



October 2023

## **Important: Behavioral Health Information Notice 23-054, Medications for Addiction Treatment Service Requirement**

- Per Senate Bill 184, all licensed and/or certified SUD recovery or treatment facilities shall develop and implement a MAT policy in compliance with HSC Section 11832.9 (c) and 11834.28 (c)
  - Details on what must be in this MAT policy are detailed in the [Information Notice](#).
- Initial applicants for SUD recovery or treatment centers shall submit a MAT policy and supporting documentation with their Initial Treatment Provider Notification.
- Existing licensed and/or certified SUD facility shall provide a MAT policy to their assigned DHCS licensing analyst within 90 days of the publication of the IN (Publication date 10/6/23)
  - If the MAT policy is deemed incomplete, the facility will have the opportunity to submit missing information/documentation.
  - Failure to adhere to the Information notice within 90 days shall be subject to disciplinary action, including but not limited to civil penalties, license suspension, or license revocation.
- Any change to the MAT policy requires written notice to DHCS.
- Questions regarding this IN should be sent to SUD licensing and certification at [LCDQuestions@DHCS.ca.gov](mailto:LCDQuestions@DHCS.ca.gov)
- Once the policy is submitted to your assigned DHCS analyst, please send an email with the date submitted and name of the analyst to QIMatters ([QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov))



## **Update: Medication Monitoring Oversight Committee**

- Starting FY 23-24, DMC-ODS will participate in the already established Medication Monitoring Oversight Committee (MMOC)
  - The MMOC consists of county Medical Directors, QA, and other BHS staff as appropriate.
- Patterns or trends of noncompliance or variances, either systemwide or at specific programs, will be reviewed by the MMOC.
- The MMOC may determine if further action steps are necessary for specific programs and/or systemwide improvements.

## **New: Skill Building Workshops in October 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 skillset 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
    - **Tuesday, October 10, 2023**, from 1:00 p.m. to 2:30 p.m.
    - [Please click here to register!](#)
  - Residential Quality of Care
    - **Thursday, October 19, 2023**, from 1:00 p.m. to 2:30 p.m.
    - [Please click here to register!](#)
- **Skill Building Workshops in November 2023**
  - Outpatient Quality of Care
    - **Monday, November 6, 2023**, from 1:00 p.m. to 2:30 p.m.
    - [Please click here to register!](#)
  - Residential Quality of Care
    - **Wednesday, November 15, 2023**, from 1:00 p.m. to 2:30 p.m.
    - [Please click here to register!](#)
- If you are in need of an ASL Interpreter for the workshop, please submit a request 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.

### **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, October 26, 2023**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the QIP meeting.

### **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.

### **Reminder: Limited English proficiency requirement**

- Providers are required to inform individuals with limited English proficiency that they have a right to free interpreter services. Oral interpretation and the use of auxiliary aids (i.e., TTY/TTD) must be made available.
- A client must first be informed of the availability of free interpreter services prior to using a friend or family member as an interpreter.
- The offer of interpret services and client's response must be documented, as should the use of an interpreter when services are provided in a language other than English.

### **Update: Progress Note Timelines**

- Previously, in [BHIN 22-019](#) that progress notes shall be completed within 3 business days of a service, and progress notes for crisis services within 24 hours.
- In an August 2023 update to the [CalAIM Behavioral Health Documentation FAQ](#), DHCS has now clarified that while progress notes must still be completed within 3 business days, the "day of service shall be considered day zero."
  - This does not affect the timelines for crisis services.
- We will be updating our progress note instructions to reflect this clarification and anticipate this will be included in a future BHIN.



### **Reminder: Disallowance Reporting/Self-Identified Disallowance**

- Beginning this Fiscal Year of 2023-2024, QA changed the process for Self-Identified Disallowance Reporting.
- QA no longer emails providers directly on a monthly basis to report self-identified disallowances.
- Providers shall continue current processes of disallowing billed services 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 was 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: CalFRESH Benefits for Residential Clients**

- Residential SUD programs cannot require clients to apply for CalFRESH.
- Residential SUD program must be identified by DHCS as an authorized food retailer to use a client's CalFRESH benefits for food purchases on behalf of the client while they are in treatment at the program.
- Using a client's CalFRESH benefits for food purchases on behalf of a client without having the DHCS designation as an authorized food retailer may result in residential SUD programs being held liable for misuse of client benefits.
- Unless identified as an authorized food retailer, residential SUD providers shall purchase food for clients using allocated budgets.
- See [All County Letter 19-51](#) for more information.

**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.

**Health Plan Administration (HPA)**

**CalAIM**

- Visit the [CalAIM Webpage for BHS Providers](#) for the newest updates and essential information, including Certified Peer Support Services implementation and training resources, CPT Coding, Payment Reform, Required CalAIM Trainings, and relevant Behavioral Health Information Notices from DHCS.
- Please visit <https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/calaim-for-bhs-providers.html> for information and updates on BH Payment Reform implementation.
- Please send general questions on local implementation of payment reform to [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). Please contact your COR for questions specific to your contract.



