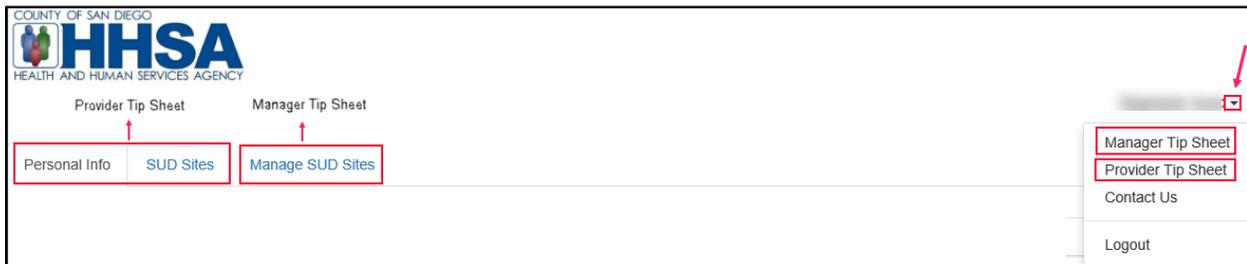


System of Care Application Tip Sheet for Managers

Upon login you should see the following view for **MH Managers**



Upon login you should see the following view for **SUD Managers**



Please note, all tabs will need to be reviewed and completed. Refer to [Provider Tip Sheet](#) for assistance in reviewing **Personal Info** and **MH/SUD Sites**.

Saving your entries:

1. **Make sure to save your data as you complete each section for each subunit/facility. If you do not save as you go, you will time out and lose your data.** The system does not provide a time out warning screen.
 - a. Require fields are marked with a red asterisk.
 - b. Each time you save, you will receive a successfully saved message confirming your changes were saved.

Manage MH Sites

1. Tab will show each subunit/facility the Manager manages and has CCBH/SanWITS access to.
 - a. **Each subunit/facility** must be updated.
 - i. The subunit/sites are in numeric order.
 - ii. The first subunit/site is automatically selected and can be seen with a dark border and font.
2. **MH - Subunit Information/ SUD- Facility Information**
 - a. MH- Subunit Information
 - i. Review and update all fields as appropriate.
 - ii. Certain fields are not editable. If the information is incorrect, please contact the Optum Support Desk.

System of Care Application Tip Sheet for Managers

b. SUD – Facility Information

- i. Review and update all fields as appropriate.
- ii. Certain fields are not editable. If information is incorrect, please contact SUD_MIS_Support.HHSA@sdcounty.ca.gov.

Facility Information

- Agency Name
- Agency ID
- Facility Info
- NPI Number Type 2
- DMC Certification Number
- DEA Number
- Urgent Wait Time (Hrs) *
- Non-Urgent Wait Time (Bus. Days) *
- Accepting New Referrals *
- Profit Status *
- Facility Type *
- Substance Use Disorder
- Medical Director Name *

3. Treatment Location Information

a. Review and update all fields as appropriate.

- i. Certain fields such as Treatment Location Name, and Address are not editable. If the information is incorrect:
 - MH- Please contact your program's COR to update the info in CCBH.
 - SUD- Please contact SUD_MIS_Support.HHSA@sdcounty.ca.gov and your facility's COR to update the information in SanWITS.
- ii. Public Phone #
 - The phone number that clients can use to contact the treatment site.
- iii. Private Phone #
 - The phone number the county, SOC administration, and other professionals will use to contact the treatment site.
 - Private Phone number could be the program manager's assigned work cell phone.
- iv. Public Email
 - Site-specific work email address that will be viewable in the (public) Provider Directory.
- v. Private Email
 - The professional email address that would be used when the County or Optum wants to contact the program through the SOC application regarding any SOC submission requirements information.
- vi. Distance to Closest Public Transportation
 - Select the distance to the closest bus stop, trolley, or train station.

Treatment Location Information

- Treatment Location Name
- Street
- Suite
- City
- State
- Zip Code
- County
- Public Phone # *
- Private Phone # *
- Fax #
- Public email *
- Private email *
- Website
- Distance to Closest Public Transportation

System of Care Application Tip Sheet for Managers

4. Language Capacity

- a. The information displayed is from an aggregated list of languages reportedly spoken by rendering providers of the site.
- b. If any other languages provided at this site, please specify in **Other Language Services Available**.

