

**From:** [Arguelles, Brenda](#)  
**Subject:** SUD Providers – County Billable Services for July 2018  
**Date:** Friday, July 13, 2018 3:25:50 PM  
**Attachments:** [Initial Billing Compliance Review - Form Fill 7-6-18.docx](#)  
[image001.png](#)  
[image002.png](#)  
**Importance:** High

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***Sent on Behalf of Tim Tormey, Behavioral Health Program Coordinator, QI Unit:***

Dear SUD Providers:

While full DMC documentation compliance by July 1, 2018 was the goal, the County has established a one month transition plan for both outpatient and residential treatment programs to allow programs to achieve full compliance. Therefore, any services provided in the month of July, 2018, that are deemed not billable to DMC will follow the processes outlined below and made County billable (for services in the month of July, 2018.) The SUD QM team will be providing technical support to programs via reviews of services provided in July, 2018 to assist with this transition plan.

For outpatient programs, SUD QM is working collaboratively with the QAR team to review chart documentation:

- Outpatient programs who have been participating in QAR prior to July 1, 2018, will continue to do so.
  - A few outpatient programs will also be contacted by SUD QM for an onsite visit in addition to their participation in QAR. (These programs were selected based on factors such as QAR disallowance data for the program from the previous fiscal year).
  - Any services provided in the month of July, 2018, that are deemed not billable to DMC will follow the corrections process; however, these services will be allowed to be changed to “County billable” for services in the month of July, 2018.
- Residential programs, or any outpatient who has never billed DMC, will only have an onsite review by the SUD QM team.
  - These reviews will identify areas for compliance with DMC standards for services provided in the month of July, 2018, as part of ongoing technical assistance. The goal is to identify areas which could cause disallowance and provide information so mitigate future disallowances. Services provided in the month of July, 2018, will be “County billable.”

Full DMC documentation standard compliance by July 31, 2018, is the goal for all programs. Please keep your program COR informed of efforts made and barriers encountered in reaching this goal. Timeline adjustments may be allowed on a case-by-case basis with COR approval.

The attached tool will be used as part of the review process. If you have not yet

heard from a SUD QM Specialist about these visits/reviews, one will be contacting you will shortly.

Please do not reply to this email. If you have questions, please contact us at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov) and someone will return your email within one business day.

Thank you.

**Brenda Arguelles**, Office Assistant  
Behavioral Health Services, Quality Improvement Unit  
County of San Diego Health & Human Services Agency  
O: 619-584-5019



**From:** [Arguelles, Brenda](#)  
**Subject:** SUD Providers – Extension of Transition Plan  
**Date:** Monday, July 23, 2018 4:02:17 PM  
**Attachments:** [image001.png](#)  
[image003.png](#)  
**Importance:** High

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**Sent on Behalf of Tim Tormey, Behavioral Health Program Coordinator, QI Unit:**

Dear SUD Providers:

After careful consideration of provider feedback and in order to provide more opportunities for training/technical assistance, the County is extending the county billable services transition plan until August 31, 2018.

During this time, outpatient and residential providers shall:

- Review instructions for all SUDURM forms (located on the SUDURM tab of the Drug Medi-Cal Organized Delivery System page of the Optum website - <https://www.optumsandiego.com/>)
- Send any questions on documentation to QI Matters at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)
- Send lead staff to documentation training (August Outpatient training registration is managed through MHS QAR, with flyer and details to go out shortly).
  - Lead staff can bring information back to others on your team. This is to maximize various program attendance.
  - PLEASE NOTE: There has been a continually high rate of no-shows to trainings. Please be sure to cancel your registration if you find you are unable to attend.
- Incorporate all required forms into client charts immediately if you have not yet done so.
- Residential programs: submit authorization requests to Optum per required timelines.

This extended transition plan means, for services provided in July and August of 2018 deemed not billable to DMC, programs will follow the processes outlined below and identify them as County billable (for services in the months of July and August, 2018 only.) The SUD QM team will be providing continued technical support to programs via reviews of services provided in July and August, 2018 to assist with this extended transition plan.

A reminder of the process to follow:

For outpatient programs:

- Outpatient programs that have been participating in QAR prior to July 1, 2018, will continue to do so.
  - Any services provided in the month of July and August, 2018, that are deemed not billable to DMC will follow the corrections process;

however, these services will be allowed to be changed to “County billable” for services in the month of July and August, 2018.

- Residential programs (or any outpatient programs who have never billed DMC),
- QM reviews will identify areas for compliance with DMC standards for services provided in the months of July and August, 2018, as part of ongoing technical assistance. The goal is to identify areas which could cause disallowance and provide information so mitigate future disallowances. Services provided in the month of July and August, 2018, will be “County billable.”

Full DMC documentation standard compliance by August 31, 2018 is the goal for all programs. Please keep your program COR informed of efforts made and barriers encountered in reaching this goal.

Please do not reply to this email. If you have questions, please contact us at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov) and someone will return your email within one business day.

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