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.

  - ➢ **Residential**
    - o Date: **Friday, February 12, 2021**
    - o Time: 9:00 a.m. to 12:30 p.m.
    - o Where: via WebEx – Please click here to register!

  - ➢ **Outpatient**
    - o Date: **Friday, February 26, 2021**
    - o Time: 9:00 a.m. to 12:30 p.m.
    - o Where: via WebEx – Please click here to register!

Documentation Skill Building Workshop

- The BHS SUD QM team is pleased to announce the next Documentation Skill Building Workshop for February 2021. We will be focusing on Progress Notes and discussion will include a review of the various Progress Note forms and instructions. In addition, it will include practice in writing a progress note based on a provided clinical service example.

- 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.

  - ➢ **Progress Notes**
    - o Date: **Wednesday, February 17, 2021**
    - o Time: 1:30 p.m. to 3:30 p.m.
    - o Where: via WebEx – Please click here to register!

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.

- o Date: **Thursday, March 11, 2021** (There will be no meeting in February)
- o Time: 10:00 a.m. to 11:30 a.m.
- o Where: via WebEx – Participation information will be sent by email prior to 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 bi-monthly.
- Look for a separate invite/email to be sent prior to the tele-town halls.

QM Tip of the Month
- What is the difference between <u>clinical</u> groups and <u>patient education</u> groups?
  - Clinical Group:
    - ✓ Focuses on the therapeutic SUD treatment needs of the clients in the group.
    - ✓ Is a clinical intervention.
    - ✓ Generally, includes the use of an Evidenced Based Practice.
    - ✓ The number of participants must be between 2 -12.

  - Patient Education:
    - ✓ Means providing research-based education on addiction, treatment, recovery, and associated health risks.
    - ✓ Is not a clinical intervention.
    - ✓ No limitation in regard to the number of participants in Residential. Outpatient programs are still held to a maximum of 12 participants.

**Reminder: Cloned Documentation is Never Allowed**
- Cloned Documentation is defined as documentation that is worded exactly alike or similar to previous entries in the same chart or another chart.
- This can happen if a program copy/pastes across multiple documents or uses templates or examples for progress notes or forms (e.g., Treatment Plans, ASAM LOC Recommendations).
- Cloning documentation damages the integrity of the client record and misrepresents medical necessity.
- If documentation appears to be cloned, there is significant risk for disallowance of services, and puts the program at risk for significant financial and legal penalties at the state and federal level.
- Every client and every contact is unique, so documentation should always be different and individualized.
- For additional information review Compliance Bulletin #30 on the "Communication" tab of the Optum website.

Reminder: San Diego's External Quality Review will be a desk review this year due to COVID-19
- In-person focus groups for clients to share their experience regarding the DMC-ODS services they received through the County will not be held this year. Instead, the External Quality Review Organization (EQRO) is providing clients the opportunity to share their feedback through a confidential online survey.
- Communication regarding the client online survey was emailed to programs on Thursday, January 28, 2021.
- These online surveys must be completed by **Sunday, February 21, 2021**, to ensure they are collected by the EQRO.
- Online survey link: https://www.surveymonkey.com/r/AdultClientFocusGroup_DMC-ODS.
- If you have any questions in regard to the survey, please contact Samantha Marquez at samantha.marquez@sdcounty.ca.gov.

Reminder: Network Adequacy Certification Tool (NACT) Submission
- Communication regarding the NACT submission was emailed to programs on Monday, February 1, 2021.
- All NACT information should be submitted via System of Care (SOC) application.
- To register to the SOC application: visit www.OptumSanDiego.com and click on the "Register" link on the upper right corner of the webpage.
- Profile and site attestations by each provider and program manager are due by **Friday, February 26, 2021**.
- If you have any questions regarding registration, login, or the SOC Application, please reach out to the Optum Support Desk at 800-834-3792, Option 2, or email sdhelpdesk@optum.com.
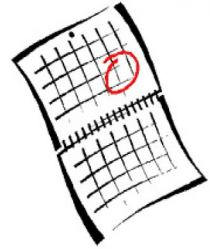
Update: Sobriety Time Before Admission – Residential Programs
- The Department of Health Care Services (DHCS) has clarified that there is no minimum amount of required sobriety time before a client can be admitted to a residential program.
- If a client has been assessed, meets the diagnosis of a substance use disorder (SUD), and is determined to not be under the influence or in need of detoxification or withdrawal management services at the time of admission, the client may be admitted into the residential program for SUD treatment and recovery services.
- This also maintains the County of San Diego "No Wrong Door" policy by ensuring that all clients are able to access the care they need.
- Clients who are assessed to need detoxification or withdrawal management should then be referred with a "warm hand-off" to the appropriate services.

