Up To The Minute… SUD Provider Edition

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: Thursday, **June 13, 2019**
    Time: 9:30 A.M. to 4:00 P.M.
    Where: Marina Village Conference Center
           1936 Quivira Way (Terrace Room)
           San Diego, CA 92109

Documentation Skill Building Workshops on ASAM Assessments in June

- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on ASAM Assessments in June. Groups will be limited to 30 participants and reservations are required by emailing:
  BHS-QITraining.HHSA@sdcounty.ca.gov
- County Operations Center (5560 Overland Avenue, Rm. #171, San Diego, CA 92123)
  - Monday, **June 17, 2019**, at 1:30 P.M. to 3:30 P.M.
- 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)
  - Monday, **June 24, 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)
  - Wednesday, **June 26, 2019**, at 9:30 A.M. to 11:30 A.M.

DMC-ODS Residential Documentation Trainings

Date: Tuesday, **June 18, 2019**
Time: 1:00 P.M. to 5:00 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

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, **June 18, 2019**, at 10:00 A.M. to 11:30 A.M.
- Location: Scottish Rite Center (Heald Room), 1895 Camino del Rio South, San Diego, CA 92108

NAADAC Offers Free Webinars

- Upcoming topic: "Healing Addiction and Shame Through Self-Compassion"
- Date: Wednesday, **June 26, 2019**, at 12:00 P.M. to 2:00 P.M.

  This free webinar will discuss components and functions of shame and self-compassion from a scientific and philosophical framework and provide resources for specific tools for utilizing self-compassion in the therapy room. The training course meets qualifications for the provision of 2 continuing education credits (CEs). Closed Captioning is available. Click HERE to register!

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

Root Cause Analysis (RCA) Training recommended for PM and QI Staff in July
- An interactive training to introduce Root Cause Analysis (RCA), a structured process to get to the "why's and how's" 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
- County Operations Center (5530 Overland Ave., Room 124, San Diego, CA 92123)
  - Friday, **July 19, 2019** at 9:00 A.M. to 12:00 P.M

Additional DMC-ODS Training Opportunities
- Look for other DMC-ODS training opportunities available by viewing the Responsive Integrated Health Solutions (RIHS) page at: https://theacademy.sdsu.edu/programs/rihs/dmc-ods/

DMC-ODS Quick Reference Training Guide
- The HHSA DMC-ODS website includes a DMC-ODS Quick Reference Training Guide that details various training requirements by staff type.
- Click here to be taken to this guide. We recommend saving it as a favorite for easy access in the future.

Resource Sharing
- At the June SUD QIP meeting, it was shared that some providers use Relias as an option for online training for continuing education and even things like computer skills training.
- The link to this resource is https://airs.academy.reliaslearning.com/

Reminder: "Termination" Notice of Adverse Benefit Determination (NOABD)
- When discharging any client for anything other than 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.

Update: Network of Care
- The Network of Care as an online service directory accessed through BHS, will no longer be available as of June 30, 2019.
- Other web resources that are still available to individuals, families and agencies seeking information can be found at the following:
  - Optum ACL website at https://www.optumsandiego.com/content/sandiego/en/access---crisis-line.html
  - 2-1-1 San Diego website at https://211sandiego.org/

Update: Group Sign-In Sheet requirements
- 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.
- Reminder: 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.

Reminder: Medical Director's Responsibilities
- DHCS audits in the last fiscal year looked for evidence of the specific requirements regarding substance use disorder medical director's responsibilities. A reminder that your programs' medical director's responsibilities shall at a minimum include all the following:

  - Ensure that medical care provided by physicians, registered nurse practitioners, and physician assistants meets the applicable standard of care.
  - Ensure that physicians do not delegate their duties to non-physician personnel.
  - Develop and implement medical policies and standards for the provider.
  - Ensure that physicians, registered nurse practitioners, and physician assistants follow the provider's medical policies and standards.
  - Ensure that the medical decisions made by physicians are not influenced by fiscal considerations.
  - Ensure that provider's physicians are adequately trained to perform diagnosis of substance use disorders for beneficiaries, determine the medical necessity of treatment for beneficiaries and perform other physician duties, as outlined in this section.
- The substance use disorder medical director may delegate his/her responsibilities to a physician consistent with the provider's medical policies and standards; however, the substance use disorder medical director shall remain responsible for ensuring all delegated duties are properly performed.
- Consistent with these responsibilities, we'd also like to inform you that programs must have written roles and responsibilities and a code of conduct for the medical director that is clearly documented, signed and dated by a provider representative and the physician.

Important Reminder: Identification of Non-BHS Contracted Clients in SanWITS
- All Non-BHS Contracted Clients are identified in SanWITS by selecting **"Non-BHS Contracted" in the Special Population field** in the **Admission record.**
- This client population should not be placed in Residential beds; no payor group enrollments; no encounters created.

Reminder: QAR Changes starting July 1, 2019
- As of July 1, 2019, BHS will begin facilitating QAR for Outpatient (OS/IOS) programs.
- The new QM process and provider self-review process was reviewed at the June 6, 2019 SUD QIP meeting.
- Tip Sheets for both processes were distributed at the QIP meeting for attendees and sent via email for those attending via WebEx or unable to attend. Tip sheets will also be posted on the Optum website under the Tool Box tab.
- QM Staff will begin contacting each OS/IOS provider the week of June 24, 2019 to schedule initial QARs and providing a list of 5 clients for providers to begin internal self-reviews.
- Internal self-reviews shall be submitted to QI Matters by the 20th of each month. (Remember to send encrypted if tools include any PHI).

