

## **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](mailto: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](mailto: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](mailto: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 3<sup>rd</sup> 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](mailto: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](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](mailto:QIMatters.hhsa@sdcounty.ca.gov)

#### ❖ **SanWITS questions?**

Contact: [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)

#### ❖ **Billing questions?**

Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto: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](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.

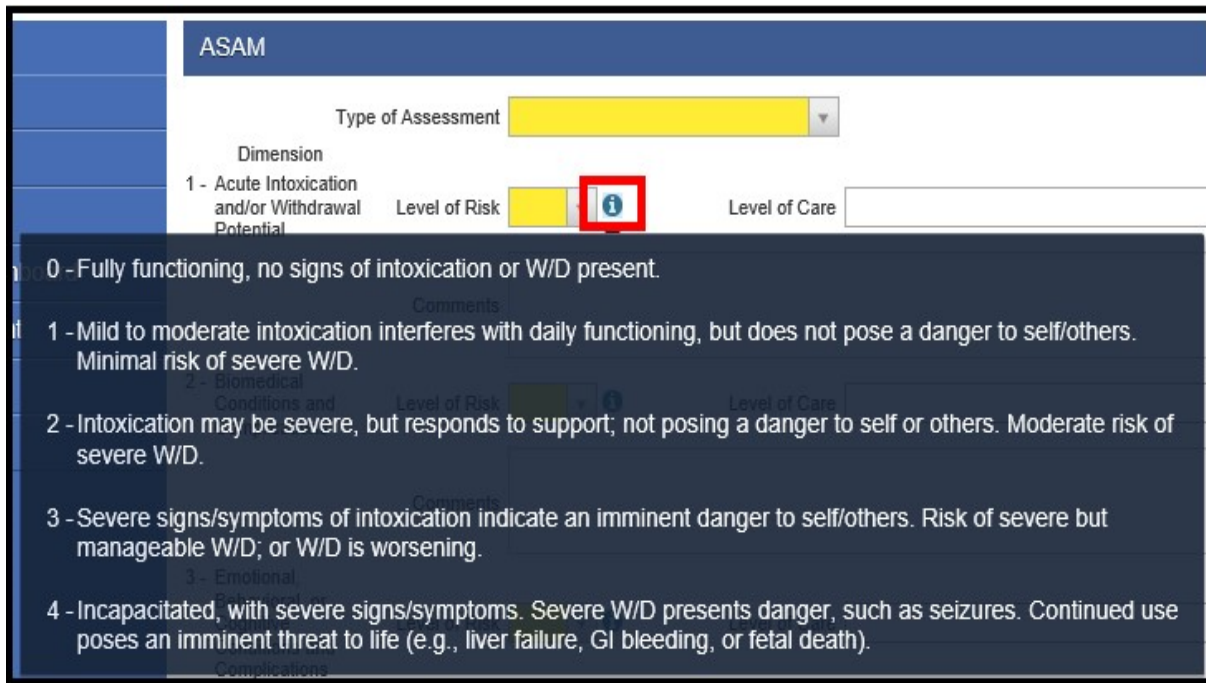
### **Reminder: Releasing Encounters**

- 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:



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



### 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.





### **SanWITS Billing Classes**

- Register with BHS Billing Unit [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto: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](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](mailto: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](mailto:QIMatters.hhsa@sdcounty.ca.gov)**