

DMC-ODS Outpatient Documentation Training

- A review of DMC-ODS 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.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 75 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: **Wednesday, November 17, 2021**
 - Time: 1:00 p.m. to 4:30 p.m.
 - Where: via WebEx – [Click here to register!](#)



New: Root Cause Analysis (RCA) Training

- When: **Thursday, November 18, 2021**, from 12:30 p.m. to 3:30 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.

New: Upcoming Trainings for December 2021

- Please look out for future notice to register for the following virtual trainings:
 - ❖ DMC-ODS Residential Documentation Training
 - Thursday, December 16, 2021, from 1:00 p.m. to 4:30 p.m.
 - A review of DMC-ODS outpatient treatment, documentation standards and billing requirements
 - ❖ LPHA Meeting
 - Tuesday, December 28, 2021, from 1:00 p.m. to 3:00 p.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
- If you are in need of an ASL interpreter, please let us know at least 5 days in advance so that we may secure one for you.

Update: Peer Support Specialists Workshop

- Empowering Success Workshop-**Tuesday, November 30, 2021 @1pm**
- Supervisors of Peer Support Specialist, this workshop will provide hands on information to optimize the unique skills of Peer Support Specialists.
- Invest time in learning how to best support this role in your programs.
- See the event flyer attached to the UTTM email.





Peer Support Services – Informational Meeting

- As previously reported, and aligned with [DHCS BHIN 21-041](#), San Diego BHS opted to work with [California Mental Health Services Authority \(CalMHSA\)](#) to implement a peer certification program.
- BHS providers that are interested in peer certification are welcome to participate in CalMHSA’s informational meeting on **November 15th, from 12:00 p.m. to 1:00 p.m.** by clicking on this Zoom link: [Peers Certification Informational Presentation](#).
- Previous BHS communication on Peer Support Services are accessible online by selecting the “Peer Support” tab on Optum’s [select one] [DMC-ODS Provider page](#) or [MHP Provider page](#).
- Click on link to access the [DHCS Peer Support Services](#) page.

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: **Tuesday, November 30th, from 1:00 p.m. to 2:30 p.m.** (*Rescheduled date from October*)

Registration: [Click to register!](#)

SUD Quality Improvement Partners (QIP) Meeting

The QIP is a monthly meeting for all DMC-ODS Providers to get the most up to date information on all things Quality Management, Management Information Systems and Performance Improvement. The expectation is that this meeting is attended by all DMC-ODS contracted providers. The program manager and quality assurance staff monthly attendance is expected as part of your contract. If you are unable to attend, please send a designee to cover.

- Date: **Thursday, December 9, 2021** (*There will be no meeting in November*)
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx - Participation information will be sent by email prior to meeting

Reminder: DHCS Reviews/Audits

When a program is contacted by DHCS for any type of review/audit, be it a scheduled or unannounced visit, it is expected that the programs will immediately notify the assigned COR and SUD QM.

- QM will attempt to make staff available to participate in the review or exit interview.
- If a corrective action plan (CAP) is required for any type of review, QM will work with programs directly and will submit finalized CAP’s to DHCS on behalf of the program.
- QM can be notified of reviews/audits at QIMatters.HHSA@sdcounty.ca.gov.

Reminder: EHR System Outages

- Programs using or implementing their own EHR’s shall have internal P&P(s) in place for EHR use, to include how to handle client documentation when a system outage occurs or when the EHR is unavailable.

Update: Certificates for QM Trainings

- Starting 12/1/2021, SUD QM will no longer provide certificates to staff attending SUD QM trainings (live, virtual, recorded webinars).
- Programs shall continue to track training attendance using the SSR to report to COR’s.
- All training attendance is tracked and monitored by SUDQM so COR teams can verify program training attendance.

Update: SUDURM

- Several SUDURM forms and associated instructions were recently updated.
- All updated forms and the Summary of Changes are in the process of being posted to the Optum site under the SUDURM tab.
- Please review the changes and share the information with direct service staff as indicated.
- For version control, please be sure to recycle hard copy versions and delete previous 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 November 1, 2021.

