from outpatient or residential to WM shall be discharged from their current LOC prior to admission to a WM site.
- After a client is discharged from WM, a new CalOMS admission is required for clients returning to outpatient or residential levels of care.

SanWITS Quarterly Users Group Meeting for Outpatient Providers – July 2020

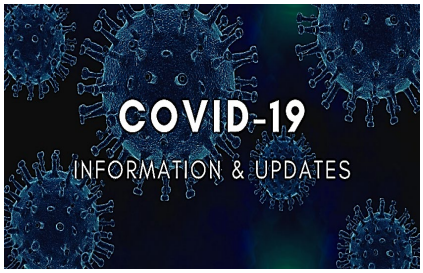
- Next meeting: Monday, Jul 20, 2020, at 9:00 a.m. – 11:00 a.m. (Outpatient Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP)
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
    - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Update: Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we are also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: www.regpacks.com/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive 2 emails on the morning of training between 8:30 AM – 8:45 AM
  - WebEx training orientation invitation
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the "Downloadable Forms" tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.



Reminder: Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

For local information and daily updates on COVID-19, please visit **www.coronavirus-sd.com**. To receive updates via text, send **COSD COVID19** to **468-311.**

Coronavirus Disease 2019 COVID-19

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**

Up To The Minute… SUD Provider Edition

August 2020

Documentation Skill-Building Workshop on Progress Notes via WebEx

- The BHS SUD QM team is pleased to announce the next Documentation Skill Building Workshop for August 2020. We are offering the 2-hour workshop on **Progress Notes**.
- Due to limited available seating for the training, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

- Date: **Tuesday, August 18, 2020**
- Time: 1:30 p.m. to 3:30 p.m.

CLICK HERE TO REGISTER!

DMC-ODS Residential & Outpatient Documentation Trainings

- As a reminder, documentation trainings have been suspended until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the "QM Training" tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx

The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS. The intended audience is QI/QA staff and management.

- ❖ Special Presentation on the upcoming System of Care (SOC) Application.
- ❖ Guest Presenter: Angie DeVoss (Privacy & Compliance Officer of COSD-HHSA) who will facilitate a discussion on 42 CFR updates.

- Date: **Thursday, August 27, 2020**
- Time: 10:00 a.m. to 11:30 a.m.

- ➢ **WebEx participation information will be sent by email prior to the meeting**.

All Behavioral Health Services Providers | COVID-19 Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur every other month. The next meeting will be in September.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Save the Date: SUD QM Annual DMC-ODS Training

The second annual SUD QM DMC-ODS Overview will take the place of the September SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the second year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- Date: **Thursday, September 24, 2020**
- Time: 9:00 a.m. to 12:00 p.m.

➢ **CLICK HERE TO REGISTER!**

Reminder: Substance Use Disorder Providers Operations Handbook (SUDPOH)

- The latest revision of the SUDPOH and Summary of Changes are now available.
- Both are posted on the Optum website on the DMC-ODS page under the "SUDPOH" tab.
- Please review the changes and share the information with direct service staff as indicated.

Update: Optum Website Changes

- The Optum site will be undergoing some changes to make communication, documents, and resources easier to find.
- Changes include adding new tabs, moving files, and archiving outdated documents.
- Currently, two new tabs are now available on the Optum site: Recovery Residences and Monitoring.
  - ➢ Recovery Residences - All current and future communication and documents will be available under the new tab.
  - ➢ Monitoring - All current and future communication and documents will now be posted under the new tab. Currently Medication Monitoring files are the only items available.

Reminder: Medication Monitoring for OTP programs to resume

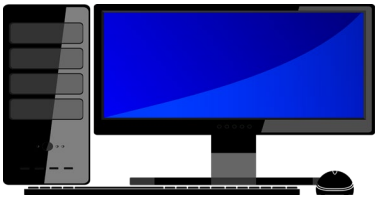
- Medication Monitoring for the period of July-Sept (Q1) to resume. Forms will be due by Oct. 15, 2020.
- Submit to QIMatters.HHSA@sdcounty.ca.gov or fax (619)236-1953
- All forms can be found on the new "Monitoring" tab on the Optum website.
- As a reminder, make sure that all the fields are completed, contract number, DMC provider number, discipline – put your license designation such as MD or LMFT. You may also put your job title.

Update: Department of Health Care Services (DHCS) Webinar

- DHCS created a new training for provider enrollment that is now available on their website.
- It provides an overview of the requirements to be enrolled, licensed, and certified.
- Follow the link- https://www.dhcs.ca.gov/Documents/Provider-Enrollment-Webinar-7-8-20.pdf

Reminder: Department of Health Care Services (DHCS) DMC-ODS Information and Resources

- Visit the California Department of Health Care Services webpages for Drug Medi-Cal Organized Delivery System (DMC-ODS) information and resources.
- Follow the link- https://www.dhcs.ca.gov/provgovpart/Pages/Drug-Medi-Cal-Organized-Delivery-System.aspx



Management Information Systems (MIS)

Reminder: Contact Screen

- A Contact screen is required for each contact with the client prior to admission to SanWITS.
- Do not click "Complete Review" until an Intake is ready to be completed.
- Only one contact needs to be linked to an Intake.
- A Client profile must be entered before a contact screen can be entered.
    - Currently minimum fields must be entered before user can save the client profile
        - Current First Name, Current Last Name
        - Birth First Name, Birth Last Name
        - Gender
        - DOB
        - SSN (99902 can be substituted if not available)
        - Disabilities
        - Primary Race/Ethnicity
        - Preferred Language
- **Coming Soon** - Client Profile is due to be modified allowing user to save with less data entered; however, all required fields will need to be completed before opening an Intake.

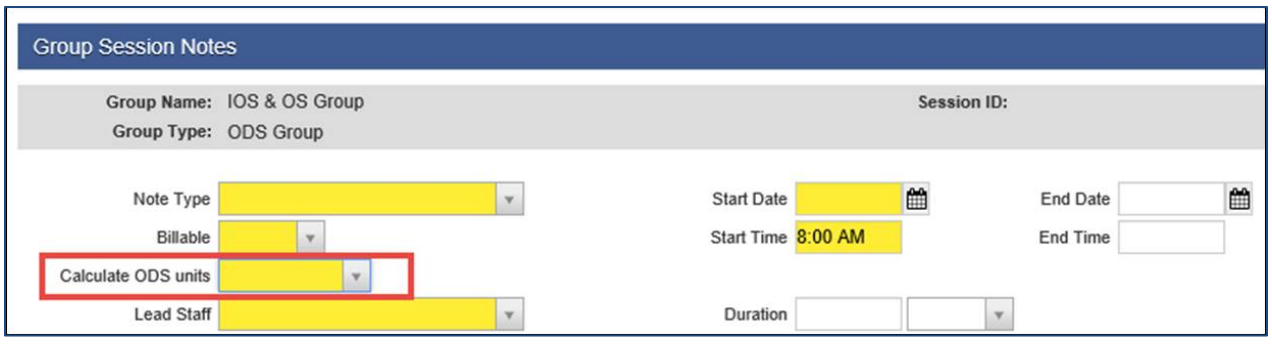
Reminder: NO Show Tracking Required

- It is required to create encounters for clients that have scheduled appointments and are NO SHOWS.
- ➢ NO SHOW is a scheduled appointment that the client missed.
    - For Outpatient, these appointments could be for Group Counseling, Individual Counseling, Case Management, or for Recovery services.
    - OTP programs, these appointments could be for Group Counseling, Individual Counseling, and/or Case Management.
    - For Residential programs, these appointments could be for Case Management, or Recovery Services.
    - NO SHOWS are part of the outcomes being tracked by EQRO.

Reminder: Outpatient and OTP Group Counseling

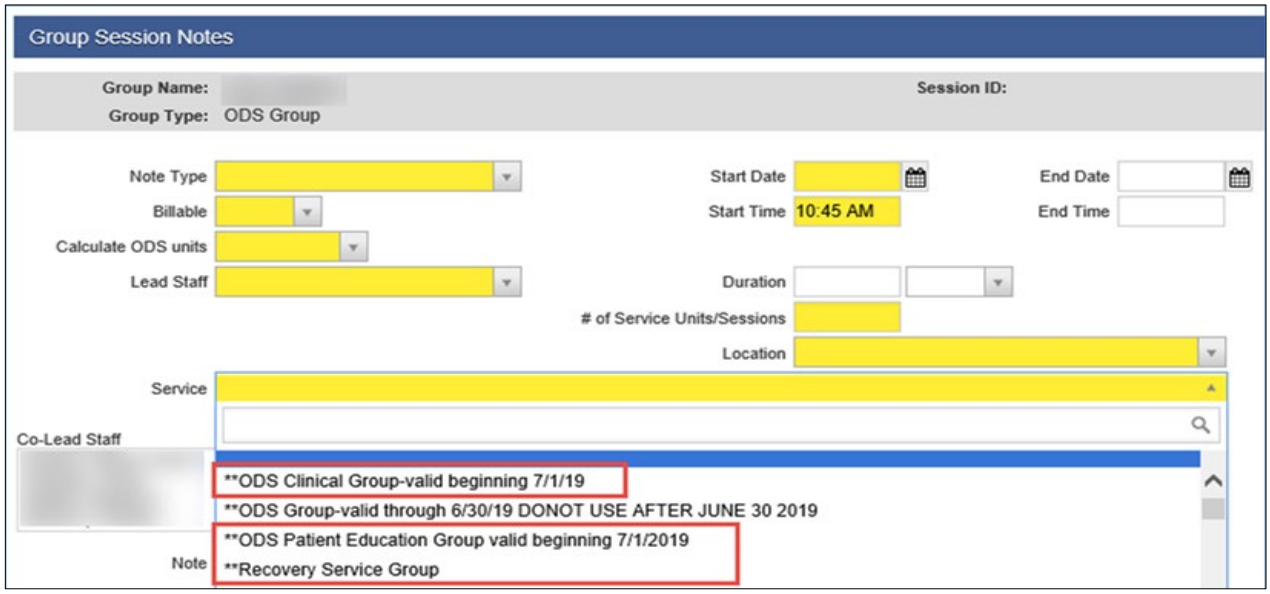
- Group Sessions should always be created through the Group Module.
- Encounters will have a Session ID # prepopulated from the group session indicating they were created through the group module.

OTP group services *Calculate ODS units* field should always be marked NO
Outpatient group services *Calculate ODS units* field should always be marked YES



There are only 3 *Service* options that should be used for Group Services.

- **ODS Clinical Group valid beginning 7/1/19
- **ODS Patient Education Group valid beginning 7/1/19
- **Recovery Service Group



- Always review the group **sign in sheet** for accuracy making sure all clients have been marked present or marked as a no show before creating encounters.
- If any of the group encounters have been ***Released to Bill*** no client should be added or removed from the group session.
- If a correction needs to be made after releasing even one encounter, follow these steps to prevent fraudulent billing:
    - Reject all claims from the claim item list for all the encounters included in the specific group session
    - Add a client to the group session by marking them present then creating their encounter and adding the client's individual documentation time
    - To remove a client - delete their encounter and mark them as a no show in the group session then create their encounter again as a no show, mark the note type non billable and finalize the encounter
    - Recheck the group sign in sheet for accuracy then release to bill all of the encounters from the group session
    - Questions? please contact SUD support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Field Based Services - "In the Community"

- Services conducted in the community – must be identified in SanWITS on the encounter by changing the contact type to "In the Community"
- Details regarding requirements for field based services including documentation can be found in the SUDPOH at: www.optumsandiego.com/ **OR** QIMatters at: QIMatters.HHSA@sdcounty.ca.gov

Update: Meeting to Discuss SanWITS EHR

- **Who:** All SUD Providers
- **What & Why:** As we continue efforts to plan for the SanWITS electronic heath record implementation we want to be sure to collect your input to help ensure it meets system needs. We will be having a meeting to update you on the enhancements coming to SanWITS, the timeline of these enhancements, and to give you the time and space to ask questions and provide input. Implementing an EHR is a significant effort and we want to make sure you are aware of the various enhancements and next steps.
- **When:** Wednesday, August 19th from 10:30 a.m. – 12:30 p.m., please save the date and join us.
- **Where:** An invite for a virtual meeting will go out soon with the agenda.

Update: EHR Assessments Coming

- Anticipating EHR training to begin in Nov-Dec of 2020.
- Providers will be contacted by MIS to initiate a staff training plan.
- Suggested: LPHAs trained first, so that they can review and sign off on assessments created by counselors.
- Training will be held virtually.
- Outpatient programs will be trained first, followed by Residential programs.

NOTE: If you would like to participate in our virtual monthly EHR provider meetings, please reach out to Cynthia Emerson at Cynthia.emerson@sdcounty.ca.gov to be added to the calendar invites.

Update: SSRS Report

- In an effort to standardize reporting, the *SSRS User* role is no longer available. This role was automatically replaced with the *SSRS Reader* role. Users will still be able to request reports by completing the SanWITS Report Request Form and returning it to SUD MIS Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- Users can access a tip sheet "SSRS – How to Run Reports and Save to Excel File" on the Optum website with instructions on how to access and generate a report template removing the need for SSRS formal trainings.
- To request a report, simply fill out the SanWITS Report Request Form, available on Optum's website under the "SanWITS" tab and return to: SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- **Link to SanWITS Report Request Form** (Select SanWITS tab and scroll down to form.) https://optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html#maincontent_tabctrl-10

SanWITS Quarterly Users Group Meeting for Residential Providers – Aug 2020

- Next meeting: Monday, Aug 17, 2020, at 9:00 a.m. – 11:00 a.m. (Residential Providers Only)
- RSVP please, WebEx invite will be sent.
- At least one representative from each facility is highly recommended.
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP)
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
    - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Important Reminder – Staff Profile Roles

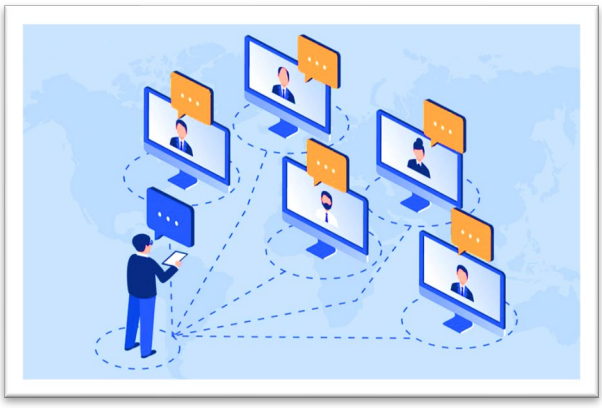
- Please check the *Administrative Staff – Data Entry* and/or *Administrative Staff – Encounters* boxes on the SanWITS user forms if you want your staff to have those roles after they complete training.

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: www.regpacks.com/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive 2 emails on the morning of training between 8:30 AM – 8:45 AM
  - WebEx training orientation invitation.
  - Trainer email with training materials, resources, and specific instructions for virtual class.
  - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the "Downloadable Forms" tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.

Reminder: Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we are also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training.



Billing Unit Notice and Reminders:

- SUD Programs must send the Evidence of Coverage (EOC) or Explanation of Benefits (EOB) to ADSBillingUnit.HHSA@sdcounty.ca.gov as soon as they receive from the insurance. company. Please do not forget to encrypt the email if it contains confidential information or PHI.
  - **Note:** The County has established a Transport Layer Security (TLS) email encryption or secured email connection with some programs. If your program has TLS, you are not required to manually encrypt your email.
- Please contact the Billing Unit if providers have not received a response within 90 days from the insurance after submitting claims.
- Please visit the Optum website under the "Billing" tab to view the newly posted tip sheets on OHC Claim Form (CMS 1500) Printing for:
  - Residential Case Management - BU Tip Sheet - Releasing Residential Case Management to OHC and Printing CMS 1500 Form
  - Outpatient - BU Tip Sheet - Releasing Outpatient to OHC and Printing CMS 1500 Form
  - **Note:** Please provide the SUD Billing Unit with any feedback if your program decides to print the CMS 1500 using SanWITS data.

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources

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Is this information filtering down to your counselors, LPHAs, and administrative staff?
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Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

Up To The Minute… SUD Provider Edition

September 2020

Documentation Skill-Building Workshop on Discharge & Care Coordination via WebEx

- The BHS SUD QM team is pleased to announce the next Documentation Skill Building Workshop for September 2020. We are offering the 2-hour workshop on Discharge & Care Coordination.
- Due to limited available seating for the training, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

- Date: **Wednesday, September 16, 2020**
- Time: 1:30 p.m. to 3:30 p.m.

Please **click here** to register!

DMC-ODS Residential & Outpatient Documentation Trainings

- As a reminder, documentation trainings have been suspended until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the "QM Training" tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

All Behavioral Health Services Providers | COVID-19 Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Reminder: Recovery Happens 2020

Recovery Happens 2020 is virtual this year and we invite you to join us to celebrate those on the journey of recovery and loved ones who support them. This event will feature inspirational messages of hope, a recovery countdown, speakers, and a musical performance.

- Date: **Saturday, September 12, 2020**
- Time: 10:00 a.m. to 11:30 a.m.

➢ Please click here to visit the Recovery Happens website with more information including a link to register. Participation is free.

