

May 2021

Documentation Skill Building Workshops

- The County of San Diego HHS Behavioral Health Services SUD Quality Management team is pleased to offer the next Documentation Skill Building Workshop. In May, we will be focusing on Withdrawal Management.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration 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: **Wednesday, May 19, 2021**
 - Time: 1:30 p.m. to 3:30 p.m.
 - Where: via WebEx – [Click here to register!](#)

Documentation Correction Guidelines:



- For paper records, corrections can only be made with a single line through the error, initials of the person making the correction and the date the correction was made. The original documentation must remain legible.
- The original author of a document should be the only person making corrections to the document.
- For documentation that is written by or countersigned by an LPHA (such as LOC assessments and treatment plans), only the LPHA can make changes to the document once the LPHA has signed.
- Corrections should not change the clinical content of the documentation.
- Administrative corrections (i.e., spelling errors that do not affect the clinical content of the document) or non-clinical factual corrections can be made by the SUD Counselor or LPHA.
- Corrections made to documentation outside of the required timelines to bring an item in to compliance (i.e., correcting dates on a Progress Note after 7 calendar days or adding a Physical Exam Goal to a Treatment Plan) may be at risk of disallowance.
- For more detailed information about specific documents and edits to those documents, see SUDPOH section D.39.

DMC-ODS Outpatient and Residential Documentation Trainings

- 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 35 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.

➤ Outpatient

- Date: **Friday, May 21, 2021**
- Time: 9:30 a.m. to 1:00 p.m.
- Where: via WebEx – [Click here to register!](#)

➤ Residential

- Information coming soon!



Root Cause Analysis (RCA) Training for Program Managers and QI Staff

An interactive training to introduce Root Cause Analysis, a structured process to get to the “whys and hows” of an incident without blame; and learn effective techniques for a successful RCA, along with Serious Incident Reporting requirements.

- Date: **Thursday, May 20, 2021**
- Time: 12:30 p.m. to 3:30 p.m.
- Where: via WebEx – Waitlist Only

❖ To be added to the waitlist, please contact BHS-QITraining.HHSA@sdcounty.ca.gov

SUD Provider Quality Improvement Partners (SUD 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, May 27, 2021**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx - Participation information will be sent by email prior to meeting.

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.
- Look for a separate invite/email to be sent prior to the tele-town halls.



Reminder: Discharge NOABD Timeline Requirements

- Programs should provide or mail the client an NOABD 10 days prior to discharge.
- The 10-day NOABD timeline may be exempt in very rare occasions (example: client becomes violent at a residential program); however, programs must facilitate a warm hand off to appropriate services.
- If a client appeals a discharge and an NOABD did not follow the 10-day requirements, the client may access the State Fair Hearing appeal processes and bypass the County advocacy appeal processes.
- Other types of NOABDs may have different timeline requirements. For more information, please see the NOABD Table in SUDPOH APPENDIX G.6. It is also available on the Optum website: <https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/noabd/NOABD Table Rev 01 08 20.pdf>
- Contact QI Matters for answers to your questions: QIMatters.hhsa@sdcounty.ca.gov

Reminder: Scheduling Appointments is Not a Billable Service

- The following are examples of clerical services and are not billable:
 - Calling the client to schedule or confirm an appointment with the program.
 - Leaving a voicemail or sending an email.
- For more information, see the [Case Management Activities Quick Guide](#) located on the Optum Website.



Reminder: Treatment Plan Goals

- Every treatment plan goal should be measurable and individualized.
 - Programs are encouraged to work with clients in developing *SMART* goals – goals that are specific, measurable, attainable, realistic, and time related.
- Measurability may include quantities, frequencies, durations, and scaling.
 - *Example: Over the next 90 days, Carlos will learn and practice 2 new coping techniques to cope with alcohol cravings.*
 - *Example: Over the next 30 days, Marlene will reach out to her social supports to help decrease her anxiety from an 8 out of 10 to a 5 out of 10.*
- If multiple problems are grouped together, then include a measurable goal to resolve each of the specific problems.
- For more information, see the SUDURM instructions for [initial](#) and [updated](#) treatment plans.



