

August 2021

DMC-ODS Skill Building Workshop – Progress Notes

- In the month of August, the County of San Diego HHS Behavioral Health Services SUD Quality Management Team is pleased to offer a virtual Skill Building Workshop. The focus this month is Progress Notes.
- Due to limited available seating for the training, registration is required and capped to 30 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.
 - Date: **Thursday, August 19, 2021**
 - Time: 1:00 p.m. to 3:00 p.m.
 - Where: via WebEx – [Click here to register!](#)

SUD QM Annual DMC-ODS Training

The third annual SUD QM DMC-ODS Overview will take the place of the August SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the third 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, August 26, 2021**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: via WebEx – [Click here to register!](#)



New: Upcoming Trainings for September 2021

- Please look out for future notice to register for the following virtual trainings:
 - DMC-ODS Outpatient Documentation Training
 - ❖ Thursday, September 9, 2021, from 9:30 a.m. to 1:00 p.m.
 - ❖ A review of DMC-ODS outpatient treatment, documentation standards and billing requirements.
 - Discharge & Care Coordination Skill Building Workshop
 - ❖ Monday, September 20, 2021, from 9:30 a.m. to 11:00 a.m.
 - ❖ An opportunity to build and develop a SUD Treatment provider's skill set in documentation by reviewing the County required forms and instructions, reviewing documentation examples, providing an opportunity to practice documentation skills, and discussing among peers' best practices on various documentation topics.

New: Root Cause Analysis (RCA) Training

- When: Thursday, September 2, 2021, from 9:00 a.m. to 12:00 p.m.
- The intended audience of this training is Program Managers and QI staff
- Registration via WebEx is required
 - Waitlisted registrants from the last session will have priority for admission.
 - All new registrants will be accepted to waitlist if registration is filled.

All Behavioral Health Services Providers | Bi-Monthly Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All-BHS Providers COVID-19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
 - **Date & Time:** Monday, August 30th, from 1:00 p.m. to 2:30 p.m. (Rescheduled from July)
 - **Registration:** [Click to Register](#)

Save the Date: Recovery Happens 2021



- Recovery Happens is an annual community event celebrating individuals in recovery and those who support them hosted by the County of San Diego Health and Human Services Agency.
- The event will again be held virtually this year on Saturday, September 18, 2021, and will include engaging speakers and a virtual resource fair which will be available on the Behavioral Health Services website throughout the month of September.
- If you are interested in being a virtual resource exhibitor, please contact Nancy Page (nancy.page@sdcounty.ca.gov).
- [Click here to view the event flyer!](#)

Reminder: Reporting Requirement – Self-identified Disallowances

- DHCS requires timely reporting of overpayments in writing with reason for overpayment within 60 calendar days after the overpayment was identified.
- Programs shall respond to monthly request from QM regarding self-identified disallowed services to confirm either no disallowances were identified or to provide the tool listing those disallowed services.
- QM will be reaching out to COR teams to assist with non-responsive programs.
- A copy of the tool and tip sheet is posted on the Optum website, on the DMC-ODS page, under the “Monitoring” tab.

Update: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs have a document outlining items removed and archived.
- The Monitoring tab is in the process of being updated with new fiscal year tools.

Reminder: Medication Monitoring for OTP programs and Extended MAT Services

- Medication Monitoring for the period of July-Sept (Q1) will be due by Oct. 15, 2021.
- The tool has been updated to include a new question for OTPs regarding testing for Hepatitis C, Fentanyl and Oxycodone. The testing is to be implemented starting 1/1/2022. If your program has already started, please address the question, if not, please mark N/A. Note: Any submission after 1/1/22, the question must be answered yes or no.
- The updated Medication Monitoring forms are in the process of being posted to the Optum site under the Monitoring tab.
- Programs providing additional or extended MAT services will need to start the Medication Monitoring process. See SUDPOH G.8.
- Reminder – Ensure all the fields are completed, including contract number, DMC provider number, discipline (license designation such as MD or LMFT), and job title.
- Submit to QIMatters.HHSA@sdcounty.ca.gov or fax (619)236-1953.