SUD QM Annual DMC-ODS Training

The second annual SUD QM DMC-ODS Overview will take the place of the September SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the second year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- Date: **Thursday, September 24, 2020**
- Time: 9:00 a.m. to 12:00 p.m.

Please **click here** to register!

Root Cause Analysis Training recommended for PM and QI Staff

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the "whys and hows" of an incident without blame; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: **Wednesday, September 30, 2020**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: A WebEx link will be sent to all confirmed registrants. Audio capability will be required, video is optional.

To register, provide the following information to BHS-QITraining.HHSA@sdcounty.ca.gov

- ✓ Name of Person(s) attending with e-mail address for each individual
- ✓ Program Name and Program Manager with e-mail address

Update: DHCS Alcohol and/or Other Drug Program (AOD) Certification Standards Manual

- A new version of the California Department of Health Care Services (DHCS) manual is now available on the Optum website on the DMC-ODS page under the "Manual" tab.
- Changes were made effective July 1, 2020, to include:
  - Clarify that licensed adult residential facilities do not need approval for Incidental Medical Services to allow client access to medications for medicated assisted treatment (MAT).
  - Remove the maximum number of counseling hours for intensive outpatient services.
  - Specify client rights must include the right to take medications prescribed by a licensed medical professional; and
  - Require MAT training for staff of programs that choose to provide MAT.

Management Information Systems (MIS)

Important Reminder: Contact Screen

- A Contact is required for each contact with or about the client prior to being linked to an Intake/Admission.
- The contact could be from the client or another resource on behalf of the client.
- Contacts are being tracked for reporting purposes and should reflect accurate contacts before the Intake/Admission.

Reminder: Services Provided by Telehealth (simultaneous video and audio contact)

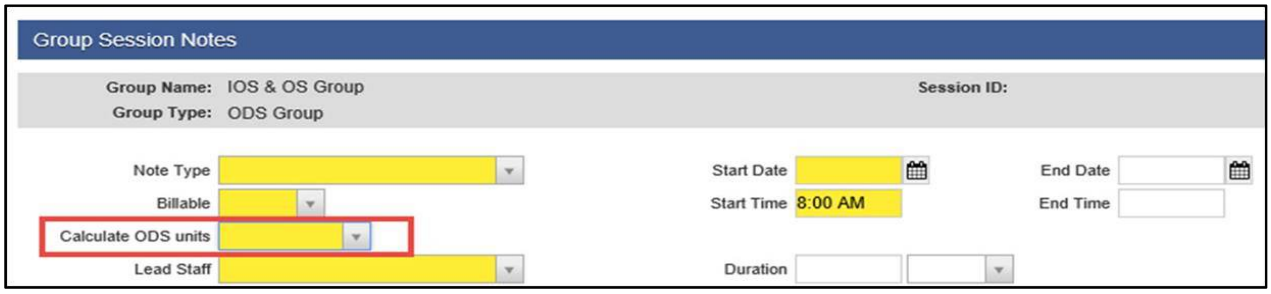
- Telehealth must be identified in two places on the SanWITS encounter
    1. Service Location – select Telehealth
    2. Contact Type – select Telehealth
- Residential programs do not use Telehealth option for Residential bed days. Bed Days should be entered the same as before the COVID.
- The only telehealth services for Residential would be for case management. Please consult QIMatters.

Reminder: Services Provided by Phone

- Service location – Select Non-Residential SUD Tx Facility **OR** Residential SUD Tx Facility (whichever is appropriate)
- Contact Type – Select Phone

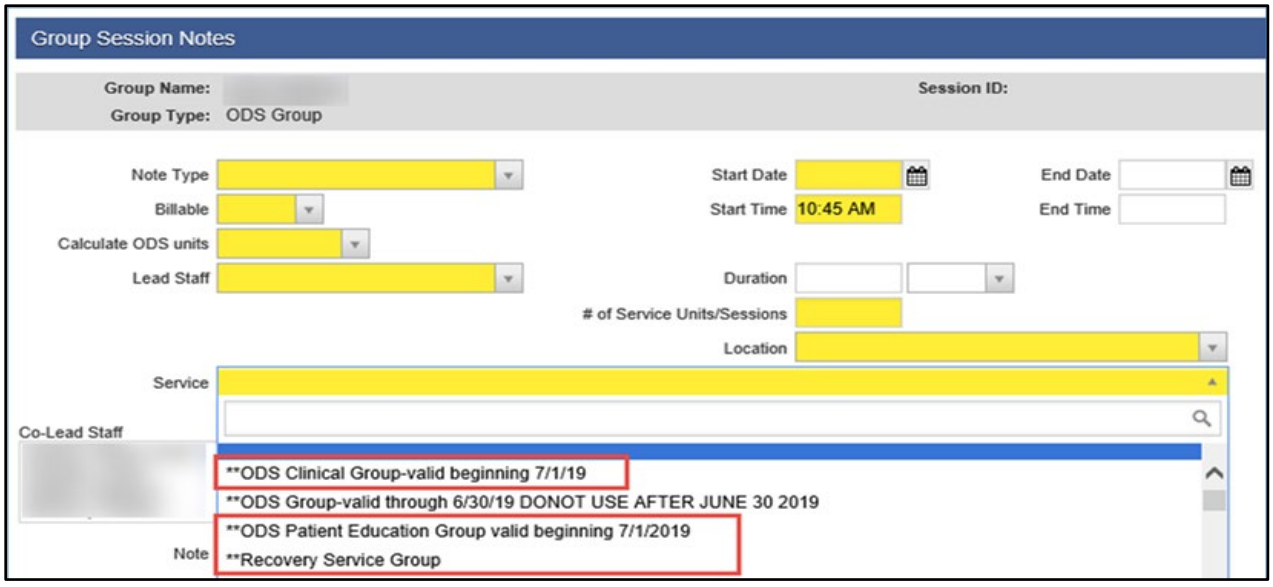
Important Reminder: Outpatient and OTP Group Counseling

- Group Sessions must be created through the Group Module.
- Encounters will have a Session ID# prepopulated from the group session indicating they were created through the group module.
- **OTP group services** *Calculate ODS units* field should always be marked **NO**
- **Outpatient group services** *Calculate ODS units* field should always be marked **YES**



There are only 3 *Service* options that should be used for Group Services

- **ODS Clinical Group valid beginning 7/1/19
- **ODS Patient Education Group valid beginning 7/1/19
- **Recovery Service Group



- Always review the group **sign in sheet** for accuracy making sure all clients have been marked present or marked as a no show before creating encounters.
- If any of the group encounters have been *Released to Bill* no client should be added or removed from the group session.
- If a correction needs to be made after releasing even one encounter, follow these steps to prevent fraudulent billing:
    - Reject all claims from the claim item list for all the encounters included in the specific group session
    - Add a client to the group session by marking them present then creating their encounter and adding the client's individual documentation time
    - To remove a client - delete their encounter and mark them as a no show in the group session then create their encounter again as a no show, mark the note type non billable and finalize the encounter.
    - Recheck the group sign in sheet for accuracy then release to bill all of the encounters from the group session.
    - Questions? please contact SUD support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

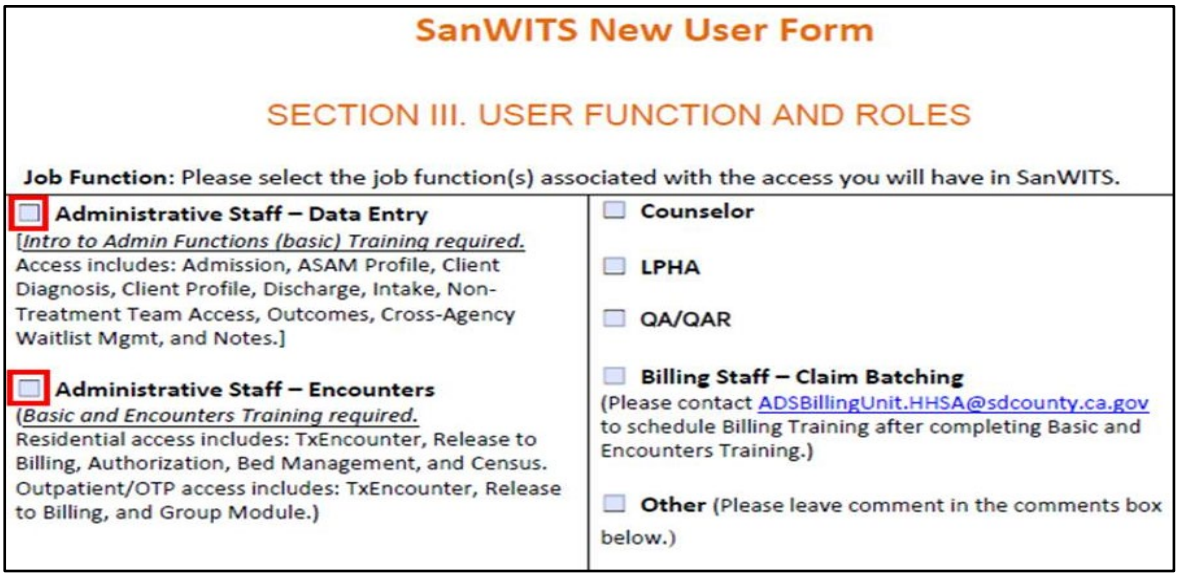
Update: EHR Assessments Coming

- Anticipating EHR training to begin in Nov-Dec of 2020
- Providers will be contacted by MIS to initiate a staff training plan.
- Suggested: LPHAs trained first, so that they can review and sign off on assessments created by counselors.
- Training will be held virtually.
- Outpatient programs will be trained first, followed by Residential programs.

NOTE: If you would like to participate in our virtual monthly EHR provider meetings, please reach out to Cynthia Emerson Cynthia.emerson@sdcounty.ca.gov to be added to the calendar invites.

User Forms Revision – Oct 2020

- Revised forms are anticipated to be uploaded to RegPack and Optum website by Oct 1, 2020.
- Last 4 digits of SSN will be required.
- DOB will be required.
- Reminder – Please check the *Administrative Staff – Data Entry* and/or *Administrative Staff – Encounters* boxes on the SanWITS user forms if you want your staff to have those roles after they complete training.



SanWITS New User Form

SECTION III. USER FUNCTION AND ROLES

Job Function: Please select the job function(s) associated with the access you will have in SanWITS.

☐ **Administrative Staff – Data Entry**
[*Intro to Admin Functions (basic) Training required.*
Access includes: Admission, ASAM Profile, Client Diagnosis, Client Profile, Discharge, Intake, Non-Treatment Team Access, Outcomes, Cross-Agency Waitlist Mgmt, and Notes.]

☐ **Administrative Staff – Encounters**
(*Basic and Encounters Training required.*
Residential access includes: TxEncounter, Release to Billing, Authorization, Bed Management, and Census. Outpatient/OTP access includes: TxEncounter, Release to Billing, and Group Module.)

☐ **Counselor**

☐ **LPHA**

☐ **QA/QAR**

☐ **Billing Staff – Claim Batching**
(Please contact ADSBillingUnit.HHSA@sdcounty.ca.gov to schedule Billing Training after completing Basic and Encounters Training.)

☐ **Other** (Please leave comment in the comments box below.)

Reminder: SSRS User role is no longer available

- In an effort to standardize reporting, the *SSRS User* role is no longer available. On 8/10/20, this role was automatically replaced with the *SSRS Reader* role. Users can still request reports by completing the SanWITS Report Request Form and returning it to SUD MIS Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- Users can access a tip sheet "***SSRS – How to Run Reports and Save to Excel File***" on the Optum website with instructions on how to access and generate a report template removing the need for SSRS formal trainings.
- To request a report, simply fill out the SanWITS Report Request Form available on Optum's website under the SanWITS tab and return to: SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- **Link to SanWITS Report Request Form** (Select "SanWITS" tab and scroll down to form) https://optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html#maincontent_tabctrl-10

SanWITS Quarterly Users Group Meeting for OTP Providers – Sep 2020

- Next meeting: Monday, Sep 21, 2020, at 9:00 a.m. – 11:00 a.m. (OTP Providers Only).
- RSVP please, WebEx invite will be sent.
- At least one representative from each facility is highly recommended.
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP).
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
    - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Virtual Trainings Provided

- Register online with RegPacks at:www.regpacks.com/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive 2 emails on the morning of training between 8:30 a.m. – 8:45 a.m.
    - WebEx training orientation invitation
    - Trainer email with training materials, resources, and specific instructions for virtual class
    - If staff do not receive emails by 9:00 a.m., email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
    - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types.
    - Residential Facilities - Bed Management & Encounter Training.
    - Outpatient / OTP Facilities – Group Module & Encounters Training.
- All required forms are located on the "Downloadable Forms" tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.**
- If you are unable to attend class, please cancel the registration as soon as possible.

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we are also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact:QIMatters.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**

Up To The Minute…

SUD Provider Edition

October 2020

Documentation Skill-Building Workshops and Licensed Practitioner of the Healing Arts (LPHA) Meeting

- The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer 2 more Documentation Skill Building Workshops and another LPHA meeting for the remainder of this year.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Recovery Services Workshop**
  - Date: **Wednesday, October 21, 2020**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – Please click here to register!

➢ **Withdrawal Management (WM) Workshop**
  - Date: **Wednesday, November 18, 2020**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – Registration information coming soon!

➢ **LPHA Meeting**
  - Date: **Wednesday, December 16, 2020**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – Registration information coming soon!

DMC-ODS Outpatient Documentation Trainings

- A review of DMC-ODS Outpatient Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

  - Date: **Friday, October 23, 2020**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Please click here to register!

  - Date: **Friday, November 13, 2020**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Registration information coming soon!

  - Date: **Friday, December 11, 2020**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Registration information coming soon!

DMC-ODS Residential Documentation Trainings

- A review of DMC-ODS Residential Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

    - Date: **Friday, October 30, 2020**
    - Time: 9:00 a.m. to 12:30 p.m.
    - Where: via WebEx – Please click here to register!

    - Date: **Friday, December 18, 2020**
    - Time: 9:00 a.m. to 12:30 p.m.
    - Where: via WebEx – Registration information coming soon!

Root Cause Analysis Training recommended for PM and QI Staff

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the "whys and hows" of an incident without blame; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: **Tuesday, November 10, 2020**
- Time: 12:30 p.m. to 3:30 p.m.
- Where**:** A WebEx link will be sent to all confirmed registrants.

To register, provide the following information to BHS-QITraining.HHSA@sdcounty.ca.gov

- ✓ Name of Person(s) attending with e-mail address for each individual
- ✓ Program Name and Program Manager with e-mail address

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS. The intended audience is QI/QA staff and management.

- ❖ Special Presentation: Optum will be providing a demonstration on SanWITS changes.

    - Date: **Thursday, October 22, 2020**
    - Time: 10:00 a.m. to 11:30 a.m.
    - Where: via WebEx – Please click here to register!

All Behavioral Health Services Providers | COVID-19 Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Update: Annual DMC-ODS Training

- PowerPoint slides are now available on the Optum website on the DMC-ODS page under the QM "Training" Tab.
- Slide #21 has been revised to reflect a correction in the data reported for OTP admissions.
- The original data included grandfathered OTP admissions for FY2018-19.
- The correction should reflect true OTP admissions showing a change to total admission.

Update: Disallowance Indicator

- The encounter screen in SanWITS has been updated with an indicator to report if the service is disallowed.
- Once the indicator is "yes", the end user will be required to select the corresponding disallowance reason.
- Effective immediately, use of the disallowance indicator shall be required for all FY2020-21 services identified as disallowed or non-billable.
- QM and other BHS teams will be monitoring the disallowance data reported to reconcile with ongoing monitoring.

Reminder: Medication Assisted Treatment (MAT) in Residential Treatment Facilities Toolkit

- Please feel free to reference the Medication Assisted Treatment (MAT) in Residential Treatment Facilities Toolkit, as it provides a basic overview of MAT.
- This MAT Toolkit is specific to counselors and can assist with providing information on how to help patients with MAT.
- Find it posted on the Optum website on the DMC-ODS page under the "Toolbox" tab.
- You can also find it online on the Californiamat.org website here.

New: Reporting Requirement – Self-identified Disallowances

- DHCS requires timely reporting of overpayments in writing with reason for overpayment within 60 calendar days after the overpayment was identified.
- QM created a process and tool all providers will use to report disallowances identified by the program monthly.
- QM will be reaching out to all providers to start the process with a tip sheet, instructions, and the tool for reporting.
- Tip sheet and tool are in the process of being posted to the Optum website under the "Monitoring" tab.

Management Information Systems (MIS)

Tired of encrypting emails to the County? Consider the Transport Layer Security (TLS) or better known as the "Tunnel"

- If your agency is interested in the TLS secure email tunnel with the County, please reach out to Pilar Miranda at pilar.mirand@sdcounty.ca.gov for setup.
- This process takes approximately two weeks.

Unfinished Client Activities Report

- Unfinished Client Activities Report should be run twice a month, before the 1st and the 15th, to ensure all records are submitted to CalOMS.
- Unfinished records DO NOT get included in the CalOMS extract and would become non-compliant.

