



BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 A.M. to 11:30 A.M.

- Next meeting: Tuesday, **July 16, 2019**, at 10:00 A.M. to 11:30 A.M.
- Location: Scottish Rite Ctr. (Claude Morrison Room), 1895 Camino del Rio So., S.D. CA 92108

Documentation Skill Building Workshops on Progress Notes

- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on Progress Notes in July. Groups will be limited to 30 participants and reservations are required by emailing:
BHS-QITraining.HHSA@sdcounty.ca.gov
- 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)
 - Monday, **July 15, 2019**, at 1:30 P.M. to 3:30 P.M.
- No. Inland Live Well Center (Grand Ave Room B, 649 W. Mission Ave., Escondido, CA 92025)
 - Tuesday, **July 23, 2019**, at 9:30 A.M. to 11:30 A.M.
- County Operations Center (5560 Overland Ave., Training Room 171, San Diego, Ca. 92123)
 - Tuesday, **July 30, 2019**, at 9:30 A.M. to 11:30 A.M.

Root Cause Analysis (RCA) Training recommended for PM and QI Staff

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the “why” and “how” of an incident, without blame; and learn effective techniques for a successful RCA along with Serious Incident Reporting requirements.

To register, please RSVP to: BHS-QITraining.HHSA@sdcounty.ca.gov

- Date: Friday, **July 19, 2019**
- Time: 9:00 A.M. to 12:00 P.M.
- Where: County Operations Center (COC) 5530 Overland Ave., Rm. 124, San Diego, CA 92123



DMC-ODS Outpatient Documentation Training

Date: Monday, **July 22, 2019**

Time: 9:00 A.M. to 1:00 P.M.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- To register, please email the following to: BHS-QITraining.HHSA@sdcounty.ca.gov
- Name of Person(s) Attending, Program Name, and E-mail Address for each individual

DMC-ODS Residential Documentation Training

Date: Monday, **July 29, 2019**

Time: 9:00 A.M. to 1:00 P.M.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- To register, please email the following to: BHS-QITraining.HHSA@sdcounty.ca.gov
- Name of Person(s) Attending, Program Name, and E-mail Address for each individual



SUD QM Annual DMC-ODS Training

The first annual SUD QM DMC-ODS Overview will take the place of the July SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the first year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- Date: Thursday, **July 25, 2019**
- Time: 9:00 A.M. to 12:00 P.M.
- Where: Scottish Rite Center (Claude Morrison Room), 1895 Camino del Rio So., S.D. CA 92108

Reminder: Title 22 State Fair Hearing Rights Form Discontinuation

- The Title 22 State Fair Hearing Rights Form is no longer used and should not be given to clients.
- Clients are to receive the Personal Rights at an AOD Certified Program Form upon admission.
- In addition, if they have Medi-Cal or are Medi-Cal eligible, they are to receive a DMC-ODS Beneficiary Handbook, which reviews additional client rights.

Reminder from DHCS on Treatment Plans

- Treatment plans need to document certain required elements, including the type and frequency of services to be provided.
- DHCS has stated that the type and frequency need to be specific; so using terms such as “as needed” or “as clinically indicated” for frequency will not be acceptable.

Reminder: Credential requirements

- Professional staff must be licensed, registered, certified, or recognized under California State scope of practice statutes.
- SUD Counselors who provide counseling services in a licensed or certified Substance Use Disorder (SUD) program must be appropriately registered and/or certified at all times with one of the following DHCS-approved certifying organization:
 - ✓ California Association of DUI Treatment Programs (CADTP)-certified Alcohol & Other Drug Counselor
 - ✓ California Consortium of Addiction Programs and Professions (CCAPP)
 - ✓ California Association of Alcohol and Drug Educators (CAADE)
- DMC-ODS Staff Service Categories can be found on the DMC-ODS page of the Optum website in the [SUDPOH](#) (Appendix B-2).

Naltrexone Treatment Services Documentation

- A reminder to those providing Naltrexone Treatment services – start and end times are required for each individual and group service, as per the Intergovernmental Agreement (IA) between DHCS and the County.



Reminder: Promotional Materials

- As we move into the next fiscal year of DMC-ODS, it's a good time to review the content of your program websites and other promotional materials to assure alignment with DMC-ODS concepts and standards.
- For example, we have seen some program websites with information denying admission to clients prescribed certain MAT (medication assisted treatments, such as Methadone). Residential and outpatient facilities cannot deny someone utilizing or needing MAT from program participation.
- Additionally, new directive from the American Society of Addiction Medicine regarding use of ASAM designations in promotional materials requires certain permissions from the organization. For example, if you advertise that your program is designated as an "ASAM 3.5 program," you can no longer do so without meeting certain permission standards as set by the organization. To learn more, visit <https://www.asam.org/copyright-and-permissions>
- And a reminder that all promotional materials for County funded programs shall include the HHSA and the Live Well logos and be provided to the COR for review before distribution as they are subject to COR approval. Promotional materials shall include but not be limited to electronic and printed materials such as brochures, flyers, and other materials.

Reminder: Changes, Closures or new Agencies, Facilities, and Programs

- Any new Agencies, Facilities, and Programs should be reported in advance of providing services to clients. As soon as you are aware of the change, report it.
- Report to BHS, MIS unit, specifically Cheryl Lansang at Cheryl.lansang@sdcounty.ca.gov or the support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov with subject line "Agency, Facility, Program Change"
- All closures should be reported at least two months prior to closure date. Closures must be processed through the county and through the state.
- **Compliance requirements are at risk when the county MIS unit is not notified to communicate with the state and complete the necessary SanWITS setup and record clean up.**

Update: Group Sign-In Sheet requirements effective 8/1/2019

- DHCS has clarified that Group Sign-In sheets must be signed on the same day as the group and include the signature date and printed name of the counselor or LPHA who conducted the group.
- The signature must be adjacent to the typed or legibly printed name for both the client and the SUD counselor or LPHA.
- The signature of the counselor or LPHA attests that the sign in sheet is accurate and complete.
- As a reminder the group sign-in sheet must also include the following:
 - Date of the counseling session
 - Topic of the counseling session
 - Start and end time of the counseling session
- The optional [Group Sign-In Sheet](#) template in the SUDPOH has recently been updated on the Optum website to reflect the change of the counselor or LPHA signature date.
- All group sign-in sheet elements (ex. start/end times of group, topic of the session, etc.) must match the documentation on the progress notes for that group.



Signature Dates on Forms and Progress Notes Must be Accurate

- As a reminder, signature dates on forms and progress notes must be the date the form or the progress note was signed.
- It is considered fraudulent to back date or future date any form or progress note and will make the form and/or progress note invalid.
- Services will need to be disallowed if this has occurred.

“Quality Assurance Review” Webinar Available

- As of July 1, 2019, BHS began facilitating QAR for Outpatient (OS/IOS) programs.
- The new QM process and provider self-review process is available by viewing the [Quality Assurance Review webinar](#)
- Attachments available for download with the webinar include:
 - webinar transcript
 - PowerPoint Handout
 - A handout describing the changes from the previous QAR process to the new process
 - Copy of the QAR tool
 - QAR tip sheet



QI MIS Memo 2019 06 27 SanWITS Access to Service Data Collection

- Memo was disseminated June 27, 2019, along with tip sheet.
- This memo is regarding the new data fields added to the Contact and Intake screens in SanWITS
- If you did not receive this information, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

QI MIS Memo 2019 06 27 SanWITS Intensive Outpatient Service Code Change

- Memo was disseminated June 27, 2019.
- This memo is regarding DHCS Information Notice 19-031, the Intensive Outpatient Service code was changed from one code to 3 individual codes
 - Individual Counseling IOS
 - Group Counseling IOS
 - Patient Education IOS
- If you did not receive this information, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

BHS Information Sharing: BHS 2019 008-DMC ODS – Out-of-County Medi-Cal Client

- Memo was disseminated July 2, 2019, along with tip sheets.
- If you did not receive this information, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Residential Provider: Changes to the Gov Contract Enrollment (PGE) are forthcoming

- Effective Aug 1, 2019, NO changes to the Gov Contract Enrollment (PGE) during a client's episode will be necessary UNLESS the change is related to Justice Override.
- 3 Options will be available:
 - Residential Bed Day
 - Justice Override Bed Day
 - Out of County Bed Day

Change to Identification of Non-BHS Contracted Clients in SanWITS

- All Non-BHS Contracted Clients are still to be identified in SanWITS by selecting **“Non-BHS Contracted” in the Special Population field in the Admission record.** **However, effective Aug 1, 2019,** this field will no longer be changed if the client’s status changes. The Admission record is meant to be point in time record for the State and not meant to change as the status of a client changes.
- In addition to the Special Population field, a new Non-BHS Contracted program enrollment will be added to each Facility to be used as the main source to identify the client as Non-BHS Contracted.
 - If the client’s status changes during their episode, the Non-BHS Contracted program enrollment would be end dated and a new Level of Care program enrollment entered
- The Non-BHS Contracted client population should not be placed in Residential beds; no payor group enrollments; and no encounters created

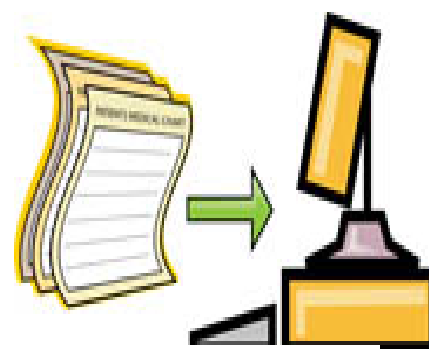


Changes to Group Module

- Group Module was affected due to changes to the Intensive Outpatient Service code.
- *ODS Group will not be available to use for any services after June 30, 2019
 - For a limited time *ODS Group can be used for any back data entry prior to July 1, 2019
- *ODS Clinical Group and *ODS Patient Education Group have been added for groups entered July 1, 2019 going forward.
- Revised tip sheets are being created and will be posted to the Optum website under the SanWITS tab.
- If you have any questions, contact SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

EHR Readiness

- Implementation of SanWITS assessments, treatment plans, and progress notes will begin in January 2020 starting with assessment training.
- Individual staff will gain access upon training completion.
- Program managers are recommended to attend training first, followed by those with prior SanWITS experience and/or strong computer skills.
- New hires should be oriented to their program prior to attending training.
- Exposure to documentation training is recommended to take place in advance of SanWITS training
- Only clinical staff will have access to assessments, treatment plans, and progress notes. Documenting directly into SanWITS is the most efficient method
- Computer hardware needs should be evaluated
- Basic computer skill proficiencies improve training outcomes
- On the date of training, set yourself up for success!



Clinical (Full Access) Role:

- In preparation for the new Clinical Assessments and Tx Plans, the ‘Clinical (Full Access)’ role will be removed and replaced on each SanWITS account. You will still have access to the necessary functions in SanWITS to complete data entry.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training

New SanWITS User Forms and Submission Process July 2019:

- The newest version of the SanWITS User forms will be available on the Optum San Diego website and training registration website at www.regpacks.com/dmc-ods
- A 'SanWITS New User Form' with the Summary of Policies and Electronic Signature Agreement all in one document has been added
- A separate 'SanWITS User Modification or Termination' form has been added
- All forms must be completed electronically and submitted to MIS and Optum
 - The new 'Submit Form' link at the bottom of the forms allow you to submit the forms directly to MIS and Optum with one click.
 - If forms are printed and scanned or faxed, they will need to be sent to MIS and Optum
- Digital signatures will now be required on the user forms
 - How to Create a Digital Signature tip sheet has been added to the Optum San Diego website and training registration website at www.regpacks.com/dmc-ods for your convenience
- This new capability and process will begin in July; however, MIS will not reject the current forms until August 1, 2019.

New Course Adjustments

- Starting July 16, the "SanWITS Basic" class time will be from 9:00 a.m.-4:30 p.m. and the "Residential Encounters and Bed Management" and "Outpatient/OTP Encounters and Group Modules" class times will be from 9 a.m.-1 p.m. This will allow additional time to address common issues experienced by end users according to SUD MIS Support Desk call trends.
- Starting August 7, the "Residential Encounters and Bed Management" class time will be adjusted to 9 a.m.-4:30 p.m. This will allow additional time to teach the processes for the Group Module used for Recovery Services.

SanWITS Quarterly Users Group Meeting for Outpatient Providers – July 2019

- Next meeting: Monday, **July 15, 2019 at 9am** (Outpatient Providers Only)
- Location: 2-1-1 Connections Center, Rooms 113 & 114, 3860 Calle Fortunada, Suite 101, San Diego, CA 92123
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
- At least one representative from each facility is highly recommended.
 - ❖ **Note:** Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will meet - Jun, Sep, Dec, Mar

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.hhsa@sdcounty.ca.gov



SanWITS and SSRS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS Basic – Fundamental SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible so that staff on the waitlist can attend.

Reminder: All Encounters in SanWITS Require a Note Type

- The 3 Note Types are as follows and are entered the same regardless if the program has been approved or not to release billing for DMC:
 - DMC Billable: If a client has San Diego County Medi-Cal and the service meets DMC standards
 - County Billable: If a client does not have San Diego County Medi-Cal or it is a justice override client and the service meets DMC standards
 - Non-Billable: If the service does NOT meet DMC standards
- For more information about the various Note Types and service codes, review the [Provider Services Guide](#) on the Optum website under the Manuals Tab.

Fiscal Year 2018—2019 Data Entry

- Per Information Sharing notice-BHS 2019-006, dated June 28, 2019.
- DMC-ODS Providers are expected to report all Fiscal Year 2018-2019 encounters including non-billable units rendered to BHS contracted clients since July 1, 2018, or since a provider's County BHS contract was amended to become a part of the DMC-ODS network, if this date is later.
- As a reminder, in SanWITS, a Note Type must be selected for each service encounter to indicate if the service was DMC-billable, Count-billable, or non-billable.
 - Note: Opioid Treatment Providers (OTPs) who elect to provide additional DMC-ODS services using County interim rates, including case management, physician consultation, and recovery services are included. Otherwise, OTPs are exempt from this requirement.
- For BHS contracted clients, all encounters provided in Fiscal year 2018-2019, including non-billable units must be entered in SanWITS by **August 31, 2019**.
- Please contact your Contracting Office Representative (COR) for any questions.



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov



Documentation Skill Building Workshops on Treatment Plans

- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on Treatment Plans in August. Groups will be limited to 30 participants and reservations are required by emailing:
BHS-QITraining.HHSA@sdcounty.ca.gov
- 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)
 - Monday, **August 12, 2019**, at 9:30 A.M. to 11:30 A.M.
- No. Inland Live Well Center (Grand Ave Room C, 649 W. Mission Ave., Escondido, CA 92025)
 - Tuesday, **August 20, 2019** at 1:30 P.M. to 3:30 P.M.

DMC-ODS Outpatient Documentation Training

Date: Friday, **August 16, 2019**

Time: 9:00 A.M. to 1:00 P.M.

Where: County Operations Center (5560 Overland Ave., 1st Floor, Room 171, San Diego, CA 92123)

- To register, please email the following to: BHS-QITraining.HHSA@sdcounty.ca.gov
 - Name of Person(s) attending and Program Name
 - E-mail Address for each individual
 - Name and email address of Program Manager or Supervisor

ASAM Criteria-(C) Training presented by Ca. Institute for Behavioral Health Solutions (CIBHS)

This free interactive training will provide an overview of the ASAM Criteria, Levels of Withdrawal Management and ASAM Levels of Care. The training course meets qualifications for the provision of continuing education credits (CECs). Click [HERE](#) to register!