New: Peer Support Specialists (PSS)

- As many are aware, BHS began phasing in the DMC-ODS peer support service line effective July 1, 2021, starting with outpatient programs. Please be guided as follows:
- Peer support specialists must be self-identified as having experience with the process of recovery from mental illness and/or substance use disorder either as a consumer of these services or as the parent or family member of the consumer.
- Peer support specialists must also obtain an NPI in order to render services. See the [NPI What You Need to Know Guide](#) for assistance.
- Peer Specialists can produce County Billable Services for Case Management (OS and IOS) and Transitional Care Services Case Management prior to completion of the Peer Support Services Training.
- Resources include:
 - [DMC-ODS Required Trainings](#)
 - [DMC-ODS Peer Support Services One-Pager](#)
 - [SUDPOH](#) (page A.12, E.25, and Appendix A.3)
- Providers are expected to contact their COR for questions on this service.



Reminder: Interim Services

- QI will begin monitoring DATAR reports in 8/2021 and reaching out to programs reporting waitlists for priority populations.
- Programs shall be responsible for keeping records of interim services and documenting efforts for each client. Programs may be asked to provide evidence of interim services.
- For more information on Interim Services, see the tip sheet that will soon be posted on the Optum site under the “Toolbox” tab.

Reminder: Client Contacts & Timely Access Monitoring

- All client requests for services shall be documented as an initial contact with the first, second and third available appointment dates regardless of date requests made by clients.
- Client contact data is required for clients admitted and those not admitted to programs.
- Capturing this data is important to ensure our access time date is accurate.
- The [June UTTM](#) includes important information about the Contact screen in SanWITS. Contact the [SanWITS support desk](#) for assistance with this screen.
- QM is monitoring access time data monthly and communicating with COR’s for non-compliance reports. Non-compliance may result in technical assistance and a Performance Improvement Plan.
- For questions about timely access, please contact [QI Matters](#).



UTTM Tip of the Month

One of the top reasons for disallowances in MRRs and TAs is TREATMENT PLANS that do not contain all required elements.

Remember:

- ✓ Address each prompt on the treatment plan.
- ✓ Do not leave any blanks on chart documents. If something does not apply, document N/A.
- ✓ Ensure the diagnosis listed on the treatment plan matches the DDN exactly.
 - ❖ NOTE: F-codes are not required on the treatment plan. If they are on the treatment plan, they must match the F-code on the DDN and reflect the correct diagnosis.
- ✓ Ensure the physical examination goal meets regulations ([see Physical Examination memo](#)).
- ✓ Ensure that there is an action step for each goal.
- ✓ Follow timeline regulations.

Reminder: Intake & Assessment

- For clients admitted to a program, the intake date, admission date and first date of treatment are the same day.
- This date should match the date the ILOC assessment was completed.
- If a screening tool was used with a client, a full assessment using the ILOC is still required to determine which LOC is appropriate and to bill the assessment rendered. A screening is not a billable service.
- If a client is assessed with the ILOC and not appropriate for the LOC's at your program, the TCS phase shall be used to bill for services rendered for assessing the client and any care coordination provided.

Reminder: Medical Record Review (MRR)

- The new fiscal year is upon us and MRR season has begun. Keep a look out for communications from your QM Specialist to schedule your program’s MRR.

Reminder: Correcting Documentation



- If a chart document (i.e., progress note, DDN, treatment plan) has been edited/corrected and is missing a required element, the service/document will be disallowed.
- If a chart document was corrected without following the correction guidelines, but has the required elements, this is a compliance issue that risks future disallowance.
- Please refer to SUDPOH section D.38 for details on documentation correction guidelines.

SUD Billing Unit

I. For SUD Residential and Outpatient programs with Medicare Advantage: Dual Eligible Clients with Medicare Part C and Medi-Cal

- The Molina Medicare Advantage certification letter has been approved by the State. This means that your program is no longer required to bill the beneficiary’s Medicare Part C Molina Healthcare of CA (Federal Contract # H5810).
- Please review and batch your claims for Medi-Cal billing retro to August 2020.

II. For all SUD programs

- You have the option to electronically sign the Payment Recovery Form if your program has entered into an Electronic Signature Agreement with HHSA.
- Otherwise, a handwritten signature (wet) would be required.

III. Payment Recovery Form

- The latest version of the Payment Recovery Form is available on Optum website.
- Please use this version when requesting claims to be voided beginning 07-01-2021.