Language Capacity	
Amharic	N/A
Arabic	N/A
Armenian	N/A
Assyrian Neo-Aramaic	N/A
Burmese	N/A
Cambodian	N/A
Cantonese Chinese	N/A
Mandarin Chinese	N/A
Other Chinese	N/A
Chaldean Neo-Aramaic	N/A
English	Fluent
Farsi	Fair
Filipino, Pilipino	N/A
French	N/A
German	N/A
Hebrew	N/A
Hindi	N/A
Hmong	N/A
Iloko	N/A
Italian	N/A
Japanese	N/A
Karen languages	N/A
Korean	N/A
Luo Acholi/Acoli	N/A
Oromo	N/A
Polish	N/A
Portuguese	N/A
Russian	N/A
Samoaan	N/A
Somali	N/A
Spanish	Fluent
Tagalog	N/A
Turkish	N/A
Vietnamese	N/A
American Sign Language	Fair

Other Language Services Available 

5. Age Group and Hours of operation

- a. Age Group
 - i. For MH programs (0-20, 21+, or all ages)
 - ii. For SUD Programs (0-17, 18+, or all ages)
 - This is **un-editable** and is aggregated from all providers who work at the site.
- b. Hours per Week
 - i. Represents the number of hours per week the site can serve Medi-Cal clients.
 - Allows any values between 1 and 168.

Age Groups and Hours of Operation	
Age Group	Hours per Week * 
All Ages	

System of Care Application Tip Sheet for Managers

6. MH Provider Types and Service Types/SUD Provider Types and Modalities

- a. The information displayed is from an aggregated list of Provider Types and Service Types/Modalities reported by rendering providers of the site.
 - i. Wrong **MH-Provider Types** can be corrected via a Modify ARF submitted to County MIS to update Licensure/Credentials.
 - ii. Wrong **MH-Service Type** can be updated via the Provider's MH Sites tab.
 - iii. Wrong **SUD – Provider Types** can be corrected via a SanWITS User Modification form submitted to County MIS.
 - iv. Wrong **SUD-Modalities** can be updated via the Provider's SUD Sites tab.

MH / SUD

The image shows two screenshots of a web application interface for MH/SUD configuration. The left screenshot displays two sections: 'Provider Types' with a list of roles including Associate Clinical Social Worker, Licensed Clinical Social Workers, Licensed Physicians, Licensed Psychiatrists, Licensed Vocational Nurses, Mental Health Rehabilitation Specialists, Nurse Practitioners, and Other Qualified Providers; and 'Service Types' with a list including Case Management, Crisis Intervention, Mental Health Services, and Medication Support. The right screenshot displays 'Provider Types' with roles like Certified Substance Use Disorder Counselors and Licensed Marriage and Family Therapists; 'Modalities' with Intensive Outpatient Clinic and Outpatient Drug Free Clinic; and a 'Licensed Capacity for OTP' field with a value of 0.

7. Other Options

- a. Review and select any other treatment options available at this treatment location.
 - i. ADA Compliant for Physical Plant
 - Is this treatment location compliant with American Disability Act (ADA) for physical plant?
 - If this is not checked, the state will require proof of exemption.
 - ii. Teaching Facility
 - A teaching facility is a hospital or organization that sponsors graduate medical education (GME) or participates in GME.

The image shows a screenshot of the 'Other Options' configuration form. It includes four items: 'ADA Compliant for Physical Plant' with an unchecked checkbox, 'TDD/TTY Equipment Available' with an unchecked checkbox, 'Telehealth Services Status *' with a dropdown menu currently set to 'No Telehealth Services', and 'Teaching Facility' with an unchecked checkbox.

System of Care Application Tip Sheet for Managers

8. Medi-Cal Clients

a. This treatment location's capacity for serving Medi-Cal clients.

i. Maximum

- This is the **maximum** number of Medi-Cal members the site will accept.

ii. Current

- This is the current number of Medi-Cal members the site **currently** serves.

9. Medi-Cal Certification Info

a. Confirm the Effective and Expiration dates of this site's current Medi-Cal Certification with the county.

i. If unsure of specific dates, please contact your COR or QIMatters.

10. Work Schedule

a. Days and hours of work for this treatment location.

i. For each day select Insert New.

- Site Name
 - Is not editable.
- Day of Week
 - Select a day from the drop-down menu.
- Open Time
- Close Time
- Save and Attest

b. Once all entries have been entered, you will be able to review the complete Work Schedule.

