Documentation Skill-Building Workshop on Progress Notes via WebEx
- The BHS SUD QM team is pleased to announce the next Documentation Skill Building Workshop for August 2020. We are offering the 2-hour workshop on **Progress Notes**.
- Due to limited available seating for the training, 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.

Limited Seats Available

- Date: **Tuesday, August 18, 2020**
- Time: 1:30 p.m. to 3:30 p.m.

  CLICK HERE TO REGISTER!

DMC-ODS Residential & Outpatient Documentation Trainings
- As a reminder, documentation trainings have been suspended until further notice.
- Providers are encouraged to take advantage of the webinars available on the Optum website on the DMC-ODS page under the "QM 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.

SUD Provider Quality Improvement Partners (SUD QIP) Meeting via WebEx
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. The intended audience is QI/QA staff and management.

- ❖ Special Presentation on the upcoming System of Care (SOC) Application.
- ❖ Guest Presenter: Angie DeVoss (Privacy & Compliance Officer of COSD-HHSA) who will facilitate a discussion on 42 CFR updates.

  - Date: **Thursday, August 27, 2020**
  - Time: 10:00 a.m. to 11:30 a.m.

- ➢ **WebEx participation information will be sent by email prior to the meeting**.

All Behavioral Health Services Providers | COVID-19 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 every other month. The next meeting will be in September.
- Look for a separate invite/email to be sent prior to the tele-town halls.

Save the Date: SUD QM Annual DMC-ODS Training
The second annual SUD QM DMC-ODS Overview will take the place of the September SUD Provider Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the second year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- Date: **Thursday, September 24, 2020**
- Time: 9:00 a.m. to 12:00 p.m.

➢ **CLICK HERE TO REGISTER!**

Reminder: Substance Use Disorder Providers Operations Handbook (SUDPOH)
- The latest revision of the SUDPOH and Summary of Changes are now available.
- Both are posted on the Optum website on the DMC-ODS page under the "SUDPOH" tab.
- Please review the changes and share the information with direct service staff as indicated.

Update: Optum Website Changes
- The Optum site will be undergoing some changes to make communication, documents, and resources easier to find.
- Changes include adding new tabs, moving files, and archiving outdated documents.
- Currently, two new tabs are now available on the Optum site: Recovery Residences and Monitoring.
  - ➢ Recovery Residences - All current and future communication and documents will be available under the new tab.
  - ➢ Monitoring - All current and future communication and documents will now be posted under the new tab. Currently Medication Monitoring files are the only items available.

Reminder: Medication Monitoring for OTP programs to resume
- Medication Monitoring for the period of July-Sept (Q1) to resume. Forms will be due by Oct. 15, 2020.
- Submit to QIMatters.HHSA@sdcounty.ca.gov or fax (619)236-1953
- All forms can be found on the new "Monitoring" tab on the Optum website.
- As a reminder, make sure that all the fields are completed, contract number, DMC provider number, discipline – put your license designation such as MD or LMFT. You may also put your job title.

Update: Department of Health Care Services (DHCS) Webinar
- DHCS created a new training for provider enrollment that is now available on their website.
- It provides an overview of the requirements to be enrolled, licensed, and certified.
- Follow the link- https://www.dhcs.ca.gov/Documents/Provider-Enrollment-Webinar-7-8-20.pdf

Reminder: Department of Health Care Services (DHCS) DMC-ODS Information and Resources
- Visit the California Department of Health Care Services webpages for Drug Medi-Cal Organized Delivery System (DMC-ODS) information and resources.
- Follow the link- https://www.dhcs.ca.gov/provgovpart/Pages/Drug-Medi-Cal-Organized-Delivery-System.aspx
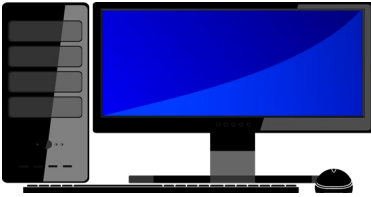
Management Information Systems (MIS)

