

L. TRAINING

Contract Required Trainings

The increasing focus and requirements on cultural sensitivity, outcome measures, practice guidelines, electronic health record and evidence-based practice necessitates the need for ongoing training. Many providers have a contractual obligation to participate in identified trainings within 60 days of hire or when trainings become available. Some trainings are to be tracked on MSR/QSR or SSR. Contractor shall attend trainings as specified in their Contract: [DMC-ODS Required Trainings \(sandiegocounty.gov\)](#)

- Continuing Education Units (CEUs) -- Contractor shall require clinical staff to meet their licensing requirement.
- Cultural Competency Training – Minimum of four hours annual requirement for all staff. When an in-service is conducted, program shall keep on file a training agenda and a sign-in sheet for all those in attendance with sign-in/out times. For outside trainings, certificate of completion shall be kept on file at the program.
- System of Care Training – e-learning access is available through the [BHS Workforce Training and Technical Assistance](#) website. All direct service staff shall complete e-learning about BHS System, CWS System, and Pathways to Well-being.
- Medical Director Training – See one-pager for [Medical Director Training Requirements](#) posted on the Optum site.

The Quality Assurance Unit

The Quality Assurance Unit provides trainings and technical assistance on topics related to the provision of services in the Child, Youth & Family, and the Adult/Older Adult Systems of Care. Training and information are disseminated through:

- Basic Medi-Cal/County Standards Documentation Trainings and webinars
- Root Cause Analysis Training
- SmartCare Trainings
- QA Specialized Trainings
- Regular QA Communications
- SUD Organizational Provider Operations Handbook (SUDPOH)
- Regular Provider Meetings

For information on upcoming trainings or in-services, or if you require technical assistance, please contact QA at QIMatters.HHSA@sdcounty.ca.gov.

Electronic Health Record Trainings

All users will be required to complete SmartCare Trainings on the [CalMHSA LMS Module](#) based on staff role. Additional resources and registration for [supplemental trainings](#) can be found on the [OPTUM](#) website, along with the [CalMHSA Knowledge Base](#) to assist with workflow and documentation questions. For

residential, crisis residential, and crisis stabilization unit users, live in-person training is required for access to SmartCare, also provided by Optum. See the [Optum SmartCare Training](#) webpage for training dates and registration. For questions, contact sdu_sdtraining@optum.com.

Please refer to the [SmartCare Help Desk Support Hubspot](#) for more information.

The Billing Unit

The Billing Unit provides trainings by request or as needed to individual legal entities/facilities to ensure the curriculum is appropriate to the unique needs and objectives of each program and that confidential handling of all protected health information (PHI) is observed. Before trainings are scheduled, the Billing Unit requires trainings to be completed first.

Topics covered:

- Troubleshooting billing errors
- Medi-Cal eligibility verification
- Post-billing processes
- Void or disallowance processes
- Late billing

SanWITS billing-related trainings and troubleshooting billing error trainings are provided virtually via Microsoft Teams at the request of the provider. These trainings are available for existing users. For SanWITS training requests or specific billing data correction assistance, contact the SUD Billing Unit at ADSBillingUnit.HHSA@sdcounty.ca.gov.

The billing guides, tip sheets, and training plans are currently in progress, and an email announcement will be sent to all programs as soon as they become available. SUD Billing Unit can be contacted directly for any SUD-specific billing questions or rules.

Please note: Programs should NOT enter any services into SanWITS for dates of service after 8/31/2024. Any services entered in SanWITS with dates of service 9/1/2024 or later will need to be re-entered into SmartCare to avoid billing impacts. BHS will be contacting programs to fix services entered incorrectly. Services entered in the wrong system will not be paid.