Reminder: Level of Care Designations for Residential and WM Programs

- DHCS has issued new guidance for residential level of care (LOC) designations in [Behavioral Health Info Notice 21-001](#) as part of DHCS licensing requirements.
- All licensed AOD facilities shall obtain at least one DHCS LOC Designation and/or at least one residential ASAM LOC Certification.
- Each option has different requirements, deadlines, and limitations based on LOC.
- All residential (non-WM) programs currently have a “provisional” level of care designation.
- All WM programs were previously exempt from obtaining the provisional LOC designation but are now required to obtain the DHCS LOC designation.
- DHCS created an [FAQ](#) to assist with questions.
- QM will be reaching out to programs to provide support and answer questions.
- Failure to comply with licensing requirements timely may result in revocation of the license as well as deactivation of DMC certification and inability to bill for DMC services.

Reminder: Dependent vs Independent Living

- Per CalOMS, information about a client’s living status at admission and discharge is required. It is important to understand and explain each definition to the client while obtaining CalOMS information.
- **Dependent Living:** Clients living in a supervised setting such as, residential institutions, prison, jail, halfway houses or group homes and children (under age 18) living with parents, relatives, guardians or in foster care.
- **Independent Living:** This includes individuals who own their home, rent/live alone, live with roommates and do not require supervision. These people pay rent or otherwise contribute financially to the cost of the home/apartment. This also includes adult children (age 18 or over) living with parents.
- When CalOMS questions are not understood or are not correctly defined for clients, the data obtained and reported to DHCS is incorrect. Refer to the [CalOMS Tx Collection Guide](#) for additional information.
- UPDATE – Recovery Residences and Sober Living should be considered “dependent” living.



Update: Client Requests for Records

- The County is currently migrating the electronic health record to an updated solution that will meet the needs for a Patient Portal which will allow the client to access their record electronically.
- All requests for client records should follow current protocol. This functionality, when available, will provide an additional means for client access.

Update: New Buprenorphine Practice Guidelines

- On April 27, 2021, The Department of Health and Human Services (HHS) released new Buprenorphine practice guidelines.
- The new guidelines exempt some prescribing health practitioners from certain training requirements related to training, counseling, and other ancillary services needed for certification in prescribing buprenorphine.
- Practitioners working under this exemption will be limited to 30 patients at a time.
- For more information, please refer to the published [HHS Guidelines release](#).
- Please refer any program or contract-related questions to your Contracting officer's Representative (COR).

Management Information Systems (MIS)

Reminder: CalOMS Error and Open Admission Report Emails

- Please complete the CalOMS errors and Open Admissions by the due date on the email.
- You must respond to the email once everything has been completed.
- If you need assistance, respond to the email.

Assessment Errors Continue



Important: Outpatient & Residential Counselors and LPHA's:

- Make sure the correct assessment type is being entered in SanWITS (ex: Adult ILOC versus LOC Recommendation).
- Make sure all data on the assessment is correct before signing and finalizing.
- An assessment can still be corrected if it has not been finalized.
- Deletion requests for assessments may require review and approval from QM. Please be prepared with back up documentation and reasoning for the deletion request.
- Note: tickets for deletions take 2+ weeks.



Group Errors Continue

Each week we are still receiving group counseling encounter errors in SanWITS. **Next step - Staff will be identified for a mandatory training.**

- Adding and removing group participants incorrectly
- Group encounters without a session id.

SanWITS Quarterly Users Group Meeting for Residential Providers – May 2021

- Next meeting: Monday, May 17, 2021, at 9:00 a.m. – 11:00 a.m. (Residential Providers Only)
- RSVP please, WebEx invite will be sent
- 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
- If you have any questions or need assistance with SanWITS please notify the SUD Support desk at [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
- **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.**
- If unable to attend class, please cancel the registration as soon as possible.



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

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: 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

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**.



**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**