Diagnosis with DSM-5 Descriptors Deadline December 31, 2020

- Beginning February 1, 2020, ICD-10 codes with DSM-5 descriptors were added to SanWITS
- These codes were to be used for all new clients with a transition period to change over existing client diagnosis.
- **December 31, 2020** is the new date established for expiring the old ICD-10 codes with ICD-10 descriptors in SanWITS.
- Only ICD-10 diagnosis with DSM-5 descriptors will be billable on January 1, 2021 going forward.
- Please ensure all diagnosis codes have been changed to reflect the DSM-5 descriptors to avoid any negative billing impacts.
- Please run the SSRS report "F-Diagnosis without DSM-5 Descriptors" that was developed to identify any outstanding diagnosis that have not been changed.
- Tip sheet can be located on the Optum website.

Don't Forget: Reports Available in SSRS Provider Reports Folder (under Paginated Reports)

- F-Diagnosis without DSM-5 Descriptors
- Telehealth Services (for QSR Reporting)
- Telephone Services
- Client Leave Report
- Non-Billable Encounters (New Report)
- Encounters not Released
- Encounters per Rendering Staff Report
- TUOS Claim Details Report
- TUOS Claim Summary
- F-Residential Bed Day Claim Summary
- SanWITS Data Entry Standards Report
- Vulnerable Populations for COVID Screening
- F-Bed Management (used for residential capacity)

Treatment Team in SanWITS

- The client's treatment team should include at least the primary counselor and case manager.

Services Provided by Telehealth (simultaneous video and audio contact)

- Telehealth must be identified in two places on the SanWITS encounter
  - Service Location – select Telehealth
  - Contact Type – select Telehealth
- **Residential programs do not use Telehealth option for Residential bed days.** Bed Days should be entered the same as before COVID.
  - The **only** telehealth services for **Residential** would be for **case management**. Please consult QIMatters.

Services Provided by Phone

- Service location – Select Non-Residential SUD Tx Facility **OR** Residential SUD Tx Facility (whichever is appropriate).
- Contact Type – Select Phone

Courtesy Dosing Reminder (OTP Providers Only)

- Do **NOT** enter a CalOMS Admission or Discharge for Courtesy Dosing episodes.
- Questions: Please contact SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Updated Oct 1, 2020 to 20.4.5 version and will reflect the following changes.

- Please see the two attachments – SanWITS Billing Enhancements and SanWITS Screen Enhancement (email was sent on September 30, 2020).
- Attachments are in the process of being posted to the Optum website.

Summary of changes:

1. Program Enrollment - the perinatal field will only appear on the program enrollment for certified perinatal facilities and if the client is female.
2. Encounter screen – the Pregnant /Postpartum field will now default to yes and be read only if the perinatal field is marked yes on the program enrollment. If the perinatal field on the program enrollment is marked no, the pregnant/postpartum field will be blank, and the user will be required to select yes or no.
3. Methadone Encounters – an error will occur to prevent entering an encounter for consecutive days if the client turns 21 during the span of days.
4. Client Profile – Client address will be required. Please start entering the client address on the client profile, so you will not have the burden of entering all client addresses at once
5. Encounter screen - Additional MAT Split Dosing will soon be available
6. Intake screen – Additional closure reasons have been added
7. Intake screen – Source of Referral field will now be editable if a mistake is made
8. Client Profile – the CalOMS gender field will be relabeled to sex, and there will be an additional field labeled Gender Identity
9. Client Profile – Place of birth field will now populate the State field if a county is selected, If other is selected the user will need to add the State
10. Annual Update – New Error message to prevent annual updates from being processed before the 10th month from the admission or the previous annual update in the case of multiple annual updates

SanWITS Quarterly Users Group Meeting for Outpatient Providers – Oct 2020

- Next meeting: Monday, Oct 19, 2020, at 9:00 a.m. – 11:00 a.m. (Outpatient Providers Only)
- RSVP please, WebEx invite will be sent.
- At least one representative from each facility is highly recommended.
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP).
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
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Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
  Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

Update: New Billing documents available on Optum

- The following documents have been added to the Optum website on the DMC-ODS page under the "Billing" tab:
  - DHCS 100186 or Claim Submission Certification Form (a.k.a. billing certification)
  - DHCS 100186 Instructions
  - SUD Billing Matrix
  - Claim Item Hold Reasons

User Access Forms Revision – Oct 2020

- Revised forms are uploaded to RegPack and Optum website.
- Last 4 digits of SSN and DOB are required for all staff.
- The old forms will not be accepted after Oct 1, 2020.
- For existing staff, a spreadsheet template was sent on Sep 22, 2020 requesting staff name, last 4 digits of SSN and DOB. This form should be returned by Oct 15, 2020.
- Questions please contact the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Outpatient Programs – EHR Clinical Documentation Training

- Anticipated EHR training to begin Nov of 2020 for Outpatient Programs.
- Be on the lookout for MIS to initiate a staff training plan for your program.
- Trainings will be conducted virtually.
- LPHAs should be trained first, so they can review and sign off on assessments created by counselors.
- LPHAs and counselors can be mixed in the same classes.

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- Register online with RegPacks at: www.regpacks.com/dmc-ods
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  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient / OTP Facilities – Group Module & Encounters Training
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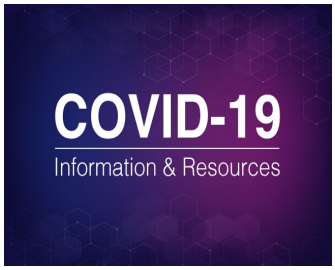

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Communication

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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**

Up To The Minute…

SUD Provider Edition

November 2020

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Outpatient**
- Date: **Friday, November 13, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Click here to register!

- Date: **Friday, December 11, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Registration information coming soon!

➢ **Residential**
- Date: **Friday, December 18, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Registration information coming soon!

Documentation Skill-Building Workshop and Licensed Practitioner of the Healing Arts (LPHA) Meeting

- The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer 1 more Documentation Skill Building Workshop and LPHA meeting for the remainder of this year.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Withdrawal Management (WM) Workshop**
- Date: **Wednesday, November 18, 2020**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – Click here to register!

➢ **LPHA Meeting**
- Date: **Wednesday, December 16, 2020**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – Registration information coming soon!

All Behavioral Health Services Providers | COVID-19 Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

  - Date: Monday, **November 16, 2020**
  - Time: 2:00 p.m. to 3:30 p.m.
  - Where: via WebEx – Click here to register!

SUD Provider Quality Improvement Partners (SUD 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 Management, 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, **December 10, 2020** (There will be no meeting in November)
  - Time: 10:00 a.m. to 11:30 a.m.
  - Where: WebEx participation information will be sent by email prior to the meeting.

Reminder: Transition of Medi-Cal Rx to Fee-for-Service Delivery System

- Beginning January 1, 2021, Medi-Cal pharmacy benefits will be transitioned to, and administered through, the fee-for-service delivery system for all Medi-Cal beneficiaries (generally referred to as "Medi-Cal Rx").
- The Department of Health Care Services (DHCS) has partnered with Magellan Medicaid Administration, Inc. (Magellan) to provide a wide variety of administrative services and supports for Medi-Cal Rx.
- **DHCS PAVE Registration**: Ordering, Referring, and Prescribing (ORP) providers must be enrolled in the DHCS Provider Application and Validation for Enrollment (PAVE) system.
- For more information, see the memo on this topic dated October 21, 2020 on the Optum website, on the DMC-ODS page, under the "Communications" tab.

Reminder: Narcotic Treatment Program (NTP) guidance on new Title 9 Regulations for Hepatitis C, Fentanyl, and Oxycodone laboratory testing on admission.

- Effective July 1, 2020, Title 9 regulations were amended to require NTP Providers to test for Hepatitis C, Fentanyl and Oxycodone as part of the admission process.
- These regulations are currently in effect.
- On July 16, 2020, the Licensing and Certification Division of DHCS issued a letter for Temporary Blanket Exceptions for 6 months for NTP providers who needed additional time to "ramp up" their operations. For those NTP providers, they will be required to be in compliance by January 1, 2021.
- If NTP programs have already been doing this testing, no further action is required.
- For Audit protection, NTP programs not currently testing should document the reason in your progress note. It is adequate to reference the Temporary Blanket Exception letter in your documentation.

Update: Serious Incident Report (SIR) and Serious Incident Report of Findings (SIROF)

- The SIR and SIROF have been updated to be Form Fill, which allows more room for documentation to be added.
- Additionally, the following changes have been made to the forms:
  - Addition of the following incident types:
    - ✓ "the event has resulted in death on program's premises"
    - ✓ "the event has resulted in serious physical injury on program's premises"
    - ✓ "the event is associated with a significant adverse deviation from the usual process for providing behavioral health care"
  - Incident item #14 changed to state "which may require hospitalization"
  - The requirement of a "wet signature" has been removed from both forms.
- The effective date for use of these forms is **November 01, 2020.**

Update: Provider Services Guide

- A revised Provider Services Guide and Summary of Changes are now available on the Optum website on the DMC-ODS page under the "Manuals" tab.
- The goal of the guide is to provide details for billable services and requirements associated with billing for those services.

Update: Transitional Care Services (TCS)

- Expanded for outpatient levels of care to include individual services for assessments, crisis, collateral as well as case management.
- Residential levels of care continue to use case management for assessment, collateral, crisis, and case management.
- Initial assessment shall include Initial Level of Care assessment form.
- Refer to the memo posted on the Optum website under the "Communications" tab, and the tip sheet under the "SanWITS" tab for more information.

Reminder: Reporting Requirement – Self-identified Disallowances

- DHCS requires timely reporting of overpayments in writing with reason for overpayment within 60 calendar days after the overpayment was identified.
- QM created a process and tool all providers will use to report disallowances identified by the program monthly.
- QM will be reaching out to all providers to start the process with a tip sheet, instructions, and the tool for reporting.
- A tip sheet is posted on the Optum website, on the DMC-ODS page, under the "Monitoring" tab.

New: Disallowed Services – Corrective Action Steps

- New tip sheet detailing steps required to disallow services as it relates to QM monitoring.
- Includes new requirement for updating encounters with the disallowed indicator and reason for disallowance.
- Find the tip sheet posted on the Optum website, on the DMC-ODS page, under the "Monitoring" tab.

Update: Program Integrity Webinar

- The Program Integrity webinar has been updated and is available on the Optum website, on the DMC-ODS page, under the "QM Training" tab.
- It is also accessible through the BHS website on the DMC-ODS Quick Reference Training Guide.

Reminder: DMC-ODS Training Webinars and Certificates of Completion

- The SUD-QM team has developed a series of training webinars that providers can use to assist with the training and development of staff rendering services in the DMC-ODS.
- The training webinars are located on the Optum Website, on the DMC-ODS page, under the "QM Training" tab.
- The following training webinars are the only ones available for Certificates of Completion:
    - Beneficiary Rights Presentation
    - Program Integrity
    - Module 1: Intro to the DMC-ODS
    - Module 2: Medical Necessity
    - Module 3: Treatment Planning within SUD
    - Module 4: SUD Services in Residential
    - Module 5: SUD Services in Outpatient
    - Module 6: Progress Notes Documentation
    - Module 7: Discharge and Care Coordination
    - Module 8: Recovery Services
    - Module 9: Withdrawal Management
    - Module 10: Case Management

- Once you have completed all applicable training webinars, please send one request for your Certificates of Completion to the following email address: QIMatters.HHSA@sdcounty.ca.gov.
- Once your attendance is confirmed, you will be sent a Certificate of Completion for each training webinar you complete.
- Please note: Certificates of Completion will only be issued for those training webinars managed by QM (see list above).
- All other training webinars completed outside the DMC-ODS will need to be tracked internally by your Program Manager.

Update: Ongoing Optum Cleanup

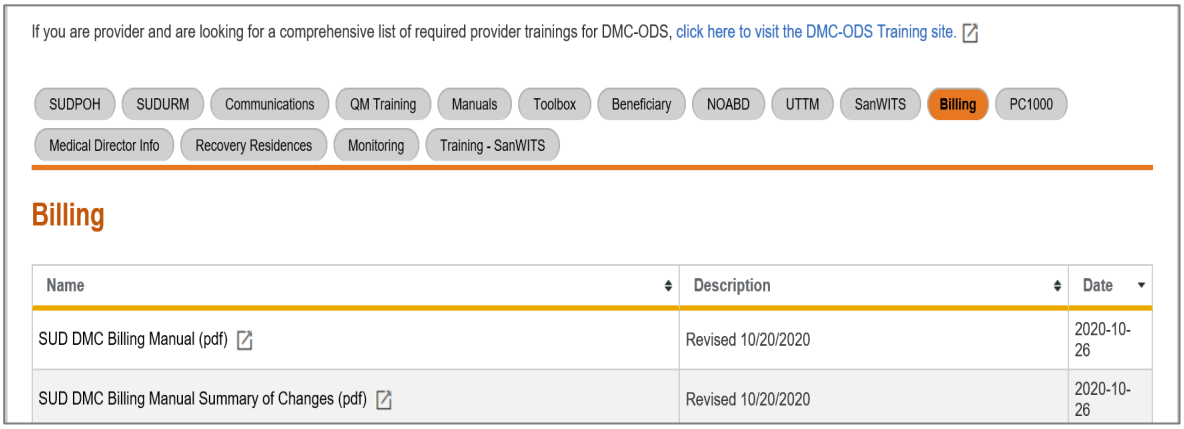
- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.
- The "QM Monitoring" tab is in the process of being updated to remove outdated trainings and webinars. And examples of documentation will be attached to a corresponding webinar.

Reminder: Retroactive or Late Billing:

- Drug Medi-Cal claims are late when submitted to billing after six months from the end of the month of service.
- Claims submitted outside the 6-month period must have a good cause or valid delay reason code (DRC) from the program.
- Programs must contact the BHS-SUD Billing Unit when billing beyond 6 months for further assistance.
- SanWITS will require the user to complete three (3) required billing fields per claim to successfully create a claim batch.
- For more information on late billing, please refer to SUD DMC Billing Manual -revised 10/2020.

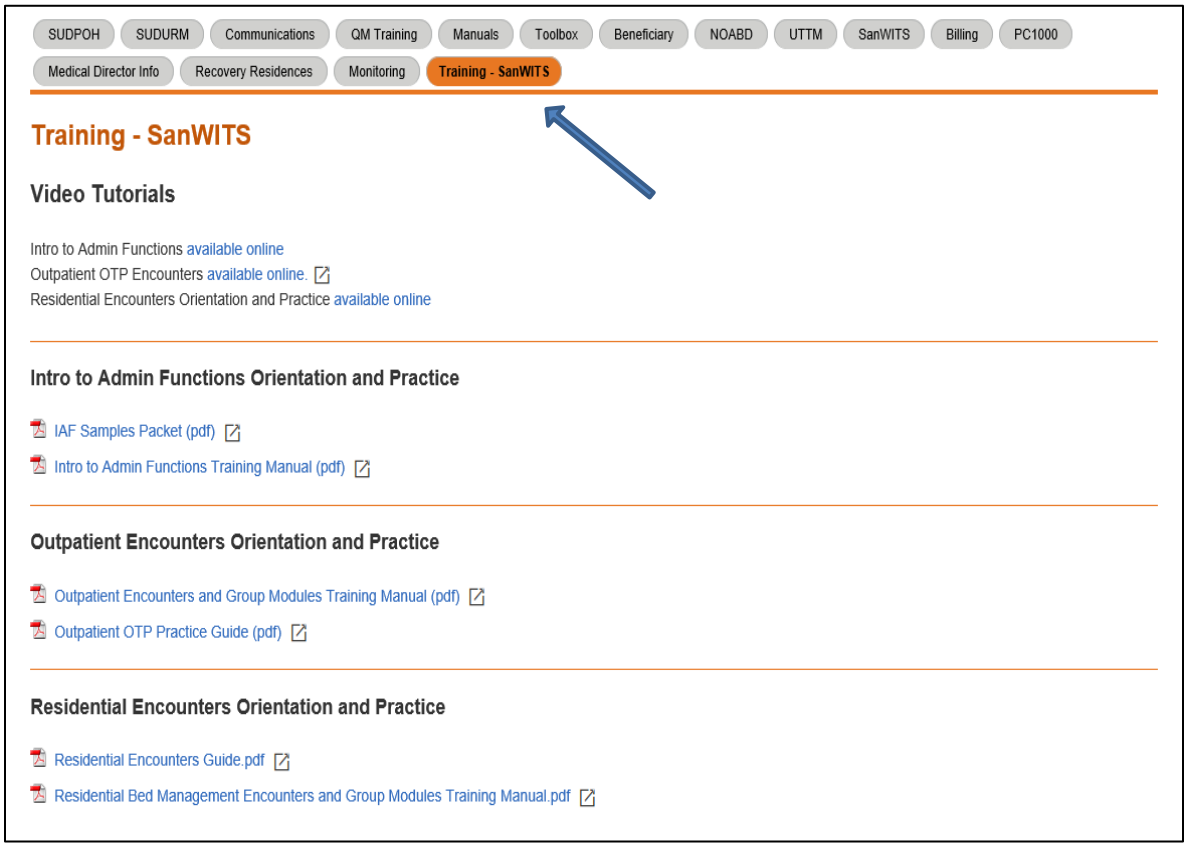
Update: SUD Billing Manual

- The revised SUD DMC Billing Manual (a.k.a. **DMC Organization Providers Billing Manual)** is now available on the Optum website, on the DMC-ODS page, under the "Billing" tab.
- This manual provides information or guidance to SUD providers on important DMC-ODS billing policy, decision, and billing procedures.
- You can also find the SUD Billing Manual's Summary of Changes on Optum under the "Billing" tab.



