

Up To The Minute... SUD Provider Edition

March 2021



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, March 19, 2021**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – [Click to register!](#)



➤ **Residential**

- Date: **Friday, April 9, 2021**
- Time: 9:00 a.m. to 12:30 p.m.
- Where: via WebEx – Look for registration information coming soon!

Documentation Skill Building Workshops

- The County of San Diego HHSA Behavioral Health Services SUD Quality Management team is pleased to offer the next Documentation Skill Building Workshop. In March, we will be focusing on Discharge & Care Coordination and discussion will include a review of the various discharge forms and instructions.
- 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.

➤ **Discharge & Care Coordination**

- Date: **Wednesday, March 17, 2021**
- Time: 1:30 p.m. to 3:30 p.m.
- Where: via WebEx – [Click to register!](#)

Did you know that TCS is considered care coordination?



- Transitional Care Services (TCS) is a phase to allow providers to bill before an admission and after a discharge.
- TCS allows providers to bill for case management or individual services when a client has been assessed, is not admitted to the program and the provider coordinates care for the client to a different level of care.
- TCS can be used up to 30 days prior to entering a SUD treatment episode OR up to 30 days after the client is discharged from treatment and/or recovery services.
- Refer to the SanWITS tip sheets on the Optum website for details on steps to bill.
- Refer to the [BHS Info Notice dated 10/16/20](#) for details on TCS.

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, March 25, 2021**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: via WebEx - All new registrants will be accepted to the 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 & Time: **Thursday, March 11th, from 10:00 a.m. to 11:30 a.m.**
- Registration: [Click to register and attend!](#)

All Behavioral Health Services Contracted Service Providers | Bi-Monthly Tele-Town Hall

On behalf of the County of San Diego Behavioral Health Services (BHS) department, the BHS leadership team invites you to the bi-monthly Tele-Town Hall webinar. During this Tele-Town Hall, we plan to share important information with our contractors. The Tele-Town Hall is designed for executive leadership and program managers, and attendees will include County Contracting Officer Representatives (CORs).

- Date & Time: **Wednesday, March 24th, from 1:00 p.m. to 2:30 p.m.**
- Registration: [Click to register and attend!](#)

Reminder: Record Retention



- Programs are reminded that beneficiary records must be kept for a minimum of 10 years from the finalized cost settlement process with the Department of Health Care Services.
- As part of records retention, programs are reminded that any completed paper or electronic documentation that is entered as part of the beneficiary record should not be deleted, shredded, or otherwise destroyed.

Update: 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 and will discuss at the upcoming QIP meeting.
- 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.

New: Requesting Extensions for Serious Incident Report of Findings (SIROF)

- In the event a program is awaiting final cause of death determination from the County Medical Examiner (CME) report, the program may be granted an additional 30 days to complete the SIROF.
- If an extension is needed, please contact QIMatters prior to the end of the 30 days and the request will be processed.

Update: Tuberculosis Testing Requirement and the COVID-19 vaccine

- On February 19, 2021, the Department of Health Care Services issued Behavioral Health Information Notice [21-009](#).
- This Information Notice follows Centers for Disease Control (CDC) [guidelines](#) regarding the current lack of information about the potential effect of the COVID-19 vaccine and results of Tuberculosis (TB) testing.
- TB testing can be done before or at the same time as the COVID-19 vaccination, otherwise the TB test should be delayed at least 4 weeks after the completion of the COVID-19 vaccination
- Personnel and clients should provide the facility with their COVID-19 vaccination record to verify their health status. For Personnel a copy should be kept in the personnel file, and for clients a copy should be kept in the medical section of the client chart and documented on the TB test results.
- Programs are advised to develop a tracking system to ensure that both personnel and clients complete the TB test once 4 weeks have passed from the completion of the COVID-19 vaccination.

Reminder: COVID-19 Reporting to DHCS



- Residential programs are reminded all cases of communicable disease reportable under Section 2500 of Title 17, California Administrative Code shall be reported to the local health officer, in addition to the Department of Health Care Services (DHCS), including COVID-19.
- Contact DHCS Complaints and Counselor Certification Division via Telephonic Report at (916) 322-2911 immediately (**within 1 working day**) followed by [Written Report](#) (**within 7 days of the event**).
- Please refer to the [Substance Use Disorder Provider Operations Handbook](#) (SUDPOH) Section G for additional information on DHCS reporting.