Reminder: Drug Testing - Fentanyl



- As fentanyl overdoses continue to rise in San Diego County, please be sure to coordinate with providers performing drug testing services to add fentanyl to the drug panels they order and be familiar with the specific tests that are being ordered.
- Additionally, it's crucial that programs understand the importance of using evidence practices which include harm reduction practices such as providing naloxone to people who use substances and referring individuals to MAT services when clinically indicated.

Update: Deferred Diagnosis in Outpatient Programs

- Per BHIN 21-019, for outpatient programs only, a provisional diagnosis during the assessment period may no longer be required for the following clients:
 - Unhoused and/or
 - Under the age of 21
- The time period for diagnosing these clients with the DDN has been extended from 30 days to 60 days from intake/admission. For billing purposes, if a provisional diagnosis is not identified, the deferred diagnosis ICD-10 code, Z03.89 must be used.
- Programs shall monitor for clients with deferred diagnoses beyond the allowable dates and take corrective action when out of compliance.
- A program integrity (PI) report will be available for monitoring. Programs will be notified when the report is available.

Update: Residential Stays

- DHCS Info Notice 21-021 provides information about the change to the two (2) consecutive stay limitation per year for clients.
- This change does not impact or change our current processes for residential programs.
- DHCS is monitoring residential stay averages across the state. Locally this data is reflecting a high number of discharges occurring at 90 days.
- Programs are reminded to not wait until the end of an approved 90 day authorization before discharging clients if medical necessity indicates the current residential level of care is no longer appropriate.


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.

UTTM Tip of the Month

As we discussed in the QIP meeting on 10/28/21. Treatment plans are one of the top reasons for disallowance in this past quarter, including:

- Treatment Plan does not contain all required elements
 - This includes, but is not limited to
 - diagnosis listed on treatment must match DDN exactly
 - physical examination requirements as communicated in [Physical exam memo](#)
 1. MD may review/sign/date (printed MD name & signature) results of a physical that was completed within the past 12 months
 2. MD may perform a physical exam
 - Outpatient – within 30 days of admit
 - Residential – within 10 days of admit *program must have IMS
 3. Include goal to “obtain a physical examination” on the treatment plan/s. This goal should remain on the treatment plan/s until the physical examination results have been received and the MD has reviewed/signed/dated (printed MD name & signature) the results.
 - proposed type of intervention/modality
 - types of services
- Initial Treatment Plan not completed within timelines
 - Initial treatment plan is due with all required elements
 - Outpatient – within 30 days from admission (date of admit + 29 days)
 - Residential – within 10 days from admission (date of admit + 9 days) *all signatures must be in place
- Treatment Plan was not updated within timelines
 - Updated treatment plans are due with all required elements
 - Outpatient – within 90 days from previously completed plan (date of SUD signature + 89 days)
 - Residential – within 30 days from previously completed plan (date last completed + 29 days) *all signatures must be in place.

 Please review workflows and processes to determine how your program can work to make sure treatment plans are compliant.

Management Information Systems (MIS)

All SUD Providers – DHCS Capacity Reporting

- Providers are responsible to notify DHCS and COR upon reaching or exceeding 90% of its treatment capacity within 7 days via email to: DHCSPerinatal@dhcs.ca.gov.
- This is for **both Perinatal and Non-Perinatal programs** (DHCS Perinatal Address is where capacity is being processed and is not meant to identify the type of program such as perinatal)
- CORs can be cc'd on the email to DHCS
- Important – Subject Line on the email should read Capacity Management
 - ✓ From: (Provider)
 - ✓ Sent: (date sent)
 - ✓ To: DHCSPerinatal@dhcs.ca.gov
 - ✓ Cc: (COR)
 - ✓ Subject: Capacity Management
- 90% capacity is reported per CalOMS#, Agency, & Facility. Be sure to include the CalOMS#(s) in the body of the email.
- If the program has reported reaching or exceeding 90% in the DATAR website, there should be emails to DHCS and COR for all days reported.