Good news! SanWITS Training Tab on Optum

- SanWITS Training now has its own tab on the Optum website.
- Please check it out at https://www.optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html.
- The training manuals have been removed from the SanWITS tab and moved to the new tab. See screen shot below.



New: Opioid Treatment Program (OTP) Clinical Documentation Guidelines

- We recently created a guideline for our OTP programs.
- The OTP guidelines are now posted on the Optum website, on the DMC-ODS page, under the "Toolbox" tab.

Revised Tip Sheets Posted to Optum

- Non-BHS Contracted Client PE CalOMS Reporting rev 2020.10.22
- Transitional Care Services (TCS) Program Enrollment rev 2020.09.23
- Courtesy Dosage PE 2020.10.22

SSRS Report (Under Paginated Reports)

- F-Voided Claims (For Providers)

Time is nearing…Diagnosis with DSM-5 Descriptors Deadline December 31, 2020

- Beginning February 1, 2020, ICD-10 codes with DSM-5 descriptors were added to SanWITS
- These codes were to be used for all new clients with a transition period to change over existing client diagnosis.
- **December 31, 2020** is the new date established for expiring the old ICD-10 codes with ICD-10 descriptors in SanWITS.
- Only ICD-10 diagnosis with DSM-5 descriptors will be billable on January 1, 2021 going forward
- Please ensure all diagnosis codes have been changed to reflect the DSM-5 descriptors to avoid any negative billing impacts.
- Please run the SSRS report "F-Diagnosis without DSM-5 Descriptors" that was developed to identify any outstanding diagnosis that have not been changed.
- Tip sheet can be located on the Optum website.

SanWITS Quarterly Users Group Meeting for Residential Providers – Nov 2020

- Next meeting: Monday, Nov 16, 2020, at 9:00 a.m. – 11:00 a.m. (Residential Providers Only)
- RSVP please, WebEx invite will be sent.
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP)
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
    - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

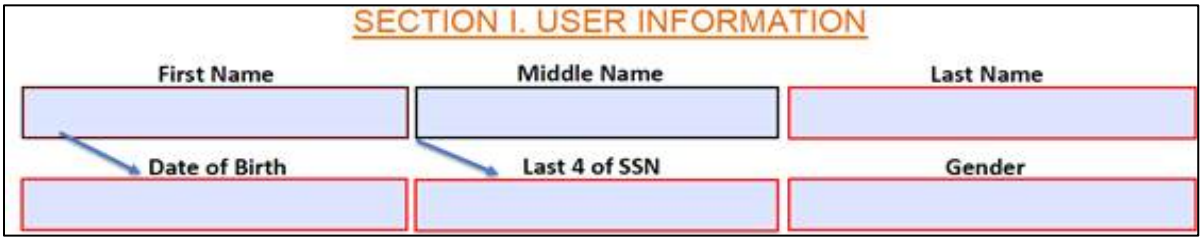
Billing Unit - SanWITS Billing Classes

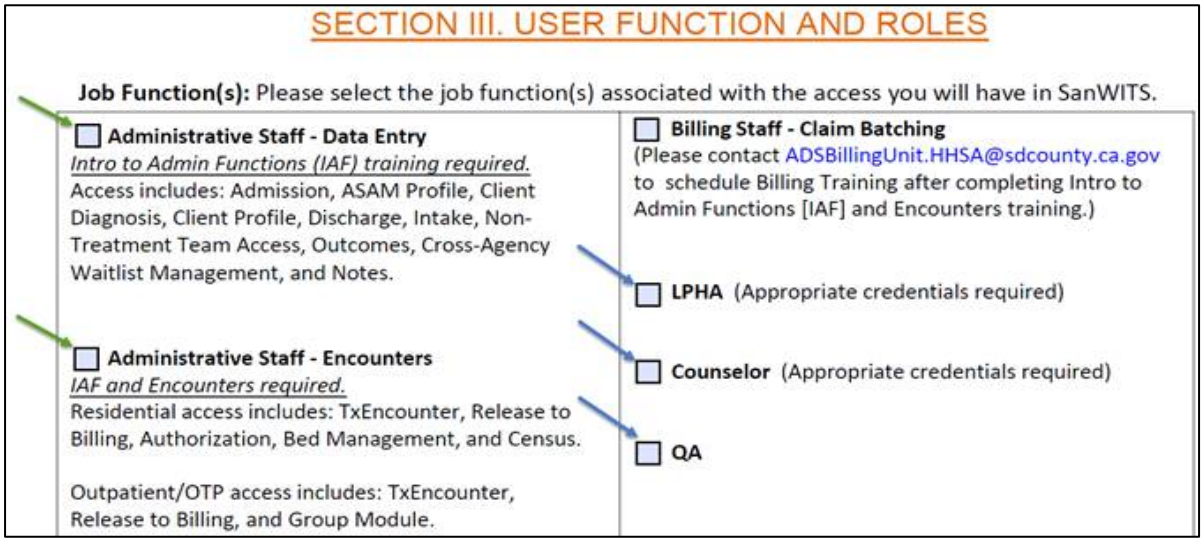
- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.

- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

New User Form Changes effective Oct 9, 2020

- Updated (10-9-20) versions of the **New User Form** and **Modification/Termination Form** available on Optum's website under the SanWITS tab, and on RegPack.
- Link to Optum's Website: https://optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html#maincontent_tabctrl-10
- Notable changes are in section I and III:
  - New field to capture date of birth (DOB).
  - New field to capture the last 4 of Social Security Number (SSN).
  - Updated boxes to select roles for *Counselor, LPHA,* and *QA*. (see 2nd screenshot)





- **Reminder –** Please check the **Administrative Staff – Data Entry** and/or **Administrative Staff – Encounters** boxes on the SanWITS User form in Section III as shown above. After successful completion of training, roles are assigned by what is marked on the User form.

Reminder – *SSRS User* role is no longer available

- In an effort to standardize reporting, the ***SSRS User*** role is no longer available. On 8/10/20, this role was automatically replaced with the ***SSRS Reader*** role. Users can still request reports by completing the SanWITS Report Request Form and returning it to SUD MIS Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- Users can access a tip sheet "***SSRS – How to Run Reports and Save to Excel File***" on the Optum website with instructions on how to access and generate a report template removing the need for SSRS formal trainings.
- To request a report, simply fill out the SanWITS Report Request Form, attached here or available on Optum's website under the SanWITS tab and return to: SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- **Link to SanWITS Report Request Form** (Select SanWITS tab and scroll down to form.) https://optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html#maincontent_tabctrl-10

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: www.regpacks.com/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive 2 emails on the morning of training between 8:30 AM – 8:45 AM
  - WebEx training orientation invitation
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the "Downloadable Forms" tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.**
- If you are unable to attend class, please cancel the registration as soon as possible.

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

For local information and daily updates on COVID-19, please visit **www.coronavirus-sd.com.** To receive updates via text, send **COSD COVID19** to **468-311.**

Coronavirus Disease 2019 COVID-19

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**

Up To The Minute…

SUD Provider Edition

December 2020

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Outpatient**
- Date: **Friday, December 11, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Please click here to register!

➢ **Residential**
- Date: **Friday, December 18, 2020**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Please click here to register!

DMC-ODS Licensed Practitioner of the Healing Arts (LPHA) Meeting

- The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer an LPHA meeting as an opportunity for discussion and sharing of ideas on the role of the LPHA, including documentation of medical necessity.
- LPHAs who attend this webinar will learn ways to improve the clinical quality of documentation, such as the Documentation Determination Note (DDN), and will benefit from open dialog on how to perform the responsibilities of an LPHA effectively and efficiently.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **LPHA Meeting**
- Date: **Wednesday, December 16, 2020**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – Please click here to register!

All Behavioral Health Services Providers | COVID-19 Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

SUD Provider Quality Improvement Partners (SUD 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 Management, 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, **December 10, 2020**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx - Please click here to register!

Reminder: Serious Incident Report (SIR) – calling into SIR Line

- When calling into the SIR Line please keep in mind:
  - Follow the instructions and provide the needed information such as name program, caller, phone number, name of client, UCN for client, when incident occurred and brief details of the incident.
  - Furthermore, please speak slowly and clearly so that this information can be recorded and reviewed by QM. If the information cannot be understood, there runs a risk of the inability to follow up or know to whom we should follow up with.

Update: System of Care Application (SOC) - Registration

- The SOC Application is a web application designed as a one-stop shop for providers to access and submit all documentation required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs.
- The SOC Application will also be used to view, verify, and update your program's Network Adequacy Certification Tool (NACT) data and Provider Directory information.
- Having one portal to manage all Mega-Reg requirements will streamline workflow and enhance accuracy of the submitted information. It will also reduce administrative burden and redundancy by combining several separate submissions into one system.
- Program managers and service providers **must first register** through Optum in order to access the SOC Application.
- **To register:** visit www.OptumSanDiego.com and click on the "Register" link on the upper right corner of the webpage.
- To access a Registration Tip Sheet: visit the BHS Provider Resources page at www.OptumSanDiego.com and click on the "Optum San Diego Registration Tip Sheet" link towards the bottom of the page. You may also click here to access the tip sheet directly.
- Once registration is approved by the Optum Support desk, you will be able to access your profile and site attestation. Profile and site attestations should be completed via the SOC application now, and again prior to the next NACT submission due April 2021.
- A memo regarding the SOC Application with additional details was emailed to BHS providers on 11/23/2020. It has also been posted to www.OptumSanDiego.com under the "Communications" tab. You may also click here to access the memo directly.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.

Reminder: Services Rendered after CalOMS Discharge Date

- Due to CalOMS rules that require the discharge to be backdated to the last face to face or phone contact with the client, there can be services rendered that appear to be after the discharge date.
- Historically the post-discharge services were considered not billable or disallowed.
- Effective immediately, these services should be billed as long as these services meet the clinical standards for billing.
- The TCS program enrollment should be used to bill these services.
- For more information on TCS, please review the TCS Memo and the Provider Services Guide.

Reminder: Required Trainings

- Reminder that Relapse Prevention, Motivational Interviewing, and Case Management trainings are not required annually.
- Please avoid retaking trainings annually, as this is preventing others from taking these trainings to meet their own training requirements.
- See the DMC Required Trainings page for more information about which trainings are frequency requirements, due dates, and where to find trainings.
- Additional trainings are located here.

Reminder: DMC-ODS Training Webinars and Certificates of Completion

- The SUD-QM team has developed a series of training webinars that providers can use to assist with the training and development of staff rendering services in the DMC-ODS.
- The training webinars are located on the Optum Website, on the DMC-ODS page, under the "QM Training" tab.
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Update: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.
- The "QM Training" tab is in the process of being updated to remove outdated trainings and webinars. And examples of documentation will be attached to a corresponding webinar.

SanWITS Encounter - New Disallowance and Reason Field

- Steps to follow when a service is disallowed

Option 1 – Encounter has not been released

- Edit Encounter
  - Note Type field = Non-Billable
  - Billable field = No
  - Disallowed = Yes
  - Disallowance Reason = select appropriate reason from drop down menu
  - Medi-Cal Billable = No
  - Finalize Encounter

Option 2 – Encounter has been released, but Not batched

- Claim Item List - Reject Back to the encounter
- Edit Encounter
  - Follow the steps above in Option 1 to correct

Option 3 – Encounter has been released, batched, and submitted to the Clearing House (outpatient) or Gov Contract (residential) but not billed.

- Contact the billing unit for assistance with backing out the disallowed claim ADSBillingUnit.HHSA@sdcounty.ca.gov
- Edit Encounter (will be read only except two fields)
  - Disallowed = Yes
  - Disallowance Reason = select appropriate reason from drop down menu

Option 4 – Encounter has been released, batched, and billed

- Follow the steps for Payment Recovery Process located in the Billing Manual located on the Optum website
- Edit Encounter (will be read only except two fields)
  - Disallowed = Yes
  - Disallowance Reason = select appropriate reason from drop down menu
- See Optum "Monitoring" tab for further details or contact QIMatters at QIMatters.HHSA@sdcounty.ca.gov

Reminder - Diagnosis with DSM-5 Descriptors Deadline December 31, 2020

Change: Residential Bed Day Encounters created through the Census

- Encounters created through the Census populate the encounter Note Type with Bed Management Census Note.
- **New** - Note type no longer needs to be changed to DMC Billable or County Billable.
- Please continue changing the note type to Non-Billable if the service is disallowed, and mark the Disallowed field Yes, and add the Disallowance Reason.
- Questions – contact the SUD support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

OTP Providers and Medi-Medi Clients

- Encounters should be entered in SanWITS for Medi-Medi clients
- **Do not enter Non-Billable on the Note Type for Medi-Medi clients**
- Please refer to instructions provided by the Billing Unit

Reminder to run the Unfinished Client Activities Report

- Unfinished Client Activities Report will identify client records that are *"In Progress"* on the Client Activity List.
- **Why this is important** – If the client record remains "*In Progress*", it will not be submitted to CalOMS and will become noncompliant with the state.
- Report is located under "Reports" on the SanWITS Menu Pane.
- It is recommended to run the report twice a month, before the 1st and 15th, to ensure all CalOMS records get uploaded to the State on time.

NOTE: For clients with an OS, IOS, OTP, 3.1, 3.2, 3.5, or Non-BHS Program Enrollment, the Intake and Client Profile must be completed before the completed CalOMS Admission, Discharge, or Annual Updates will upload to the State.

Reminder to use the updated version of the New User Form and Modification/Termination forms

- Available on Optum and on RegPack

SanWITS Quarterly Users Group Meeting for OTP Providers – Dec 2020

- Next meeting: Monday, Dec 21, 2020, at 9:00 a.m. – 11:00 a.m. (OTP Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
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  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 a.m., email SanWITSTraining.HHSA@sdcounty.ca.gov to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
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- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment**
- If you are unable to attend class, please cancel the registration as soon as possible.

Resources:

Optum - http://optumsandiego.com/
Billing Unit - ADSBillingUnit.HHSA@sdcounty.ca.gov
MIS Support - SUD_MIS_Support.HHSA@sdcounty.ca.gov
SanWITS Training Registration - www.regpacks.com/dmc-ods
CalOMS Tx Data Collection Guide - CalOMS_Tx_Data_Collection_Guide_Jan_2014.pdf
SanWITS - SanWITS
SSRS Report Request Form - SanWITS SSRS Report Request Form.pdf

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

For local information and daily updates on COVID-19, please visit **www.coronavirus-sd.com.** To receive updates via text, send **COSD COVID19** to **468-311.**

Coronavirus Disease 2019
COVID-19

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

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

Up To The Minute…

SUD Provider Edition

January 2021

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Outpatient**
  - Date: **Friday, January 22, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Please click here to register!

➢ **Residential**
  - Date: **Friday, February 12, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Look for registration information coming soon!

Documentation Skill Building Workshops

- In January, BHS SUD QM will be offering the first skill building workshop in the new year. We will be focusing on Treatment Plans and discussion will include a review of the various types of Treatment Plan forms and instructions.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Treatment Planning**
  - Date: **Wednesday, January 20, 2021**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – Please click here to register!

QM Tip of the Month

DHCS has indicated that the physical examination must be documented under the GOAL section of the treatment plan not the ACTION STEPS. A treatment plan that does not include this as a goal would not be in compliance and would be subject to disallowances.

All Behavioral Health Services Providers | COVID-19 Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

SUD Provider Quality Improvement Partners (SUD 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 Management, 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.

- ❖ Special Presentation: Optum will provide a demonstration on the System of Care Application
    - Date: **Thursday, January 28, 2021**
    - Time: 10:00 a.m. to 11:30 a.m.
    - Where: via WebEx – Participation information will be sent by email prior to meeting.

New: Timely Access Monitoring

- Per DHCS Info Notice 18-011 and 20-012, "Timely access" or "appointment waiting time" means the time from the initial request for behavioral health care services, by a beneficiary or the beneficiary's treating provider, to the earliest date offered for the appointment for services."
- Compliance monitoring of timely access for outpatient and OTP providers will begin 2/1/2021 based on SanWITS client data for 1/2021. (At this time, residential programs are not included)
- Compliance monitoring will be a joint effort between the SUDQM team and assigned program COR's.
- Non-compliance will result in official notification from assigned COR's, technical assistance by COR's, and a requirement to submit a Corrective Action Plan within 30 days to assigned COR's for approval.
- Additional information will be provided at the next QIP meeting.

New: Service Verification

- DHCS requires a mechanism for verifying whether services were actually rendered to clients.
- SUDQM is in the process of implementing this new mechanism.
- Additional information will be provided at the next QIP meeting.

Reminder: Emailing Serious Incident Reports (SIRs)

When emailing Serious Incident Reports (SIRs), programs are to ensure documents are sent via **secure email encryption** in order avoid the risk of a privacy breach.

