

New: Skill Building Workshops in July 2023

- The BHS SUD QA team is pleased to announce Skill Building Workshops for Quality of Care. This workshop is an opportunity for SUD Treatment providers to develop and refine their skill set in delivering and documenting quality services. QA will review County and CalAIM documentation standards, facilitate clinical exercises, and offer a forum for providers to discuss and consult best practices with one another.
 - ❖ **Outpatient** - Quality of Care
 - Monday, July 17, 2023, from 1:00 p.m. to 2:30 p.m.
 - [Register Here](#)
 - ❖ **Residential** - Quality of Care
 - Wednesday, July 26, 2023, from 1:00 p.m. to 2:30 p.m.
 - [Register Here](#)
- If you are in need of an ASL Interpreter for the workshop, please submit a request via your registration at least 7 business days in advance so that we may secure one for you. We are unable to guarantee accommodations for any requests made after 7 business days.



New: Withdrawal Management 3.2 Training Requirements

- Per [Exhibit A of BHIN 21-001](#), those providing, monitoring or supervising WM services in a 3.2 facility must complete
 - 6 hours minimum of orientation training for new employees or for current employees within 14 days of returning to work after a break of 180 days or more that covers the needs of residents who receive WM services.
 - 8 hours minimum annually of training that covers the needs of residents who receive WM services.
- The DMC-ODS Required Trainings website is being updated to include these requirements.



New: Training Requirements for Prescribers

- Effective June 27, 2023, there are new Substance Use Disorder training requirements for all practitioners with prescriptive authority.
- New and renewing Drug Enforcement Administration (DEA) registrants must now attest to 8 hours of training in SUDs and the use of medications to treat substance use disorders.
- Please visit the [related SAMHSA website](#) for more information and questions.

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 Assurance, 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, July 27, 2023**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

Save the Date: Annual DMC-ODS Training

The fifth annual DMC-ODS Training will take the place of the August SUD Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the fifth year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS and CalAIM requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.



- ❖ Date: **Thursday, August 24, 2023**, 10:00 a.m. to 11:30 a.m.
- ❖ Where: via Microsoft Teams – *Registration information coming soon!*

Reminder: National Suicide Prevention Hotline number change

- In July 2022, the National Suicide Prevention Lifeline (800-273-8255) transitioned to 988—an easy to remember three-digit dialing, texting, and chat code for anyone experiencing a suicidal or mental health crisis.
- Spanish language text and chat services are now available, as well as specialist services for LGBTQI+ youth and young adults.

Update: Ongoing Optum Cleanup & Updates

- QA is regularly updating several tabs on the Optum site. Outdated items are removed and archived and if necessary, replaced with updated versions.
- Optum tabs include an archive document outlining items removed.
- **Notable updates** – SIR forms have been updated and posted under the “Forms” tab; outdated Access Times documents have been removed/replaced with the updated Access Times FAQ/Tip Sheet saved to the “Communications” tab.

Update: SIR Forms and FAQ/Tip Sheets

- SIR and SIROF forms have been updated for the new fiscal year.
- Forms have been reformatted and rearranged to group similar questions together to make the form easier to follow and include some new items:

- ❖ *New for the SIR form*

- ✓ Region - now includes a drop-down menu.
- ✓ Client information - now includes a question about whether or not the client is connected with other agencies or departments such as Probation, CWS, etc. If yes, notification must be complete and indicated on the form.
- ✓ Incident - new incident added "Alleged sexual assault on program premises (excluding allegations involving staff)"
- ✓ Notifications - includes an N/A box for clients with no involvement or requirement for additional notification; also includes fields for date and time notification happened.
- ✓ Attestation question for program managers to attest to reviewing and agreeing with the information reported.

- ❖ *New for the SIROF form*

- ✓ Result of fentanyl specific test - now includes a drop-down menu.
- ✓ Section 5 Serious Incident of Findings Results/Recommendations - now includes indicator for N/A when this section is not required because an RCA was completed.
- ✓ Section 6 RCA - now includes indicator for N/A when this section is not required because an RCA has not been completed.
- ✓ Attestation question for program managers to attest to reviewing and agreeing with the information reported.