Date: Friday, **August 23, 2019**

Time: 9:30 A.M. to 4:00 P.M.

Where: Marina Village Conference Center
1936 Quivira Way (Starboard Room)
San Diego, CA 92109



DMC-ODS Residential Documentation Trainings

Date: Monday, **August 26, 2019**

Time: 1:00 P.M. to 5:00 P.M.

Where: National University Spectrum Center (9388 Lightwave Ave., San Diego CA 92123)

- To register, please email the following to: BHS-QITraining.HHSA@sdcounty.ca.gov
 - Name of Person(s) attending and Program Name
 - E-mail Address for each individual
 - Name and email address of Program Manager or Supervisor

Date Change: BHS SUD Treatment Provider Meeting

Meetings are typically held on the third Tuesday of every month but are subject to change.

- Next meeting: Tuesday, **August 27, 2019**, at 10:00 A.M. to 11:30 A.M.
- Location: Scottish Rite Center (Claude Morrison Room), 1895 Camino del Rio So., S.D. CA 92108

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **August 29, 2019**

Time: 10:00 A.M. to 11:30 A.M.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- The intent of the meeting is to have a regular place for County QI and program quality assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.

Save the Date: Recovery Happens 2019

We are very excited to invite you to a redesigned Recovery Happens event at the Waterfront Park. In addition to food and some new stage elements, the free event will have an enhanced resource fair with information and services geared not only for those in recovery, but the people who support them, their families, friends and the general community.

- Date: Saturday, **September 14, 2019**
- Time: 10:00 A.M. to 1:00 P.M.
- Where: Waterfront Park
1600 Pacific Highway
San Diego, CA 92101



Training Requirements

- A list of required trainings for providers in the DMC-ODS is located at the Behavioral Health Services [website](#).
- Training standards (length and content of trainings) may be located by review of links at the site above. Providers may meet the training requirements through other means but are required to obtain prior COR approval to verify trainings meet standards.

Registration for Trainings

- When registering for a training, either with the County or a Contractor (e.g., RIHS), there may be a waiting list.
- If unable to attend, cancel within 24 hours of training to allow for Wait Listed attendees to participate. Program Managers will be informed of no shows.
- If registered for a training series, you must attend all sessions within the series to obtain a training certificate, CEU's or credit.
- When registering for a training, include the name and email of your program manager.
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

Update: DHCS Requirement for the Code of Conduct for Certifying/Licensing Body

- DHCS has confirmed that some certifying/licensing boards (e.g., BBS) do not have a Code of Conduct.
- Therefore, they are no longer going to monitor employee files for the certifying/licensing body's code of conduct for registered, certified, and licensed staff.
- However, they will continue to monitor employee files for the provider's Code of Conduct.

Update: SUD Uniform Record Manual (SUDURM) Summary of Changes

- The Summary of Changes and SUDURM forms have been posted to the Optum website, on the DMC-ODS page, under the “SUDURM” tab.
- Please be sure to recycle hard copy versions and delete electronic versions of the forms so that your program will be in compliance with the most current documentation requirements.
- The effective date for use of these forms is **September 2, 2019**.

Reminder: Forms

- Required forms may be implemented after clients are admitted in the program.
- Efforts should be made to ensure new documentation is completed with each active client at the next individual service.
- Programs are responsible for destroying old documents when new SUDURM updates are made available.



Reminder: Group Sign-in Sheets

- The SanWITS group sign-in sheet does not meet DMC-ODS requirements and should not be used.
- See the SUDPOH for current group sign-in sheet standards.
- See SUDPOH Appendix D.4 for a template that can be used.
- In addition, the “topic” that is listed on each sign-in sheet must match the “topic” as written on the progress note for that service.
- Remember that the LPHA or counselor that provides the service must sign the group sign-in sheet on the date of service.

Treatment Plan Signature Requirement – New Information

- The amendment to the Intergovernmental Agreement (IA) includes a new requirement for documentation on a treatment plan if the client refuses to sign.
- The new requirement states: ***If the client refuses to sign the treatment plan, the provider shall document the reason for refusal and the provider’s strategy to engage the client to participate in treatment.***
- This new requirement was included in the recent revision of the SUDPOH and Treatment Plan instructions in the recent revision of the SUDURM.
- Please make note of this requirement.

Reminder: New Risk Assessment and Safety Management Plan Form and Webinar

- The new Risk Assessment and Safety Management Plan Form includes the C-SSRS (Columbia-Suicide Severity Rating Scale) Screener.
- Replaces the HRA (High Risk Assessment) as the required safety assessment to be completed with clients upon admission.
- Prior to implementation and utilization of the form, all staff who will be utilizing the form must complete the RIHS (Responsive Integrated Health Solutions) webinar titled “Overview of the Risk Assessment and Safety Management Plan for Substance Use Disorder Providers”.
- The new and updated forms and instructions can be found on the Optum website www.optumsandiego.com, on the DMC-ODS page, under the SUDURM tab.
- The new form must be fully implemented by **August 1, 2019**.

Medication Assisted Treatment (MAT) Toolkit

- Please feel free to reference the [Medication Assisted Treatment \(MAT\) Toolkit](#), as it provides a basic overview of MAT.
- This MAT Toolkit is specific to counselors and can assist with providing information on how to help patients with MAT.

MAT Resources

- The “County Health Rankings and Roadmaps” website has valuable information and resources regarding MAT.
- You can learn more about those resources [here](#).



Reviews: Use of EHRs and Missing Documentation Standards

- With the new fiscal year upon us, we want to review with programs the QM Standards for use of your EHRs during QAR, MRR and TA reviews.
- Our standard for use of an EHR during reviews is as follows:
 - The program can set up the QM staff with a guest log-in/password (please note, QM staff may need additional time for the review in this instance).
 - The program can print the records for the review period.
 - The program can have someone available from the program’s staff to pull up the documents as needed for the review.
- Additionally, if a document is not located during a review of any type, the QM staff will inform the program that it cannot be found.
 - The program will have until the end of the review day to locate the missing documentation and provide to the QM staff.
 - Any missing documents provided after that time will not be considered for the review.

Community Self-Help Meetings at Residential Programs

- Per DHCS licensing, hosting of 12-Step or other self-help groups that are open to the community are a violation of residents’ rights to confidentiality.
- If 12-step or other self-help groups are held at the residential program they are only open to clients within the program on site.
- It is recommended that programs considering this practice consult with their compliance officer and/or legal counsel prior to implementing these types of meetings.

Residential Authorization Request Timelines

- In FY 2019-20, the BHS SUD QM team (in conjunction with Optum) will begin increased monitoring of residential programs for compliance with authorization request submission timelines.
- Enhanced monitoring is to minimize fiscal impacts on residential programs due to late authorizations requests.
- In the 1st quarter of the fiscal year, program compliance with meeting required authorization request timelines will be monitored and results shared with program CORs.
- In the 2nd quarter, residential days covered by late authorization requests will require entry into SanWITS as non-billable.
- A reminder of required clinical documentation and authorization timelines is located [here](#) for your convenience.
- A copy of the QM Memo issued August 5, 2019, can be found on the Optum website, on the DMC-ODS page, under the “Communication” tab.

All Providers: Non-BHS Contracted Clients

- Effective 8/1/19, a Program Enrollment MUST be entered for **Non-BHS Contracted Clients** in addition to answering the Special Population field on the Admission Administration page as “Non-BHS Contract”.
- For Non-BHS Contracted Clients DO NOT complete Payor Group Enrollment NOR Encounters.
- A tip sheet was disseminated August 1st, 2019
- Contact the SUD Support desk for questions at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Outpatient Providers

- Effective 7/1/19, the service code for groups has been replaced by two new service codes:
 - **ODS Clinical Group**
 - **ODS Patient Education**
- **As a reminder, Patient Education is defined as “providing research-based education on addiction, treatment, recovery and associated health risks”**



Important: Recovery Services

- There are two processes for **Recovery Services**. - One for Recovery Services provided at the same facility that the Treatment Services were received and another where the Recovery Services are provided at a different facility than the Treatment Services.
- For either of the two Recovery Services scenarios you **SHOULD NOT** enter a new CalOMS Admission or CalOMS Discharge as this is not considered a treatment Service.

Residential Treatment Providers

- Effective 8/1/19, Residential Treatment Providers should create a Government Contract Enrollment (PGE) using one of three options related to residential services only. These Options include the following:
 - **ODS Residential – Residential Bed Day**
 - **ODS Residential – Justice Override Bed Day**
 - **ODS Residential – Out of County Bed Day**
- It will no longer be necessary to change the Government Contract Enrollment Payor Group Enrollment during a client’s episode UNLESS the change is related to Justice Override.
- A tip sheet was disseminated Aug 1st, 2019
- Contact the SUD Support desk for questions at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS User Forms

Please use the newest SanWITS User Forms available on www.regpacks.com/dmc-ods and www.optumsandiego.com. Older versions of the SanWITS User forms submitted to MIS will be returned starting August 1st.

- The **SanWITS New User Form** includes the Summary of Policies and SUD Electronic Signature Agreement for new employees.
- The **SanWITS User Modification or Termination Form** is available for changes to existing accounts.
- All forms must be typed and completed electronically.
- New User forms must be submitted to SUD_MIS_Support.HHSA@sdcounty.ca.gov 14 days prior to your employees SanWITS Training date.

SanWITS Quarterly Users Group Meeting for Residential Providers – Aug 2019

- Next meeting: Monday, **Aug 19, 2019 at 9 a.m.** (Residential Providers Only)
- Location: Scottish Rite Center (Shell Room) 1895 Camino del Rio So., San Diego, CA 92108
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
- At least one representative from each facility is highly recommended.
- **Note:** Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will meet - Jun, Sep, Dec, Mar

Signature Stamps Are Not Permitted in Documentation

- DHCS has stated that documentation requiring signatures must be either electronically (as In Electronic Health Record signatures) or physically signed with a “wet” signature.
- Signature “stamps” do not meet these requirements.
- It is permissible to use a stamp for printed names but not for signatures.



Notice of Adverse Benefit Determination (NOABD) Tracking in SanWITS:

- See SUDPOH at www.optumsandiego.com for forms.
- NOABD is going to be tracked in SanWITS.
- **A tip sheet will be posted to the Optum website by August 15th.**
- Contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov for questions regarding SanWITS data entry.
- Contact QIMatters at QIMatters.HHSA@sdcounty.ca.gov with questions regarding the NOABD process and policy.



See Optum Website for SanWITS tip sheets at www.optumsandiego.com

SanWITS and SSRS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS Basic – Fundamental SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible so that staff on the waitlist can attend.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact:
QIMatters.hhsa@sdcounty.ca.gov



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov



Documentation Skill Building Workshops on ASAM Assessments

Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on ASAM Assessments in September.

Each session is limited to 30 participants, register by clicking on one of the following dates:

- ❖ North Inland Live Well Center (Grand Ave Room A, 649 W. Mission Ave., Escondido, CA 92025)
 - Monday, [September 16, 2019](#) at 9:30 a.m. to 11:30 a.m.
- ❖ County Operations Center (Training Room #171, 5560 Overland Ave., San Diego, CA 92123)
 - Wednesday, [September 18, 2019](#) at 9:30 a.m. to 11:30 a.m.

ASAM Criteria-(C) Training presented by Ca. Institute for Behavioral Health Solutions (CIBHS)

This free interactive training will provide an overview of the ASAM Criteria, Levels of Withdrawal Management and ASAM Levels of Care. The training course meets qualifications for the provision of six continuing education credits (CEs). Click [HERE](#) to register!

Date: Wednesday, **September 18, 2019**

Time: 9:30 a.m. to 4:00 p.m.

Where: Marina Village Conference Center (Terrace Room) 1936 Quivira Way, San Diego, CA 92109

Root Cause Analysis (RCA) Training recommended for PM and QI Staff

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident, without blame; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: Friday, **September 20, 2019**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: County Operations Center (COC) 5560 Overland Ave., Room 172 San Diego, CA 92123)

To register, provide the following information to BHS-QITraining.HHSA@sdcounty.ca.gov

- ✓ Name of Person(s) attending with e-mail address for each individual
- ✓ Program Name and Program Manager with e-mail address

DMC-ODS Residential Documentation Training in September

A review of DMC-ODS Residential Services. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **September 23, 2019**

Time: 9:00 a.m. to 1:00 p.m.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- To register, [please click here](#), or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

DMC-ODS Residential Documentation Training in October

A review of DMC-ODS Residential Services. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **October 14, 2019**

Time: 9:00 a.m. to 1:00 p.m.

Where: County Operations Center (COC) 5500 Overland Ave., Room 120 San Diego, CA 92123)

- To register, [please click here](#), or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

DMC-ODS Outpatient Documentation Training in October

A review of DMC-ODS Outpatient Services. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Thursday, **October 10, 2019**

Time: 9:00 a.m.-1:00 p.m.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- To register, [please click here](#), or contact QIMatters.HHSA@sdcounty.ca.gov for questions.



BHS SUD Treatment Provider Meeting

This Month's SUD Treatment Providers Meeting on 9/17 is cancelled.

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.-11:30 a.m.

- **Next meeting:** Tuesday, **October 15, 2019**, at 10:00 a.m. to 11:30 a.m.
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So. S.D. CA 92108

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **September 26, 2019**

Time: 10:00 A.M. to 11:30 A.M.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.



Recovery Happens 2019

We are very excited to invite you to a redesigned Recovery Happens event at the Waterfront Park. In addition to food and some new stage elements, the free event will have an enhanced resource fair with information and services geared not only for those in recovery, but the people who support them, their families, friends and the general community.

- Date: Saturday, **September 14, 2019**
- Time: 10:00 a.m. to 1:00 p.m.
- Where: Waterfront Park, 1600 Pacific Highway, San Diego, CA 92101

Reminder: Dependent vs Independent Living

- Per CalOMS, information about a client's living status at admission and discharge is required. It is important to understand and explain each definition to the client while obtaining CalOMS information.
- Dependent Living: Clients living in a supervised setting such as, residential institutions, prison, jail, halfway houses or group homes and children (under age 18) living with parents, relatives, guardians or in foster care.
- Independent Living: This includes individuals who own their home, rent/live alone, live with roommates and do not require supervision. These people pay rent or otherwise contribute financially to the cost of the home/apartment. This also includes adult children (age 18 or over) living with parents.
- Refer to the [CalOMS Tx Collection Guide](#) for additional information.

Naloxone Training Webinar

Naloxone prevents overdose deaths by temporarily blocking opioid receptors in someone who has signs and symptoms of opioid overdose.

- Promote the availability and access to Naloxone for clients with opioid use disorder and their family members or other supports.
- Ensure training for the effective use of Naloxone by following the link to the webinar at: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/dmc_ods/dmc_ods_provider/dmc_ods_additional.html

Reminder: “Termination” Notice of Adverse Benefit Determination (NOABD)

- When discharging any client for anything other than a successful discharge, there must be a NOABD because you are terminating a service.
- The NOABD is required when a client is administratively discharged and is mailed, or hand delivered 10 days prior to the decision to discharge.
- The following three forms must be sent out with this (and all) NOABD forms:
 - ✓ The NOABD “Your Rights” Notice
 - ✓ The NOABD “Language Assistance” Notice
 - ✓ The Beneficiary Non-Discrimination Notice
- All forms are located on the “NOABD” tab of the DMC-ODS page on the Optum website.

