

Information Sharing

Drug Medi-Cal Organized Delivery System
Timely Access to Services – BHS-2018-10

July 31, 2018

Substance Use Disorders (SUD) Providers:

The County acknowledges the immense work that you have invested in the implementation of DMC-ODS. Inevitably, a system change of this magnitude comes with many questions and challenges. With this information sharing notice, we would like to provide clear direction to programs regarding expectations for timely admissions and how best to handle limited residential capacity.

A. Timely Admissions. Providers should plan out their daily admissions processes that:

1. Adhere to Federal and State Health and Human Services priority and entry criteria:
 - Pregnant Injection Drug Users (IDU)
 - Pregnant Substance Users
 - Parenting Injection Drug Users
 - All other IDU
 - Parenting Substance Users
2. Include all types of referrals such as walk-ins, phone calls, transfers from other programs, as well as planned jail discharges. Planned admissions for an upcoming date (often associated with jail discharges) are compatible within the DMC-ODS system and can be paired with planned program discharges to the degree that community access is not restricted. For residential providers, please note that the Public Defender's Substance Abuse Assessment Unit (SAAU) has embedded ASAM criteria dimensions into their assessments to facilitate planned jail discharges and expedite intake when beds are available.
3. Assessments that do not result in an intake should be managed with a warm hand-off model. Programs that are ramping up their staff during DMC-ODS launch, may refer clients to the Access and Crisis Line (ACL) as a mechanism to link clients to other available services in the SUD network.

B. Residential Capacity. Effective immediately, Providers who are not updated with admission and discharge entry in SanWITS should complete the Open Bed Report (OBR), a cloud-based information sharing list for bed availability, on a daily basis. Detailed instructions are forthcoming from each COR Team. This will provide a view of system capacity to facilitate referrals until the program is appropriately using SanWITS.

C. Outpatient Programs. Clients presenting at outpatient programs but assessed for residential level of care may be admitted for services to ensure timely access to care. In these cases, providers can document the discrepancy on the Initial Level of Care form by checking the "Service not available" box. Once admitted, case management can be provided to link the client to another level of care when available.

D. Recovery Residences. To facilitate level of care transitions between outpatient and residential programs, as well as outpatient treatment of individuals with housing needs, Providers shall have policies and procedures for recovery residences to outline mechanisms for timely housing linkages and payment.

Please contact your COR if you have any questions about this information sharing notice.

For more information about the DMC-ODS, visit our website at www.sandiegocounty.gov/dmc.

For all other inquiries or comments, email us at Info-DMC-ODS.HHSA@sdcounty.ca.gov.