

The resources listed below are for Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Providers and other County funded programs.

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Bookmark OPTUM SAN DIEGO webpage for the QA resources below at: <https://www.optumsandiego.com>

Mental Health Plan (MHP) Provider Resources

1. Beneficiary Materials

- a. MHP Informing Materials, MHP Quick Guides, Grievance and Appeal Posters, Grievance and Appeal Forms and Brochures, MHP Beneficiary Handbook, Notices of Adverse Benefit Determinations, Advance Directive brochure, and Provider Directory
- b. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- c. Select the “Beneficiary” tab
 - i. NOTE: You may download the “Beneficiary Packet Materials Order Form” here to order the informing materials

2. Notices of Adverse Benefit Determination (NOABDs)

- a. Notices shall be given to the Beneficiary when there is an adverse benefit decision regarding care
- b. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- c. Select the “NOABD” tab

3. Organizational Provider Operations Handbook (OPOH)

- a. MHP Operations handbook of standards, guidelines, policies and procedures for provider compliance
- b. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- c. Select the “OPOH” tab

4. Uniform Clinical Record Manual (UCRM)

- a. Contains form-fill versions of all electronic health record forms that make up the medical record.
- b. May use these forms if the electronic medical record is unavailable for an extended period.
- c. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- d. Select the “UCRM” tab

5. Communications

- a. Memos and other communications for providers of the system of care
- b. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- c. Select the “Communications” tab

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6. Up to the Minute (UTTM - MH)

- a. The monthly newsletter containing important information for MHP providers. This is one of the main tools for communicating information to providers; share with all program staff
- b. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- c. Select the “UTTM” tab

7. Privacy Incident Reporting and other Privacy Resources:

- a. All privacy incidents are reported directly through the HHS Compliance Office online portal which may be accessed by clicking on the link below.
http://www.sdcounty.ca.gov/hhsa/programs/sd/compliance_office/compliance_bulletins.html

8. Training

- a. Training webinars for Billing and Documentation Standards, Billing and Progress Note Correction tutorials, Access to Services Journal tutorial, other training materials
- b. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- c. Select the “Training” tab

9. There are additional resource tabs (Forms, Manuals, References, Pathways to Well Being (PWB), BHS Reports, STRTP, TFC, TBS, Billing Unit/Finance) for MHP providers on the MHP Provider page.

10. Serious Incident Reporting & Report of Findings:

- a. See OPOH Section G for SIR criteria and procedures
- b. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- c. Select the “Forms” tab
- d. SIR Telephone Report Line: 619-584-3022
- e. QM Confidential Fax: 619-236-1953 - for sending any Protected Health Information (PHI)

11. Medi-Cal Certification and Recertification for Adult/Older Adult (A/OA) and Children, Youth and Families (CYF) Providers, contact: QIMatters.hhsa@sdcounty.ca.gov

12. License Waiver applications, forms, and process contact: QIMatters.hhsa@sdcounty.ca.gov

13. QA Clinical Documentation and Root Cause Analysis training registration: completed through WebEx with specific links and instructions provided in the UTTM and training announcement. Programs will receive a link to register.

14. CCBH EHR Training - Register on-line at: <https://www.regpack.com/reg/optum> or 1-800-834-3792 x3

15. Program Manager Orientation Presentation:

- a. Under the “BHS Provider Resources” menu, select “MHP Provider Documents”
- b. Select the “References” tab

16. Financial Eligibility and Billing Procedure Manual:

- a. Log in to the secure area of the Optum website (if new, register for an account and then login)
- b. Select the “CCBH (formerly Anasazi) Secure Documents” option

17. State Plan Amendment (SPA) – Targeted Case Management and Mental Health Rehabilitation:

- a. Document describing agreement between State of California and Centers for Medicare & Medicaid Services (CMS) regarding Medi-Cal specialty mental health services (SMHS) covered under the MHP.