- For programs that have partnered with the County to establish a secured email connection "tunnel" (TLS), emails will automatically be encrypted in transit and no additional action would need to be taken by the provider.
- If the provider is unable to confirm their program's participation in TLS email encryption or for programs not participating in TLS encryption, the provider must ensure that their email account is set up with email encryption to send an encrypted email when submitting their SIR document(s).

Providers are encouraged to reach out to their Program Manager and/or their Program IT for any questions regarding their participation in County TLS Email Encryption or email encryption options.

Update: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.

Update: Psychotherapy in the DMC-ODS

- As a follow-up to last month's Quality Improvement Partners Meeting, DHCS has clarified that psychotherapy is not an included service code in the DMC-ODS.
- While individual or group counseling services provided by LPHAs may have elements of psychotherapy and remain in the scope of practice of the provider, clients in need of ongoing psychotherapy should be referred to the appropriate level of mental health services.

Reminder: Board of Behavioral Sciences (BBS) requirement for telehealth services

- **LPHAs:** The BBS requires that all licensed or license-eligible/registered clinicians must indicate they have verbally confirmed client's full name and address of present location at the beginning of each telehealth session.
- This needs to be documented in each progress note for services delivered by licensed or license-eligible/registered clinicians.
- At this time this does not apply to SUD counselors; however, SUD counselors may choose to follow this guideline as part of a program integrity policy.

Reminder: Program Reporting of Fraud, Waste and Abuse

- Concerns about ethical, legal, and billing issues, (or of suspected incidents of fraud, waste and/or abuse) should be reported directly to:
  - The HHSA Agency and Compliance Office (abbreviated ACO) by phone at 619-338-2807, or by email at Compliance.HHSA@sdcounty.ca.gov.
  - Or report to the Compliance Hotline at 866-549-0004
- (NEW) In addition, any potential fraud, waste, or abuse shall be reported directly to DHCS' State Medicaid Fraud Control Unit. Reporting can be done by phone, online form, email or by mail.
  - 1-800-822-6222
  - fraud@dhcs.ca.gov
  - Online form
  - Medi-Cal Fraud Complaint – Intake Unit
    Audits and Investigations
    P.O. Box 997413, MS 2500
    Sacramento, CA 95899-7413

- All reporting shall include contacting your program COR immediately, as well as the SUD QM team at QIMatters.HHSA@sdcounty.ca.gov to report any of these same concerns, or suspected incidents of fraud, waste, and/or abuse.
- SUDPOH and Program Integrity webinar is in the process of being updated to include the new reporting requirement.

Reminder: Due Date Timeline Tip Sheets

- Tip sheets for Due Date Timelines are posted on the Optum site under the Toolbox tab.
- For timelines during a non-leap year, the "standard" tip sheet should be used.
- Outpatient Due Date Timeline – Standard Year
- Residential Due Date Timeline – Standard Year

Reminder: Signatures during the Public Health Emergency

- Staff and provider signatures during the Public Health Emergency are still required and must be completed within the standard timelines for all documentation.
- Signatures can be a "wet" signature or a digital signature; however, a copy/pasted scan of a signature is not considered a digital signature.
- If the staff that provided created the documentation and/or provided the service are unable to sign the documentation, the following guideline should be followed:
  - ✓ The Counselor/LPHA should document in the narrative of the note that he or she is unable to sign and the reason.
  - ✓ If an LPHA who is the Counselor/LPHA's supervisor or the program Director has access to the note to print, sign, date, and enter into the client record, he or she may do so and should document "signing on behalf of [Counselor/LPHA name]".
  - ✓ In this situation, the Counselor/LPHA who provided the service should document in the note that the LPHA Supervisor/Program Director will sign on his/her behalf."
- Documentation that is not signed, not signed within timelines, or does not follow this guideline is at risk for being disallowed or out of compliance.
- Please refer to the BHS COVID-19 FAQ for continued guidance during the Public Health Emergency.

All Programs:

CalOMS

- In the new SanWITS release (version 20.7.1) updated on December 15th, "Not Applicable" became visible under the Primary and Secondary Drug Type for Admission, Annual Update, and Discharge records. **This is NOT an acceptable CalOMS value and the State will reject it**. Please ***DO NOT select Not Applicable***.
- The option will be removed from SanWITS in an upcoming release.
- **Data Entry Standards -** Refer to Memo dated 2/11/20 available on Optum
- Why this is important: CalOMS data must be submitted to the State in a timely manner. Please make sure you are entering CalOMS Admission, Annual Update, and Discharge records on time to avoid late submissions and non-compliance.

OTP Providers Only

- For Methadone dosing, the system is allowing the encounter to be released with the end date blank. This could result in a discrepancy between the # of units and the start/end date of the encounter.
- Why this is important – because the number of units must match the number of days between the start and end date on the service.
- As a reminder, the ***end date must be entered for all Methadone Dosing encounters*** to prevent your claims from being denied.

Residential Providers

- Residential Bed Day encounters should be created through the Census.
- Make sure you are selecting all the clients that received the required service for the specific residential bed day.
  - For guidelines/requirements contact QIMatters.HHSA@sdcounty.ca.gov
- The encounter note type is pre-populating to Bed Management Census Note and no longer needs to be changed unless the service is disallowed.

Outpatient and OTP Group Counseling

- All group counseling should be entered in SanWITS under the Group module.
- **Outpatient group services** – Calculate ODS units field should always be marked **YES**
    - Why this is important: this field tells the system to use a unique ODS calculation, and if not appropriately identified will result in overpayment and fraud.
- **OTP group services** – Calculate ODS units field should always be marked **NO**
    - Why this is important: this field tells the system to use a unique ODS calculation that does not apply to OTP/NPT providers and if not appropriately marked can result in underpayment.

Treatment Team

- Programs should be entering the TX Team in SanWITS for each client to include at least the Primary Counselor, Case Manager, QA Staff, LPHA, etc.
- Visit the Optum website at Optum San Diego to search for the "Intro to Admin Functions Training Manual" found under the Training-SanWITS tab for instructions on how to enter the TX Team in SanWITS.
- The new clinical dashboard can only be accessed by members of the Treatment Team.

Reminder: DATAR

- DATAR reporting must be completed between the 1st – 7th of the month for the previous month.
- DATAR submissions that have not been completed by the 7th of the month are out of compliance.
- Each Provider **should have at least two staff members** responsible for submitting DATAR to avoid noncompliance (occasions when the primary staff is not available such as vacations and leaves).
- Contact the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov for DATAR questions and access.

EHR Readiness

- Implementation of SanWITS clinical documentation has begun – Adult Initial Level of Care Assessment (ILOC), Adolescent ILOC, Recommended Level of Care (LOC), Parent/Guardian, Risk and Safety Assessment, Discharge Summary, and Diagnostic Determination Note (DDN).
- Individual staff will gain access upon training completion.
- Program managers are recommended to attend training first, followed by those with prior SanWITS experience and/or strong computer skills.
- New hires should be oriented to their program prior to attending training.
- Exposure to documentation training is recommended to take place in advance of SanWITS training.
- Only clinical staff will have access to assessments, treatment plans, and progress notes. Documenting directly into SanWITS is the most efficient method.
- Computer hardware needs should be evaluated.
- **Basic computer skill proficiencies will be important improving training outcomes, entering data and navigation of the system – See Basic Computer Skill Quiz Basic Computer Skills Quiz 2020.12.11.pdf**
- On the date of training, set yourself up for success!

Important Reminder: SanWITS Access, Modification, and Terminations for SanWITS

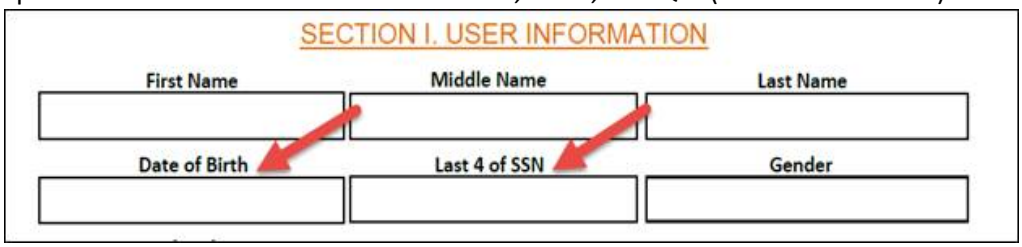
- **Training** – Due to the large volume of forms being processed, staff will be **excluded** from training if forms are not fully completed, staff signature, reviewed and signed by supervisor confirming accuracy, and submitted 7 days prior to training.
- **Routine User Termination –** In most cases, staff employment is terminated in a routine way in which the employee gives an 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

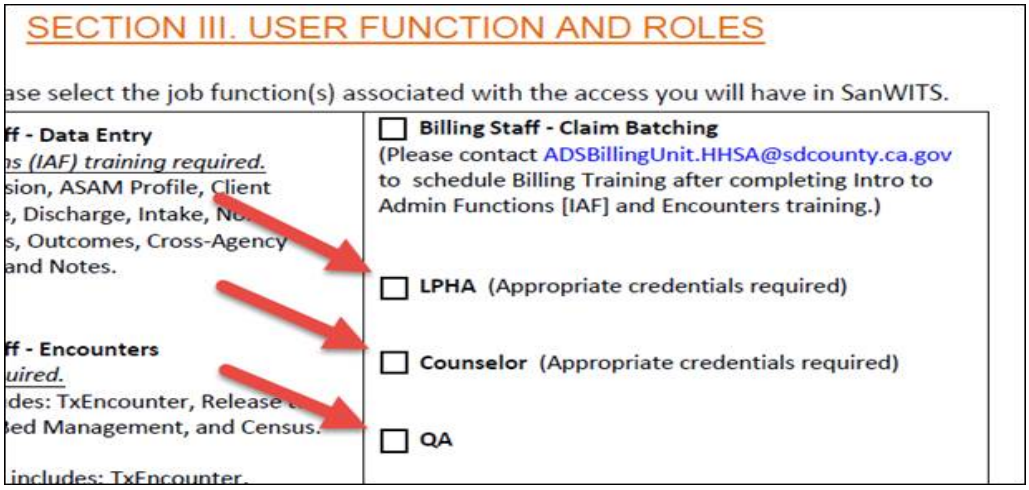
Additional Reminders:

1. There are updated (10-9-20) versions of the **New User Form** and **Modification/Termination Form** available on Optum's website under the SanWITS tab, and also on RegPack. Link to Optum's Website: Optum San Diego.

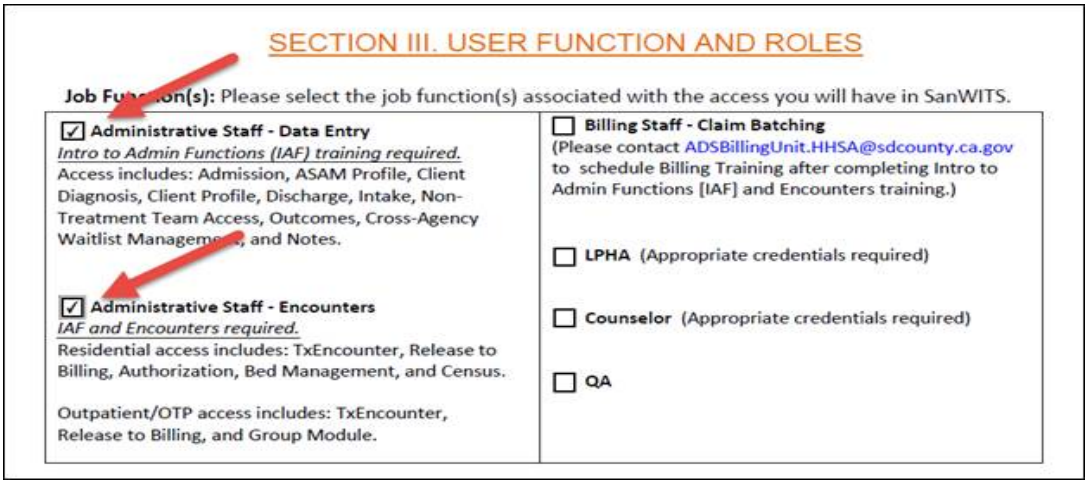
   Notable changes:

   a. New fields to capture date of birth (DOB) and the last 4 of Social Security Number (SSN).
   b. Updated boxes to select roles for *Counselor, LPHA,* and *QA*. (see 2nd screenshot)



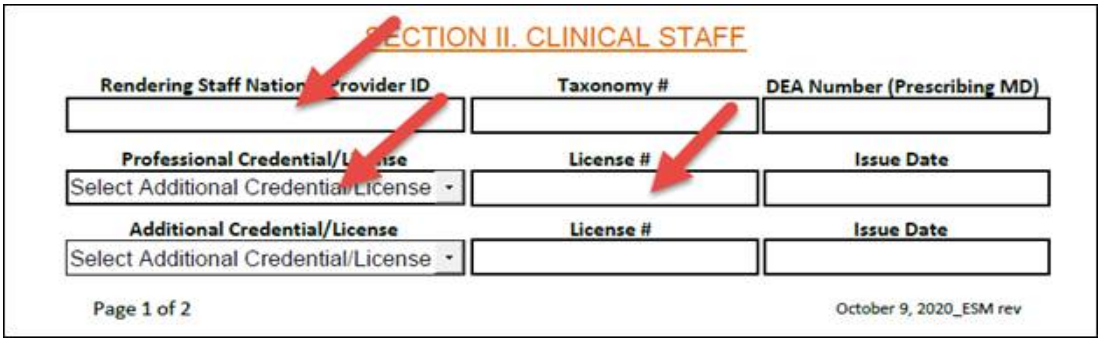


2. Reminder – Please check the *Administrative Staff – Data Entry* and/or *Administrative Staff – Encounters* boxes on the SanWITS user forms if you want your staff to have those roles after they complete training.



3. Reminder – Rendering staff must complete the below section with the NPI number, credential type, and credential number.

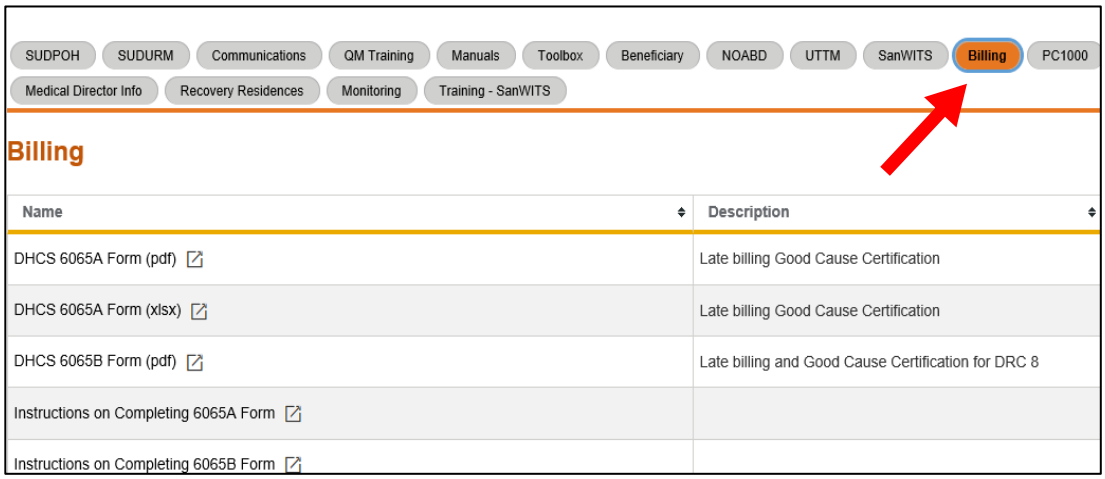
Please make sure this information is accurate for California and up to date.



4. ***SSRS User*** role is no longer available.
   - In an effort to standardize reporting, the ***SSRS User*** role is no longer available. On 8/10/20, this role was automatically replaced with the ***SSRS Reader*** role. Users can still request reports by completing the SanWITS Report Request Form and returning it to SUD MIS Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
   - Users can access a tip sheet "***SSRS – How to Run Reports and Save to Excel File***" on the Optum website with instructions on how to access and generate a report template removing the need for SSRS formal trainings.
   - To request a report, simply fill out the SanWITS Report Request Form, attached here or available on Optum's website under the "SanWITS" tab and return to: SUD_MIS_Support.HHSA@sdcounty.ca.gov.
   - **Link to SanWITS Report Request Form** (Select SanWITS tab and scroll down to form.) SanWITS Report Request Form

Update: Good Cause Certification/Late Billing Forms

- The Good Cause Certification/late billing forms and instructions are now available on the Optum website, on the DMC-ODS page under the "Billing" tab.



Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training

SanWITS Quarterly Users Group Meeting for Outpatient Providers – Jan 2021

- Next meeting: Monday, Jan 25, 2021, at 9:00 a.m. – 11:00 a.m. (Outpatient Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP)
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
    - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.HHSA@sdcounty.ca.gov

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: www.regpacks.com/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 A.M. – 8:45 A.M.
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 A.M., email SanWITSTraining.HHSA@sdcounty.ca.gov to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
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- **All required forms are located on the "Downloadable Forms" tab and must be fully completed, signed by the staff needing training, then reviewed and signed by the supervisor and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not fully completed and submitted, you will not be able to attend training regardless of receiving training confirmation. All credentials and licenses will be verified with the appropriate entities for SanWITS access.**
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- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment**
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Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

For local information and daily updates on COVID-19, please visit **www.coronavirus-sd.com**. To receive updates via text, send **COSD COVID19** to **468-311.**

Coronavirus Disease 2019 COVID-19

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**

Up To The Minute… SUD Provider Edition

February 2021

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Residential**
  - Date: **Friday, February 12, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Please click here to register!

➢ **Outpatient**
  - Date: **Friday, February 26, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Please click here to register!

Documentation Skill Building Workshop

- The BHS SUD QM team is pleased to announce the next Documentation Skill Building Workshop for February 2021. We will be focusing on Progress Notes and discussion will include a review of the various Progress Note forms and instructions. In addition, it will include practice in writing a progress note based on a provided clinical service example.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Progress Notes**
  - Date: **Wednesday, February 17, 2021**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – Please click here to register!

SUD Provider Quality Improvement Partners (SUD 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 Management, 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, March 11, 2021** (There will be no meeting in February)
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx – Participation information will be sent by email prior to meeting.

All Behavioral Health Services Providers | COVID-19 Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

QM Tip of the Month

- What is the difference between clinical groups and patient education groups?
  - Clinical Group:
    - ✓ Focuses on the therapeutic SUD treatment needs of the clients in the group.
    - ✓ Is a clinical intervention.
    - ✓ Generally, includes the use of an Evidenced Based Practice.
    - ✓ The number of participants must be between 2 -12.
  - Patient Education:
    - ✓ Means providing research-based education on addiction, treatment, recovery, and associated health risks.
    - ✓ Is not a clinical intervention.
    - ✓ No limitation in regard to the number of participants in Residential. Outpatient programs are still held to a maximum of 12 participants.

Reminder: Cloned Documentation is Never Allowed

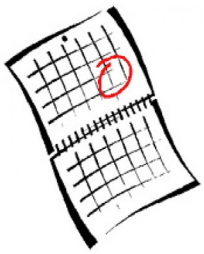
- Cloned Documentation is defined as documentation that is worded exactly alike or similar to previous entries in the same chart or another chart.
- This can happen if a program copy/pastes across multiple documents or uses templates or examples for progress notes or forms (e.g., Treatment Plans, ASAM LOC Recommendations).
- Cloning documentation damages the integrity of the client record and misrepresents medical necessity.
- If documentation appears to be cloned, there is significant risk for disallowance of services, and puts the program at risk for significant financial and legal penalties at the state and federal level.
- Every client and every contact is unique, so documentation should always be different and individualized.
- For additional information review Compliance Bulletin #30 on the "Communication" tab of the Optum website.

Reminder: San Diego's External Quality Review will be a desk review this year due to COVID-19

- In-person focus groups for clients to share their experience regarding the DMC-ODS services they received through the County will not be held this year. Instead, the External Quality Review Organization (EQRO) is providing clients the opportunity to share their feedback through a confidential online survey.
- Communication regarding the client online survey was emailed to programs on Thursday, January 28, 2021.
- These online surveys must be completed by **Sunday, February 21, 2021**, to ensure they are collected by the EQRO.
- Online survey link: https://www.surveymonkey.com/r/AdultClientFocusGroup_DMC-ODS.
- If you have any questions in regard to the survey, please contact Samantha Marquez at samantha.marquez@sdcounty.ca.gov.

Reminder: Network Adequacy Certification Tool (NACT) Submission

- Communication regarding the NACT submission was emailed to programs on Monday, February 1, 2021.
- All NACT information should be submitted via System of Care (SOC) application.
- To register to the SOC application: visit www.OptumSanDiego.com and click on the "Register" link on the upper right corner of the webpage.
- Profile and site attestations by each provider and program manager are due by **Friday, February 26, 2021**.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.



Update: Sobriety Time Before Admission – Residential Programs

- The Department of Health Care Services (DHCS) has clarified that there is no minimum amount of required sobriety time before a client can be admitted to a residential program.
- If a client has been assessed, meets the diagnosis of a substance use disorder (SUD), and is determined to not be under the influence or in need of detoxification or withdrawal management services at the time of admission, the client may be admitted into the residential program for SUD treatment and recovery services.
- This also maintains the County of San Diego "No Wrong Door" policy by ensuring that all clients are able to access the care they need.
- Clients who are assessed to need detoxification or withdrawal management should then be referred with a "warm hand-off" to the appropriate services.

Reminder – Notice of Adverse Benefit Determination (NOABD) Data Entry

- NOABD data is pulled from SanWITS for various reports, reviews, meetings, and audits.
- NOABD data is low compared to discharge data.
- A reminder that NOABD data entry into SanWITS is still required.
- A tip sheet is available on the Optum website for NOABD data entry into SanWITS.
- For questions about NOABD(s), please email QI Matters.
- For assistance with the entering NOABD information into SanWITS, please email the SanWITS Support Desk.

Correction: X-Waiver Exemption

- We want to issue a correction to the X-Waiver announcement that was circulated on January 22.
- The announcement incorrectly stated that the physician exemptions announced on January 14th by Health and Human Services (HHS) would be effective immediately; however the HHS documentation states the X-Waiver exemptions will be effective upon publication of the Practice Guidelines for the Administration of Buprenorphine for Treating Opioid Use Disorder.
- ***Please note that because the guidelines have not been published, this change is not yet in effect.***
- Should HHS retain the proposed guidelines, the exemptions will take place upon the date of publication.
- The County of San Diego will update our providers as more guidance is given on this potential change.

Reminder – Client Request for Urgent Care

- As defined in the SUDOPH, urgent care is a condition perceived by a beneficiary as serious, but not life threatening. A condition that disrupts normal activities of daily living and requires assessment by a health care provider and if necessary, treatment within 48 hours.
- For programs not open 24/7, consider whether or not you can provide a service within 48 hours and whether the client's condition would be worse if services were not provided within 48 hours.
- The SanWITS Contact screen has a question for **Contact Reason**. The option "urgent" should only be selected if it meets the description above.

Reminder: Serious Incident Reports (SIRs)

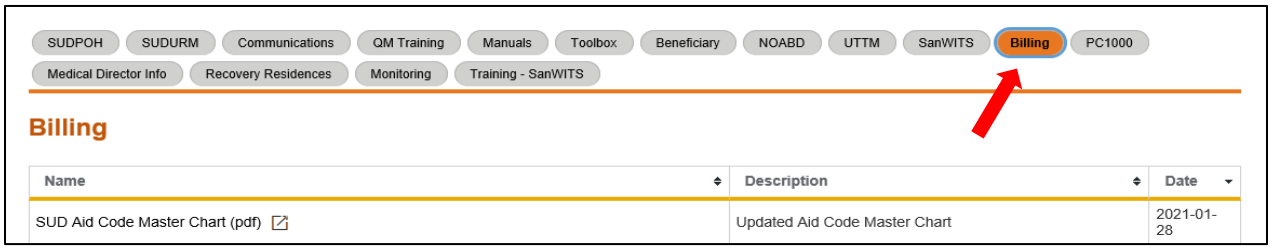
- When submitting a Serious Incident Report (SIR), programs are to ensure documents are complete.
- Prompts should **not** be left blank.
  - One area where we see the prompt left blank is the "Incident" Type.
  - Please be sure to mark the incident type, as this is required to substantiate the report.

Update: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.
- The "Communications" tab is in the process of being updated to remove outdated memos, info notices, emails, etc. Some communication has been moved to a more appropriate Optum tab. For example, current SanWITS communication is now available under the SanWITS tab.

Billing Announcement – Aid Code Master Chart

- The latest Aid Code Master Chart is now available on the Optum website under the "Billing" tab.



Billing Reminders:

- Programs should continue verifying the clients' Medi-Cal eligibility. For MAT dosing, please make sure the county of responsibility is San Diego (code 37). If the client is MAT and out of county, the service will be denied by the State. If you need assistance in correcting the courtesy dosing program enrollment or you have any errors on MAT dosing services, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- Carefully review the Payor Group Enrollment (PGE) data prior to billing to prevent claims error or denial from the State.
- Review and place on hold the claims for clients waiting for Medi-Cal eligibility, Out of County, and clients with Other Health Coverage (OHC) & Share of Cost (SOC).
  Note: OTP can bill certain services directly to Medi-Cal even if client has OHC, but OHC must be billed if providing MAT services.
- Please check the SUD Billing Manual for information on OHC and OHC Billing: https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/dmc-ods.html
- OTP is required to bill the Medicare Risk plan (Medicare C), same as with Medicare part B.

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 AM – 8:45 AM
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient/OTP Facilities – Group Module & Encounters Training
  - SanWITS Assessments – designed for direct service staff who complete Diagnostic Determination Note (DDN), Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment
- **All required forms are located on the "Downloadable Forms" tab and must be fully completed, signed by the staff needing training, then reviewed and signed by the supervisor and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not fully completed and submitted, you will not be able to attend training regardless of receiving training confirmation. All credentials and licenses will be verified with the appropriate entities for SanWITS access.**
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.**
- If you are unable to attend class, please cancel the registration as soon as possible.

SanWITS Quarterly Users Group Meeting for Residential Providers – Feb 2021

- Next meeting: Monday, February 22, 2021, at 9:00 am – 11:00 am (Residential Providers Only)
- RSVP please, WebEx invite will be sent.
- At least one representative from each facility is highly recommended.
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP)
  - Outpatient programs will meet – Apr, Jul, Oct, Jan
  - Residential programs will meet – May, Aug, Nov, Feb
  - OTP programs will meet – Jun, Sep, Dec, Mar

- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.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**

Up To The Minute… SUD Provider Edition

March 2021

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Outpatient**
  - Date: **Friday, March 19, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Click to register!

➢ **Residential**
  - Date: **Friday, April 9, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Look for registration information coming soon!

Documentation Skill Building Workshops

- The County of San Diego HHSA Behavioral Health Services SUD Quality Management team is pleased to offer the next Documentation Skill Building Workshop. In March, we will be focusing on Discharge & Care Coordination and discussion will include a review of the various discharge forms and instructions.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Discharge & Care Coordination**
  - Date: **Wednesday, March 17, 2021**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – Click to register!

Did you know that TCS is considered care coordination?

- Transitional Care Services (TCS) is a phase to allow providers to bill before an admission and after a discharge.
- TCS allows providers to bill for case management or individual services when a client has been assessed, is not admitted to the program and the provider coordinates care for the client to a different level of care.
- TCS can be used up to 30 days prior to entering a SUD treatment episode OR up to 30 days after the client is discharged from treatment and/or recovery services.
- Refer to the SanWITS tip sheets on the Optum website for details on steps to bill.
- Refer to the BHS Info Notice dated 10/16/20 for details on TCS.

Root Cause Analysis (RCA) Training for Program Managers and QI Staff

An interactive training to introduce Root Cause Analysis, a structured process to get to the "whys and hows" of an incident without blame; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: **Thursday, March 25, 2021**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: via WebEx - All new registrants will be accepted to the waitlist only.

❖ To be added to the waitlist, please contact BHS-QITraining.HHSA@sdcounty.ca.gov

SUD Provider Quality Improvement Partners (SUD 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 Management, 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 & Time: **Thursday, March 11th, from 10:00 a.m. to 11:30 a.m.**
- Registration: Click to register and attend!

All Behavioral Health Services Contracted Service Providers | Bi-Monthly Tele-Town Hall

On behalf of the County of San Diego Behavioral Health Services (BHS) department, the BHS leadership team invites you to the bi-monthly Tele-Town Hall webinar. During this Tele-Town Hall, we plan to share important information with our contractors. The Tele-Town Hall is designed for executive leadership and program managers, and attendees will include County Contracting Officer Representatives (CORs).

- Date & Time: **Wednesday, March 24th, from 1:00 p.m. to 2:30 p.m.**
- Registration**:** Click to register and attend!

Reminder: Record Retention

- Programs are reminded that beneficiary records must be kept for a minimum of 10 years from the finalized cost settlement process with the Department of Health Care Services.
- As part of records retention, programs are reminded that any completed paper or electronic documentation that is entered as part of the beneficiary record should not be deleted, shredded, or otherwise destroyed.

Update: Level of Care Designations for Residential and WM Programs

- DHCS has issued new guidance for residential level of care (LOC) designations in Behavioral Health Info Notice 21-001 as part of DHCS licensing requirements.
- All licensed AOD facilities shall obtain at least one DHCS LOC Designation and/or at least one residential ASAM LOC Certification.
- Each option has different requirements, deadlines, and limitations based on LOC.
- All residential (non-WM) programs currently have a "provisional" level of care designation.
- All WM programs were previously exempt from obtaining the provisional LOC designation but are now required to obtain the DHCS LOC designation.
- DHCS created an FAQ to assist with questions.
- QM will be reaching out to programs to provide support and answer questions and will discuss at the upcoming QIP meeting.
- Failure to comply with licensing requirements timely may result in revocation of the license as well as deactivation of DMC certification and inability to bill for DMC services.

New: Requesting Extensions for Serious Incident Report of Findings (SIROF)

- In the event a program is awaiting final cause of death determination from the County Medical Examiner (CME) report, the program may be granted an additional 30 days to complete the SIROF.
- If an extension is needed, please contact QIMatters prior to the end of the 30 days and the request will be processed.

Update: Tuberculosis Testing Requirement and the COVID-19 vaccine

- On February 19, 2021, the Department of Health Care Services issued Behavioral Health Information Notice 21-009.
- This Information Notice follows Centers for Disease Control (CDC) guidelines regarding the current lack of information about the potential effect of the COVID-19 vaccine and results of Tuberculosis (TB) testing.
- TB testing can be done before or at the same time as the COVID-19 vaccination, otherwise the TB test should be delayed at least 4 weeks after the completion of the COVID-19 vaccination
- Personnel and clients should provide the facility with their COVID-19 vaccination record to verify their health status. For Personnel a copy should be kept in the personnel file, and for clients a copy should be kept in the medical section of the client chart and documented on the TB test results.
- Programs are advised to develop a tracking system to ensure that both personnel and clients complete the TB test once 4 weeks have passed from the completion of the COVID-19 vaccination.

Reminder: COVID-19 Reporting to DHCS

- Residential programs are reminded all cases of communicable disease reportable under Section 2500 of Title 17, California Administrative Code shall be reported to the local health officer, in addition to the Department of Health Care Services (DHCS), including COVID-19.
- Contact DHCS Complaints and Counselor Certification Division via Telephonic Report at (916) 322-2911 immediately **(within 1 working day)** followed by Written Report **(within 7 days of the event).**
- Please refer to the Substance Use Disorder Provider Operations Handbook (SUDPOH) Section G for additional information on DHCS reporting.

Update: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.
- A new tab called “Forms” is being added and will contain non-SUDURM forms to make it easier to locate for use.
- Examples of non-SUDURM forms are SIR, RCA, DPC 203, etc.

Update: OTP Medicare Payor Group Enrollment (PGE) Tip Sheet

- The OTP Medicare PGE Tip Sheet is now available and can be viewed on the Optum website under the DMC-ODS “Billing” tab.

Billing

Name	Description	Date
OTP Medicare PGE Tip Sheet (pdf)	Adding Benefit Plan Enrollment for OTP Medi-Medi clients	2021-03-03

Reminder: DMC-ODS Training Webinars and Certificates of Completion

- The SUD-QM team has developed a series of training webinars that providers can use to assist with the training and development of staff rendering services in the DMC-ODS.
- The training webinars are located on the Optum Website, on the DMC-ODS page, under the "QM Training" tab.
- The following training webinars are the only ones available for Certificates of Completion:
    - Beneficiary Rights Presentation
    - Program Integrity
    - Module 1: Intro to the DMC-ODS
    - Module 2: Medical Necessity
    - Module 3: Treatment Planning within SUD
    - Module 4: SUD Services in Residential
    - Module 5: SUD Services in Outpatient
    - Module 6: Progress Notes Documentation
    - Module 7: Discharge and Care Coordination
    - Module 8: Recovery Services
    - Module 9: Withdrawal Management
    - Module 10: Case Management

- Once you have completed all applicable training webinars, please send **one request** for your Certificates of Completion to the following email address: QIMatters.HHSA@sdcounty.ca.gov.
- Once your attendance is confirmed, you will be sent a Certificate of Completion for each training webinar you complete.
- Please note: Certificates of Completion will only be issued for those training webinars managed by QM (see list above).
- All other training webinars completed outside the DMC-ODS will need to be tracked internally by your Program Manager.

All Programs:

DATAR Reminder

- According to the IA, there is to be no waitlist for ODS.
- Enter zeros (0) for waitlist questions 4-7.

User Access Forms/Modification/Termination

- SUD Support is receiving a large volume of SanWITS User Forms that are either incomplete and/or incorrect.
- **Make sure all information is filled out completely and correctly on the form** to speed up the processing of User forms and to avoid exclusion from training class.

Client Profile Errors

- Review client info to ensure it is correct upon entering it into the system, i.e., DOB, SSN, Client Name.