Reminder: Coordination of Care Consent Form (F208)

- The Coordination of Care Consent form (F208) has been discontinued and has been removed from the SUDURM tab on the Optum website.
- This change was effective as of April 2019 – please stop use of this form and discard any saved copies you may have at your program.
- While the form has been discontinued, the requirement for coordination of care with a client’s primary care physician and other treatment providers (e.g., Mental Health programs) is still required and should be started within 30 days of admit.
- For coordination of care, the client needs to sign a 42 CFR compliant Release of Information for each treatment provider.
- Then document in progress notes after program contact with each treatment provider the care coordination activities performed. Care Coordination is billable as case management.

Reminder: Outpatient Initial Treatment Plan Timeline Calculation

- It is due, with counselor/client signature, “within 30 calendar days of admission to treatment date.”
 - This is date of admission + 29 days.
 - Example-date of admission is August 1 + 29 days would be August 30.
 - ❖ Therefore, to be in compliance, initial treatment plan is due with client/counselor signatures by August 30.
 - ❖ If it is done/signed August 31 (admit +30 days) it is out of compliance but there is no disallowance.
 - ❖ If it was not done/signed until September 1 (admit +31 days), it is out of compliance and there is a disallowance for August 31 (service provided outside of the first 30 days with no valid treatment plan on that day).
 - ❖ There would continue to be disallowances for each day after this until the treatment plan was done/signed by counselor/client.

Note: DDN for outpatient programs would follow this same timeline calculation.



Compliance Reminders

- Programs are to review [42 CFR, Part 2 - Confidentiality of Substance Use Disorder Patient Records](#) and follow all requirements as stated.
 - Per 42 CFR, Part 2, if the release of information (ROI) is with an entity without a treating provider relationship, then it must include the name of the individual(s) to whom the disclosure is made (2.31(a)(4)).
- To assist with coordination of care efforts upon a client's discharge, programs are recommended to not have ROIs expire upon the client's discharge date.
- A program's Notice of Privacy Practices (NPP), a HIPPA requirement, must be posted in a clear and prominent location where it is reasonable to expect individuals seeking services from the provider to be able to read the notice, as well as clients being provided a copy no later than the date of the first service delivery (with some exception for emergency).
 - It must include a statement that the entity is required by law to notify affected individuals following a breach of unsecured PHI (164.520(b)(1)(v)(a)).
- The **BHS Provider Compliance Workgroup** is available to discuss any of these topics in more detail. The next meeting is on **Tuesday, November 12, 2019 at 1 pm**. Please have your program's *compliance, privacy, or security officers* reach out to Angie DeVoss (Privacy & Deputy Compliance Officer of COSD-HHSA) by emailing her at Angie.DeVoss@sdcounty.ca.gov, if they would like to attend the meeting.

Reminder: OTP (Opioid Treatment Providers)-QI Medication Monitoring Report

- The Quarter 1 Medication Monitoring Report is due **October 15, 2019**.
- You must enter the contract number and DMC provider number. Contact your COR if you do not have this information.
- Ensure that you include the name of the Committee Member and their discipline.
- Also, for the total number of charts, you must enter a number.
- Refer to the Instructions found on the DMC-ODS page of the [Optum website](#), under the "Toolbox" tab for assistance completing the report.

Reminder: Client Name/Signatures

- On Treatment Plan
 - Client Printed Name must include first and last name
 - It must be legible
 - Signature-unique to client and adjacent to printed name
- On Group Sign-In Sheet
 - Client Printed Name must include first and last name
 - It must be legible
 - Signature-unique to client and adjacent to printed name
- If client refuses to sign the treatment plan
 - The provider shall document the reason for refusal and the provider's strategy to engage the client to participate in treatment.

Care Coordination Reminder

- Clients transitioning from non-OTP withdrawal management and residential services should begin services at the next indicated level of care within 10 business days of discharge from WM or residential services.
- For coordination up or down the continuum of care, the handoff is considered complete after there is confirmation that the client has engaged, and initial appointment has occurred.
- Refer to "Section D – Service Delivery" of the SUDPOH for more information regarding Care Coordination.

Reminders from Recent DHCS Audits

- The Provider Compliance Unit (PCU) of the DHCS Audit and Investigations Medical Review Branch have recently conducted technical assistance reviews at a few DMC certified Residential programs in the County of San Diego.
- These technical assistance reviews have recently been renamed as “Post-Service **Pre-payment**” reviews and do not review for financial recovery.
- These types of reviews should not be confused with “Post-Service **Post-Payment**” reviews that do review for financial recovery of services.
- From these recent reviews, we have identified some reminders as follows:
 - LPHAs and MDs must receive a minimum of 5 continuing education hours each year related to addiction medicine.
 - The program’s code of conduct must be in the employee files and have all the required elements as documented in the [Intergovernmental Agreement](#) on page 123-124.
 - TB Test results must be completed every year and in the employee files.
 - The diagnosis on the treatment plan should match what is documented on the DDN (Diagnosis Determination Note).
 - If the client’s physical exam results are not in the chart and have not been reviewed by the MD, then it must stay on the treatment plan as a goal.
 - Group sign-in sheets must contain all required elements (see sample [group sign-in sheet](#) with these elements, from Appendix D.4 of the SUDPOH)
 - For planned discharges, the client must be given a copy of the Discharge Plan and it must be documented the client was provided a copy.
- Reminder, if a program is contacted by DHCS for any type of review or audit (be it scheduled or unannounced visit), it is expected that the program will immediately notify the program COR and the BHS SUD QM unit. QM can be notified via email at QIMatters.HHSA@sdcounty.ca.gov
- If a Corrective Action Plan (CAP) is required for any type of DMC review, programs are to submit drafts directly to the BHS SUD QM unit for review and technical assistance within 30 days of receiving the final report (SUDPOH page G.12-13).

For Residential Providers Only:

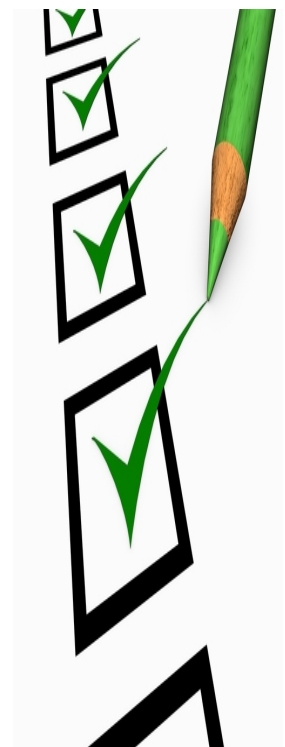
- When changing the level of care on a client record, please ensure that you also create a new program enrollment to match the level of care on your new authorization.
- If a new program enrollment is not created, your encounters will have the incorrect program name. This is especially important at the time of discharge.
- Once the client has been discharged, the system will not allow you to make any correction and you will not be able to bill for the new level of care.

For Outpatient Providers Only:

- If your client has a change of level of care from OS to IOS or vice versa, the client must be discharged from the current episode and a new episode will need to be created under the new level of care as a Transfer of Change in Service in the admission.

For OTPs Only:

- Courtesy dosing is only for clients with Out of County Medi-Cal for clients who reside in the State of California.



For ALL Programs:

- When a discharged client comes back to your facility, a new episode will need to be created. Do not reuse an existing episode.
- Cash clients will also need to be entered in SanWITS for CalOMS purposes but will need to be identified as non-BHS contract under special population and a Program Enrollment must be created using Non-BHS Contracted Client as the Program Name.
- A discharge record will need to be completed within the Data Entry Standards. If client is still at the facility by the 10th month from the admission date, an Annual Update will need to be processed.

For Providers who are providing Recovery Services (Outpatient and Residential)

- If the client completes treatment and will be receiving Recovery Services, a discharge will need to be processed.
- Once the discharge is processed, the episode will need to remain open and a new Program Enrollment will need to be created for Recovery Services under the same episode as the Treatment Episode.
- **Do not** create a brand-new episode for recovery services. Once the client completes the Recovery Services, the Program Enrollment can be end-dated, and the episode will need to be closed from the Intake screen.

See SanWITS tip sheets under the “SanWITS” tab of the DMC-ODS page on the [Optum website](#)



SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

SanWITS Quarterly Users Group Meeting for OTP Providers – September 2019

- Next meeting: Monday, **Sep 16, 2019 at 9 a.m.** (OTP Providers Only)
- Location: 211 Connections Center at 3860 Calle Fortunada, Suite 101, San Diego, CA 92123
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
- At least one representative from each facility is highly recommended.
 - ❖ Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will meet - Jun, Sep, Dec, Mar

SanWITS User Forms

Please use the newest SanWITS User Forms available on www.regpacks.com/dmc-ods and www.optumsandiego.com. Older versions of the SanWITS User forms submitted to MIS will be returned effective August 1st, 2019.

- The **SanWITS New User Form** includes the Summary of Policies and SUD Electronic Signature Agreement for new employees.
- The **SanWITS User Modification or Termination Form** is available for changes to existing accounts.
- All forms must be typed and completed electronically.
- New User forms must be submitted to SUD_MIS_Support.HHSA@sdcounty.ca.gov 14 days prior to your employees SanWITS Training date.

SanWITS and SSRS Trainings

- Register online with RegPacks at: www.regpacks.com/dmc-ods
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS Basic-Fundamental SanWITS functions that are applicable to ALL program types
 - Residential Facilities-Bed Management & Encounter Training
 - Outpatient/OTP Facilities-Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible so that staff on the waitlist can attend.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.hhsa@sdcounty.ca.gov



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov



DMC-ODS Outpatient Documentation Training

A review of DMC-ODS Outpatient Services, DMC documentation and billing requirements. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Thursday, **October 10, 2019**

Time: 9:00 a.m.-1:00 p.m.

Where: County Operations Center (5500 Overland Ave., Training Room #120, San Diego, CA 92123)

- [CLICK HERE TO REGISTER!](#) or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

DMC-ODS Residential Documentation Training

A review of DMC-ODS Residential Services, DMC documentation and billing requirements. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **October 14, 2019**

Time: 9:00 a.m. to 1:00 p.m.

Where: 2-1-1 San Diego Building (3860 Calle Fortunada, Suite #101, San Diego, CA 92123)

- [CLICK HERE TO REGISTER!](#) or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

Documentation Skill Building Workshops on Case Management

In the month of October, the County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer three opportunities for developing a provider's documentation skill set through Skill Building Workshops. The focus this month is Case Management.

Due to limited available seating for the workshops, registration is required. If you are unable to attend, please cancel your registration as soon as possible so that those on the waitlist may register.

Please register by clicking on one of the following dates:

- Date: Wednesday, [October 23, 2019](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: County Operations Center (5560 Overland Ave., Training Room #172, S.D., CA 92123)

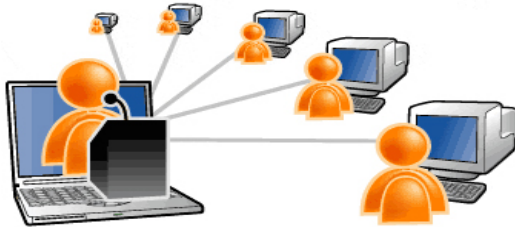
- Date: Wednesday, [October 30, 2019](#)
- Time: 9:30 a.m. to 11:30 a.m.
- Where: National University Carlsbad Campus (705 Palomar Airport Rd., Suite 205, Room 207, Carlsbad, CA 92011)

- Date: Thursday, [October 31, 2019](#)
- Time: 9:30 a.m. to 11:30 a.m.
- Where: County Operations Center (5560 Overland Ave., Training Room #171, S.D., CA 92123)

24/7 Tele-Consultation Support For Clinicians: Expanding Access to Medications for SUD Treatment

Do you have questions about substance use evaluation and/or treatment? The California Substance Use Line is available to help. Hear about how their team can provide free, confidential, clinician-to-clinician advice. The webinar hosted by the Center for Care Innovations will include:

- ✓ A description of the [California Substance Use Line](#) and its unique partnership of expert clinical consultants.
- ✓ The types of questions/cases the line has assisted with, and how its team can be of support.
- ✓ How callers have incorporated this resource into their work and the impact it has made.



- Date: Tuesday, **October 15, 2019**
- Time: 1:00 p.m. to 2:00 p.m.

[CLICK HERE TO REGISTER FOR THE WEBINAR!](#)

ASAM Criteria-(C) Training presented by Ca. Institute for Behavioral Health Solutions (CIBHS)

This free interactive training will provide an overview of the ASAM Criteria, Levels of Withdrawal Management and ASAM Levels of Care. The training course meets qualifications for the provision of six continuing education credits (CEs).

- Date: Monday, **October 28, 2019** [CLICK HERE TO REGISTER FOR OCTOBER!](#)
- Time: 9:30 a.m. to 4:00 p.m.
- Where: Marina Village Conference Center (Terrace Room) 1936 Quivira Way, S.D., CA 92109

- Date: Tuesday, **November 12, 2019** [CLICK HERE TO REGISTER FOR NOVEMBER!](#)
- Time: 9:30 a.m. to 4:00 p.m.
- Where: Marina Village Conference Center (Terrace Room) 1936 Quivira Way, S.D., CA 92109

- Date: Wednesday, **December 18, 2019** [CLICK HERE TO REGISTER FOR DECEMBER!](#)
- Time: 9:30 a.m. to 4:00 p.m.
- Where: Marina Village Conference Center (Terrace Room) 1936 Quivira Way, S.D., CA 92109

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.-11:30 a.m.

- Next meeting: Tuesday, **October 15, 2019**, at 10:00 a.m. to 11:30 a.m.
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **October 24, 2019**

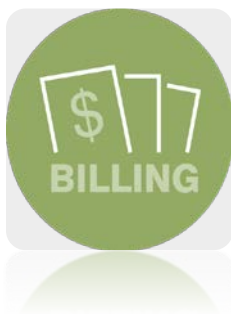
Time: 10:00 A.M. to 11:30 A.M.

Where: National University (9388 Lightwave Ave, Room 118, S.D. CA 92123)

- The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.

Other Health Coverage (OHC) - Client with private insurance and Medi-Cal

- The providers are responsible for billing the client's private insurance if a client has dual coverage (private insurance is the primary and Medi-Cal is the secondary). However, since most (if not all) of our providers do not have a billing system outside SanWITS to bill OHC (Other Health Coverage), we've recommended two options:
 1. Bill using the CMS 1500 form to submit a professional paper claim to the insurance. The standard Health Insurance Form (aka CMS 1500) can be purchased at any local retail office supply stores.
 2. Providers request client to obtain a summary of insurance benefits and coverage (evidence of coverage) from the insurance company. The evidence of coverage must indicate that "SUD services are not covered" or specifies all coverage which may or may not include some SUD services. Billing Unit needs to receive this document to be able to bill DMC/Medi-Cal.



Note: Billing Unit cannot provide direct instructions on how to bill the private insurance because the County is not contracted with any private health carrier. SUD doesn't have a Clearing House to bill private insurances as well.