- Instructions are now part of the FAQ/Tip Sheets and should be used side by side with the newly formatted form.
- Updated forms were sent to the SOC on 6/30/23 and are now available on the Optum site under the “Forms” tab.
- Also linked here: [SIR Form](#), [SIR FAQ and Tip Sheet](#), [SIROF Form](#), [SIROF FAQ and Tip Sheet](#)
- New forms are effective starting 7/1/23. SIR(s) submitted on outdated forms will be returned to program to complete on new forms.
- Email QI Matters with questions.

Update: Access Times FAQ/Tip Sheets

- FAQ/Tip Sheets were sent to the system of care on 6/30/23 and are now available on the Optum site under the “Communications” tabs and all outdated tip sheets and messaging has been archived.
- Also linked here: [Access Times FAQ and Tip Sheet](#)
- Guidance outlined in the FAQ/Tip Sheet is effective 7/1/23.
- Email QI Matters with questions.



Reminder: Interim Services

- Programs shall be responsible for keeping records of interim services and documenting efforts for each client. Programs may be asked to provide evidence of interim services.
- Monitoring is shifting from monthly with QA to annual monitoring with COR teams.
- For more information on Interim Services, see the [tip sheet](#) posted on the Optum site under the “Monitoring” tab.

Update: Disallowance Reporting/Self-Identified Disallowance

- Beginning this new Fiscal Year of 2023-2024, QA is changing the process for Self-Identified Disallowance Reporting.
- QA will no longer be emailing providers directly on a monthly basis to report self-identified disallowances.
- Providers shall continue their current processes for disallowances discovered by submitting the required Payment Recovery Form to the BHS Billing Unit.
- There will be no change to how providers shall report and proceed with disallowances discovered through any type of review (self-reviews, MRRs, TAs, etc.)
- This change is effective July 1, 2023. For questions regarding this new process, providers may email [QI Matters](#). Questions regarding billing and the Payment Recovery Form may be directed to the [BHS Billing Unit](#).

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. NOTE – Recovery Residences and Sober Living should be considered “dependent” living.
- **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.

Reminder: Payment Reform Crosswalk effective as of 7/1/23

- The [Payment Reform Crosswalk memo](#) was sent out on 5/19/23 and is available on the Optum site under the “Communications” tab.
- The [Crosswalk](#) itself is available on the Optum site under the “Toolbox” tab.
- Services such as screening can be claimed starting on 7/1/23.
- Any further updates to the crosswalk will be communicated through the UTTM and QIP.

Health Plan Administration (HPA)



Provider Directory Application Programming Interface (API) has launched!

- The CMS Interoperability Rule requires Behavioral Health Plans to implement and maintain a publicly accessible and standards-based Provider Directory API (see [BHIN 22-068](#)). The requirement was created to make health information easily accessible to clients by having each health plan follow industry standards like HL7 FHIR APIs and by deterring information blocking.



- The County of San Diego BHS [Provider Directory API](#) has launched and is now available to software developers and other health systems. The link requires an API application to open and will not be viewable with browsers.
- The Provider Directory API takes information from the SOC Application. To help maintain accurate information is included in the Provider Directory API, staff are asked to update information in the [SOC Application](#) as changes occur and to attest to the accuracy of information monthly.

Peer Support Services Implementation (Reminders!)

- **Training Requirements** for certified Peer Support Specialists: [San Diego Certified Peer Support Specialist – TRAINING REQUIREMENTS](#)
- **Billing Codes** for certified Peer Support Specialists: [San Diego Certified Peer Support Specialists – BILLING CODES](#)
- [Q&A on Peer Support Services](#)

Medi-Cal Peer Support Specialist Certification

- Click here for the [Medi-Cal Peer Support Specialist Certification Registry](#).
- The Legacy (grandparenting) pathway for certification ended on June 30, 2023.
- For any inquiries regarding certification application status, please reach out to PeerCertification@calmhsa.org.
- Recognizing the need for input from peers and other stakeholders, CalMHSA established a Stakeholder Advisory Council that makes recommendations on behalf of a variety of stakeholder groups and [meets virtually every month](#).
- The State also offers the public and stakeholders this email address for Peer-related questions and comments: Peers@dhcs.ca.gov.