Reminder – Notice of Adverse Benefit Determination (NOABD) Data Entry
- NOABD data is pulled from SanWITS for various reports, reviews, meetings, and audits.
- NOABD data is low compared to discharge data.
- A reminder that NOABD data entry into SanWITS is still required.
- A tip sheet is available on the Optum website for NOABD data entry into SanWITS.
- For questions about NOABD(s), please email QI Matters.
- For assistance with the entering NOABD information into SanWITS, please email the SanWITS Support Desk.

Correction: X-Waiver Exemption
- We want to issue a correction to the X-Waiver announcement that was circulated on January 22.
- The announcement incorrectly stated that the physician exemptions announced on January 14th by Health and Human Services (HHS) would be effective immediately; however the HHS documentation states the X-Waiver exemptions will be effective upon publication of the Practice Guidelines for the Administration of Buprenorphine for Treating Opioid Use Disorder.
- *Please note that because the guidelines have not been published, this change is not yet in effect.*
- Should HHS retain the proposed guidelines, the exemptions will take place upon the date of publication.
- The County of San Diego will update our providers as more guidance is given on this potential change.

Reminder – Client Request for Urgent Care

- As defined in the SUDOPH, urgent care is a condition perceived by a beneficiary as serious, but not life threatening. A condition that disrupts normal activities of daily living and requires assessment by a health care provider and if necessary, treatment within 48 hours.
- For programs not open 24/7, consider whether or not you can provide a service within 48 hours and whether the client's condition would be worse if services were not provided within 48 hours.
- The SanWITS Contact screen has a question for **Contact Reason**. The option "urgent" should only be selected if it meets the description above.

Reminder: Serious Incident Reports (SIRs)

- When submitting a Serious Incident Report (SIR), programs are to ensure documents are complete.
- Prompts should **not** be left blank.
    - One area where we see the prompt left blank is the "Incident" Type.
    - Please be sure to mark the incident type, as this is required to substantiate the report.

Update: Ongoing Optum Cleanup

- QM is in the process of updating several tabs on the Optum site.
- This involves removing/archiving old or outdated forms, communication, documentation.
- Tabs will have a document outlining items removed and archived.
- The "Communications" tab is in the process of being updated to remove outdated memos, info notices, emails, etc. Some communication has been moved to a more appropriate Optum tab. For example, current SanWITS communication is now available under the SanWITS tab.

Billing Announcement – Aid Code Master Chart

- The latest Aid Code Master Chart is now available on the Optum website under the "Billing" tab.

Billing Reminders:

- Programs should continue verifying the clients' Medi-Cal eligibility. For MAT dosing, please make sure the county of responsibility is San Diego (code 37). If the client is MAT and out of county, the service will be denied by the State. If you need assistance in correcting the courtesy dosing program enrollment or you have any errors on MAT dosing services, please contact the SUD Support at SUD_MIS_Support.HHSA@sdcounty.ca.gov.
- Carefully review the Payor Group Enrollment (PGE) data prior to billing to prevent claims error or denial from the State.
- Review and place on hold the claims for clients waiting for Medi-Cal eligibility, Out of County, and clients with Other Health Coverage (OHC) & Share of Cost (SOC).
  Note: OTP can bill certain services directly to Medi-Cal even if client has OHC, but OHC must be billed if providing MAT services.
- Please check the SUD Billing Manual for information on OHC and OHC Billing: https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/dmc-ods.html
- OTP is required to bill the Medicare Risk plan (Medicare C), same as with Medicare part B.

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.
- 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
  - SanWITS Assessments – 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 and must be <u>fully completed</u>, signed by the staff needing training, then <u>reviewed and signed by the supervisor</u> 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 <u>fully completed and submitted</u>, you 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, another training will be required before access is given.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment.**
- If you are unable to attend class, please cancel the registration as soon as possible.

SanWITS Quarterly Users Group Meeting for Residential Providers – Feb 2021

- Next meeting: Monday, February 22, 2021, at 9:00 am – 11:00 am (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

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.

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

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**