Important: Unfinished Client Activity Report

- Run the Unfinished Client Activity Report to ensure all records are complete.
- Unfinished records will not be submitted to CalOMS and will become **non-compliant with DHCS**.

Admission Record

- DO NOT SELECT "Not Applicable" for the Primary or Secondary Drug Type on CalOMS Admission, Discharge, or Annual Update.

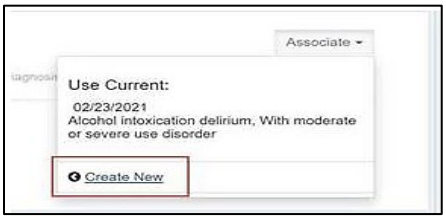
Important: Outpatient & Residential Counselors and LPHA's

- Please make sure user is entering the correct assessment type in SanWITS.
- We are receiving many deletion requests for adding the wrong assessment type (ex: Adult ILOC instead of Adolescent ILOC, or Adult ILOC instead of LOC Recommendation).
- After an assessment has been created, it requires a ticket to be deleted (deletions take 2+ weeks)

LPHA's:

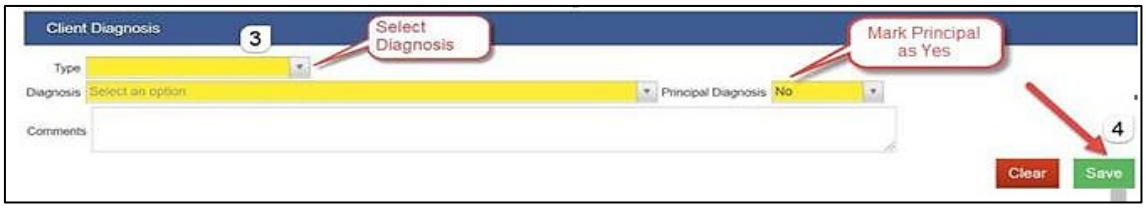
When creating a new Diagnosis from the DDN follow these steps:

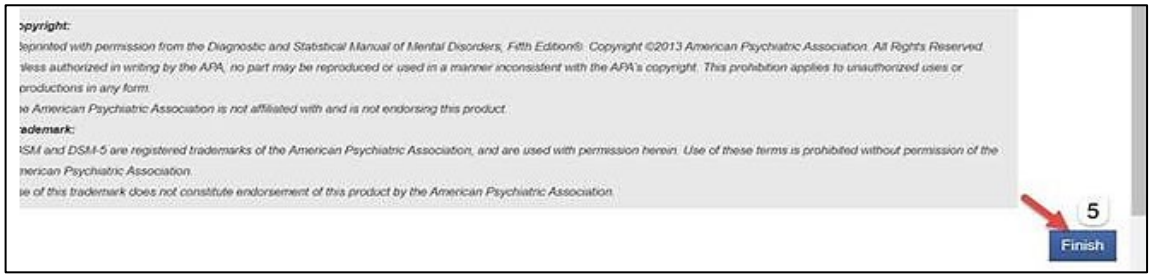
1. Click "Create New"



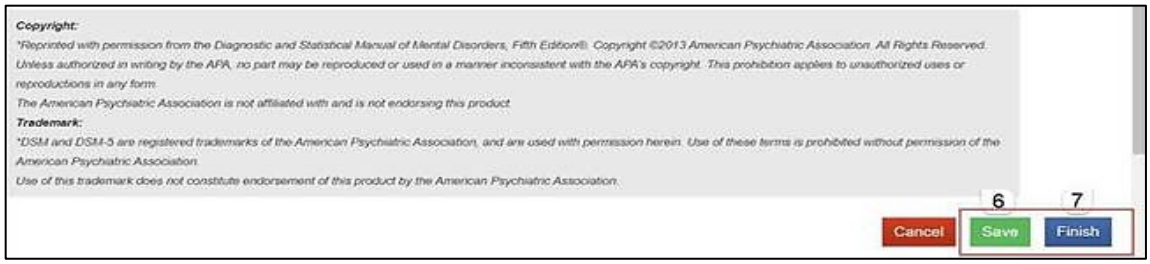
2. Enter Effective Date then click Edit Diagnosis

3. Enter new Diagnosis, Mark as Principal, and Save and Finish





4. Press Save and Finish on next screen



5. You should now see new Diagnosis under "Use Current" to select and populate on the DDN

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
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SanWITS Quarterly Users Group Meeting for OTP Providers – Mar 2021

- Next meeting: Monday, March 15, 2021, at 9:00 a.m. – 11:00 a.m. (OTP Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
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Up To The Minute…

SUD Provider Edition

April 2021

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

➢ **Residential**
  - Date: **Friday, April 9, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Click here to register!

➢ **Outpatient**
  - Date: **Friday, April 30, 2021**
  - Time: 9:00 a.m. to 12:30 p.m.
  - Where: via WebEx – Look for registration information coming soon!

Documentation Skill Building Workshops

- The County of San Diego HHSA Behavioral Health Services SUD Quality Management team is pleased to offer the next Documentation Skill Building Workshop. In April, we will be focusing on Recovery Services.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

  - Date: **Wednesday, April 14, 2021**
  - Time: 1:30 p.m. to 3:30 p.m.
  - Where: via WebEx – Click here to register!

QM Tip of the Month

- ✓ Recovery Services is not considered a level of care and has no number/rating associated with it. Therefore, Recovery Services is not an option on ASAM forms or scoring screen in SanWITS.
- ✓ When client is determined to be ready to step down to Recovery Services, you should be selecting "none – does not meet criteria" in SanWITS and you should be documenting "0" on the ASAM forms.

All Behavioral Health Services Providers | Bi-Monthly Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All-BHS Providers COVID- 19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

SUD Provider Quality Improvement Partners (SUD 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 Management, 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, April 22, 2021**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx- Participation information will be sent by email prior to meeting.

❖ Special Presentation: Optum - Network Adequacy Certification Tool (NACT) Reporting

Reminder: Level of Care Designations for Residential and WM Programs

- DHCS has issued new guidance for residential level of care (LOC) designations in Behavioral Health Info Notice 21-001 as part of DHCS licensing requirements.
- All licensed AOD facilities shall obtain at least one DHCS LOC Designation and/or at least one residential ASAM LOC Certification.
- Each option has different requirements, deadlines, and limitations based on LOC.
- All residential (non-WM) programs currently have a "provisional" level of care designation.
- All WM programs were previously exempt from obtaining the provisional LOC designation but are now required to obtain the DHCS LOC designation.
- DHCS created an FAQ to assist with questions.
- QM will be reaching out to programs to provide support and answer questions.
- Failure to comply with licensing requirements timely may result in revocation of the license as well as deactivation of DMC certification and inability to bill for DMC services.

Reminder: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.
- A new tab called "Forms" is being added and will contain non-SUDURM forms to make it easier to locate for use.
- Examples of non-SUDURM forms are SIR, RCA, DPC 203, etc.

Reminder: Dependent vs Independent Living

- Per CalOMS, information about a client's living status at admission and discharge is required. It is important to understand and explain each definition to the client while obtaining CalOMS information.
- **Dependent Living**: Clients living in a supervised setting such as, residential institutions, prison, jail, halfway houses or group homes and children (under age 18) living with parents, relatives, guardians or in foster care.
- **Independent Living**: This includes individuals who own their home, rent/live alone, live with roommates and do not require supervision. These people pay rent or otherwise contribute financially to the cost of the home/apartment. This also includes adult children (age 18 or over) living with parents.

- When CalOMS questions are not understood or are not correctly defined for clients, the data obtained and reported to DHCS is incorrect. Refer to the CalOMS Tx Collection Guide for additional information.

Reminder: Grievances & Appeals

- In accordance with 42 CFR and the Intergovernmental Agreement, the SUD Quality Management Unit distributes the *DMC-ODS Quick Guide*, which contains information on client rights, as well as a description of the services available through DMC-ODS, and the avenues to obtain resolution of dissatisfaction with DMC-ODS services.
  - ❖ ***Note:*** *New clients must receive a copy of the DMC-ODS Quick Guide when they first obtain services from the provider and upon request, thereafter. (Handbooks are available in threshold languages.)*
- **Programs are reminded that the Grievances & Appeals information needs to be sent out to clients when initial intakes are conducted via Telehealth to ensure clients receive their important beneficiary rights information.**
- At all times, Grievance and Appeal information must be readily available for clients to access without the need for request, therefore grievance/appeal forms *(in threshold language)* along with addressed envelopes should be provided to clients.

Reminder: Timely Access

- To ensure compliance for timely access requirements, the "1st Available" appointment date field in the SanWITS Contact screen is the first date your program has availability to complete an admission/intake.
- If the client requests a specific date after your program's 1st – 3rd available dates, the client requested appointment should be documented as "1st Accepted".
- Example: Client calls Programs XYZ on 3/1/21 to request services; they are planning to be discharged from a residential program by 3/20/21 so they would like an appointment on 3/21/21.
  - Program XYZ's first available is 3/3/21; client is not available; documented as 1st available in the Contact screen.
  - The program's second available appointment is 3/7/21; client is not available; documented as 2nd available in the Contact screen.
  - The program's third available appointment is 3/9/21; client is not available; documented as 3rd available in the Contract screen.
  - The program has availability on the requested 3/21/21 date; this is documented as the 1st accepted appointment.
- NOABD Timely Access Notice shall be sent when there is a delay in providing the beneficiary with timely services, as required by the timely access standards applicable to the delayed service.
- The NOABD Timely Access Notice template is located on the Optum site under the NOABD tab.
- Issuance of the NOABD shall be documented in the SanWITS MISC NOTES module.

Group Errors Continue

Each week we are still receiving group counseling encounter errors in SanWITS. **Next step - Staff will be identified for a mandatory training.**

- Adding and removing group participants incorrectly.
- Group encounters without a Session ID.

Assessment Errors Continue

Important: Outpatient & Residential Counselors and LPHA's:

- Make sure user is entering the correct assessment type in SanWITS.
- We are receiving many deletion requests for adding the wrong assessment type (ex: Adult ILOC instead of Adolescent ILOC, or Adult ILOC instead of LOC Recommendation).
- After an assessment has been created, it requires a ticket to be deleted (deletions take 2+ weeks)

DATAR Reminder:

- According to the IA, there is to be no waitlist for ODS.
- Enter zero (0) for wait list questions 4-7 on the DATAR website.

Billing Reminders

- Billing Unit emailed all OTP programs on 03/18/2021 announcing the changes or update on the original email we sent on 09/21/2020 with subject: Medicare Billing for Medi-Medi (Medi-Cal with Medicare) Clients.
- The updated email highlighted the requirements to release all Medi-Medi encounters through Medicare PGE and place them on hold in SanWITS - Claim Item List folder.
- OTP Case Management (CM) is not included in Medicare bundle and should be billed straight to Medi-Cal providing the client's county of responsibility is San Diego. Medicare Explanation of Benefits (EOB) is not required for CM services.
- To bill CM services directly to Medi-Cal, program should release the encounters through Payor Group Enrollment (PGE) Plan: ODS-DMC Peri or Non-Peri.
- As of 03/09/2021, OTP Medi-Medi services (except CM) will be denied by the State if billed.
- Billing Unit recently processed all Case Management claims on hold from October 2020 to February 2021 and billed them to the State. We are waiting for other OTPs to provide us the status of their CM and Medi-Medi claims.

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 AM – 8:45 AM
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
  - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient / OTP Facilities – Group Module & Encounters Training
  - SanWITS Assessments – designed for direct service staff who complete Diagnostic Determination Note (DDN), Level of Care (LOC)assessments, Discharge Summary, and Risk and Safety Assessment
- **All required forms are located on the "Downloadable Forms" tab and must be fully completed, signed by the staff to be trained, then reviewed and signed by the supervisor and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not fully completed and submitted, you will not be able to attend training regardless of receiving training confirmation. All credentials and licenses will be verified with the appropriate entities for SanWITS access.**
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, further training will be required.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment**
- If you are unable to attend class, please cancel the registration as soon as possible.

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training.

SanWITS Quarterly Users Group Meeting for Outpatient Providers – Apr 2021

- Next meeting: Monday, April 19, 2021, at 9:00 a.m. – 11:00 a.m. (Outpatient Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
  - Outpatient programs will meet – Apr, Jul, Oct, Jan
  - Residential programs will meet – May, Aug, Nov, Feb
  - OTP programs will meet – Jun, Sep, Dec, Mar

- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

For local information and daily updates on COVID-19, please visit **www.coronavirus-sd.com.** To receive updates via text, send **COSD COVID19** to **468-311.**

Coronavirus Disease 2019 COVID-19

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**

Up To The Minute… SUD Provider Edition

May 2021

Documentation Skill Building Workshops

- The County of San Diego HHSA Behavioral Health Services SUD Quality Management team is pleased to offer the next Documentation Skill Building Workshop. In May, we will be focusing on Withdrawal Management.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

    - Date: **Wednesday, May 19, 2021**
    - Time: 1:30 p.m. to 3:30 p.m.
    - Where: via WebEx – Click here to register!

Documentation Correction Guidelines:

- For paper records, corrections can only be made with a single line through the error, initials of the person making the correction and the date the correction was made. The original documentation must remain legible.
- The original author of a document should be the only person making corrections to the document.
- For documentation that is written by or countersigned by an LPHA (such as LOC assessments and treatment plans), only the LPHA can make changes to the document once the LPHA has signed.
- Corrections should not change the clinical content of the documentation.
- Administrative corrections (i.e., spelling errors that do not affect the clinical content of the document) or non-clinical factual corrections can be made by the SUD Counselor or LPHA.
- Corrections made to documentation outside of the required timelines to bring an item in to compliance (i.e., correcting dates on a Progress Note after 7 calendar days or adding a Physical Exam Goal to a Treatment Plan) may be at risk of disallowance.
- For more detailed information about specific documents and edits to those documents, see SUDPOH section D.39.

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

    - **Outpatient**
        - Date: **Friday, May 21, 2021**
        - Time: 9:30 a.m. to 1:00 p.m.
        - Where: via WebEx – Click here to register!
    - **Residential**
        - Information coming soon!

Root Cause Analysis (RCA) Training for Program Managers and QI Staff

An interactive training to introduce Root Cause Analysis, a structured process to get to the "whys and hows" of an incident without blame; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: **Thursday, May 20, 2021**
- Time: 12:30 p.m. to 3:30 p.m.
- Where: via WebEx – Waitlist Only

❖ To be added to the waitlist, please contact BHS-QITraining.HHSA@sdcounty.ca.gov

SUD Provider Quality Improvement Partners (SUD 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 Management, 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, May 27, 2021**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx - Participation information will be sent by email prior to meeting.

All Behavioral Health Services Providers | Bi-Monthly Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All-BHS Providers COVID-19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Reminder: Discharge NOABD Timeline Requirements

- Programs should provide or mail the client an NOABD 10 days prior to discharge.
- The 10-day NOABD timeline may be exempt in very rare occasions (example: client becomes violent at a residential program); however, programs must facilitate a warm hand off to appropriate services.
- If a client appeals a discharge and an NOABD did not follow the 10-day requirements, the client may access the State Fair Hearing appeal processes and bypass the County advocacy appeal processes.
- Other types of NOABDs may have different timeline requirements. For more information, please see the NOABD Table in SUDPOH APPENDIX G.6. It is also available on the Optum website: https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/noabd/NOABD_Table_Rev_01_08_20.pdf
- Contact QI Matters for answers to your questions: QIMatters.hhsa@sdcounty.ca.gov

Reminder: Scheduling Appointments is Not a Billable Service

- The following are examples of clerical services and are not billable:
  - Calling the client to schedule or confirm an appointment with the program.
  - Leaving a voicemail or sending an email.
- For more information, see the Case Management Activities Quick Guide located on the Optum Website.

Reminder: Treatment Plan Goals

- Every treatment plan goal should be measurable and individualized.
  - Programs are encouraged to work with clients in developing *SMART* goals – goals that are specific, measurable, attainable, realistic, and time related.
- Measurability may include quantities, frequencies, durations, and scaling.

  - *Example: Over the next 90 days, Carlos will learn and practice 2 new coping techniques to cope with alcohol cravings*.
  - *Example: Over the next 30 days, Marlene will reach out to her social supports to help decrease her anxiety from an 8 out of 10 to a 5 out of 10.*
- If multiple problems are grouped together, then include a measurable goal to resolve each of the specific problems.
- For more information, see the SUDURM instructions for initial and updated treatment plans.

Reminder: Level of Care Designations for Residential and WM Programs

- DHCS has issued new guidance for residential level of care (LOC) designations in Behavioral Health Info Notice 21-001 as part of DHCS licensing requirements.
- All licensed AOD facilities shall obtain at least one DHCS LOC Designation and/or at least one residential ASAM LOC Certification.
- Each option has different requirements, deadlines, and limitations based on LOC.
- All residential (non-WM) programs currently have a "provisional" level of care designation.
- All WM programs were previously exempt from obtaining the provisional LOC designation but are now required to obtain the DHCS LOC designation.
- DHCS created an FAQ to assist with questions.
- QM will be reaching out to programs to provide support and answer questions.
- Failure to comply with licensing requirements timely may result in revocation of the license as well as deactivation of DMC certification and inability to bill for DMC services.