Clarification on Written Summary of 42 CFR, Part 2 Confidentiality Requirements
- Programs are to review 42 CFR, Part 2 – Confidentiality of Substance Use Disorder Patient Records and follow all requirements as stated.
- In section 2.22 Notice to patients of Federal Confidentiality Requirements, it states SUD providers are required upon admission to communicate to the client the federal law and regulations that protect the confidentiality of substance use disorder patient records and provide the client with a written summary of this information.
- This written summary **cannot** be cloned documentation of 42 CFR, 2.22 and must be developed by the program.
- It can be included as part of the program's Notice of Privacy Practices (HIPAA requirements).
- It must include a signed and dated acknowledgment by the client that they received the required written summary.
- The **BHS Provider Compliance Workgroup** will be discussing this topic in more detail on **Tuesday, June 18, 2019**. Please have your program *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 join.

Reminder: Share of Cost (SOC)
- Providers must verify the client's Medi-Cal eligibility every month and determine the SOC amount.
- Providers must file the Medi-Cal eligibility print-out or eligibility report in the client's chart.
- In the case of a Share of Cost, the provider must inform the client of the SOC amount and determine if the client agrees to pay the SOC and sign the SOC Financial Responsibility and Information form. Please refer to the DMC-ODS SOC Verification Process and flowchart shared by BHS Admin. Services for more information/instructions on how to proceed.
- At the end of the month, the provider must perform the SOC clearance process in the State website (www.medi-cal.ca.gov). Please contact the Billing Unit for instructions on how to clear the SOC.

County Billable Payor Group Enrollment (PGE)
- Tip Sheet was disseminated Jun 3rd, if you didn't receive it, inquire with SUD support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- All SUD services DMC and County Billable encounters are now required to be released to bill
- **Do Not Batch** County billable PGE claims, place on Hold in the claim item list

- **New TUOS located in the Provider Reports folder**

OTP Providers Data Entry Standards Revision
- The 7-day data entry timeline for Methadone dosing has been removed due to consecutive day encounters being created.
- **Reminder**: all consecutive day encounters should not span past the end of the month.
- **This change applies to Methadone Dosing only.**

Changes to SSRS Access
- You may now receive access to SSRS to view and run reports without attending training. The role to receive this access is available on the new SanWITS User form (SSRS View and Run Reports).
- If you would like to be able to create your own reports, then you will need to attend the in-person SSRS training offered once a month.
- If you would like a specific report built by the County, please submit a Report Request Form, which is available on the Optum website.
- Tip sheet has been added to the Optum website on how to view and run the reports in SSRS.

New SanWITS User Form
- The newest version of the SanWITS User Form is available on the Regpack Training Registration website and the Optum San Diego website.
- The form must be completed electronically.
- The job functions are now aligned with the SanWITS trainings and will provide staff with the corresponding roles based on the training (example: access to all basic data entry roles after completing Basic Training).
- There are optional roles you may select in addition to the functions taught in training. SanWITS accounts are set up after successful completion of training and based on the selections on the User form.
- For modifications to access or for terminated employees please submit a new form to SUD_MIS_Support.HHSA@sdcounty.ca.gov .

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

New Course Adjustments
- Starting July 16, the "SanWITS Basic" class time will be from 9am-4:30pm, and the "Residential Encounters and Bed Management" and "Outpatient/OTP Encounters and Group Modules" class times will be from 9am-1pm. This will allow additional time to address common issues experienced by end users according to SUD MIS Support Desk call trends.
- Additional details will be noted in the July UTTM.

Update: Contact Screen and Intake Screen
- New fields should be in the system for data collection by July 1, 2019

CONTACT SCREEN

Contact Profile

Client Name:		Unique Client Number:
Age:		MPI:
DOB:		SSN:
Gender:		

Initial Contact Date

Status
Created Date

Contact Reason
If Other, Specify
Call Taker
Location
Contact Made By
LMHA
Benefit Type

Contact Method
Source of Referral
Requestor Name
Requestor Phone #

Appointments

1st Available Intake/Screening Appt
2nd Available Intake/Screening Appt
3rd Available Intake/Screening Appt

1st Accepted Intake/Screening Appt

INTAKE SCREEN

Intake Case Information

Intake Facility
Intake Staff
Manner of Contact
Residence
Source of Referral
Referral Contact
Add Collateral Contact

Referral Date
Assessment Date

Case # 1
Case Status
Initial Contact Date
Intake Date
Pregnant   Due Date
Chronic Life Threatening Illness (CLTI)
Injection Drug User
Presenting Problem (In Client's Own Words)

Appointments

1st Available Tx Appt
2nd Available Tx Appt
3rd Available Tx Appt

1st Accepted Tx Appt

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, cancel the registration as soon as possible so that staff on the waitlist can attend.

SanWITS Quarterly Users Group Meeting for OTP Providers – June 2019
- Next meeting: Monday, June 17, 2019 at 9am (OTP Providers Only)
- Location: Scottish Rite 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 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

Residential

Answers to Residential Users Group Questions on 5/20/19:
- Clients that do not meet the clinical requirement to bill for a bed day should still be included on the Census and have a non-billable encounter created for that day.
- A program can bill room and board when a client is AWOL up to 7 days per the SUDPOH, however the program needs to document the measures they are taking to locate the client.

Residential: Changing Level of Care
- When a client changes Level of Care, a new authorization should be submitted to Optum.
- The existing program enrollment should be end dated and a new Program Enrollment matching the new authorized Level of Care opened.
- The Authorization must match the Program enrollment in order to bill.
- An ASAM record must be completed in SanWITS for each new level of care.
- Before discharging a client in SanWITS (ending program enrollment), make sure to review case file to verify if there were any LOC changes during the Treatment Episode.

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**