- If providers choose to bill the private insurance:
 - ✓ The provider will have the client complete and sign the Assignment of Insurance Benefits (AOB) form. The AOB form is available under the "Billing" tab on the DMC-ODS page of the [Optum website](#).
 - ✓ The provider will complete the CMS 1500 form or contact the insurance to get clear instructions on how to bill and to get the correct claims mailing address.
 - ✓ Billing Unit can assist provider in running the Claim Items report in SanWITS to identify the type of services with the corresponding HCPC codes.
 - ✓ The provider will submit the paper claim to the insurance carrier to obtain a claim denial or Explanation of Benefits (EOB).
 - ✓ Once the denial is obtained, the provider will email the denial letter to ADSBillingUnit.HHSA@sdcounty.ca.gov.
 - ✓ ADS Billing Unit will bill the secondary insurance as soon as we receive the valid denial letter or evidence of coverage from the primary insurance.



SanWITS Tip Sheets for Disallowances After Release to Billing

The Tip Sheets for Outpatient, Residential Bed Day and Case Management are now available under the "Billing" tab of the DMC-ODS page on the [Optum website](#).
The OTP tip sheet will be available soon!

Reminder: General Population aka "GP" Terminology

- General Population or GP is not a funding source and any use of this terminology on client documentation should discontinue.
- GP is often used to refer to "group" which can create confusion when reviewing client files.
- If clients are not DMC clients, the correct terminology is "county billable."

Reminder: Physical Examination Requirements

- Providers are required to obtain physical examination results for each client. If the client had a physical exam within the 12-month period prior to admission, the physician shall review the results within 30 calendar days of admission (for outpatient; 10 days for residential).
- If the client has not had a physical within the 12-month period prior to admission, the physician may perform a physical examination within 30 calendar days of admission for outpatient programs; within 10 days of admission for residential programs (if the program is able to provide IMS).
- If neither of the above have taken place, then a goal of obtaining a physical examination must be included on the initial and updated treatment plans. The goal should remain on the treatment plan until the physical examination results have been received and reviewed by the physician.
- In all instances, a copy of the physical examination results must be filed in the chart.
- Monitoring and disallowances related to this issue began with reviews that include new clients and new treatment plans as of August 1, 2019.
- Please refer to the entire Quality Management Memo found under the new “Medical Director Info” tab on the DMC-ODS page of the [Optum website](#).



Withdrawal Management (WM) Programs: Physical Examination Requirements

- WM programs must follow the same physical examination requirements as documented above, within the timeline of 72 hours from admission to review the physical examination results or provide a physical examination of the client (if the program is IMS certified).
- If the physical examination results are not reviewed within 72 hours or the client has not had a physical examination within the 12-month period prior to admission or within 72 hours at the facility, the treatment plan must include a goal for the client to have a physical examination and for the physician to review the physical examination results. This is required even if the program is unable to assist in completing the goal during the client's treatment episode.
- Disallowances related to this issue for chart reviews will be for new clients and new treatment plans as of November 1st, 2019 at WM programs.

OTP Providers Data Standards

- Methadone dosing encounters are due no later than seven days beyond the end date on the encounter.
- In order for the data standards report to reflect the appropriate standard for Methadone dosing, all Methadone dosing encounters should have a start date and end date - **this applies to single and consecutive day methadone dosing**.
- After the encounter is end dated, methadone encounters should be “released to bill” and held in the claim item list until they are processed to bill by the provider's billing staff.

OTP Providers Courtesy Dosing

- CalOMS admission and CalOMS discharge record should not be completed for Courtesy dosing clients.

All Providers

- All encounters should be “released to bill” under the administrative action link at the bottom of the encounter and held in the claim item list until the claims are processed to bill by the provider's billing staff.
- Exception to this would be non-billable encounters which should be finalized under the administrative actions link at the bottom of the encounter.

All Providers: Release to Billing

- Once an encounter is created, providers should click "Release to Billing" under the Administrative Actions link at the bottom of the encounter. This action turns the encounter into a claim and sends it to the claim item list. Claims should be held in the claim item list until the provider's billing staff are ready to process the billing.
- Some claims will remain in "Hold" status in the claim item list and will never be batched such as county billable claims.
- Some claims will only remain in "Hold" status in the claim item list until the provider and/or the client receive Medi-Cal Eligibility.
- **Reminder: Only Non-Batched Claims in the claim item list can be rejected back to encounter state for corrections.** Once the claim is **batched** and enters the billing process it can no longer be rejected back to encounter state for correction.
- If you need further clarification on which claims need to be changed to "Hold" status, please contact the billing unit at ADSBillingUnit.HHSA@sdcounty.ca.gov

All Providers: CalOMS Reminders

- Data accuracy is critical especially on client's name and DOB, as these corrections can be time consuming since these affect the UCN and will require all previous episodes under that client profile to be resubmitted to the State to reflect the correction.
- There has been an increase on record deletion requests that were created in error. Below are some helpful tips to prevent errors that will require deletion.
 - ✓ Please search for clients at least 3 different ways prior to creating a new client profile.
 - ✓ Make corrections on the client record that receives the error by using the FSN to identify the episode. **DO NOT** create a new record to make the correction as this will result in a duplicate record.
 - ✓ **DO NOT** create a new episode for recovery services. This should be created under the treatment episode after a discharge record has been processed.
 - ✓ **DO NOT** create an admission for courtesy dosing.
 - ✓ If an episode is created under the incorrect client profile or incorrect facility, please contact the support desk immediately and **DO NOT** create a new one under the correct client profile or facility. MIS might be able to move the episode under the correct client profile depending on what records you've already completed.

Outpatient Providers: Changing LOC or Transferring Facilities

- If a client changes from IOS to OS, or vice versa within the same facility, the client must have a CalOMS discharge as referred from the treatment episode in SanWITS and begin a new episode with a new Admission as a transfer for the new level of care.
- If your program has multiple facilities and a client transfers to a different facility, you must complete a CalOMS discharge in SanWITS and open a new episode with a new Admission for the treatment the client is receiving at the new facility.
- The State requires each treatment episode to have its own CalOMS episode.
- For any questions on how to complete this process in SanWITS, please contact SUD_MIS_Support.HHSA@sdcounty.ca.gov.



See SanWITS Tip Sheets under the "SanWITS" tab of the DMC-ODS page on the [Optum website](#)

Outpatient - Group Sessions mixed with Non-BHS Contracted clients

- Groups may be mixed with BHS contracted and Non-BHS contracted clients.
- All clients that attend group must be marked as present on the group session list.
- **Non-BHS clients should not have an encounter created but must be marked present if they attend a group.**
- Recovery Service clients can only attend group with other Recovery Service clients and cannot be mixed with OS or IOS.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

SanWITS Quarterly Users Group Meeting for Outpatient Providers – Oct 2019

- Next meeting: Monday, **Oct 21, 2019 at 9 a.m.** (Outpatient Providers Only)
- Location: 211 Connections Center 3860 Calle Fortunada, Suite 101, San Diego, CA 92123
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
- At least one representative from each facility is highly recommended.
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will meet - Jun, Sep, Dec, Mar

SanWITS and SSRS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS Basic – Fundamental SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact:
QIMatters.hhsa@sdcounty.ca.gov



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov



DMC-ODS Residential Documentation Trainings in November and December

A review of DMC-ODS Residential Services, DMC documentation and billing requirements. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **November 18, 2019**

Time: 9:00 a.m. to 1:00 p.m.

Where: 211 San Diego Building (3860 Calle Fortunada, Suite #101, Haimsohn Room, S.D. CA 92123)

- [Click here to register](#) or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

Date: Monday, **December 9, 2019**

Time: 9:00 a.m. to 1:00 p.m.

Where: 211 San Diego Building (3860 Calle Fortunada, Suite #101, Haimsohn Room, S.D., CA 92123)

- [Click here to register](#) or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

DMC-ODS Outpatient Documentation Trainings in December

A review of DMC-ODS Outpatient Services, DMC documentation and billing requirements. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **December 2, 2019**

Time: 9:00 a.m. to 1:00 p.m.

Where: County Operations Center-COC (5560 Overland Ave., Room #171, S.D., CA 92123)

- [Click here to register](#) or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

Documentation Skill Building Workshops on Withdrawal Management

The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer three Documentation Skill Building Workshops in November. These are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on Withdrawal Management in November. Due to limited available seating for the workshops, registration is required.

Please register by clicking on the dates below!

- Date: Tuesday, [November 19, 2019](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: North Inland Live Well Center (649 W. Mission Ave., Room A, Escondido, CA 92025)
- Date: Wednesday, [November 20, 2019](#)
- Time: 1:30 a.m. to 3:30 p.m.
- Where: County Operations Center-COC (5530 Overland Ave., Room #124, S.D., CA 92123)
- Date: Monday, [November 25, 2019](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: 211 San Diego Building (3860 Calle Fortunada, Suite #101, Haimsohn Room, S.D., CA 92123)



Substance Use Provider Waiver Support Series presented by Ca. Institute for Behavioral Health Solutions (CIBHS)

This free training series intended for Program Managers and Lead Clinicians, provides contract provider staff members with guidance and instruction to further support their implementation of the new system of care under DMC-ODS. Participants will be assigned a coach to provide guidance and consultation.

Please click on the following dates to learn more and register!

Session 1

- Date: Thursday, [November 14, 2019](#)
- Time: 10:00 a.m. to 3:00 p.m.
- Where: Marina Village Conference Center (Starboard Room), 1936 Quivira Way, S.D., CA 92109

Session 2

- Date: Thursday, [November 21, 2019](#)
- Time: 10:00 a.m. to 3:00 p.m.
- Where: Marina Village Conference Center (Starboard Room), 1936 Quivira Way, S.D., CA 92109

Session 3

- Date: Tuesday, [December 10, 2019](#)
- Time: 10:00 a.m. to 3:00 p.m.
- Where: Marina Village Conference Center (Terrace Room), 1936 Quivira Way, S.D., CA 92109

Root Cause Analysis (RCA) Training recommended for PM and QI Staff

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the “whys” and “hows” of an incident, without blame. With structure and analysis, the intention is to get to system procedures than can be updated and changed to prevent similar future incidents.

This training session is already at capacity. New registrations are being accepted for waitlist only.

To be added to the waitlist, please RSVP to: [BHS- QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov)

- Date: Thursday, **November 21, 2019 – waitlist only**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: County Operations Center (COC) 5560 Overland Ave., Room #172, San Diego, CA 92123



ASAM Criteria-(C) Training presented by Ca. Institute for Behavioral Health Solutions (CIBHS)

The ASAM Criteria-(C) Trainings previously scheduled for November and December have been cancelled.

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month but are subject to change.

- Next meeting: Tuesday, **November 19, 2019**, at 10:00 a.m. to 11:30 a.m.
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **December 12, 2019** - *No meeting in November*

Time: 10:00 A.M. to 11:30 A.M.

Where: National University (9388 Lightwave Ave, Room #118, S.D. CA 92123)

- The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.

Reminders: Room and Board – Invoicing and Total Units of Service

- Room and Board units of service are not included in the Total Units of Service Report (TUOS). These units will need to be tracked separately. (**Note:** Tracker must provide information of reasons for including a non-occupied bed to the Room and Board units and keep this on file for any future audit.) Only treatment days are currently included in the TUOS Report.
- The following are approved to be included in Room and Board units' calculation (SUDPOH Page D.9)
 - Bed Hold - Client is hospitalized, AWOL or incarcerated while in residential treatment - up to 7 days. COR approval is required if client is in need beyond 7 days (e.g. client at crisis residential)
 - Client weekend pass when a client is in 3.1 LOC with a planned discharge
 - Disallowed Treatment bed day



Reminders from Recent DHCS Audits

- The Provider Compliance Unit (PCU) of the DHCS Audit and Investigations Medical Review Branch have recently conducted technical assistance reviews at a few DMC certified Residential programs in the County of San Diego.
- These technical assistance reviews have recently been renamed as “Post-Service **Pre-payment**” reviews and do not review for financial recovery.
- These types of reviews should not be confused with “Post-Service **Post-Payment**” reviews that do review for financial recovery of services.
- Reminder, if a program is contacted by DHCS for any type of review or audit (be it scheduled or unannounced visit), it is expected that the program will immediately notify the program COR and the BHS SUD QM unit. QM can be notified via email at QIMatters.HHSA@sdcounty.ca.gov
- If a Corrective Action Plan (CAP) is required for any type of DMC review, programs are to submit drafts directly to the BHS SUD QM unit for review and technical assistance within 30 days of receiving the final report (SUDPOH page G.12-13).
- The BHS SUD QM Unit will submit the CAP to DHCS on behalf of the program and will periodically monitor for CAP implementation and provide continued technical assistance.
- The BHS SUD QM Unit will inform DHCS on behalf of the program when the CAP has been fully implemented.

Residential Program Reminders: Assignment of Benefits Form



- When a client has Medi-Cal and private insurance (including Medicare Risk or Part C Health Plan), the program must have a denial from the insurance or an evidence of insurance coverage for SUD services.
- A completed “Assignment of Benefits” (AOB) form is also required so the providers have permission to communicate with the insurance program and bill the insurance on behalf of the client.
- Optum alerts residential programs when there is private insurance involved as a reminder to get the AOB signed.
- The AOB form includes a release of information granting programs permission to bill the insurance and to provide additional information if requested by the insurance provider.
- If a client with Other Health Coverage (OHC) terminates services at a residential program without signing the AOB form, billing issues arise as Medi-Cal will not pay without a denial of coverage for SUD services from the OHC.
- You can find the AOB form in the BHS Drug Medi-Cal Organizational Providers Billing Manual located on the “Billing” tab of the DMC-ODS page of the Optum website:
https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/billing/BHS_Drug_Medi-Cal_Organizational_Providers_Billing_Manual.pdf

Reminders: Community Self-Help Meetings and Other Community Activities at Residential Programs

- Per DHCS licensing, hosting of 12-Step or other self-help groups that are open to the community are a violation of residents’ rights to confidentiality.
- This may also apply to other outside activities, such as fundraisers.
- If 12-step, other self-help groups, or other outside activities are held at the residential program, it is recommended that programs consult with their compliance officer and/or legal counsel prior to hosting such activities.

Reminders: AOD Certification and/or Licensing

- All programs are required to have AOD Certification, except for High School sites and OTPs.
- All residential programs are required to be licensed by DHCS.
- Certification (all programs) and Licenses (residential only) expire every two (2) years.
- If the Request for License and/or Certification Extension DHCS Form 5999 with renewal fees and all supporting documentation is not submitted 120 days prior to expiration, then the license and/or certification will terminate on the expiration date and programs will need to submit an entire new application.
- Refer to the [DHCS AOD Certification Standards](#) for more information.

Communication

❖ DMC-ODS Standards/SUDPOH/SUDURM questions?

Contact: QIMatters.hhsa@sdcounty.ca.gov

❖ SanWITS questions?

Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov

❖ Billing questions?

Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov



Perinatal Programs and Transportation

- Per recent DHCS communication with the SUD QM team, outpatient perinatal providers shall provide transportation as part of perinatal services, and transportation does not qualify as an additional service. The rate for perinatal services includes all required services, and providers should not bill for transportation through case management.
- Per DHCS Information Notice 18-001, transportation is one of 10 activities that make a residential day “billable” and is part of the day rate for residential services. All residential providers (including perinatal providers) should not bill for transportation as a separate service.
- Transportation is defined as “provision of, or arrangement for, transportation to and from medically necessary treatment. This is different than travel time, which is defined as “time staff spent traveling as part of a direct DMC-ODS service.”
- For more information, refer to the Transportation and Travel Time Guidelines on the Optum website: <https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/toolbox/Transportation%20Guidelines.pdf>



NOABD Tracking in SanWITS

- In October, the BHS MIS team released a tip sheet entitled “NOABD Notice of Adverse Benefit Determination” for tracking in SanWITS.
- If programs have not yet begun to track this data in SanWITS when these notices are provided to Medi-Cal beneficiaries, please begin entering it in SanWITS by December 1, 2019.
- BHS will begin monitoring data entry of this information on Monday, December 16, 2019.
- The NOABD tip sheet can be found under the “NOABD” tab of the DMC-ODS page of the Optum website. Follow the link: https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/sanwits/SanWITS_Tip%20Sheet_-_NOABD_Notice_of_Adverse_Benefit_Determination.pdf

SanWITS User Form Reminders:

- Please include all languages that your staff speak, including English, and list the proficiency levels on the SanWITS User Form.
- For Clinical Staff, all professional credentials or licenses must be included on their SanWITS form in addition to their NPI.
- Terminated employees require a SanWITS Termination form to be submitted to the MIS Support desk.

Reminder: Releasing Encounters

- TUOS data is dependent on “released” encounter data.
- The expectation is that providers shall release encounters immediately after the encounter is created.
- The step for releasing encounters is separate from billing.



ASAM Screen changes

- Help Text is now available to each Level of Risk by simply hovering over the help icon as seen below:

The screenshot shows the ASAM (Assessment of Subacute Mental) screen. At the top, there's a blue header with the text "ASAM". Below it, there's a "Type of Assessment" dropdown menu. Underneath, there's a "Dimension" section with "1 - Acute Intoxication and/or Withdrawal Potential". To the right of this, there's a "Level of Risk" dropdown menu set to "0" and a "Level of Care" dropdown menu. A red box highlights a help icon (an "i" in a circle) next to the "Level of Risk" dropdown. A tooltip is displayed over this icon, listing the following levels of risk:

- 0 - Fully functioning, no signs of intoxication or W/D present.
- 1 - Mild to moderate intoxication interferes with daily functioning, but does not pose a danger to self/others. Minimal risk of severe W/D.
- 2 - Intoxication may be severe, but responds to support; not posing a danger to self or others. Moderate risk of severe W/D.
- 3 - Severe signs/symptoms of intoxication indicate an imminent danger to self/others. Risk of severe but manageable W/D; or W/D is worsening.
- 4 - Incapacitated, with severe signs/symptoms. Severe W/D presents danger, such as seizures. Continued use poses an imminent threat to life (e.g., liver failure, GI bleeding, or fetal death).

- Fields “Clinical Override” and “Selected Clinical Override” have been relabeled to “Reason for Discrepancy” and “Selected Reason for Discrepancy”

The screenshot shows the ASAM screen with the "Reason for Discrepancy" and "Selected Reason for Discrepancy" fields. The "Reason for Discrepancy" field is a dropdown menu with the following options: Accessibility, Client Preference, Court Mandated, and Environment. The "Selected Reason for Discrepancy" field is a text input field. Below these fields, there's an "Assessment Date" field set to "11/4/2019" and a "Program" dropdown menu.

Group Sign-In sheet

- The hyperlink to print the Sign-In sheet under the Group Profile has been hidden while it is being revised to meet DMC requirements.

The screenshot shows the "Administrative Actions" section. It contains two links: "Create Group Session" and "Print Sign-In Sheet". A red arrow points to the "Print Sign-In Sheet" link, indicating that it has been hidden.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

SanWITS Quarterly Users Group Meeting for Residential Providers – Nov 2019

- Next meeting: Monday, **Nov 18, 2019 at 9 a.m.** (Residential Providers Only)
- Location: San Diego Scottish Rite Event Center - Shell Room | 1895 Camino Del Rio South, San Diego, CA 92108
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
- At least one representative from each facility is highly recommended.
- Note: Meetings for Outpatient and Residential are held quarterly on the 3rd Monday of the month
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will start meeting in conjunction with the OTP Provider meeting (next scheduled meeting will be in Jan 2020)

SanWITS and SSRS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS Basic – Fundamental SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

Documentation Skill Building Workshops on Recovery Services

The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer two remaining Documentation Skill Building Workshops in December. These are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on Recovery Services in December. Due to limited available seating for the workshops, registration is required.

Please register by clicking on the dates below!

- Date: Monday, [December 16, 2019](#)
- Time: 9:30 a.m. to 11:30 a.m.
- Where: County Operations Center-COC (5530 Overland Ave., Room #124, S.D., CA 92123)

- Date: Tuesday, [December 17, 2019](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: 211 San Diego Building (3860 Calle Fortunada, Suite #101, Haimsohn Room, S.D., CA 92123)

DMC-ODS Outpatient Documentation Training in January

A review of DMC-ODS Outpatient Services, DMC documentation and billing requirements. Details of required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Wednesday, **January 8, 2020**

Time: 9:00 a.m. to 1:00 p.m.

Where: County Operations Center-COC (5560 Overland Ave., 1st floor, Room #171, S.D., CA 92123)

- **Registration information will be sent by email prior to the training.**



DMC-ODS Residential Documentation Trainings

"Details regarding the Residential Documentation trainings is coming soon! An email with details on dates, times, location and registration will be sent to all providers shortly."

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month from 10:00 a.m. to 11:30 a.m.

- Next meeting: January 21, 2020 - **No meeting in December**
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108



Update: Withdrawal Management (WM) Observation Log and Instructions

- The Withdrawal Management Observation Log (F 401b) and associated instructions (F 401a) have been updated in response to feedback received from DHCS.
 - WM Observation Log now requires documentation by program staff of the specific times and locations in which observations occur. This replaces the pre-printed times previously on the form.
 - Per the updated WM Log Instructions, the exact time of the observation is entered by program staff in the appropriate column.
 - A column for documenting location has also been added to the WM Observation Log.
- Forms are available on the DMC-ODS page of the Optum website under the “SUDURM” tab.
- Use of the updated forms is effective **December 9, 2019**. Monitoring to this requirement will begin **December 16, 2019**.

Residential Programs: Client Access to Appointments

- Programs are required to follow their policies and procedures as developed with the program’s Medical Director in determining length of, and rules around, any type of acclimation (i.e. “blackout”) period after client’s admission to a residential program. (Please note programs are not required to have such a period).
- Program rules and restrictions must always be germane to treatment and consistent with trauma informed and DMC-ODS principles.
- Policies and procedures for the acclimation period must allow for access to:
 - ✓ medically necessary and clinically indicated appointments (such as mental health appointments, medical appointments)
 - ✓ child visitation (including phone calls with children)
 - ✓ court and probation meetings
 - ✓ Other important appointments



Reminder: AM/PM for Progress Notes and Group Sign-In Sheets

- If the am/pm is not marked, this is treated as a compliance issue.
- If the am/pm is clearly incorrect or does not match the group sign-in sheet, the service is disallowed.

All Programs:

- Reminder: All Non-BHS Contracted Clients should have a Non-BHS Contracted Program Enrollment and NO encounters should be created.

Outpatient Programs:

Important: Changing level of care program enrollments in SanWITS



- A Discharge record must be completed, and the case closed when the Level of Care (LOC) is changed for the client.
- Do not open a new program enrollment under the same episode/intake when the client changes level of care.
- There should never be more than one program enrollment under the same episode/intake for a client.
- The only exceptions to this rule are 1) if a client changes from Non-BHS Contracted to a BHS client OR 2) if a client has completed treatment has been discharged and is then enrolled in Recovery Service.

Residential Programs:

- Program enrollment for 3.1 and 3.5 should match the authorization.
- When changing level of care between 3.1 and 3.5
 - A new authorization must be approved.
 - The old program enrollment must be end dated and a new program enrollment created.
 - Billing must be completed for the old program enrollment before the new program enrollment can be created.
- If the client is in 3.2 WM and changes to 3.1 or 3.5, a **discharge must be completed, and case closed**; then open a new episode/intake for the new level of care
 - Billing must be completed before closing the case.
 - 3.2 WM does not require an authorization.

CalOMS Forms

- Forms have been updated to reflect some of the changes to the system over the last few months and to correct some formatting issues.
- Forms will be sent via email to all providers and posted to the Optum website.
- Please discontinue using the old forms.

Communication

- ❖ **Billing questions?**
Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- ❖ **SanWITS questions?**
Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- ❖ **DMC-ODS Standards/SUDPOH/SUDURM questions?**
Contact: QIMatters.hhsa@sdcounty.ca.gov



MISC. Notes Change

- Under Misc. Notes, the Note Type drop down menu has been reduced to include the NOABDs and an Informational Note.
- Misc. Notes are not billable services.
- All billable services should be entered through Encounters.



A screenshot of the 'Notes Search' and 'Notes List' interface. The 'Notes Search' section includes fields for 'Start Date' (11/15/2018), 'End Date' (11/15/2019), and 'Allow Disclosure of Note'. There are 'Clear' and 'Go' buttons. The 'Notes List' section has a table with columns: Actions, Note Type, Date, Duration, Staff, and Service/Summary. In the top right of the 'Notes List' section, there are buttons for 'Add New Misc. Note' (highlighted with a red box and arrow) and 'Add New~~X~~ Encounter Note'. There is also a 'Print Notes' button.



A screenshot of the 'Miscellaneous Notes' form. It includes fields for 'Author Name' (Emerson, Cynthia), 'Author Title', and 'Created Date'. The 'Note Type' dropdown menu is open, showing a list of options: Informational Note, NOABD - Timely Access Notice, NOABD - Payment Denial Notice, NOABD - Modification Notice, NOABD - Termination Notice, NOABD - Denial of Authorization Notice, NOABD - Authorization Delay Notice, and NOABD - Financial Liability Notice. The 'Informational Note' option is highlighted with a red box and a red arrow.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

SanWITS Quarterly Users Group Meeting - Happy Holidays!!!

- No users' groups are scheduled for December
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will start meeting in conjunction with the OTP Provider meeting (next scheduled meeting will be in Jan 2020)

EHR Pilot starting with Assessments to Begin Feb 2020:

- Immediately after training, productivity could decline as staff build up entry speed and fluency with the system.
 - Additional time will be spent documenting if transposing paper into the system.



SanWITS “Basic” Changed to “Intro to Admin Functions”

To avoid the potential confusion that may arise when clinical staff who do not currently have SanWITS accounts and only provide direct client services begin attending SanWITS training, “Basic” has been renamed “Intro to Admin Functions”. This change will clarify that “Intro to Admin Functions” is the starting point solely for staff performing administrative tasks. You will see the new title in RegPack and on resources provided in class and uploaded to the Optum website. The content taught remains the same.

SanWITS and SSRS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS – Intro to Admin Functions SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.

Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

Documentation Skill Building Workshops on Treatment Plans

In the month of January, the County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer three opportunities for developing a provider's documentation skill set through Skill Building Workshops. The focus this month is Treatment Plans.

Due to limited available seating for the workshops, registration is required. If you are unable to attend, please cancel your registration as soon as possible so that those on the waitlist may register.

Please register by clicking on one of the following dates:

- Date: Thursday, [January 23, 2020](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: County Operations Center (5530 Overland Ave., Training Room #124, S.D., CA 92123)

- Date: Monday, [January 27, 2020](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: County Operations Center (5530 Overland Ave., Training Room #124, S.D., CA 92123)

- Date: Thursday, [January 30, 2020](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: North Inland Live Well Center (649 West Mission Ave., Room A, Escondido, CA 92025)

DMC-ODS Residential Documentation Training in February

A review of DMC-ODS Residential Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Monday, **February 3, 2020**

Time: 9:00 a.m. to 1:00 p.m.

Where: 2-1-1 San Diego Building (3860 Calle Fortunada, Suite #101, Haimsohn Room #113 and #114, S.D., CA 92123)

- [CLICK HERE TO REGISTER](#) or contact QIMatters.HHSA@sdcounty.ca.gov for questions.

DMC-ODS Outpatient Documentation Training in February

A review of DMC-ODS Outpatient Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.

Date: Wednesday, **February 12, 2020**

Time: 12:30 p.m. to 4:30 p.m.

Where: County Operations Center (5500 Overland Ave., Training Room #120, San Diego, CA 92123)

- [CLICK HERE TO REGISTER](#) or contact QIMatters.HHSA@sdcounty.ca.gov for questions.



2020 SUD Workforce Recovery & MAT Summits presented by DHCS

The California Department of Health Care Services (DHCS) will present a series of free trainings which will be held in various locations throughout the state in January and February. The Substance Use Disorder (SUD) Workforce: Recovery and Medication-Assisted Treatment (MAT) Summit will bring together registered and certified SUD counselors and other disciplines of the behavioral health workforce to provide education and resources pertaining to MAT, tools to address and reduce stigma and ways the workforce can join California's current efforts to address SUD emerging epidemics. CEUs available!

For additional information, locations and registration follow the link to: [Substance Use Disorder Workforce: Recovery & Medication Assisted Treatment Summit](#)

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.-11:30 a.m.

- Next meeting: Tuesday, **January 21, 2020** at 10:00 a.m. to 11:30 a.m.
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **January 23, 2020**

Time: 10:00 a.m. to 11:30 a.m.

Where: National University (9388 Lightwave Ave, Room #118, S.D. CA 92123)

- The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.
- Guest Presenter: Angie DeVoss (Privacy & Compliance Officer of COSD-HHSA) who will facilitate a discussion on 42 CFR Part 2.

Reminder: Physical Examination Requirements

- Providers are required to obtain physical examination results for each client. If the client had a physical exam within the 12-month period prior to admission, the physician shall review the results within 30 calendar days of admission (for outpatient; 10 days for residential).
- If the client has not had a physical within the 12-month period prior to admission, the physician may perform a physical examination within 30 calendar days of admission for outpatient programs; within 10 days of admission for residential programs (if the program is able to provide IMS).
- If neither of the above have taken place, then a goal of obtaining a physical examination must be included on the initial and updated treatment plans. The goal should remain on the treatment plan until the physical examination results have been received and reviewed by the physician, and there is documentation of the physician's review of the results with typed/legibly printed name, signature (adjacent to the typed/printed name) and date.
- In all instances, a copy of the physical examination results must be filed in the chart.
- Monitoring and disallowances related to this issue began with reviews that include new clients and new treatment plans as of August 1, 2019.
- Please refer to the entire Quality Management Memo located under the new "Medical Director Info" tab on the DMC-ODS page of the [Optum website](#).



Reminder: 2020 is a Leap Year

Leap Year versions of the Due Date Timeline Tip Sheets for both Outpatient & Residential programs can be located under the “Toolbox” tab on the DMC-ODS page of the Optum website.

Reminder: Transitional Care Services

- Transitional Care Services (TCS) are defined as services that assist clients in successfully navigating transitions in care, prior to admission or post-discharge from a level of care. As these services will now be DMC billable, TCS replaces the previous “Assessed Not Admitted” process described in the Quality Management Memo dated October 18, 2018.
- Effective **January 1, 2020**, TCS is available to all programs that offer case management services.
- For Collaborative Court Programs, the “Assessed Delayed Admit” process discussed in the October 18, 2018 Quality Management memo will still be available for your programs as this will be used when someone is incarcerated, and Medi-Cal cannot be billed.
- Please refer to the entire [Quality Management Memo: Transitional Care Services](#) dated December 23, 2019, which can also be located under the “Communications” tab on the DMC-ODS page of the Optum website.