Reminder: Contact Screen

- A Contact screen is required for each contact with the client prior to admission to SanWITS.
- Do not click "Complete Review" until an Intake is ready to be completed.
- Only one contact needs to be linked to an Intake.
- A Client profile must be entered before a contact screen can be entered.
  - Currently minimum fields must be entered before user can save the client profile
    - Current First Name, Current Last Name
    - Birth First Name, Birth Last Name
    - Gender
    - DOB
    - SSN (99902 can be substituted if not available)
    - Disabilities
    - Primary Race/Ethnicity
    - Preferred Language
- **Coming Soon** - Client Profile is due to be modified allowing user to save with less data entered; however, all required fields will need to be completed before opening an Intake.

Reminder: NO Show Tracking Required

- It is required to create encounters for clients that have scheduled appointments and are NO SHOWS.
- ➢ NO SHOW is a scheduled appointment that the client missed.
  - For Outpatient, these appointments could be for Group Counseling, Individual Counseling, Case Management, or for Recovery services.
  - OTP programs, these appointments could be for Group Counseling, Individual Counseling, and/or Case Management.
  - For Residential programs, these appointments could be for Case Management, or Recovery Services.
  - NO SHOWS are part of the outcomes being tracked by EQRO.

Reminder: Outpatient and OTP Group Counseling

- Group Sessions should always be created through the Group Module.
- Encounters will have a Session ID # prepopulated from the group session indicating they were created through the group module.

OTP group services *Calculate ODS units* field should always be marked NO
Outpatient group services *Calculate ODS units* field should always be marked YES

Group Session Notes		
Group Name: IOS & OS Group		Session ID:
Group Type: ODS Group		

Note Type		Start Date	End Date	
Billable		Start Time 8:00 AM	End Time	
Calculate ODS units				
Lead Staff		Duration		

There are only 3 _Service_ options that should be used for Group Services.

- **ODS Clinical Group valid beginning 7/1/19
- **ODS Patient Education Group valid beginning 7/1/19
- **Recovery Service Group

- Always review the group **sign in sheet** for accuracy making sure all clients have been marked present or marked as a no show before creating encounters.
- If any of the group encounters have been _Released to Bill_ no client should be added or removed from the group session.
- If a correction needs to be made after releasing even one encounter, follow these steps to prevent fraudulent billing:
    o Reject all claims from the claim item list for all the encounters included in the specific group session
    o Add a client to the group session by marking them present then creating their encounter and adding the client's individual documentation time
    o To remove a client - delete their encounter and mark them as a no show in the group session then create their encounter again as a no show, mark the note type non billable and finalize the encounter
    o Recheck the group sign in sheet for accuracy then release to bill all of the encounters from the group session
    o Questions? please contact SUD support at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Field Based Services - "In the Community"
- Services conducted in the community – must be identified in SanWITS on the encounter by changing the contact type to "In the Community"
- Details regarding requirements for field based services including documentation can be found in the SUDPOH at: www.optumsandiego.com/ **OR** QIMatters at: QIMatters.HHSA@sdcounty.ca.gov

Update: Meeting to Discuss SanWITS EHR
- **Who:** All SUD Providers
- **What & Why:** As we continue efforts to plan for the SanWITS electronic heath record implementation we want to be sure to collect your input to help ensure it meets system needs.
  We will be having a meeting to update you on the enhancements coming to SanWITS, the timeline of these enhancements, and to give you the time and space to ask questions and provide input. Implementing an EHR is a significant effort and we want to make sure you are aware of the various enhancements and next steps.
- **When:** Wednesday, August 19th from 10:30 a.m. – 12:30 p.m., please save the date and join us.
- **Where:** An invite for a virtual meeting will go out soon with the agenda.