Supervision of Certified Peer Support Specialists

- The *Supervision of Peer Workers Training* is a 1-hour recorded training that is available through CalMHSA at no cost. This training meets the State’s training requirements for the supervision of Medi-Cal Peer Support Specialists certified in California. [Register](#) for the Supervisor Training at the CalMHSA website.



CalAIM Behavioral Health Payment Reform: Please send questions on local implementation of payment reform to BHS-HPA.HHSA@sdcounty.ca.gov.

Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders

- Don’t forget to attest to your profile in the SOC application this month!
- Are you new to a program? Register to the SOC app and attest to information once registration is completed.
- Are you a program manager? Remember to attest to your program’s information on the SOC app monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.

Management Information Systems (MIS)

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

Purpose of the Users Group - review and educate State Reporting for CalOMS, ASAM, DATAR, and Capacity, SanWITS updates, changes in system requirements, Billing & QA updates, and address User concerns.

- Next meeting: **Monday, July 17, 2023**, at 9:00 a.m. – 11:00 a.m.
- Quarterly meetings are expected to occur on the 3rd Monday each quarter (adjusted for holidays)
 - Jul, Oct, Jan, Apr
- ASL Interpreters are being requested for each meeting.

We welcome and encourage you to send agenda items to be covered during our User Group Meetings

SUDEHRSupport.HHSA@sdcounty.ca.gov



Billing Unit (BU) – SanWITS Billing Classes

- Questions or to schedule billing training – Call 619-338-2584 or email ADSBillingUnit.HHSA@sdcounty.ca.gov.
- BU uses Microsoft Teams application for training.
- Prior to BU training, user must have completed SanWITS Intro to Admin Functions (IAF) 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>
- 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 Adolescent Initial Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment
- Please remember, if unable to attend class, cancel the registration as soon as possible.

Billing Unit (BU)

Some of you may have seen the Medi-Cal news flash about the "county of responsibility " being removed from the Medi-Cal eligibility response as of June 27, 2023. The Department of Health Care Services (DHCS) has updated or corrected the original information and is as follows:

Correction: Medi-Cal Eligibility Response Messaging is Updated

June 26, 2023

The previously published article titled, "[Medi-Cal Eligibility Response Messaging is Updated](#)", announced that effective June 27, 2023, county of responsibility would no longer be displayed on the Medi-Cal eligibility response for recipients actively enrolled in a Managed Care Plan (MCP). This change has since been cancelled and will not be implemented.

- **Source:** [Medi-Cal NewsFlash: Correction: Medi-Cal Eligibility Response Messaging is Updated](#)

Network Quality and Planning - Population Health

1. CalAIM POD PIP/BHQIP

- The aim is to increase the percentage of individuals with an Opioid Use Disorder (OUD) use of pharmacotherapy treatment events for at least 180 days (6 months) by 5% among members aged 16 and older.
- The PIP evaluation team made the decision to focus efforts on the OTP programs to move forward with intervention design for the POD BHQIP. Stakeholders from OTP programs were recruited to participate in a workgroup focusing on retention in OTP programs; the first meeting is scheduled for end of June.
- The PIP evaluation team developed internal infrastructure that will allow the team to pull data relevant to the BHQIP periodically (custom date ranges) throughout the implementation of the intervention to monitor performance rates at the pilot intervention sites.

2. CalAIM FUA PIP/BHQIP

- HSRC recruited ED pilot sites (UCSD EDs Hillcrest and La Jolla) for implementing the future intervention.
- An HSRC representative met with the UCSD EDs to learn more about their past and current attempts to improve timely follow-up rates for FUA and FUM, which will help with intentional intervention.

Next steps:

- Confirm baseline rates and review by ED pilot site, finalize FUA intervention implementation plan, re-engage MCPs and send data request for data exchange pilot intervention, participate in monthly CalAIM PIP meeting.



Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.HHSA@sdcounty.ca.gov
- CalAIM and/or Peer related Q&As? Contact: bhs-hpa.hhsa@sdcounty.ca.gov
- SanWITS questions? Contact: SUDEHRSupport.HHSA@sdcounty.ca.gov
SUDEHRTraining.HHSA@sdcounty.ca.gov
SUDEHRFax.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**