

Behavioral Health Services (BHS) – Contractor Information Notice

To:	BHS Contracted Service Providers
From:	Behavioral Health Services, Quality Improvement
Date:	November 23, 2020
Title	System of Care (SOC) Application

What is the SOC Application?

The SOC Application is a web application designed as a one-stop shop for providers to access and submit all documentation required by the Medicaid and Children's Health Insurance Plan (CHIP) Managed Care Final Rules, also known as the Mega-Regs. You can also use the SOC Application to view, verify, and update your program's Network Adequacy Certification Tool (NACT) data and Provider Directory information.

What do you need to do right now?

Program managers and service providers must first register through Optum in order to access the SOC Application. Visit www.OptumSanDiego.com and click on the **Register** link on the upper right corner of the webpage.



A Registration Tip Sheet has been created to support this process. Visit the BHS Provider Resources page at www.OptumSanDiego.com and click on the **Optum San Diego Registration Tip Sheet** link towards the bottom of the page. You may also click [here](#) to access the tip sheet directly.

After registration, what are the next steps?

1. Once your registration has been approved by the Optum Support Desk, you will be able to access your profile and site attestation.
2. Profile and site attestations should be completed via the SOC application now, and again prior to the next NACT submission due April 2021.
3. Providers must attest to the accuracy of their information on the Provider Directory:
 - a. Administrative staff (office managers, administrative assistants, QA monitors, etc.) cannot update profiles nor attest for providers.
 - b. Program managers automatically have the access to update information for prescribers under the Provider listing.
 - c. If program managers need to enter information for their providers who are on a leave of absence, temporary access can be granted. On an ongoing basis New Hires/Transfers will need to register and attest to their information.
4. Providers are expected to frequently update their current profile (community-based locations, cultural competency hours, etc.) as these NACT changes occur to show accurately on the provider directory.
5. Program managers must update site-specific information to ensure proper client referrals on the provider directory.

For More Information:

- Contact your Contracting Officer's Representative (COR) or
- Email: QIMatters.HHSA@sdcounty.ca.gov

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Benefits to BHS Providers

Having one portal to manage all Mega-Reg requirements will streamline workflow and enhance accuracy of the submitted information. The SOC Application will reduce administrative burden and redundancy by combining several separate submissions into one system. Program managers can review current provider information, update prescriber information, or contact the Optum Support Desk for escalated permissions.

Benefits to Clients

Through the enhanced provider directory, clients can now find programs based on location, provider specialties, languages spoken, etc. Clients can also access more up-to-date information, reducing inaccurate referrals.

Going forward, we will continue to roll out enhancements to the SOC Application to ensure constant adaptation to the evolving health care system. 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.

Please direct other questions and/or comments to QIMatters.HHSA@sdcounty.ca.gov

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