See the SanWITS update regarding Transitional Care Services (TCS) below:

Programs that Provide Case Management Services

- Effective 1/1/20, you are no longer able to use the “Assessed not Admitted” Program Enrollment. A new Program Enrollment was created - **Transitional Care Services (TCS)**. Please follow the guidelines for TCS created by the County QM unit.
- A tip sheet for the [Transitional Care Service Program Enrollment](#) can be accessed by this hyperlink, or is also available on the OPTUM website (DMC-ODS page, SanWITS tab) or upon request thru the SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- If you still need to enter intakes for clients that were assessed but not Admitted please contact the SUD_MIS_Support.HHSA@sdcounty.ca.gov. MIS will temporarily (24 hours) open the Program Enrollment “Assessed not Admitted” for back data entry.



Residential Providers:

Government Contract Enrollment & Authorizations

- To prevent the error message **“There is no active authorization that is associated with the current Client Group Enrollment”**, effective immediately the Government Contract Enrollment should not be closed/end dated even if the client has been discharged from the program.
- If the client returns to the same facility to receive treatment (new Intake/episode), a new Government Contract Enrollment should not be opened if the appropriate one exists for the client. The start date should not be modified.
- There could potentially be 3 government Contract Enrollments per client for each facility, but there should only be one Residential Bed Day (RBD), one Out of County (OOC) and/or one Justice Override.



Outpatient Providers:

- **Patient Education** groups cannot be mixed with **Clinical Groups** as they are not the same service.
- Group Sessions - you can mix OS and IOS clients in the same group as long as they are receiving the same type of service - either education or clinical.
- **Recovery Services** clients cannot be mixed with **OS or IOS clients**.

SanWITS Quarterly Users Group Meeting for Outpatient Providers – Jan 2020

- Next meeting: An email will be sent with January date and location (Outpatient Providers Only)
- Location: TBD
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will start meeting in conjunction with the OTP Provider meeting; next scheduled meeting will be Jan 21, 2020.

SanWITS Quarterly Users Group Meeting for Outpatient Providers – Jan 2020

- Next meeting: An email will be sent with January date and location (Outpatient Providers Only)
- Location: TBD
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will start meeting in conjunction with the OTP Provider meeting; next scheduled meeting will be Jan 21, 2020.

All Providers:

CalOMS Forms

- Forms have been updated to reflect some of the changes to the system over the last few months and to correct some formatting issues.
- Forms were sent via email to all providers and posted to the Optum website.
- Please discontinue using the old forms.

New DATAR Reporting Portal

- California Department of HealthCare Services (DHCS) has a new Application Portal that provides their customers with a single sign-on platform for applications that have been integrated with the Portal and up to date information on DHCS applications/systems. The new link is: <https://portal.dhcs.ca.gov/>.
- All staff that submit DATAR are expected to be setup in the new system by January 7, 2020. If you cannot access the new system, contact the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DATAR submissions deadlines for this month are extended to January 10, 2020.



SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

SanWITS and SSRS Training Update

- Effective January 2020 the SanWITS Basic Training name has been changed to **“Intro to Admin Functions Training”**.
- There is no required training for direct staff prior to the Assessments training that will be offered in Spring 2020.
- SSRS Training will no longer be available starting February 1, 2020. If you need the ability to view and run SSRS reports, please submit the Modification Form checking the SSRS View and Run Reports under Additional Optional Roles.

SanWITS and SSRS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS – Intro to Admin Functions SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

Documentation Skill Building Workshops on Progress Notes

In the month of February, the County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer two opportunities for developing a provider's documentation skill set through Skill Building Workshops. The focus this month is Progress Notes.

Due to limited available seating for the workshops, registration is required. If you are unable to attend, please cancel your registration as soon as possible so that those on the waitlist may register.

Please register by clicking on one of the following dates:

- Date: Wednesday, [February 19, 2020](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: 2-1-1 Building (3860 Calle Fortunada, Suite #101, Haimsohn Room #114, S.D., CA 92123)

- Date: Monday, [February 24, 2020](#)
- Time: 1:30 p.m. to 3:30 p.m.
- Where: North Inland Live Well Center (649 West Mission Ave., Room D, Escondido, CA 92025)



DMC-ODS Documentation Trainings in March

Details regarding Documentation trainings during the month of March are coming soon! Look for an email with details on dates, times, locations and registration!

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.- 11:30 a.m.

- Next meeting: Tuesday, **February 18, 2020**, at 10:00 a.m. to 11:30 a.m.
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **February 27, 2020**

Time: 10:00 a.m. to 11:30 a.m.

Where: National University (9388 Lightwave Ave, Room 118, S.D. CA 92123)

- The February meeting will feature guest presenters from JFS and CCHEA to share more information on Beneficiary Rights and the NOABD process.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.

Reminder: Request Approval Prior to Use of Alternate Versions of County Required Forms

- If Programs want to use a different version of one of the required SUDURM forms or create one of the forms in their own EHR, then they must submit a request for approval to the County SUD QM Team.
- Please send the alternate version of the form for review to QIMatters.hhsa@sdcounty.ca.gov

Update: Additional Guidance from DHCS regarding Physical Examination Requirements

- DHCS was asked if it would consider a goal of “MD reviewing/signing the physical exam results” as meeting the physical exam requirement, if it was noted elsewhere on the treatment plan that a physical exam had been completed within 12 months of admission.
- DHCS responded “No,” this would **not** meet the physical exam requirements. Therefore, a specific goal to obtain a physical examination must be on the initial and updated treatments plan until physical exam results are in the client chart and have been reviewed by the program physician, **and** “the physician has typed/legibly printed their name, signed and dated documentation to support they have reviewed the physical examination results (with signature adjacent to the typed or legibly printed name.)”
- Stated another way, a goal that only addresses obtaining physical exam results or reviewing physical exam results will not be in compliance. The initial and updated treatment plan goal must be to obtain a physical examination and should remain on the treatment plan until the physical examination results have been received and the physician has reviewed them and signed documentation of the review as described above.
- Once the physician has reviewed the exam results to substantiate that the physical exam has been completed within the last 12 months, and has signed off on his/her review of the results as described above, the goal to obtain a physical exam can then be marked as resolved on the treatment plan.
- Monitoring to this updated guidance will begin March 1, 2020 and will apply to documentation completed on or after that date.



Reminder: Network Adequacy Requirements by the “Mega Regs”

- Per the Medicaid Managed Care Final Rule (Mega Regs), DMC-ODS pilot counties must complete the Network Adequacy Certification Tool (NACT) for all providers at the organizational (Exhibit A-1), site (Exhibit A-2) and rendering provider (Exhibit A-3) level.
- For more information on this requirement, please see the Mental Health and Substance Use Disorder Services (MHSUDS) Information Notice (IN) that was issued to address the federal network adequacy requirements at the following link: [Information Notice 18-011](#).
- Email correspondences regarding the NACT were disseminated to program managers earlier this month.
- All programs must verify the information provided in the NACT, make corrections if needed, and **add** any missing information.
- The deadline to submit a completed NACT to BHSQIPIT.HHSA@sdcounty.ca.gov is Friday, **February 21, 2020**.
- If you need assistance or have any questions, contact the Optum Support Desk at sdhelpdesk@optum.com or 1-800-834-3792.





“Young Adult Expansion” Eligibility

- According to the new California law effective January 1, 2020, full scope Medi-Cal will be given to the young adult population, between the ages of 19 through 25 regardless of their immigration status
- Please note that the State has not updated their system yet for the expanded services and programs are expected to keep track of the clients’ age.

LTC (Long Term Care) Aid Codes

- LTC aid codes are restricted to NTP services only.
- Programs must clarify with the client if the Medi-Cal eligibility verification response showing the LTC aid code is correct.
- If the client is no longer at the LTC facility, the program should refer the client to Medi-Cal to have the aid code updated to a regular DMC eligible aid code. LTC aid codes billed to DMC will be denied.

Important Reminder: All Programs - DSM 5 Diagnosis Descriptors

- As of Feb 1, 2020, new service codes were added to SanWITS with the DSM 5 Descriptors.
- Refer to memo [“DSM-5 Diagnostic Labels in SanWITS”](#) dated 1/22/20.
- It will be necessary to have all existing client’s diagnosis changed over by 6/30/20, at which time the old service codes will be expired.

SanWITS Quarterly Users Group Meeting for OTP Providers – Feb 2020

- Next meeting: Monday, March 16, 2020 (OTP Providers Only)
- Location: National University, 9388 Lightwave Ave, Ste 131, San Diego, 92123
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
 - o Outpatient programs will meet – Apr, Jul, Oct, Jan
 - o Residential programs will meet – May, Aug, Nov, Feb
 - o OTP programs will meet – Mar, Jun, Sep (combining the users’ group with the OTP Provider meeting has been abandoned due to several factors)

Reminder: New DATAR Reporting Portal

- California Department of HealthCare Services (DHCS) has a new Application Portal that provides their customers with a single sign-on platform for applications that have been integrated with the Portal and up to date information on DHCS applications/systems. The new link is: <https://portal.dhcs.ca.gov/>.
- All staff that submit DATAR are expected to be setup in the new system by Jan 7, 2020. If you cannot access the new system, contact the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Reminder: Disallowance Tip Sheet

- A tip sheet for how to process disallowances in SanWITS is available on the Optum website under the SanWITS tab at [https://optumsandiego.com/content/dam/san-diego/documents/dmc-ods/sanwits/Tip_Sheet - Steps for Disallowed Services.pdf](https://optumsandiego.com/content/dam/san-diego/documents/dmc-ods/sanwits/Tip_Sheet_-_Steps_for_Disallowed_Services.pdf)
- The tip sheet identifies 4 possible options for each encounter and guidance specific to each option.
- Because two options refer providers to the Billing Unit, the Billing Unit created tip sheets to assist with these options. Tips sheets are located on the [Optum website](#) under the Billing tab.



SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

SanWITS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.

Communication

- Billing questions? Contact:
ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact:
SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact:
QIMatters.hhsa@sdcounty.ca.gov



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

Documentation Skill Building Workshops on Discharge & Care Coordination

The County of San Diego HHSA Behavioral Health Service SUD Quality Management team is pleased to offer regularly scheduled Documentation Skill Building Workshops for SUD Program staff. These are opportunities to build and develop a SUD Treatment provider's documentation skill set. The March workshops are presented via webinar format only:

Date: Tuesday, **March 17, 2020 – 1:30 p.m. to 3:30 p.m.** Select the Meeting link below:

<https://sdcountyca.webex.com/sdcountyca/j.php?MTID=m12fbf125a309a44005a7e431ff3f5672>

- Join by Phone: +1-415-655-0001 US Toll
- Meeting number: 801 770 970
- Password: DMC-ODS

Date: Monday, **March 23, 2020 – 1:30 p.m. to 3:30 p.m.** Select the Meeting link below:

<https://sdcountyca.webex.com/sdcountyca/j.php?MTID=m594b303c96da3f4fdd51ee8595f9ba04>

- Join by Phone: +1-415-655-0001 US Toll
- Meeting number: 805 636 448
- Password: DMC-ODS

Date: Tuesday, **March 24, 2020 – 1:30 p.m. to 3:30 p.m.** Select the Meeting link below:

<https://sdcountyca.webex.com/sdcountyca/j.php?MTID=m0e10f4603c63c0fd52838a75d62c874b>

- Join by Phone: +1-415-655-0001 US Toll
- Meeting number: 808 385 887
- Password: DMC-ODS



DMC-ODS Documentation Trainings

Until further notice, in-person outpatient and residential documentation trainings have been cancelled. Providers are encouraged to take advantage of the documentation webinars available on the Optum website on the [DMC-ODS page](#) under the "QM Training" tab.

Root Cause Analysis (RCA) Training recommended for PM and QI Staff

An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the "whys" and "hows" of an incident, without blame. With structure and analysis, the intention is to get to system procedures that can be updated and changed to prevent similar future incidents.

An email will be sent to all providers with further details about this training, as alternative presentation formats are currently being decided. Stay tuned!

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.- 11:30 a.m.

- Next meeting: Tuesday, **March 17, 2020**, at 10:00 a.m. to 11:30 a.m.
- Location: Scottish Rite Center (Claude Morrison Room) 1895 Camino del Rio So., S.D. CA 92108
- Stay tuned – an announcement will be made to providers if there are any changes.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting

Date: Thursday, **March 26, 2020**

Time: 10:00 a.m. to 11:30 a.m.

- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- NOTE: There will be no in-person meeting option. Participation via WebEx will be offered for all, and further information will be sent by email prior to the meeting.

Updates and REMINDERS !

Behavioral Health Information Notice 20-006: Updates to Alcohol and/or Other Drug (AOD) Program Certification Standards

This information notice states that the AOD Program Certification Standards (last revised May 1, 2017) have been updated. Changes were made to:

- Address the recent implementation of Senate Bill 1228, which prohibits remuneration for referrals.
- Provide clarification that licensed residential treatment facilities do not need DHCS approval for Incidental Medical Services in order to allow client access to Food and Drug Administration-approved medications for medication-assisted treatment (MAT).
- Remove the maximum number of counseling hours for intensive outpatient services.
- Specify that client rights must include the right to take medications prescribed by a licensed clinician for physical, mental health or SUD conditions; and to
- Require training for staff on fundamentals of MAT, including how medications work to treat addiction, information about addiction as a chronic disease, and the importance of removing stigma from the use of medications in a SUD treatment plan.
- These updated standards become effective on July 1, 2020. Currently certified SUD programs or programs seeking initial DHCS certification shall have until July 1, 2020, to comply with these standards.
- Follow the link to view the Behavioral Health Information Notice 20-006 located on the DHCS website at <https://www.dhcs.ca.gov/Documents/BH-Information-Notice-20-006-AOD-Program-Certification-Standards.pdf>

Reminder: CalOMS Tx Data Collection Guide

- The CalOMS Tx Data Collection Guide shall be used as a reference to define what each question is in order to correctly capture and report the requested data.
- When CalOMS questions are not understood or correctly defined for clients, the data obtained and reported to DHCS is incorrect.
- For Example: The question about “current living arrangement” is being answered incorrectly with the option for “dependent living” for clients admitted into a residential treatment program. Per CalOMS, dependent living is defined as “...living in a supervised setting such as, residential institutions, prison, jail, halfway houses or group homes and children (under age 18) living with parents, relatives, guardians or in foster care”.
- The complete guide can be located under the “SanWITS” tab on the DMC-ODS page of the Optum website at https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/sanwits/CalOMS_Tx_Data_Collection_Guide_Jan_2014.pdf

Reminder: Providers Waiting for DMC Certification

- Providers waiting for DMC certification must be ready to batch (meaning encounters are released to billing) all DMC eligible services regardless of month/year of services.
- The services must be billed timely and be ready to be submitted to DHCS (Department of Health Care Services) once approved for DMC certification.
- For services older than 6 months, please contact the Billing Unit when you have questions or need assistance in creating the claim provider batch as SanWITS will require entry of Delay Reason Information.
- For additional information on late billing, refer to the [BHS DMC-ODS Billing Manual](#) located under the “Billing” tab on the DMC-ODS page of the Optum website.



