



# SOC Application

SUD QIP 02/15/2021

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[www.optumsandiego.com](http://www.optumsandiego.com)



# Welcome!

Why are we here today?

- Overview of the System of Care (SOC) Application
- County/Client Needs
- NACT Timeline for 4/1 due date

Communication with  
due dates

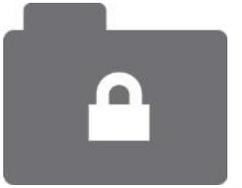
2/1

2/26

Due date for  
submission or  
attestation

Delivery of data to  
the state

3/30



# The Provider's Role

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What do providers need to know in this process?

## Providers must do the following:

- Register to access the SOC application (5 min)
- Initial review and attest to their SOC profile data quarterly (15 min)
  - If questions come up during review, Optum Support Desk is available to help
- Attest every 6 months (10 min)
  - Providers must attest to their own information on the directory
  - Attestation **cannot** be deferred to admin teams
- Program Managers will still review final NACT for accuracy and enter site-specific information
  - PMs can see team information at a glance
  - If your site has prescribers, PMs will automatically have access and can enter information
  - PMs can have temporary access to enter information for providers
    - This temporary access can be requested from the Optum Support Desk

# Registration

OptumSanDiego.com

OPTUM® San Diego

Login Register Site Map

Search:  Search

Home BHS Provider Resources Access & Crisis Line Community Resources About Us Consumers & Families

### Create One Healthcare ID

One Healthcare ID securely manages your account so that you can use one One Healthcare ID and password to sign in to all integrated applications.

**?** Already have One Healthcare ID? Sign in now

#### Profile Information

First name

Last name

Year of birth  **?**

### Sign In Information

Your email address

Create One Healthcare ID  **?**

Your One Healthcare ID must have:

- 6 to 50 characters
- At least one letter
- No spaces
- No letters with accents
- None of these Symbols: % + \* & [ \ ] ^ ' { } < > # . / : ( ) : \* ~

Create password  **?**

Your password must have:

- Between 8 and 100 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- No spaces and no & symbol

Type password again  **?**

You must agree to the [Terms of Use](#) and [Website Privacy Policy](#) to use the One Healthcare ID service. If you do not agree, click Cancel and do not use any aspect of the One Healthcare ID service.

# Registration, pt. 2

## Registration | Optum San Diego

The new Optum San Diego network portal is an enhanced gateway to content and resources unique to multiple categories of Behavioral Health services. Please choose a role or roles for the network portal you wish to access. If you are unsure please consult with your supervisor or contact the Optum Support Desk at 1-800-834-3792. By registering in the Optum San Diego network portal, you attest that you are legally authorized to access this information.

### Choose User Role(s)

MH Organizational Provider User  SUD Provider User  FFS Provider User  TERM Provider User

NPI Number

### SUD Providers Registration

The password protected area of the website is reserved for Substance Use Disorder Treatment Service providers through the County of San Diego Drug Medi-Cal Organized Delivery System (DMC-ODS). Only requests from an individual who is a County employee or part of the DMC-ODS network will be approved.

\* indicates a required field

SanWits User ID\*

SUD Phone Number\*

Agency Name\*

Facility Name\*

Supervisor\*

Supervisor Phone\*

Program Mgr

Program Mgr Phone

Add SOC Access

SUD Verification Code - All

Please leave blank. Currently for Optum use only.

Register

# SOC Link

Logoff | Welcome | Site Map

[Home](#) [BHS Provider Resources](#) [Access & Crisis Line](#) [Community Resources](#) [About Us](#) [Secure Documents](#) [Consumers & Families](#)

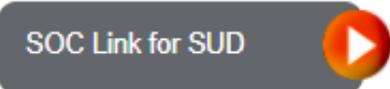
[Home](#) > [Secure Documents](#) > [Welcome](#)

## Welcome

You have reached the new Optum San Diego network portal for County of San Diego Behavioral Health Service providers. The access that you have been approved for shows below. If you have any questions, please contact the Optum Support Desk at 800-834-3792 or email at [sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com).

### SUD Provider User

Thank you for registering to access the Substance Use Disorder network portal for County of San Diego Drug Medi-Cal Organized Delivery System (DMC-ODS). Agencies will be able review their information to ensure it is accurate to comply with State and Federal regulations.