Facility NPI Requirements

- Facility NPI numbers should **NOT** be repurposed or used by multiple facility locations.
 - Change of Ownership, a brand new NPI number must be submitted to the State.
 - New Facility, a brand new NPI number must be submitted to the State when applying for DMC certification.
 - Change of Address, the same facility NPI should be used; the NPI registry must be updated with the new facility address.

Reminder: New Telehealth and Telephone Services

- According to state requirements Telephone and Telehealth specifiers must start being added to claims; Implementation is still in progress.
- DHCS will be utilizing this data to inform future policy and recommendations surrounding telehealth.

What you will see upon completion of SanWITS implementation:

- On the Encounter “Service” drop down menu, user will see additional services specifically for Telehealth and Telephone easily identified by the word telehealth or telephone as part of the description – such as Individual Counseling OS-Telehealth
- The “Service Location” drop down menu will now only show Residential Substance Abuse TX Facility and Non-residential Substance Abuse TX Facility to select.
- When service is provided by telehealth, select telehealth under “Contact Type”, **OR** if service is provided by telephone, select Phone under “Contact Type”

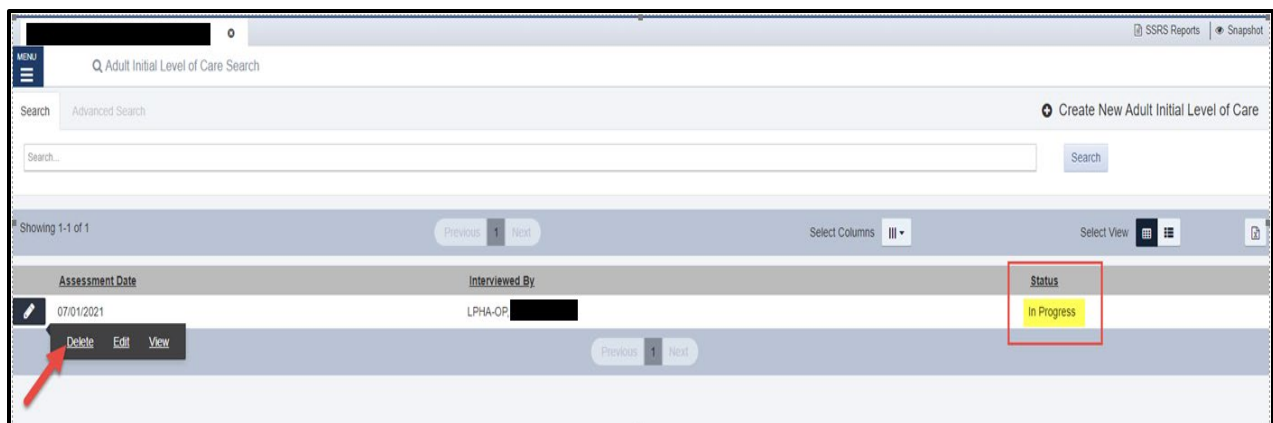


Reminder: SanWITS Document Storage available Nov 1, 2021

- Tip sheet [Document Storage 2021.10.21.pdf](#) and Approved Documents Table [SanWITS Document Storage-Approved Documents for Attachment 2021.10.09.pdf](#) are available on Optum website under the SanWITS tab.
- Video Tutorial [Document Storage Training Video](#) is available on Optum website under the Training-SanWITS tab.

Reminder: New Feature - SanWITS Assessments

- Delete option has been added to all assessments that are in progress (not signed).
- Remember to review assessments thoroughly before signing – deletion option is not available for assessments signed/finalized.



- For Tx Plans in progress, continue to contact SUD support for deletions
[SUD MIS Support.HHSA@sdcountry.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcountry.ca.gov)

SanWITS Quarterly Users Group Meeting – Let’s Get Together!

- 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, and assist with User concerns.
 - Next meeting: **Monday, Jan 24, 2021**, at 9:00 a.m. – 11:00 a.m.
 - 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](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)



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
 5. SanWITS Treatment Plan (STP) -designed for direct service staff who complete and/or finalize Treatment Plans (prerequisite SWA training)
- **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: 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>

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.

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**