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Drug Medi-Cal Organized Delivery System (DMC-ODS) Resources

1. **Substance Use Disorders Providers Operations Handbook(SUDPOH)**
 - a. Operations handbook of standards, guidelines, policies and procedures for provider compliance
 - b. Under the “BHS Provider Resources” menu, select “Drug Medi-Cal Organized Delivery System”
 - c. Select the “SUDPOH” tab
2. **Substance Use Disorders Uniform Records Manual (SUDURM)**
 - a. Contains all form fill versions of health record forms, instructions for forms, and standardized order for the chart.
 - b. Under the “BHS Provider Resources” menu, select “Drug Medi-Cal Organized Delivery System”
 - c. Select the “SUDURM” tab
3. **Communications**
 - a. Memos and other communications for SUD providers
 - b. Under the “BHS Provider Resources” menu, select “Drug Medi-Cal Organized Delivery System”
 - c. Select the “Communications” tab
4. **Beneficiary Materials**
 - a. SUD Informing Materials, SUD Quick Guides, Grievance and Appeal Posters, Grievance and Appeal Forms and Brochures, and DMC-ODS Beneficiary Handbook
 - b. Under the “BHS Provider Resources” menu, select “Drug Medi-Cal Organized Delivery System”
 - c. Select the “Beneficiary” tab
5. **Notices of Adverse Benefit Determination (NOABD)**
 - a. Notices shall be given to the Beneficiary when there is an adverse benefit decision regarding care
 - b. Under the “BHS Provider Resources” menu, select “Drug Medi-Cal Organized Delivery System”
 - c. Select the “NOABD” tab
6. **Up to the Minute (UTTM - SUD)**
 - a. The monthly newsletter contains important information for SUD providers. This is one of the main tools for communicating information to providers Important to read and share with all program staff
 - b. Under the “BHS Provider Resources” menu, select “Drug Medi-Cal Organized Delivery System”
 - c. Select the “UTTM” tab
7. There are additional resource tabs (QA Training, Manuals, ASAM, Toolbox, SanWITS, Billing, and PC1000) for SUD providers; check them out.
8. DHCS Resources, required and optional trainings, and important contact information: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/dmc_ods/dmc_ods_provider.html
9. For a comprehensive list of required provider trainings for DMC-ODS, visit the DMC-ODS Training website: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/dmc_ods/dmc_ods_provider/dmc_ods_quick_reference_training_guide.html
10. For general information regarding DMC-ODS and additional resources, visit the BHS DMC-ODS website: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/alcohol_drug_services.html.html

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11. Serious Incident Reporting: (See SUDPOH for details)
 - a. Under the “BHS Provider Resources” menu, select “Drug Medi-Cal Organized Delivery System”
 - b. For SIR forms, select the “Forms” Tab
 - c. SIR Telephone Report Line: 619-584-3022
 - d. QA Confidential Fax: 619-236-1953 - for sending any Protected Health Information (PHI)
12. Privacy Incident Reporting and other Privacy Resources:
 - a. All privacy incidents are reported directly through the HHSA Compliance Office online portal which may be access by clicking on the link below.
http://www.sdcounty.ca.gov/hhsa/programs/sd/compliance_office/compliance_bulletins.html
13. SanWITS Training Registration: https://www.regpacks.com/reg/templates/build/?g_id=100901152
14. SanWITS Billing Classes: Register with the BHS Billing Unit at ADSBillingUnit.HHSA@sdcounty.ca.gov
15. CalMHSA Documentation Trainings: <https://www.calmhsa.org/calaim-2/>
16. Questions regarding DMC-ODS Standards and Documentation: QIMatters.HHSA@sdcounty.ca.gov
17. Questions regarding Billing: ADSBillingUnit.HHSA@sdcounty.ca.gov
18. Questions regarding SanWITS or CalOMS: SUDEHRSupport.HHSA@sdcounty.ca.gov or 619-584-5040

Other Helpful Resources

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1. San Diego Network of Care – “a Virtual Community” that includes a fast, comprehensive Service Directory and link to pertinent Web sites: www.sandiego.networkofcare.org
 2. For Language and Hearing Impaired Translation services:
 - Access & Crisis Line: 1-888-724-7240
 - Interpreter’s Unlimited: 1-858-451-7490 or www.interpretersunlimited.com
 3. Technical Resource Library (TRL) – Resource documents referenced in the Statement of Work/Requests for Proposal found at:
https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/technical_resource_library.html
 4. Optum Help Desk (CCBH Technical Support): 1-800-834-3792
 5. Send Quality Management questions for MHP and DMC-ODS providers to:
QIMatters.hhsa@sdcounty.ca.gov
 6. Send personnel updates for QA and MIS email distribution lists to: QIMatters.hhsa@sdcounty.ca.gov and SUDEHRSupport.HHSA@sdcounty.ca.gov ; mhehrsupport.hhsa@sdcounty.ca.gov
 7. Questions for MIS, i.e. ARFs contact: mhehraccessrequest.hhsa@sdcounty.ca.gov

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8. BHS Administration: 619-563-2700
9. San Diego 24hr. Access and Crisis Line: 1 - 888-724-7240