Outpatient and Residential Programs

Treatment Team

- Programs should start entering the TX Team in SanWITS for each client to include at least the Primary Counselor, Case Manager and QA Staff.
- Visit the [Optum website](#) to search for the “Intro to Admin Functions Training Manual” for instructions on how to enter the TX Team in SanWITS.
- The new clinical dashboard can only be accessed by members of the Treatment Team.

ALL Programs

Reminder: DSM 5 Diagnosis Descriptors

- Effective 2/1/20, DSM 5 diagnosis descriptor codes were required in SanWITS.
- For all existing clients (clients that were admitted prior to 2/1/20) there will be a transition period from 2/1/20 - 6/30/20 to update the client’s ICD 10 diagnosis descriptor code to the new DSM-5 diagnosis descriptor code.
- To update the diagnosis for all existing clients, you should enter it thru the Diagnosis List on the Navigation pane, click Add New Diagnosis then update the date to 2/1/20 or later as Effective Date and 12:00 AM as Effective Time. Once you update the Date and Time you need to click Edit Diagnosis and enter the new DSM-5, SAVE and FINISH.
- The old ICD 10 diagnosis descriptor codes will automatically expire.

Update: System Integrity Reports

- Starting in April 2020, MIS will begin generating SanWITS System Integrity Reports again.
- These reports will be directed at identifying 8 types of data entry errors.
- Programs will receive communication via email with instructions on how to make the needed corrections with timelines for completion.

Important: Diagnosis via the Admission Diagnosis Screen

- Since July 1, 2018 users have been instructed to enter the Diagnosis via the Admission Diagnosis screen.
- Currently we have an issue with the Time on the Diagnosis via Admission Screen, therefore it will be necessary to enter the diagnosis via the Diagnosis List on the Navigation pane.
- If you have questions please contact the SUD support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov



Revised SanWITS New User Form and Modification/Termination Forms on Optum and RegPack

- SanWITS New User Form and Modification/Termination Form have been revised to include roles for QA/QAR staff.
- The forms are now available on Optumsandiego.com under the SanWITS tab and will soon be available on RegPack.

Update: ASAM Screen Change

- Effective April 1, 2020 the “Type of Assessment” field on the ASAM screen will be changed to include only two selections:
 - ❖ Initial Assessment
 - ❖ Follow-up Assessment



Important: Open Admissions Compliance

- An annual update must be entered for all active clients between the 10th and 11th month from the admission date or from the last dated annual update record.
- All open admissions that are 11 months plus without an annual update are **Out of Compliance** with the County.
- CalOMS errors will occur if an Annual update record is entered and submitted to DHCS before 10 months from the admission date or the last dated annual update.
- If the client is no longer actively participating in SUD Treatment, a discharge must be entered upon ending the treatment episode.

Reminder: External Quality Review Organization (EQRO) - No Shows

- As a reminder, it is required to create encounters for clients that have scheduled appointments and are NO SHOWS. (NO SHOW is a scheduled appointment that the client missed).
- For Outpatient, these appointments could be for Group Counseling, Individual Counseling, Case Management, or for Recovery services.
- OTP programs, these appointments could be for Group Counseling, Individual Counseling, and/or Case Management.
- For Residential programs, these appointments could be for Case Management, or Recovery Services.
- NO SHOWS are part of the outcomes being tracked by EQRO.

EQRO - Access to Service Times

- As a reminder, the Contact Profile records communication and interaction with a client in order to capture needed data elements for the Drug Medi-Cal Organized Delivery System (DMC-ODS).
- When creating a Contact Profile, programs should be selecting “Made an Appointment” under the Disposition field even if the client is seen the same day as the client Walks-In or Calls-In.
- Appointment field dates for assessment and the date of contact are used to report timeliness measures for EQRO.
- Appointment field dates on the Intake screen are also used to report timeliness measures for EQRO.

Reminder: Release Encounters to Bill

- ALL encounters, except non billable, should be released to bill (claim created).
- A Benefit Plan for all County Billable services and Medi-Cal Billable services is required.
- Tip sheet for Service Claims and Payor Group Enrollment is available on the OPTUM website under the “SanWITS” tab.
- If you have questions please contact the SUD support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Reminder: CalOMS Errors

- Please email SUD_MIS_Support.HHSA@sdcounty.ca.gov once you have fixed any CalOMS errors AND if you make any corrections to a Client's Profile, Admission, Discharge, or Annual Update. You do not need to email MIS regarding changes to Payor Group or Program Enrollment as these do not affect CalOMS.
- For a client receiving Detox, you cannot select Discharge Status 1 or 2 because it is not considered completing treatment.
- Only OTP certified facilities can select a "Medication Prescribed as Part of Tx" on the Admission screen. All other programs must select "None" even if the client is receiving medication elsewhere.

SanWITS EHR Coming Soon

- Pilots for assessments are happening this month and feedback is being compiled. Thank you to our participants!
- April training classes will be postponed until further notice...stay tuned!



SanWITS Quarterly Users Group Meeting for OTP Providers – Mar 2020

- Next meeting: Monday, March 16, 2020 (OTP Providers Only)
- Location: National University, 9388 Lightwave Ave, Ste 131, San Diego, 92123
- RSVP will be required to ensure we are able to accommodate participants due to room requirements
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will meet – Mar, Jun, Sep

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Basic training.

SanWITS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the "Downloadable Forms" tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.

Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

DMC-ODS Skill-Building Workshop for the Licensed Practitioner of the Healing Arts (LPHA)

- The April skill-building workshop originally scheduled to be the LPHA meeting on the Diagnosis Determination Note (DDN) and medical necessity has been cancelled.
- The workshop will be rescheduled after the conclusion of the COVID-19 public health emergency.
- Look for an email update to announce when a new workshop date has been scheduled.



DMC-ODS Documentation Trainings

- As a reminder, until further notice, outpatient and residential documentation trainings have been cancelled.
- Providers are encouraged to take advantage of the documentation webinars available on the Optum website on the DMC-ODS page under the “Training” tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.- 11:30 a.m.

- Currently suspended until further notice.
- Look for email updates to announce any changes.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx

- The date for the SUD QIP WebEx meeting was not available at the time of this release.
- Look for email updates to announce when the April WebEx meeting has been scheduled.



Billing Unit Announcement

- The Billing Unit is available during the COVID-19 pandemic.
- Please continue to email us at ADSBillingUnit.HHSA@sdcounty.ca.gov with any DMC Billing issues or concerns.

Reminder: Importance of Gathering Primary Care/Clinic Information

- As a reminder, please make sure to have clients' Primary Care Physician and/or Clinic contact information on file.
- The ability for Medical Directors to connect with these allied health professionals is always important, but even more so during the COVID-19 crisis.





Resources & Links

Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the [BHS Provider Resources Page](#) which is updated regularly with the most recent communications and resources that have been sent to BHS providers.
- Links to all BHS provider communications that have been sent out to date can be found below:
 - [4-6-20 – COVID-19 Guidance for BHS Contracted Staff with Lived Experience](#), for documents linked within this flyer please see below:
 - ['Stop the Spread' Flyer - English](#)
 - ['Prevenir la Propagación' Flyer - Spanish](#)
 - [Peer-to-Peer Warmline Flyer](#)
 - [4-1-20 – CYF Memo – UM Temporary Revision Due to COVID-19](#)
 - [3-31-20 – Provider One-Pager – BHS Guidance for Clubhouses](#), for documents linked within the one-pager please see below:
 - [Phone Activity Entry ClubHOMs](#)
 - [Resources for Community Health Clinics](#)
 - [Food Resources by Region](#)
 - [3-27-20 – COVID-19 Guidance for Behavioral Health Residential Facilities](#)
 - [3-26-20 – QM Memo – Telehealth Resources during the COVID-19 Public Health Emergency](#)
 - [3-23-20 – Guidance for County Staff and Contractors Regarding Telehealth](#)
 - [3-20-20 – COVID-19 Financial Practices and Contract Management Guidance](#)
 - [3-19-20 – COVID-19 Quality Improvement Updates and Best Practices](#)
 - [3-17-20 – COVID-19 Guidance and Best Practices](#)
 - [3-13-20 – COVID-19 Notice to Providers](#)

For general information on COVID-19

including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the [County of San Diego COVID-19 webpage](#).

For local information and daily updates on COVID-19, please visit www.coronavirus-sd.com. To receive updates via text, send **COSD COVID19** to **468-311**.

Coronavirus Disease 2019
COVID-19

DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: <https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9919-Response.aspx>

Updated Withdrawal Management Guide

- The Withdrawal Management Standards Guide has been updated.
- Revision to the guide serves to clarify:
 - physical exam requirements
 - expectations for observation and monitoring during treatment
 - group sign-in sheet requirements
 - treatment planning
 - progress notes
 - documentation of the discharge plan
- The updated guide is not to address a change in requirements, but rather to bring current SUDPOH details into the document to make a more convenient reference for providers of WM services.
- This update is available on the DMC-ODS page of the Optum website.



ALL Programs

Diagnosis:

- There is currently an issue in SanWITS that's causing the effective time to not pre-populate to 12:00 a.m. when the diagnosis is created via admission. We are still investigating the issue. For now, please continue to create your diagnosis via Diagnosis List.
- When creating your diagnosis via Diagnosis List, the effective date will be blank instead of pre-populated with the admission date when the diagnosis is created via admission. It is very important that you enter the admission date when you first create your diagnosis as you will not be able to release the encounter for that day. Once you enter the effective date, the time will be pre-populated to 12:00 a.m. and will be read only. You can then click on "Edit Diagnosis" to select the appropriate diagnosis.

A screenshot of a web form titled "Client Diagnosis". The form has a blue header bar with the title and an "Edit Diagnosis" button. Below the header, there are three input fields for "Primary", "Secondary", and "Tertiary" diagnosis codes. To the right of these fields, there is a section for "Effective Date" and "Time". The "Effective Date" field is highlighted with a yellow background and contains the date "02/26/2020". The "Time" field contains "12:00 AM". There are also fields for "Expiration Date" and "Time" which are currently blank. The "Edit Diagnosis" button is highlighted with a red box.

Outpatient Programs

Important: Changing Level of Care:



- A Discharge record **MUST** be completed, and the case closed when the Level of Care (LOC) is changed for the client.
- **DO NOT** open a new Program Enrollment under the same episode when the client changes LOC.
- There should **NEVER** be more than one LOC Program Enrollment under the same episode for a client.
- The only exception to this rule is (1) if a client changes from Non-BHS Contracted Client to a BHS client OR (2) if a client has completed treatment and has been discharged and is then enrolled in Recovery Services.

Perinatal Certified Programs

Changes in Client's Status:

- When the client's status of Perinatal/Postpartum changes from NO to YES or vice versa, the current Payor Group Enrollment and the current Program Enrollment **must be end dated** and a **new one created** to prevent billing errors.

Residential Providers

Residential Bed Day (RBD) encounters:

- Encounters should be created via Census.
- Make sure you are selecting the clients that were present for the Census day.
- The Note Type is pre-populated to Bed Management Census Note and **must be updated** to DMC Billable, County Billable or Non-Billable accordingly.

System Integrity Reports

- Will be delayed to providers due COVID-19
- Update will be posted in the May UTTM

SanWITS Entry for Services Provided by Telehealth

Enter an encounter the same way that you normally would. There are two locations in which Telehealth must be identified.

- 1) Service Location – select Telehealth
 - This is normally prepopulated with either “Residential Substance Abuse Tx Facility” or “Non-Residential Substance Abuse Facility.”
- 2) Contact Type – select Telehealth



Please note: Telehealth and telephonic (phone) are not the same. Telehealth means simultaneous video and audio contact.

External Quality Review Organization (EQRO) - No Shows

- As a reminder, it is required to create encounters for clients that have scheduled appointments and are NO SHOWS.
 - NO SHOW is a scheduled appointment that the client missed
- For Outpatient, these appointments could be for Group Counseling, Individual Counseling, Case Management, or for Recovery services
- OTP programs, these appointments could be for Group Counseling, Individual Counseling, and/or Case Management
- For Residential programs these appointments could be for Case Management, or Recovery Services
- NO SHOWS are part of the outcomes being tracked by EQRO

EQRO - Access to Service Times

- As a reminder, the Contact Profile records communication and interaction with a client in order to capture needed data elements for the Drug Medi-Cal Organized Delivery System (DMC-ODS).
- When creating a Contact Profile, programs should be selecting “Made an Appointment” under the Disposition field even if the client is seen the same day as the client Walks-In or Calls-In.
- Appointment field dates for assessment and the date of contact are used to report timeliness measures for EQRO.
- Appointment field dates on the Intake screen are also used to report timeliness measures for EQRO.

Release Encounters to Bill

- ALL encounters, except non-billable, should be released to bill (claim created).
- A Benefit Plan is required for all County Billable services and Medi-Cal Billable services.
- Tip sheet for Service Claims and Payor Group Enrollment are available on the OPTUM website under the SanWITS tab.
- If you have questions please contact the SUD support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Quarterly Users Group Meeting is cancelled for April 2020

- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Meetings will be rescheduled at a later date.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

SanWITS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Types of Training Classes:
 - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions?
Contact: QIMatters.hhsa@sdcounty.ca.gov



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

DMC-ODS Skill-Building Workshops and Documentation Trainings

- As a reminder, skill-building workshops and documentation trainings have been cancelled until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the “Training” tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

Relapse Prevention- Virtual Training conducted via ZOOM

This interactive, virtual training presented by Responsive Integrated Health Solutions (RIHS), is designed to improve the application of Relapse Prevention in the delivery of behavioral health services. Learners will gain practical tools to guide individuals maintaining their recovery in both one-on-one and group settings.

How to register: Logon to the RIHS [LMS](#) and search for BH0208 to register.

Please email RIHS@sdsu.edu if you need assistance signing up or have any questions.

- Date: Wednesday, **June 3, 2020**
- Time: 9:30 a.m. to 12:00 p.m. & 1:00 p.m. to 3:30 p.m.
- Location: ZOOM

OR

- Date: Wednesday, **June 10, 2020**
- Time: 9:30 a.m. to 12:00 p.m. & 1:00 p.m. to 3:30 p.m.
- Location: ZOOM

SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx

- The date for the SUD QIP WebEx meeting was not available at the time of this release.
- Look for email updates to announce when the WebEx meeting has been scheduled.

BHS SUD Treatment Provider Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.- 11:30 a.m.

- The May SUD Treatment Providers meeting is cancelled.
- An All Provider Tele-Town Hall will take place instead.
- Information on the town hall will be sent out as soon as its ready.



Update: DMC-ODS Medical Director Training Requirements

- A clarification of the current Medical Director training requirements and a brief description of these trainings is now available.
- For complete details, the [One-Pager Medical Director in DMC-ODS](#) can be located on the Optum website on the DMC-ODS page under the “Medical Director Info” tab.

Reminder: Confidentiality When Using Telehealth

- During the COVID-19 public health emergency, providers are encouraged to use telehealth as a service delivery approach where appropriate to make sure clients are getting the treatment services they need. At the present time, providers can use any non-public-facing telehealth product, such as Apple Facetime, Facebook Messenger video chat, Google Hangouts video, and Skype.
- When using telehealth, providers are reminded of the importance of protecting client confidentiality. Before a counseling service is delivered via telehealth, the provider should inform clients that there is a risk of unintentional disclosure when using telehealth.
- There are precautions providers can and should take to reduce this risk, including turning off the feature that allows sessions to be recorded and instructing clients that they are not allowed to record sessions or have others listening in to their sessions.
- Providers also should inform clients of the potential consequences for violating the confidentiality of treatment participants in a telehealth session, which should be in line with violation of the program's general rules around maintaining confidentiality.