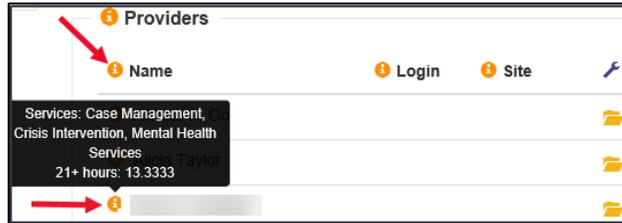
- If need to add another day, click Insert New.
- If need to edit the Open or Close time, click the pen icon to edit.
- If need to delete, click the trash icon to delete.

Day of Week	Open	Close	
MON	8:00 AM	5:00 PM	Edit  
TUE	8:00 AM	5:00 PM	Delete  
WED	8:00 AM	5:00 PM	 
THU	8:00 AM	5:00 PM	 
FRI	8:00 AM	5:00 PM	 

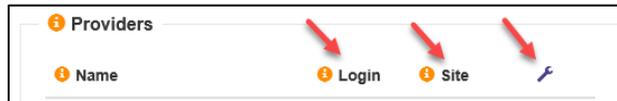
System of Care Application Tip Sheet for Managers

11. Providers

- a. Review all providers' actions under this site.
 - i. Hover over the tool tip on the left to view a summary of provider's actions as displayed below.



- ii. **Login** shows when the provider last logged in to the site. If they never signed in, the field will be empty.
- iii. **Site** shows the last time the subunit/facility was attested to by provider. Field will be empty if the provider has not made any changes or did not save or attest to their changes.
 - To view the information made to the **Personal Info** tab, click on the folder icon for Details.
- iv. **Wrench** Icon indicates you can take Actions. The type of Actions you can see details from provider tabs, edit provider info, and email the provider.

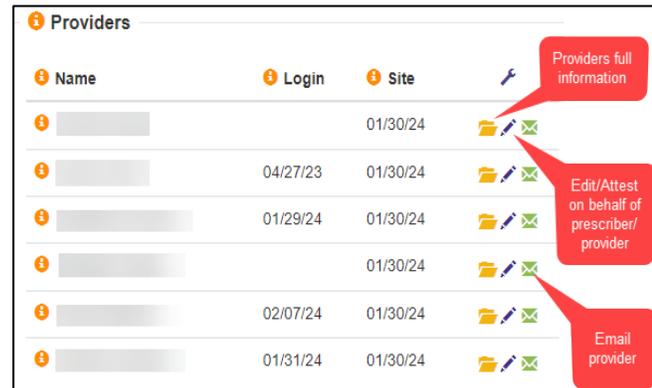


- v. **Yellow folder** icon will show the full info of the provider, including from the Personal Info tab.
- vi. **Pen icon is to Edit** the manager can edit and attest on behalf of prescribers.

- This action is defaulted for prescribers.
- To edit provider information, please contact the Optum Support Desk for that access.

- vii. **Green Envelope** icon is for Emailing, it allows managers to send emails directly to providers.

- This option is only visible when the provider has entered their **Professional Email** on the Personal Info Tab.
- An email template will appear when selected, complete all required fields with asterisk and select Submit.
- The Sender/Manager will receive a copy of the email that was sent.



System of Care Application Tip Sheet for Managers

A screenshot of an email composition form. At the top, a red callout box says "Name of provider will display here" with an arrow pointing to a greyed-out field. Below this are three input fields: "Sender's Email Address *", "Subject *", and "Body *", each with a red callout box. There is a "High Priority" checkbox checked. At the bottom is a "Send" button.

A screenshot of an email received from "no-reply@optum.com". The email content includes a "Test" subject, a retention policy, and a message stating "This message was sent with High importance." The email body says "Dear [redacted]: This email was sent to you on behalf of [redacted] the manager of [redacted]. Please DO NOT reply to the sender of this email (that address is not monitored), but rather reply to [redacted]". There are two red callout boxes: "Email sent to Provider" pointing to the sender information, and "Sender's email address" pointing to the redacted email address in the body and footer. The footer says "Please note: Optum, Inc. is not responsible for the content of this letter. Please respond to [redacted]".

12. To contact the Optum Support Desk

- a. There are two ways to contact the Optum Support Desk.
 - i. Click on the drop-down arrow next to "your name" at the top of the page and select **Contact Us**.
 - An email template will appear. Complete all fields and submit.
 - ii. On the bottom of the screen, click on "Optum Support Desk", the email template will appear. Complete all fields and submit.

A screenshot of the "Contact Optum Support Desk" form. It has three input fields: "Your Name *", "Email Address *", and "How Can We Help You? *", each with a red callout box. At the bottom is a "Submit" button.