Billing		
Name	Description	Date
Payment Recovery Form (Void-Disallowance).xlsx	Revised version of the Payment Recovery Form is effective 07-01-2021. Tab 2 contains the instructions.	2021-07-02

Performance Improvement Team (PIT)

Reminders: Mega Regs/Network Adequacy - System of Care Application (SOC)

- The SOC Application is a web application designed as a one-stop shop for providers to access and submit all documentation required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs.
- New hires and transfers should register promptly, and attest to information once registration is completed.
- Providers are expected to frequently update their current profile (community-based locations, cultural competency hours, etc.) as changes occur to show accurately on the provider directory.
- Providers are expected to attest to all SOC information **monthly**.
- Program managers should visit the SOC monthly to review program's information and attest to information **monthly**.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.

Update: Mega Regs/Network Adequacy - System of Care Application (SOC)

- The Department of Health Care Services (DHCS) is requiring Mega Regs/Network Adequacy data to be submitted **monthly** in the near future.

Management Information Systems (MIS)

Important: Reporting Provider Changes to the County and State



- It is the Providers responsibility to report to DHCS any modifications to information previously submitted to DHCS within 35 days from the date of the change. Most changes may be reported on a DHCS 6209 form. See [Medi-Cal Supplemental Changes_DHCS6209.pdf](#) for further details.
- The information below often gets overlooked and not reported on DHCS 6209 supplemental changes form through PAVE system and therefore is not reflected on DHCS Master Provider File.
 - **Legal Entity:** The name of the administrative/corporate office. This should match what is on file with the Internal Revenue Service (IRS).
 - **Doing Business as Name (DBA):** The name of the facility where services are provided. This name may or may not be the same as the Legal Entity.
 - **Director Name, Email, & Phone Number:** The name, email, and phone # for the director of the Legal Entity.
 - **Program Contact Name, Email, & Phone Number:** The name, email, and phone # for the program contact at the facility where the services are being provided (not the administrative or corporate address).
- Please see SUDPOH: [SUDPOH updated - 5-25-21.pdf](#) for additional information and instruction.
 - Provider changes must also be reported to:
 - SUD_MIS_Support.HHSA@sdcounty.ca.gov
 - QIMatters.HHSA@sdcounty.ca.gov
 - Assigned program COR

Update: Tip sheets recently added to Optum

- Recovery Residence Tracking – [Recovery Residence Tracking in SanWITS](#) and video under the Training-SanWITS tab [Recovery Residence Tracking Video](#)
- Recovery Services rev 2021.07.19 – [Recovery Services](#)
- Creating Diagnosis through Diagnostic Determination Notes (DDN) – [Creating Diagnosis through Diagnostic Determination Notes \(DDN\)](#)

Update: SanWITS Reports Catalog

- There will be changes happening to existing SanWITS Agency reports (located on the left-hand navigation menu). We are starting with the below reports:
 - Section – Access
 - Admissions: Client Demographics – will be discontinued
 - Agency Client Movement – will be discontinued
 - Client Demographic by Substance – will be discontinued
 - Section – QA /QC
 - Unfinished Client Activities will be rewritten with CalOMS records
 - Section – Miscellaneous
 - Admission Data – will be replaced with new CalOMS Outcome Measure Data Report
 - Discharge Data – will be replaced with new CalOMS Outcome Measure Data Report

Update: SSRS Reports

- SSRS Reports folders are being cleaned up and reorganized with older outdated reports being archived
- This process will take several months, so expect some changes along the way.



3 Ways to Reset your SanWITS Password

1. The fastest way to reset user password is by clicking the Forgot Password link on the Login page
 - ❖ In order to use this function, user would have to have security questions and answers previously set during initial account or when password has previously been reset
 - ❖ If user attempts to log in twice and fails, **do not attempt a third time**, just click on Forgot Password, and enter security question answer, this will generate an email to reset password and pin#

2. User can email the SUD Support desk at [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov) to have credentials reset, M-F, 7:00 AM-5:00 PM.
3. User can also call 619-584-5040, 4:30 AM – 11:00 PM every day for OPTUM to reset your credentials – for this option, the user will be prompted to leave a voice message with name and phone # in order to receive a call back

Changing SanWITS Password and Pin

- If User wants to change password and pin# or security question and answer, while logged into SanWITS, use the Change Credentials link located in the upper right-hand side of the home page by clicking the down arrow next to the users name as seen below.