Personal Info SUD SitesPersonal Info SUD Sites Manage SUD Sites

# SOC – Personal Info



Personal Info | SUD Sites | Manage SUD Sites

### Basic Info

Last Name: [Redacted]  
First Name: [Redacted]  
SSN: (Not in System)  
NPI Number Type 1: [Redacted]  
Gender \*: (Select One) [v]  
Professional Email \*: [Text Field]  
Private Email: [Text Field]  
Hours of Cultural Competence Training Completed in Last Year \*: [Text Field]

### Professional Info

**Areas of Expertise (SUD)**  
 Child/Adolescent  
 Adult  
 Geriatric  
 Mental Health

**Specialized Age Groups (SUD)**  
 Infant 0-2  
 Preschool 3-5  
 Children 6-12  
 Adolescents 13-17  
 Transitional Youth 18-22  
 Adults 23-59  
 Older Adults 60+

**Provider Practice Focus (SUD)**  
 Adjustment Disorders  
 Anxiety Disorders  
 Bi-polar Disorders  
 Delirium, Dementia, and Amnesic and other Cognitive Disorders  
 Depressive Disorders  
 Disorders Usually First Diagnosed in Infancy, Childhood, or Adolescence  
 Dissociative Disorders  
 Eating Disorders  
 Factitious Disorders  
 Impulse-Control Disorders Not Otherwise Elsewhere Categorized  
 Mental Disorders Due to a General Medical Condition Not Elsewhere Categorized  
 Mood Disorders  
 Personality Disorders  
 Schizophrenia and Other Psychotic Disorders  
 Sexual and Gender Identity Disorders  
 Sleep Disorders  
 Somatoform Disorders  
 Substance-Related Disorders

### Licensure

Academic Degree \*: (Select One) [v]  
Academic Degree Description \*: [Text Field]  
California Practitioner License #: (Not in System)  
DEA Number: (Not in System)  
Licensure/Credentials: (Not in System)  
Licensing Entity: [Text Field]  
Board Certified Psychiatrist:   
Type of Board Certification: N/A [v]  
Certifying Entity: [Text Field]

### Language Capacity

Arabic	Fluent [v]
Armenian	Fluent [v]
Cambodian	Fluent [v]
Cantonese	N/A [v]
English	Fluent [v]
Farsi	Fluent [v]
Hmong	N/A [v]
Korean	N/A [v]
Mandarin	N/A [v]
Other Chinese	N/A [v]
Russian	N/A [v]
Spanish	N/A [v]
Tagalog	N/A [v]
Vietnamese	N/A [v]
American Sign Language	Fluent [v]

Manager Tip Sheet  
Provider Tip Sheet  
Contact Us  
Logout

Save and Attest [v] | Reset

# SOC – SUD Sites



Personal Info | **SUD Sites** | Manage SUD Sites

63 - Union of Pan Asian Communities

**Treatment Location Information**

Agency Name	Union of Pan Asian Communities
Agency ID	27
Facility Name	Union of Pan Asian Communities
Facility ID	63
Network	Substance Use Disorder (SUD)
Treatment Location Address	[Redacted] San Diego, CA

Site-specific Email \*

Service Status Available to provide services at this site

**Modalities**

Modalities

- Outpatient Drug Free Clinic
- Intensive Outpatient Clinic
- Residential
- Opioid Treatment Program

**More Service Options**

Telehealth Services \* No Telehealth Services

Distance Provider Travels to Field Based Services No Mobile Service

**Medi-Cal Age Groups and Hours**

Hours per Week

0-20 \*

21+ \*

**Medi-Cal Clients**

Max \*  Current \*

**Save and Attest** | Reset

# SOC – Manage SUD Sites

Personal Info   SUD Sites   **Manage SUD Sites**

3 - Alpha Project/Casa Raphael(3769)   63 - Union of Pan Asian Communities   100172 - Deaf Community Svcs of SD(8891)

**Facility Information**

Agency Name: Alpha Project/Casa Raphael  
 Agency ID: 3  
 Facility Name: Alpha Project/Casa Raphael(3769)  
 Facility ID: 3  
 NPI Number Type 2: 1295947384  
 DMC Certification Number: 37QF  
 DEA Number:   
 Urgent Wait Time (Hrs) \*: 0  
 Non-Urgent Wait Time (Bus. Days) \*: 0  
 Accepting New Referrals \*: Select one  
 Profit Status \*: Select one  
 Facility Type \*: Select one

**Treatment Location Information**

Treatment Location Name: Alpha Project/Casa Raphael(3769)  
 Street:   
 City:   
 State:   
 Zip Code:   
 County: San Diego  
 Public Phone #:   
 Private Phone #:   
 Fax #:   
 Public email \*:   
 Private email \*:   
 Website:   
 Distance to Closest Public Transportation: Select the best matching option