**DHCS Behavioral Health Information Notices (BHINs)**

BHINs provide information to County BH Plans and Providers regarding changes in policy or procedures at the Federal or State levels. To access BHINs, visit: <https://www.dhcs.ca.gov/provgovpart/Pages/2023-BH-Information-Notices.aspx>. In instances when DHCS releases draft BHINs for public input, San Diego BHS encourages Contractors to send feedback directly to DHCS and/or to [BHS-HPA.HHSA@sdcounty.ca.gov](mailto: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](mailto:sdhelpdesk@optum.com).
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.

**Management Information Systems (MIS)**

**Important: NEW Reports**

1. **CalAIM Consolidated TUOS Claim Details and CalAIM Consolidated TUOS Claim Summary** reports are now published and available for Providers.
  - a. The new reports are designed to include both Non-OTP and OTP services/data in one report.
  - b. SSRS location/folder, Report Names, and Optum links to tip sheets for detailed information listed below.

Report Name	Location/Folder	Tip Sheet
3-01 CalAIM Consolidated TUOS Claim Summary Report	<a href="#">Home Provider Reports</a>	<a href="#">Microsoft Word - Tip Sheet - 3-01 CalAIM Consolidated TUOS Claim Summary (optumsandiego.com)</a>
3-02 CalAIM Consolidated TUOS Claim Details Report	<a href="#">Home Provider Reports</a>	<a href="#">Microsoft Word - Tip Sheet - 3-02 CalAIM Consolidated TUOS Claim Details (optumsandiego.com)</a>



**NOTE:** Please be aware that the two new CalAIM TUOS reports are replacing the four temporary TUOS reports seen below. The temporary reports will be removed from the Provider Reports folder.

- 3-01 Non-OTP TUOS Claim Summary Report - post 7.1.23
- 3-02 Non-OTP TUOS Claim Details Report - post 7.1.23
- 3-01 OTP-Only TUOS Claim Summary Report - post 7.1.23
- 3-02 OTP-Only TUOS Claim Details Report - post 7.1.23

2. **4-01 Total Services per Rendering Staff - post 7.1.23** report was created to accommodate services/data post 7/1/23.
  - a. Report shows the total number of encounters, services, units, and minutes provided per rendering staff.
  - b. Intended to help monitor staff productivity.
  - c. **4-01 Total Services per Rendering Staff - pre 7.1.23** will remain available for services/data prior to 7/1/23.
  
3. **SUDPI-16 ASAM Assessment Monitoring** report created to track number of Brief Screening and ASAM assessment results that have been entered in SanWITS.
  - a. Report shows results entered, with or without Admission, including monthly totals per facility and per assessment type.



**Important: SanWITS Data Entry Standards**

- Refer to the Data Entry Standards [SanWITS DMC-ODS Data Entry Standards](#) for timely data entry.

**Reminder: Group Services**

- Group services with date of service 7/1/23 forward, Calculate ODS field will default to NO, and be read only.
  - No need to un-release the encounters before adding or removing client from the group session as no group calculation is occurring.
- When creating a “No Show” encounter through the Group Session screen, change the Contact Type to No Show on the individual encounter.



**Important: Contact Profile**

- 1st Accepted Intake/Screening Appt field should **NOT** be entered unless the Disposition = “Made an Appointment”

**OTP Facilities**

- If service is provided at the OTP treatment facility, select “Non- Residential Opioid Treatment Facility” under the Service Location on Encounter.

**Telehealth Services**

- Telehealth Services – are services provided to the client by video/audio technology **OR** Phone (audio only).
  - Location field – Select: Telehealth provided in patient’s home, **OR** Telehealth provided other than in patients’ home.
  - Contact Type field – Select: Telehealth, **OR** Phone.

**Reminder: DATAR**

- Submissions must be entered by the 1<sup>st</sup> and no later than the 7<sup>th</sup> of each month for the previous month.
- Make sure all facilities have at least two DATAR submitters, which includes a backup user.
- Email [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov) to request DATAR access.
- The following information needs to be emailed for new DATAR user requests:
  - Staff Name:
  - Staff Business Email:
  - Facility Name and CalOMS#:37xxxx
- Remember to terminate user access by emailing [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)

## 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, October 16, 2023**, at 9:00 a.m. – 11:00 a.m.
- Quarterly meetings are expected to occur on the 3<sup>rd</sup> Monday each quarter (adjusted for holidays)
  - Jul, Oct, Jan, Apr
- ASL Interpreters are being requested for each meeting.



