

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)**
 - Location = Telehealth
 - Contact Type = Telehealth
- **Telephone:**
 - Location = SUD Tx Facility (Residential or Non-Residential)
 - 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

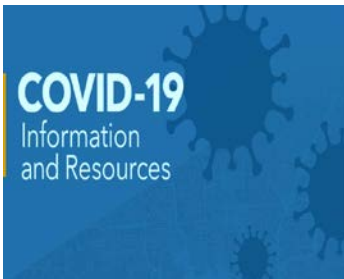
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Meetings will be rescheduled at a later date

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.
- 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.



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

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>

Reminder: For general information on COVID-19

For local information and daily updates 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

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



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.hsa@sdcounty.ca.gov