Update: State Fair Hearing Timelines during the COVID-19 Public Health Crisis

- As part of the continued response to the on-going COVID-19 public health emergency, the Department of Health Care Services (DHCS) requested and was granted additional flexibilities for beneficiaries requesting a State Fair Hearing.
- Beneficiaries are allowed up to an additional 120 days to request a State Fair Hearing should the deadline occur during the public health emergency.
- For complete details, the [QM Memo: State Fair Hearing COVID Waiver](#) can be located on the Optum website on the DMC-ODS page, under the "Communications" tab.

Reminder: Serious Incident Reports (SIRs) and Notice of Adverse Benefit Determinations (NOABDs)

- A reminder that while many activities have been postponed or suspended due to the COVID-19 public health crisis, Serious Incident Reports (SIRs) and Notice of Adverse Benefit Determinations (NOABDs) are still required.
- If you have any questions, please email QI Matters at QIMatters.HHSA@sdcounty.ca.gov

Reminder: Serious Physical Injury Definition

- **Serious bodily injury** means an injury involving extreme physical pain, substantial risk of death, or protracted loss or impairment of function of a bodily member, limb, organ or of mental faculty (i.e. fracture, loss of consciousness), or requiring medical intervention, including, but not limited to, hospitalization, surgery, transportation via ambulance, or physical rehabilitation.

Update: Serious Incident Report (SIR) and Serious Incident Report of Findings Forms

- We want to make our providers aware that there is an update coming to the Serious Incident Report and Serious Incident Report of Findings forms.
- Some of the changes will include more drop downs and form fills for ease of use, better prompts for required items, and fields for Medication Assisted Treatment referrals.
- We will have more information for you next month.



Update: Outpatient/Residential Due Date Timelines

- The “Standard Year Immediately Preceding Leap Year” Due Date Timelines is now available.
- Versions of the Due Date Timelines Tip Sheet for both Outpatient and Residential programs can be found on the [Optum website](#) on the DMC-ODS page under the “Toolbox” tab.

Update: DSM-5 Diagnostic Labels in SanWITS

- In an effort to reduce the administrative burden on programs during the COVID-19 pandemic, the County of San Diego will not be expiring non-DSM-5 descriptors on 6/30/2020.
- DSM-5 diagnostic labels are still required for all new admissions and new diagnoses.
- Providers are encouraged to update existing diagnoses if their staffing and resources make this possible. The start date for updated diagnoses should be the date the correction is made.
- For information and direction on making the correct diagnosis selection and correcting diagnoses in SanWITS, please refer to the original [DSM-5 Diagnosis Labels in SanWITS QM memo](#).
- If you have any questions regarding this SanWITS functionality, contact the MIS support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- For questions about client file documentation, please direct them to the QI Matters email: QIMatters.HHSA@sdcounty.ca.gov
- We will communicate with our providers once a new expiration date has been established.

Update: Substance Use Disorder Uniform Record Manual (SUDURM) Forms

- The Summary of Changes and SUDURM forms with instructions are in the process of being uploaded to the Optum website on the DMC-ODS page, under the “SUDURM” tab.
- All new and updated forms are effective as of **July 1, 2020**. However, programs may begin using these forms prior to the effective date, if preferred.
- Please institute a version control process at your program to assure old/outdated forms are removed and that the new forms are in place for the July 1, 2020 effective date.

Reminder: QM Webinar Trainings

- QM webinar trainings are updated regularly.
- Emails previously sent about QM webinars with login information may be outdated which may prevent users from logging in.
- Current webinar trainings should be accessed using the Optum website under the “QM Trainings” tab.
- If login issues continue, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov, or QI Training at BHS-QITraining.HHSA@sdcounty.ca.gov

ALL Providers

CalOMS

- Currently DHCS is not able to waive data reporting requirements for CalOMS during the COVID-19 Pandemic.
- Entering CalOMS data into SanWITS and fixing CalOMS errors are still expected to be completed in a timely manner to meet State requirements.

Episode/Cases Closure

- Remember Episodes/Cases must be closed after billing is completed.



Contact Screen

- Confirm Initial Contact date is correct before clicking *Complete Review*.
- To correct a Contact date a ticket must be submitted; and causes delays.

SUD Support Desk

- Due to Agencies having multiple facilities, please include a signature with your **facility name** when contacting the SUD Support Desk.

Encounters

Telehealth vs Telephone Encounters

- **Telehealth:** (simultaneous video and audio contact)
 - o Location = Telehealth
 - o Contact Type = Telehealth
- **Telephone:**
 - o Location = SUD Tx Facility (Residential or Non-Residential)
 - o Contact Type = Telephone
- **Telehealth Groups:** Email SUD_MIS_Support.HHSA@sdcounty.ca.gov the Group Session ID's to change the contact type on encounters created through the *Group Module*
- Four reports have been added to SSRS – click Provider Reports folder, then go to the bottom under Paginated Reports
 1. “Telehealth Services (For QSR Reporting)”
 2. “Telephone Services”
 3. “Encounters Not Released”
 4. “Vulnerable Populations for COVID Screening”



Residential Programs

- SanWITS was updated with a new release on March 26, 2020. With this update, an issue has been identified regarding encounters created through the Census. Staff selected under the “Inpatient Unit Census Profile” is not auto populating to the individual encounters as it previously did. Instead, the current user creating the census is being populated as the rendering staff. Staff will need to verify that the rendering staff is accurate on the encounter and make needed corrections prior to clicking “Release to Billing”.
- If the encounters dated March 26, 2020 and beyond have been released and still in the claim item list, please review. If the rendering staff is incorrect, please reject back and make the correction, then release again.
- If you have already batched the claims dated March 26, 2020 and beyond, please contact the billing unit to have the claims rejected for corrections.

SanWITS Quarterly Users Group Meeting is cancelled for May 2020

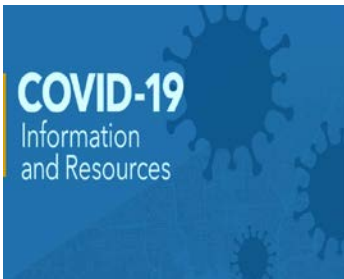
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Meetings will be rescheduled at a later date

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

SanWITS Trainings

- Register online with RegPacks at:
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
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- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.



Reminder: Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the [BHS Provider Resources Page](#) which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: DHCS COVID-19 Response Resources

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Reminder: For general information on COVID-19

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Coronavirus Disease 2019
COVID-19

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
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A Word from SUD QM Program Coordinator, Tim Tormey

After 12.5 years with BHS (the last 3 working on DMC-ODS with the SUD QM team), I'm leaving San Diego County to live and work in Northern California. I'll be continuing my QM career with another county in the greater Sacramento area.

Steve Jones, formerly the QM Coordinator in Mental Health Services, will be assisting the SUD QM team to assure a smooth transition after my departure.

It's been an honor getting to know all the SUD providers over my time working in the DMC-ODS. Thank you for all you have done and continue to do to provide quality SUD services in the County of San Diego.

I wish you all the best!

Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them *Up to the Minute!*
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov

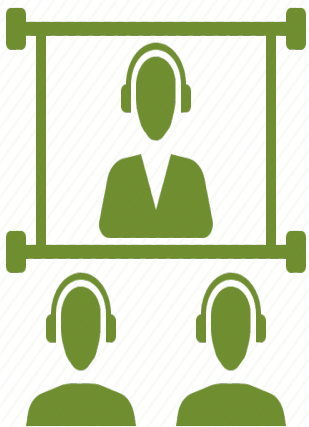
DMC-ODS Licensed Practitioner of the Healing Arts (LPHA) Meeting via WebEx

BHS SUD Quality Management will present the LPHA meeting as an opportunity for discussion and sharing of ideas on the role of the LPHA, including documentation of medical necessity. LPHAs who attend this webinar will learn ways to improve the clinical quality of documentation, such as the Diagnosis Determination Note (DDN), and will benefit from open dialog on how to perform the responsibilities of an LPHA effectively and efficiently.

- Date: Thursday, **June 18, 2020**
- Time: 1:00 p.m. to 2:30 p.m.

LPHAs must register at the following link:

<https://sdcountyca.webex.com/sdcountyca/k2/j.php?MTID=tf423dab11d8604ec211cbf99584a678c>



SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx

The intent of the meeting is to have a regular place for County QI and program Quality Assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.

Intended audience is QI/QA staff and program management.

- Date: Thursday, **June 25, 2020**
- Time: 10:00 a.m. to 11:30 a.m.

➤ **WebEx participation information will be sent by email prior to the meeting.**

BHS SUD Treatment Providers Meeting

Meetings are typically held on the 3rd Tuesday of every month, 10:00 a.m.- 11:30 a.m.

- There will be no SUD Treatment Providers meeting this month.
- Look for email updates to announce when the next meeting has been scheduled.

DMC-ODS Skill-Building Workshops and Documentation Trainings

- As a reminder, skill-building workshops and documentation trainings have been cancelled until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the “QM Training” tab.
- If assistance is needed to answer questions related to clinical documentation, or any documentation or service provision questions, please contact QI Matters at QIMatters.HHSA@sdcounty.ca.gov.

Reminder: New or Updated Training Modules are available

- New or updated training modules can be found on the Optum website on the DMC-ODS page under the “QM Training” tab.
- Updated Training Modules
 - Module 1: Introduction to DMC-ODS
 - Module 2: Medical Necessity
 - Module 7: Discharge and Care Coordination
 - Module 8: Recovery Services
- New Training Modules
 - Module 9: Withdrawal Management
 - Module 10: Case Management
- To obtain a certificate of completion, please send an email attesting to your completion of the modules to QI Matters at QIMatters.HHSA@sdcounty.ca.gov



Coming Soon: Documentation Correction Guidelines

- Guidelines have been created to assist providers in correcting documentation errors appropriately.
- The guidelines address how changes can be made to documentation in client records, including paper records and electronic health records (EHR), and also outline an approach to correcting treatment/recovery plans that encourages client participation and collaboration in treatment plan development.
- The Documentation Correction Guidelines will be disseminated at the June 25, 2020 QIP meeting.
- Monitoring to the guidelines will begin August 1, 2020.

Update: Discharging Clients after 30 Days of No Contact

- Per new guidance from DHCS, DMC-ODS providers continue to be required to discharge clients when there is a lapse in treatment for more than 30 days, including during the COVID-19 public health emergency.
- Clients should be reassessed for readmission when ready to resume treatment. If a client is subsequently reengaged in the program, please treat this as a readmission with all relevant documentation requirements.
- Please note that the two non-continuous residential stay limit still applies during the COVID-19 public health emergency.

Reminder: External Quality Review Organization (EQRO) - No Shows

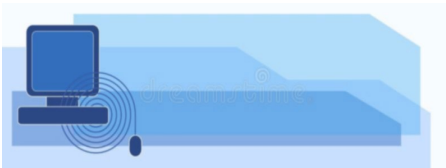
- As a reminder, it is required to create encounters for clients that have scheduled appointments and are NO SHOWS.
 - NO SHOW is a scheduled appointment that the client missed
- For Outpatient, these appointments could be for Group Counseling, Individual Counseling, Case Management, or for Recovery services.
- OTP programs, these appointments could be for Group Counseling, Individual Counseling, and/or Case Management.
- For Residential programs, these appointments could be for Case Management, or Recovery Services.
- NO SHOWS are part of the outcomes being tracked by EQRO.

Update: Medication Monitoring Suspended for Quarter 4

- Due to the continued COVID-19 efforts, Medication Monitoring is being suspended for Quarter 4.
- Programs will be provided further information regarding when Medication Monitoring will resume for the upcoming fiscal year as it becomes available.

Reminder: Treatment Plan Timelines for Outpatient Level of Care Changes

- Treatment plan due dates and timelines are dictated by a client's intake/admission date to a program, not CalOMS Admission dates.
- A new CalOMS Admission for LOC changes does not mean there is 30 days to develop an updated treatment plan.
- When a client changes LOC while at your facility, the client is still active at your facility, making the new treatment plan an update.
- Best practice is developing the treatment plan immediately after the level of care change takes place.
- Delays in development of an updated treatment plan when a client's LOC changes is a disallowance risk.



Management Information Systems (MIS)

All Providers:

Update: Diagnosis

- Adding client **Diagnosis thru Admission**: the Effective Date will now be pre-populated with the Admission Date and the Effective time will be pre-populated to 12:00 AM even if you are entering the Diagnosis the same day the client was admitted.

Reminder: Group Encounters

- You must **mark all clients "Present"** who attended a group **prior** to releasing any of the encounters. The group calculation occurs once you click "release to billing." If you release one or more group encounters, without all group members marked Present, the group calculation will be wrong.

Update: Group Module

- **Client's Name** and **Unique Client Number** is now available as a parameter under the Group Profile Search.

A screenshot of a web-based form titled "Group Profile Search". The form has a blue header bar. Below the header, there are several search criteria fields: "Type" (a dropdown menu), "Lead Staff" (a dropdown menu), "Active" (a dropdown menu with "Yes" selected), "Client's Name" (a text input field with a dropdown arrow, highlighted with a red box), and "Unique Client Number" (a text input field with a dropdown arrow, highlighted with a red box). A "Go" button is located at the bottom right of the form.

- **Contact Type** on the encounter is now editable for encounters created through the **Group Module**. If Group Counseling is provided by Telehealth or Phone, the encounter Contact Type should be changed from Face to Face to the appropriate Telehealth or Phone.

SanWITS User Forms

- Reminder – Please check the Administrative Staff – Data Entry and/or Administrative Staff – Encounters boxes on the SanWITS user form if you want your staff to have these roles after completion of training.

SanWITS Billing Classes

- Register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
- Prerequisite required: SanWITS Intro to Admin Functions training and one of the following encounter trainings – (1) Residential -Bed Management & Encounters training, or (2) Outpatient/OTP Group Module & Encounters training.

SanWITS Quarterly Users Group Meeting for OTP Providers – June 2020

- Next meeting: Monday, Jun 15, 2020, at 9:00 a.m. – 11:00 a.m. (OTP Providers Only)
- RSVP please, WebEx invite will be sent
- At least one representative from each facility is highly recommended
- Note: Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g. Outpatient, Residential, OTP)
 - Outpatient programs will meet – Apr, Jul, Oct, Jan
 - Residential programs will meet – May, Aug, Nov, Feb
 - OTP programs will meet – Jun, Sep, Dec, Mar
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Virtual Trainings Provided

- Register online with RegPacks at: www.regpacks.com/dmc-ods
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive 2 emails on the morning of training between 8:30 a.m. – 8:45 a.m.
 - WebEx training orientation invitation
 - Trainer email with training materials, resources, and specific instructions for virtual class
 - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.
- Types of Training Classes:
 - SanWITS – Intro to Admin Functions – SanWITS functions that are applicable to All program types.
 - Residential Facilities - Bed Management & Encounter Training
 - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov at least 7 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible.



COVID-19

Information & Resources

Reminder: Behavioral Health Services (BHS) Provider Resources

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
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