Reminder: Dependent vs Independent Living

- Per CalOMS, information about a client's living status at admission and discharge is required. It is important to understand and explain each definition to the client while obtaining CalOMS information.
- **Dependent Living**: Clients living in a supervised setting such as, residential institutions, prison, jail, halfway houses or group homes and children (under age 18) living with parents, relatives, guardians or in foster care.
- **Independent Living**: This includes individuals who own their home, rent/live alone, live with roommates and do not require supervision. These people pay rent or otherwise contribute financially to the cost of the home/apartment. This also includes adult children (age 18 or over) living with parents.
- When CalOMS questions are not understood or are not correctly defined for clients, the data obtained and reported to DHCS is incorrect. Refer to the CalOMS Tx Collection Guide for additional information.

- UPDATE – Recovery Residences and Sober Living should be considered "dependent" living.

Update: Client Requests for Records

- The County is currently migrating the electronic health record to an updated solution that will meet the needs for a Patient Portal which will allow the client to access their record electronically.
- All requests for client records should follow current protocol. This functionality, when available, will provide an additional means for client access.

Update: New Buprenorphine Practice Guidelines

- On April 27, 2021, The Department of Health and Human Services (HHS) released new Buprenorphine practice guidelines.
- The new guidelines exempt some prescribing health practitioners from certain training requirements related to training, counseling, and other ancillary services needed for certification in prescribing buprenorphine.
- Practitioners working under this exemption will be limited to 30 patients at a time.
- For more information, please refer to the published HHS Guidelines release.
- Please refer any program or contract-related questions to your Contracting officer's Representative (COR).

Management Information Systems (MIS)

Reminder: CalOMS Error and Open Admission Report Emails

- Please complete the CalOMS errors and Open Admissions by the due date on the email.
- You must respond to the email once everything has been completed.
- If you need assistance, respond to the email.

Assessment Errors Continue

Important: Outpatient & Residential Counselors and LPHA's:

- Make sure the correct assessment type is being entered in SanWITS (ex: Adult ILOC versus LOC Recommendation).
- Make sure all data on the assessment is correct before signing and finalizing.
- An assessment can still be corrected if it has not been finalized.
- Deletion requests for assessments may require review and approval from QM. Please be prepared with back up documentation and reasoning for the deletion request.
- Note: tickets for deletions take 2+ weeks.

Group Errors Continue

Each week we are still receiving group counseling encounter errors in SanWITS. **Next step - Staff will be identified for a mandatory training.**

- Adding and removing group participants incorrectly
- Group encounters without a session id.

SanWITS Quarterly Users Group Meeting for Residential Providers – May 2021

- Next meeting: Monday, May 17, 2021, at 9:00 a.m. – 11:00 a.m. (Residential Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended.
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
    - Outpatient programs will meet – Apr, Jul, Oct, Jan
    - Residential programs will meet – May, Aug, Nov, Feb
    - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 AM – 8:45 AM
  - Trainer email with training materials, resources, and specific instructions for virtual class
  - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Type of Training Classes:
  1. SanWITS – Intro to Admin Functions (IAF) – SanWITS functions that are applicable to All program types
  2. Residential Facilities - Bed Management & Encounter Training
  3. Outpatient / OTP Facilities – Group Module & Encounters Training
  4. SanWITS Assessments (SWA)– designed for direct service staff who complete Diagnostic Determination Note (DDN), Level of Care (LOC)assessments, Discharge Summary, and Risk and Safety Assessment

- **All required forms are located on the "Downloadable Forms" tab.**
  Note: If the 3 forms are not fully processed by MIS 7 days prior to the scheduled training, staff will not be able to attend training regardless of receiving training confirmation.
- All credentials and licenses will be verified with the appropriate entities for SanWITS access.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, further training will be required.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.**
- If unable to attend class, please cancel the registration as soon as possible.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.HHSA@sdcounty.ca.gov

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

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**

Up To The Minute... SUD Provider Edition

June 2021

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

  - **Residential**
    - Date: **Friday, June 18, 2021**
    - Time: 9:30 a.m. to 1:00 p.m.
    - Where: via WebEx – Click here to register!

  - **Outpatient**
    - Date: **Friday, June 25, 2021**
    - Time: 9:30 a.m. to 1:00 p.m.
    - Where: via WebEx – Click here to register!

DMC-ODS Skill Building Workshop for the Licensed Practitioner of the Healing Arts (LPHA)

BHS SUD Quality Management will present the LPHA meeting as an opportunity for discussion and sharing of ideas on the role of the LPHA, including documentation of medical necessity. LPHAs who attend this webinar will learn ways to improve the clinical quality of documentation, such as the Diagnosis Determination Note (DDN), and will benefit from open dialog on how to perform the responsibilities of an LPHA effectively and efficiently.

- Date: **Wednesday, June 23, 2021**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – Click here to register!

SUD Provider Quality Improvement Partners (SUD 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 Management, 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, June 24, 2021**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx - Participation information will be sent by email prior to meeting.

Save the Date: SUD QM Annual DMC-ODS Training

The third annual SUD QM DMC-ODS Overview will take the place of the August SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the third year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- Date: **Thursday, August 26, 2021**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: Look for more information coming soon!

All Behavioral Health Services Providers | Bi-Monthly Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All-BHS Providers COVID-19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Billing for documentation:

- **When attached to a direct service**, the time spent meeting with the client and any documentation you did while meeting with the client is all part of the service time.
- Documentation time includes the time to complete writing assessments, progress notes, etc.
- The total time claimed must be for completing clinical paperwork (ASI, LOC, etc.) and not administrative paperwork (ROIs, etc.).
- To substantiate the documentation time billed, it would be best practice to identify which documents are included in the documentation time in the narrative portion of the progress note.
- Data entry is never billable.
- Please refer to the DMC-ODS Providers Billing Manual, page 5 for details.

Risk Assessment and Safety Management Plan:

- When do I need to complete this form/s?
  - This form is a required form and is to be completed upon admission **and updated as clinically necessary**, but at least annually.
    - ✓ within 7 calendar days from admit in outpatient programs.
    - ✓ within 24 hours from admit in residential programs.
- What does "**as clinically necessary**" mean? If/when a client presents with any level of risk which can include changes in behaviors/increased risks (i.e., homicidal threats, agitation, suicidal ideation).
- Programs are required to develop internal guidelines for risk assessment including what the plan will be based on the identified risk/level of risk.
- Programs are encouraged to increase contact with clients who present with increased risk.
- See the instructions sheet (form BHS/SUD F305a) found on the OPTUM website for more details and information on completing the Risk Assessment and Safety Management Plan.

Update: Admission Checklist

- As discussed during the May 27, 2021 QIP meeting, the Admission Checklist (form 210b) will be updated to include a new item for providing MAT education to clients.
- MAT education resources were shared during the QIP meeting and are in the process of being posted on the Optum site under the Toolbox tab as one file labeled "MAT Education."
- MAT education resources include a Quick Guide and brochure for OTP providers.

Update: Patient Portal – Client Record Requests

- The 21st Century Cures Act makes it unlawful to do anything that interferes with the transmission of patient requested health data. Studies have found that patients are more engaged, likely to have better adherence, and are able to engage their families in their care when they can understand 'why' various tests and treatments are being recommended.
- BHS has always provided our clients access to their records. The new requirements do not add to what patients can access, rather the 21st Century Cures Act rule only makes it easier for patients to access the data they already have a right to see.
- MIS is working with FEI on the development of a patient portal which will be part of the SanWITS rollout and allow clients direct access to their general health data.
- Since we are in development and we offer a means for clients to access their records, the recent deadlines indicated by the ONC for patient portal access do not apply.
- Until we go live, any requests for patient records need to follow the current protocol as described in the SUDPOH.

Correction: Billing & Scheduling of Appointments

- During QIP Meeting on 5/28/21, it was stated that calling the client to schedule or confirm an appointment is not a billable activity.
- It is important to clarify that these activities are not billable for providers scheduling/confirming an appointment *with their own program*.
- Scheduling appointments with 3rd party providers on a client's behalf *may be billable* if the appointment meets the client's needs identified on the treatment plan and involves person-to-person communication. *Leaving voicemails and sending emails to anyone are never billable.*
- For more information, see the Case Management Activities Quick Guide located on the Optum Website.

Management Information Systems (MIS)

Exciting News! Interop Kick-off meeting for all Providers and their EHR Vendors

- Save the date June 18, 8:30-10:00 am PST.
- A zoom link will be sent to Providers on the Monday prior to meeting.
- Providers, please contact your EHR vendors to attend and come with questions.

Requirement for Encounter Start & End Times

- Effective July 1, 2021 start and end times will be required on encounters for these 9 types of services:
  - CM
  - Individual counseling
  - end time
  - Group Counseling
  - Patient Education IOS
  - Physician Consult
  - Delayed admission
  - Individual TCS
  - CM TCS
  - MAT prescribing

- Please be prepared – All encounters that have not been released to bill on July 1st will require the start and end times to be added before "Release to Bill"
- QM will be updating the Service Guide with this information.

Reminder: Disallowed services

- Do not "Release to Bill" encounters for disallowed services.

Important: Contact Screen

- Contact Screen is used to collect data elements for DMC-ODS and EQRO Access times.
- There can be multiple contacts prior to an episode being opened.
- A new contact should be created for each contact from the client or on behalf of the client prior to an episode being opened.
- Disposition should always be "Made an appointment" if the contact is linked to an intake regardless if the client walks in.
- If the client makes an appointment and reschedules, a new contact should be created for the new appointment.
- If the client makes an appointment and does not show, a new contact should be created for the next contact with the client.
- DO NOT rewrite over the previous contact by changing information, this will skew the access times.
- For information or questions email SUD Support SUD_MIS_Support.HHSA@sdcounty.ca.gov

IMPORTANT!

Stats show Assessment errors are continuing – Last 3 Months: Mar =19, April= 33, May =23

Outpatient & Residential Counselors and LPHA's:

- Diagnosis created via DDN should have effective date same as the DDN date.
- Make sure the correct assessment type is being entered in SanWITS (ex: Adult ILOC versus LOC Recommendation).
- Make sure all data on the assessment is correct before signing and finalizing.
- An assessment can still be corrected if it has not been finalized; if assessment has been signed, the LPHA can reject the assessment to make the fields editable.
- Deletion requests for assessments may require review and approval from QM. Please be prepared with back up documentation and reasoning for the deletion request.
- Note: tickets for deletions take 2+ weeks.

Reminder: Changing Level of Care from OS to IOS "OR" IOS to OS

- When changing client LOC, each LOC (OS, IOS) should be in a separate episode with CalOMS Admission and CalOMS Discharge.
- If LOC is combined on the same episode, the client does not get identified correctly for reporting, billing, or CalOMS with DHCS.

Recovery Services

- Recovery Service Clients should NOT be mixed in a group with OS and /or IOS clients.
- Contact QI Matters and SUD support if recovery service clients have been mixed in a group with OS or IOS for disallowances and how to document in SanWITS.

Coming Soon – Watch for notification of Recovery Residence Tracking in SanWITS

Reminder: CalOMS Error and Open Admission Report Emails

- Please complete the CalOMS errors and Open Admissions by the due date on the email.
- You must respond to the email once everything has been completed.
- If you need assistance, respond to the email.

Changes to SanWITS Quarterly Users Group Meeting

Purpose of the Users Group is to review and educate CalOMS and DATAR, SanWITS updates, changes in system requirements, Billing & QM updates for the users.

- One combined (Outpatient, Residential, OTP) meeting will occur quarterly starting July for the new FY.
- Next meeting: Monday, July 19, 2021, at 9:00 a.m. – 11:00 a.m.
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Quarterly meetings will occur on the 3rd Monday each quarter
    - Jul, Oct, Jan, Apr
- We welcome and encourage you to send us agenda items to be covered during our meetings SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 AM – 8:45 AM
    - Trainer email with training materials, resources, and specific instructions for virtual class
    - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Type of Training Classes:
    1. SanWITS – Intro to Admin Functions (IAF) – SanWITS functions that are applicable to All program types
    2. Residential Facilities - Bed Management & Encounter Training
    3. Outpatient / OTP Facilities – Group Module & Encounters Training
    4. SanWITS Assessments (SWA)– designed for direct service staff who complete Diagnostic Determination Note (DDN), Level of Care (LOC)assessments, Discharge Summary, and Risk and Safety Assessment
- **All required forms are located on the "Downloadable Forms" tab.**
  Note: If the 3 forms are not fully processed by MIS 7 days prior to the scheduled training, staff will not be able to attend training regardless of receiving training confirmation.
- All credentials and licenses will be verified with the appropriate entities for SanWITS access**.**
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, further training will be required.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.**
- If unable to attend class, please cancel the registration as soon as possible.

Helpful Tips to Consider Prior to SanWITS Training:

- Set up dual monitors to make it simpler to toggle between handouts, the video tutorial, and the SanWITS application.
- Review/print the training resources 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.

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcounty.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training

A. Medicare Advantage: Dual Eligible Clients (those with Medicare Part C and Medi-Cal)

- The SUD Billing Unit is confirming that Outpatient and Residential Programs no longer have to bill Medicare Risk Part C for the two plans listed below.
- We notified programs on 5/26/21 of the change with Blue Shield of CA and the fact that we can bill Medi-Cal directly.
- The Fee-For-Service (FFS) Equivalent Coverage Certification letters were approved and submitted to the Department of Health Care Services confirming that SUD outpatient and residential services are not a covered service, they follow the Medicare Part B FFS guidelines.
- If a DMC provider has a Medi-Medi client that has **Medicare Part C-Blue Shield of CA Promise Health Plan (BSP)-** Federal Contract ID H5928 or **Health Net-** Federal contact ID H0562, they will no longer be required to obtain an Evidence of Coverage (EOC), nor bill to get an Explanation of Benefits (EOB) from the Medicare-risk Part C plans listed.
- Here are the eligibility samples with Medicare C BSP and HN:

(1) Blue Shield of CA Promise

Name:		
Subscriber ID:		
Service Date: 11/01/2020	Subscriber Birth Date:	Issue Date: 05/17/2021
Primary Aid Code: 60	First Special Aid Code:	
Second Special Aid Code:	Third Special Aid Code:	
Subscriber County: 37-San Diego	HIC Number: [redacted]	
Primary Care Physician Phone #:	Service Type: OIM VR	
Trace Number (Eligibility Verification Confirmation (EVC) Number): [redacted]		
Eligibility Message: SUBSCRIBER LAST NAME: EVC #: [redacted]C. CNTY CODE: 37. PRMY AID CODE: 60. MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: BLUE SHIELD OF CALIFORNIA PROMISE HEALTH PLAN: MEDICAL CALL (800)605-2556. HCP: CALL (800)605-2556 FOR HCP INFORMATION. PCP: CALL THE HCP FOR PCP INFO. PART A, B AND D MEDICARE COV W/MEDICARE ID #8PX9XE2XP28 . MEDICARE PART A AND B COVERED SVCS MUST BE BILLED TO MEDICARE BEFORE BILLING MEDI-CAL.MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: BSC PROMISE HEALTH PLAN. COV: OIM VR.		

- In addition to BSP, Medicare Part C-HealthNet has been approved on 05/28/2021.

(2) Health Net

Name: [redacted]		
Subscriber ID: [redacted]		
Service Date: 06/01/2020	Subscriber Birth Date: [redacted]	Issue Date: 05/28/2021
Primary Aid Code: 60	First Special Aid Code:	
Second Special Aid Code:	Third Special Aid Code:	
Subscriber County: 37-San Diego	HIC Number: [redacted]	
Primary Care Physician Phone #: 8006756110	Service Type: OIM R	
Trace Number (Eligibility Verification Confirmation (EVC) Number): [redacted]		

Eligibility Message:
SUBSCRIBER LAST NAME: [redacted]. EVC #: [redacted] CNTY CODE: 37. PRMY AID CODE: 60. MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: PHP-HLTH NET: MEDICAL CALL (800)675-6110. HCP: CALL (800) 675-6110 FOR HCP INFORMATION. PCP: SEE YOUR MEDICARE DOCTOR CALL: (800)675-6110. PART A, B AND D MEDICARE COV W/MEDICARE ID [redacted]. MEDICARE PART A AND B COVERED SVCS MUST BE BILLED TO MEDICARE BEFORE BILLING MEDI-CAL.MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: HEALTH NET OF CA. COV: OIM R.

- If you have claims on hold in Claim Item List (SanWITS) due to Medicare Part C-Blue Shield of CA Promise Health Plan and Medicare C Health Net of California, Inc., please contact the Billing Unit so we can provide additional guidance in batching and submitting the claims to the Clearing House.
- BHS Billing is working with the other plans to obtain a letter to eliminate the burdensome process of Billing the Medicare Risk Part C plans. We will keep you posted.

B. Void Reasons in SanWITS

- The Adjustment Reasons on the Provider Drug Medi-Cal Payment Recovery Report (Void/Disallowance form) will be updated based on QM disallowance reasons.
- This update will take effect on 07/01/2021 and the revised form will be posted on the Optum website.

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the BHS Provider Resources Page which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the County of San Diego COVID-19 webpage.

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact:QIMatters.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**