Update: EHR Assessments Coming
- Anticipating EHR training to begin in Nov-Dec of 2020.
- Providers will be contacted by MIS to initiate a staff training plan.
- Suggested: LPHAs trained first, so that they can review and sign off on assessments created by counselors.
- Training will be held virtually.
- Outpatient programs will be trained first, followed by Residential programs.

NOTE: If you would like to participate in our virtual monthly EHR provider meetings, please reach out to Cynthia Emerson at Cynthia.emerson@sdcounty.ca.gov to be added to the calendar invites.

Update: SSRS Report
- In an effort to standardize reporting, the *SSRS User* role is no longer available. This role was automatically replaced with the *SSRS Reader* role. Users will still be able to request reports by completing the SanWITS Report Request Form and returning it to SUD MIS Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- Users can access a tip sheet "SSRS – How to Run Reports and Save to Excel File" on the Optum website with instructions on how to access and generate a report template removing the need for SSRS formal trainings.
- To request a report, simply fill out the SanWITS Report Request Form, available on Optum's website under the "SanWITS" tab and return to: SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- **Link to SanWITS Report Request Form** (Select SanWITS tab and scroll down to form.)
  https://optumsandiego.com/content/sandiego/en/county-staff---providers/dmc-ods.html#maincontent_tabctrl-10

SanWITS Quarterly Users Group Meeting for Residential Providers – Aug 2020
- Next meeting: Monday, Aug 17, 2020, 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

Important Reminder – Staff Profile Roles
- Please check the *Administrative Staff – Data Entry* and/or *Administrative Staff – Encounters* boxes on the SanWITS user forms if you want your staff to have those roles after they complete training.

SanWITS Virtual Trainings Provided
- Register online with RegPacks at: www.regpacks.com/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 2 emails on the morning of training between 8:30 AM – 8:45 AM
    - WebEx training orientation invitation.
    - 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.
- 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: Billing Unit - SanWITS Billing Classes
- As most of us are still adjusting to remote work, we are 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.
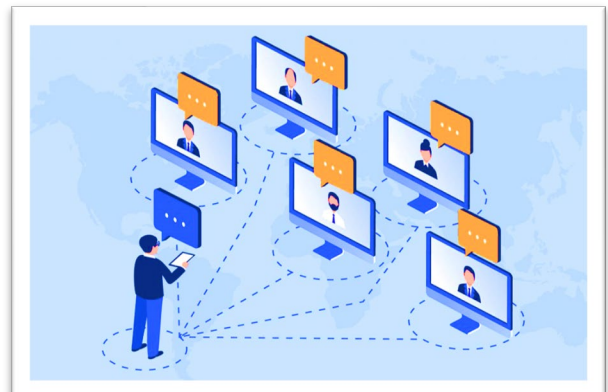
Billing Unit Notice and Reminders:

- SUD Programs must send the Evidence of Coverage (EOC) or Explanation of Benefits (EOB) to ADSBillingUnit.HHSA@sdcounty.ca.gov as soon as they receive from the insurance. company. Please do not forget to encrypt the email if it contains confidential information or PHI.
  - ➢ **Note:** The County has established a Transport Layer Security (TLS) email encryption or secured email connection with some programs. If your program has TLS, you are not required to manually encrypt your email.
- Please contact the Billing Unit if providers have not received a response within 90 days from the insurance after submitting claims.
- Please visit the Optum website under the "Billing" tab to view the newly posted tip sheets on OHC Claim Form (CMS 1500) Printing for:
  - o Residential Case Management - BU Tip Sheet - Releasing Residential Case Management to OHC and Printing CMS 1500 Form
  - o Outpatient - BU Tip Sheet - Releasing Outpatient to OHC and Printing CMS 1500 Form
  - ➢ **Note:** Please provide the SUD Billing Unit with any feedback if your program decides to print the CMS 1500 using SanWITS data.

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.**
>
> Coronavirus Disease 2019
> **C**❋**VID-19**

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**