- After you click the change credentials link, enter new information in screen below, then click **Change.**

Reminder: Assessment Deletion Changes effective Aug 1

- As Announced in QIP, Effective Aug 1, 2021, signed/finalized Assessments will no longer be deleted upon request
- Assessments still in progress can be deleted (unsigned) upon request to SUD Support [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)



4 Ways to Prevent Assessment Errors:

1. Verify the correct client profile and episode before creating the assessment.
2. Verify the correct type of assessment before clicking “Save” to create an assessment.
3. Review and confirm all assessment data is correct before Counselor/LPHA sign the assessment.
4. LPHA must review assessment before finalizing, if Assessment is signed by the counselor and a correction is still needed, use “Reject” feature to make the fields editable.

DATAR Capacity Management Reporting

- Along with reporting in the DATAR website, Providers are responsible to report when reaching or exceeding 90% capacity to the State.
- See email dated 7/28/21 on Optum [Important Notice - DATAR Capacity Reporting](#)

Prevent Duplicate Diagnosis

- Enter Diagnosis effective date same as the DDN date
- Verify all Diagnoses applicable before saving
- Delete/remove Diagnoses that are no longer applicable before saving
- After saving the new Diagnosis, remember to click **“Use current”** for the new Diagnosis to be populated in the DDN

- If the correct Diagnoses do not get populated, contact SUD Support.
- For step by step process, please refer to the tip sheet “Creating Diagnosis through Diagnostic Determination Note (DDN)” on Optum [Creating Diagnosis through Diagnostic Determination Notes \(DDN\)](#)

Still Having Issues with Changing Level of Care between OS and IOS?

- When changing client LOC, each LOC (OS, IOS) should be in a separate episode with CalOMS Admission and CalOMS Discharge.
- Important: If LOC is combined on the same episode, the client does not get identified correctly for reporting, billing, or CalOMS with DHCS.

Recovery Services Reminder

- Recovery Service Clients should NOT be mixed in a group with OS and/or IOS clients.
- Contact QI Matters and SUD support if recovery service clients have been mixed in a group with OS or IOS for disallowances and how to document in SanWITS.
- Refer to tip sheet [Recovery Services](#) on Optum.

Something to Look forward to: SanWITS Changes Coming in the Fall thru Winter 2021

- Treatment Plan – training expected to start first part of Oct with registration opening 2 weeks prior
 - Providers will be notified of training months as they were with assessments – be on the lookout for notice from MIS
- UCN # will no longer change upon updating the client profile
- Diagnosis screen changes
- Client profile changes
- New look and feel to SanWITS screens
- Updated Authorization Screens
- Updated Eligibility Screen



SanWITS Quarterly Users Group Meeting All Providers

- Purpose of the Users Group - review and educate State Reporting for CalOMS, ASAM, and DATAR, SanWITS updates, changes in system requirements, Billing & QM updates for the users.
 - Next meeting: Monday, Oct 18, 2021, at 9:00 am – 11:00 am
 - RSVP please, WebEx invite will be sent
 - At least one representative from each facility is highly recommended
 - Quarterly meetings are expected to occur on the 3rd Monday each quarter
 - ❖ Jul, Oct, Jan, Apr
 - ASL Interpreters have been requested for each meeting
- **We welcome and encourage you to send us agenda items to be covered during our meetings**
SUD_MIS_Support.HHSA@sdcounty.ca.gov
- **If you missed it**, the last Users Group Presentation dated Jul 19, 2021 has been posted to Optum under the SanWITS tab [SanWITS Users Group Jul 19 2021](#)

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we're also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at 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 Virtual Trainings Provided

- Register online with RegPacks at: <https://www.regpack.com/reg/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 an email on the morning of training between 8:30 AM – 8:45 AM
 - 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.
- Type of Training Classes:
 1. SanWITS – Intro to Admin Functions (IAF) – SanWITS functions that are applicable to All program types
 2. Residential Facilities - Bed Management & Encounter Training
 3. Outpatient /OTP Facilities – Group Module & Encounters Training
 4. SanWITS Assessments (SWA)– designed for direct service staff who complete Diagnostic Determination Note (DDN), Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment
- **All required forms are located on the “Downloadable Forms” tab.**
 - ❖ Note: If the 3 forms are not fully processed by MIS 7 days prior to the scheduled training, staff will not be able to attend training regardless of receiving training confirmation.
- All credentials and licenses will be verified with the appropriate entities for SanWITS access.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, further training will be required.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.**
- Please remember, if unable to attend class, cancel the registration as soon as possible.



Reminder: COVID-19 | 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: 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**.



Reminder: 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%9119-response.aspx>

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.hsa@sdcounty.ca.gov