**Language Capacity**

Arabic	N/A
Armenian	Fluent
Cambodian	Fluent
Cantonese	N/A
English	Fluent

**Age Groups and Hours of Operation**

Age Group: All Ages   Hours per Week \*:

**Provider Types**

Certified Substance Use Disorder Counselors  
 Licensed Marriage and Family Therapists  
 Registered Substance Use Disorder Counselors

**Modalities**

Residential  
 Licensed Capacity for OTP:

**Other Options**

ADA Compliant for Physical Plant:   
 TOD/TTY Equipment Available:   
 Telehealth Services Status \*: No Telehealth Services  
 Teaching Facility:

**Medi-Cal Clients**

Maximum \*:    Current \*:

**Medi-Cal Certification Info**

Certification Effective Date:   
 Certification Expiration Date:

**Work Schedule**

# SOC – Manage SUD Sites

### Treatment Location Information

Treatment Location Name: Deaf Community Svcs of SD(8891)

Street: [Redacted]

Suite: [Redacted]

City: [Redacted]

State: [Redacted]

Zip Code: [Redacted]

County: San Diego

Public Phone # \* : [Input Field]

Private Phone # \* : [Input Field]

Fax # : [Input Field]

Public email \* : [Input Field]

Private email \* : [Input Field]

Website : [Input Field]

Distance to Closest Public Transportation: Select the best matching option

### Other Options

ADA Compliant for Physical Plant:

TDD/TTY Equipment Available:

Telehealth Services Status \* : No Telehealth Services

Teaching Facility:

### Medi-Cal Clients

Maximum \* : 0

Current \* : 0

### Medi-Cal Certification Info

Certification Effective Date: [Input Field]

Certification Expiration Date: [Input Field]

### Work Schedule

Insert New

### Language Capacity

Arabic	Fluent
Armenian	Fluent
Cambodian	N/A
Cantonese	N/A
English	Fluent
Farsi	N/A
Hmong	N/A
Korean	N/A
Mandarin	N/A
Other Chinese	N/A
Russian	N/A
Spanish	N/A
Tagalog	N/A
Vietnamese	N/A
American Sign Language	Fluent

Other Language Services Available: [Text Area]

### Providers

Name	Login	Site	
[Redacted]	11/20		[Edit Icon]
[Redacted]			[Edit Icon]
[Redacted]			[Edit Icon]
[Redacted]			[Edit Icon]

Save and Attest | Reset

#### CONTACT

✉ Optum Support Desk  
☎ 1-800-834-3792

# Next Steps

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## How to prepare for the NACT submission

### Access Registration

- Encourage registration for access to the SOC application
  - Program managers to register
  - Support providers to register
  - PMs can follow up with providers using the Provider
- Group/Individual instruction and trainings available through the Support Desk
- PMs and providers should plan or schedule to regularly update their information

### Submit all NACT information via SOC application

- No Excel NACTs!
- If program staff not are not yet registered, the program will be provided an Excel file to validate and return

# Checklists



## Manager



- 1. Register for [www.optumsandiego.com](http://www.optumsandiego.com)
- 2. Create a One Healthcare ID
- 3. Enter Profile Information and Sign in Information
- 4. Wait to receive your approval email from Optum San Diego
- 5. On initial launch of the website log in to view the SOC Application link
- 6. Click on the “SOC Link” to be redirected to your own custom profile
- 7. Click on “Personal Info”, review and update the information then click Save and Attest
- 8. Click on “SUD Sites”, review and update the information, then click Save and Attest
- 9. Click on “Manage SUD Sites”, review and update the information, then click Save and Attest
- 9a. Review the “Providers” Grid for accuracy. Communicate with any providers found to have incomplete profiles upon review
- 10. Repeat steps 8 – 9a for all Sites listed
- 11. Review “Providers” checklist for responsibilities to follow

## Provider



- 1. Register for [www.optumsandiego.com](http://www.optumsandiego.com)
- 2. Create a One Healthcare ID
- 3. Enter Profile Information and Sign in Information
- 4. Wait to receive your approval email from Optum San Diego
- 5. On initial launch of the website log in to View SOC Application Link
- 6. Click on the “SOC Link” to be redirected to your own custom profile
- 7. Click on “Personal Info”, review and update the information then Click Save and Attest
- 8. Click on “SUD Sites”, review and update the information, then click Save and Attest
- 9. Repeat step 8 for all Sites listed



QUESTIONS?

[OptumSanDiego.com](http://OptumSanDiego.com)

For questions, please call or e-mail

**Optum Support Desk:**

1-800-834-3792

[sdhelpdesk@optum.com](mailto:sdhelpdesk@optum.com)

Thank You!