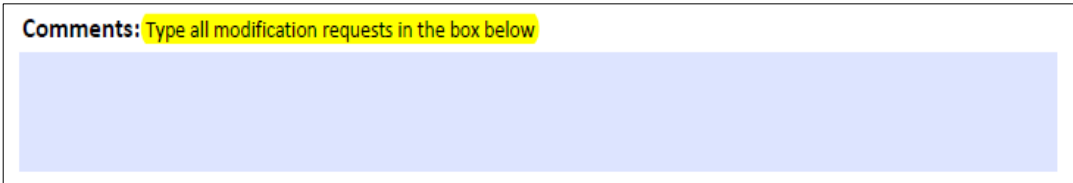
We welcome and encourage you to send agenda items to be covered during our User Group Meetings [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)

### **Billing Unit (BU) – SanWITS Billing Classes**

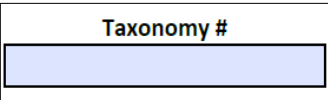
- Questions or to Schedule billing training – Call 619-338-2584 or email [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov).
- BU uses Microsoft Teams application for training.
- Prior to BU training, user must have completed SanWITS Intro to Admin Functions (IAF) training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training.

### **Reminder: SanWITS User Modification Termination Form**

- All user modifications and terminations must be submitted to MIS using the User Modification Termination form located on Optum Website [SanWITS User Modification Termination Form](#)
- When completing the modification form, make sure to include the modifications being requested in the Comments text box as seen in the print screen below.



- Routine Terminations – Please ensure terminations are submitted within one business day of notice given.
- Quick Terminations – MIS should be notified immediately by calling 619-584-5040 (including afterhours and weekends)
- If a user’s discipline changes, make sure all billing has been completed for that specific rendering staff before submitting a modification form.
  - Once the modification form is submitted, we will use the effective date on it as the cutoff date for all encounters with the previous discipline.
- Make sure to include the taxonomy number for counselor’s and LPHA’s.
  - User’s taxonomy number and NPI can be found at <https://npiregistry.cms.hhs.gov/search>



### **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)

- The County billing team has created a tip sheet on determining billing errors and how to prevent/minimize them. The email was sent to all SUD programs on 09/20/2023 with the subject line 'SUD Billing Errors and Guides'. The Billing tab on the Optum website now displays the same tip sheet.

Billing		
Name	Description	Date
<a href="#">SUD Claim Errors and Guides</a>	The purpose of this tip sheet is to give advice on how to avoid and fix both common and new billing errors.	2023-10-04

- A revised version of the Claim Item Hold Reasons has been posted on the Optum website.

Billing		
Name	Description	Date
<a href="#">Claim Item Hold Reasons-revised 09.20233 (pdf)</a>	The Hold Reasons list should be used when putting claims in hold status.	2023-09-20

- Providers are required to review all claims on hold in SanWITS and contact the County billing team for assistance on potential DMC billable claims.

## Population Health - Network Quality and Planning

### 1. CalAIM FUA PIP/BHQIP

**Goal:** to increase follow up within 7 and 30 days by 5% after a mental health ED visit.

- A resource card was developed to provide to individuals in the ER that contains direct ACL and NAMI contact information. HSRC facilitated an in-service between UCSD providers and NAMI PeerLINKS staff, where available services were reviewed, inclusion criteria and specific instructions for patient referral were presented. HSRC designed a tracking log for referrals received from UCSD ED's.
  - Next Steps:** Begin distributing resource cards. Present at next Hospital Partners Meeting on referral process, complete updated FUA template for review prior to DHCS submission.

### 2. CalAIM POD PIP/BHQIP

**Goal:** Aim to increase the percentage of new Opioid Use Disorder pharmacotherapy treatment events (i.e., MAT) among members served at the OTPs for at least 6 months by 5%.

- An educational pamphlet on Opioid Use Disorder for new MAT clients was submitted to the SDCBHS Communication and Engagement Team for approval. All three OTP providers who provided feedback agreed to be pilot sites. Currently pilot sites are utilizing the Consumer Facing Resource from the California MAT Expansion Project.
  - Next Steps:** Create intervention implementation protocol and tracking log and monitor dissemination of California MAT Expansion Project handouts.



## Prevention and Support Services

The State of California Department of Health Care Services (DHCS) has transitioned to a new primary prevention data reporting system, Prospectus Group's ECCO Web-based Prevention Services Data Reporting System, to be used by Substance Abuse Block Grant (SABG) funded primary prevention contractors.

### ECCO Web-based Prevention Services Data Reporting System Updates

- DHCS Trainings for County Coordinators and SUD Primary Prevention Contractors have been completed as of September 19, 2023. Moving forward, County Coordinators will work with SUD Primary Prevention Contractors to implement data reporting in the new ECCO system.

- Contractor data entry for the 1<sup>st</sup> Quarter (July – Sept) of Fiscal Year 2023-24 was due 10/1/23. Monthly reporting via the ECCO system to the state is due by 10<sup>th</sup> of each month.
- For technical assistance requests or other questions, please contact Dave Edison at [dave.edison@sdcounty.ca.gov](mailto:dave.edison@sdcounty.ca.gov).
- For information regarding DHCS Primary Prevention, please visit [Prevention and Youth Branch \(ca.gov\)](http://Prevention and Youth Branch (ca.gov))

#### **Communication**



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