



# Up To The Minute!



## Trainings & Events (QA)

### Reminder: Skill Building Workshops in July 2024

- 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.
- Please look out for future notice to register for the following virtual trainings:
  - Outpatient Quality of Care
    - **Wednesday, July 17, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Monday, July 22, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
- **New: Skill Building Workshops in August 2024**
  - Outpatient Quality of Care
    - **Tuesday, August 13, 2024, from 9:30 a.m. to 11:00 a.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Thursday, August 22, 2024, 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, July 25, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

### SmartCare

- Upcoming Town Halls (combined MH & SUD)
  - **Monday, July 29, 2024, 1:00 p.m. – 2:00 p.m.**
  - [Click here to join the meeting](#)
- Optum SmartCare Tab has been updated to include-
  - [2024-06-18 EHR Town Hall](#)
  - [SmartCare Site Leads \(May 2024\)](#)
  - [EHR Implementation FAQs \(as of 06/20/2024\)](#)
  - [2024-05-21 EHR Town Hall](#)





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## **Save the Date: Annual DMC-ODS Training**

The sixth 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 sixth year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS and CaAIM requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- ❖ Date: **Thursday, August 22, 2024, from 10:00 a.m. - 11:30 a.m.**
- ❖ Where: via Microsoft Teams – Registration is required.
- ❖ [Please click here to register.](#)

## Updates & Reminders (QA)

### **SUDURM Form Changes**

The SmartCare Implementation Team & QA are reviewing all currently active SUDURM forms and mapping them against available forms in SmartCare to ensure documentation requirements and standards will be met upon transition to SmartCare. A Crosswalk Grid which will indicate the status of all current forms will be released to providers at the end of July and any new forms will be shared for review during the August Townhall. Updated SUDURM forms will be posted on the Optum Website for provider access on 9/1/24. Providers will continue to use all current SUDURM forms and templates until the SmartCare Go Live on 9/1/24.

### **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.

### **Beneficiary Materials Order Form Update**

- The Beneficiary Materials Order form has been moved from the PDF order form to an online Smartsheet form.
- Programs will submit their requests for hard copies of beneficiary materials via the [Smartsheet form](#) (will also be linked under the “Beneficiary” Tab).
- Reminders for ordering:
  - Allow 3-5 Business days for processing. Processing time may be longer if materials are currently being reordered. County staff will notify you via email when materials are ready for pick-up.
  - Pick-up materials within 7 days of notice from Monday to Friday between 8:30 a.m. to 3:00 p.m. at BHS Admin.
  - All County of San Diego Beneficiary Materials are available in electronic format on [www.optumsandiego.com](http://www.optumsandiego.com) under the “Beneficiary” tab.



smartsheet

### **SUD NOABD Webinar**

- The SUD NOABD webinar is currently being recorded.
- When the recording is completed, the webinar, PowerPoint, and webinar transcript will be posted soon on the Optum website and available on the “QA Training” Tab.



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## **Reminder: Quality Assurance Program Review (QAPR) formerly known as Medical Record Review (MRR)**

- The new fiscal year is upon us and the record review season has begun.
- Keep a look out for communications from your QA Specialist to schedule your program’s Quality Assurance Program Review (QAPR).

## **Health Plan Administration (HPA)**

### **System of Care (SOC) Application**

- Reminder that staff and program managers are expected to attest in the SOC application 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.

DHCS [Behavioral Health Information Notices \(BHINS\)](#) inform County BH Plans and Providers about changes in policy or procedures at the Federal or State levels. When DHCS releases draft BHINS for public input, feedback can be sent to DHCS directly or to [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov).

### **Medi-Cal Transformation (aka CalAIM)**

- Visit the [CalAIM Webpage for BHS Providers](#) for updates on Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant BHINS from DHCS.
- For general questions on local implementation of Medi-Cal Transformation, email [BHS-HPA.HHSA@sdcounty.ca.gov](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## **Management Information Systems (MIS)**

### **Important Notice: Quarterly User Group – July Meeting Cancelled**

- With the transition to SmartCare EHR, the quarterly user group will be re-evaluated.
- Next scheduled meeting is Oct 21, 2024 – changes will be announced through the UTTM.

### **Important Notice: Final SanWITS Training Dates**

- SanWITS classes will not be offered after the following dates, with registration closing 7 days prior to the training date:
  - Assessments (SWA)- 6/27 (registration will close 6/20)
  - Introduction to Admin Functions (IAF)- 7/10 (registration will close 7/3)
  - Outpatient/OTP Encounters and Group Modules- 7/16 (registration will close 7/9)
  - Residential Encounter and Bed Management- 7/17 (registration will close 7/10)



### **New Hires After Final Training Dates**

- New Rendering staff will be entered in SanWITS for the purpose of showing on the encounter drop down menu for billing.
  - User form must be submitted as current practice.
- Current staff will continue entering data in SanWITS.
- Administrative Staff can continue entering data for Rendering staff as needed.
- New Admin staff, upon request and special approval, can receive access to SanWITS for the sole purpose of not disrupting billing or state reporting.
  - User form must be submitted to [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)



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## **SanWITS Virtual Trainings Provided – See last dates for SanWITS Trainings above.**

- 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.

## **Population Health - Network Quality & Planning**



### **POD Performance Improvement Project (PIP)**

**Goal:** Increase the percentage of new Opioid Use Disorder (OUD) pharmacotherapy treatment events among members served at the OTPs aged 16 and older with OUD that continue for at least 180 days (6 months) by 5%.

- Pilot providers began handing out the California MAT Expansion Toolkit and the MAT tri-fold pamphlets. As of the end of May 2024, the toolkit handout was provided to 299 clients and the pamphlet was provided to 64 clients. A video educational resource is being developed and a potential vendor has been identified. The plan is to have this video intervention finalized by September 1, 2024.
- If you have more questions, please contact: [bhspophealth.hhsa@sdcounty.ca.gov](mailto:bhspophealth.hhsa@sdcounty.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)