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.
- A new tab called “Forms” is being added and will contain non-SUDURM forms to make it easier to locate for use.
- Examples of non-SUDURM forms are SIR, RCA, DPC 203, etc.

Update: OTP Medicare Payor Group Enrollment (PGE) Tip Sheet

- The OTP Medicare PGE Tip Sheet is now available and can be viewed on the Optum website under the DMC-ODS “Billing” tab.

Billing		
Name	Description	Date
OTP Medicare PGE Tip Sheet (pdf)	Adding Benefit Plan Enrollment for OTP Medi-Medi clients	2021-03-03

Reminder: DMC-ODS Training Webinars and Certificates of Completion

- The SUD-QM team has developed a series of training webinars that providers can use to assist with the training and development of staff rendering services in the DMC-ODS.
- The training webinars are located on the [Optum Website](#), on the DMC-ODS page, under the “QM Training” tab.
- The following training webinars are the only ones available for Certificates of Completion:
 - Beneficiary Rights Presentation
 - Program Integrity
 - Module 1: Intro to the DMC-ODS
 - Module 2: Medical Necessity
 - Module 3: Treatment Planning within SUD
 - Module 4: SUD Services in Residential
 - Module 5: SUD Services in Outpatient
 - Module 6: Progress Notes Documentation
 - Module 7: Discharge and Care Coordination
 - Module 8: Recovery Services
 - Module 9: Withdrawal Management
 - Module 10: Case Management



- Once you have completed all applicable training webinars, please send **one request** for your Certificates of Completion to the following email address: QIMatters.HHSA@sdcounty.ca.gov.
- Once your attendance is confirmed, you will be sent a Certificate of Completion for each training webinar you complete.
- Please note: Certificates of Completion will only be issued for those training webinars managed by QM (see list above).
- All other training webinars completed outside the DMC-ODS will need to be tracked internally by your Program Manager.

All Programs:

DATAR Reminder

- According to the IA, there is to be no waitlist for ODS.
- Enter zeros (0) for waitlist questions 4-7.

User Access Forms/Modification/Termination

- SUD Support is receiving a large volume of SanWITS User Forms that are either incomplete and/or incorrect.
- **Make sure all information is filled out completely and correctly on the form** to speed up the processing of User forms and to avoid exclusion from training class.



Client Profile Errors

- Review client info to ensure it is correct upon entering it into the system, i.e., DOB, SSN, Client Name.

Important: Unfinished Client Activity Report



- Run the Unfinished Client Activity Report to ensure all records are complete.
- Unfinished records will not be submitted to CalOMS and will become **non-compliant with DHCS**.

Admission Record

- DO NOT SELECT “Not Applicable” for the Primary or Secondary Drug Type on CalOMS Admission, Discharge, or Annual Update.

Important: Outpatient & Residential Counselors and LPHA’s



- Please make sure user is entering the correct assessment type in SanWITS.
- We are receiving many deletion requests for adding the wrong assessment type (ex: Adult ILOC instead of Adolescent ILOC, or Adult ILOC instead of LOC Recommendation).
- After an assessment has been created, it requires a ticket to be deleted (deletions take 2+ weeks)

LPHA’s:

When creating a new Diagnosis from the DDN follow these steps:

1. Click “Create New”

2. Enter Effective Date then click Edit Diagnosis

3. Enter new Diagnosis, Mark as Principal, and Save and Finish

4. Press Save and Finish on next screen

5. You should now see new Diagnosis under “Use Current” to select and populate on the DDN

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 fully completed, signed by the staff needing training, then reviewed and signed by the supervisor 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 fully completed and submitted, 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.



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 Quarterly Users Group Meeting for OTP Providers – Mar 2021

- Next meeting: Monday, March 15, 2021, at 9:00 a.m. – 11:00 a.m. (OTP 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)

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**.



Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto: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**