

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

## New Program Orientation - QUALITY ASSURANCE (QA) RESOURCES

### 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](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), and BHS Reports) for MHP providers on the MHP Provider page, check them out.

### 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](mailto:QIMatters.hhsa@sdcounty.ca.gov)

### 12. License Waiver applications, forms, and process contact: [QIMatters.hhsa@sdcounty.ca.gov](mailto: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.

# New Program Orientation - QUALITY ASSURANCE (QA) RESOURCES

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

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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](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](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](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/alcohol_drug_services.html.html)

## New Program Orientation - QUALITY ASSURANCE (QA) RESOURCES

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 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](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](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](mailto: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](mailto:QIMatters.HHSA@sdcounty.ca.gov)
17. Questions regarding Billing: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
18. Questions regarding SanWITS or CalOMS: [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto: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](http://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](http://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](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](mailto:QIMatters.hhsa@sdcounty.ca.gov)
  6. Send personnel updates for QA and MIS email distribution lists to: [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov) and [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov) ; [mhehrsupport.hhsa@sdcounty.ca.gov](mailto:mhehrsupport.hhsa@sdcounty.ca.gov)
  7. Questions for MIS, i.e. ARFs contact: [mhehraccessrequest.hhsa@sdcounty.ca.gov](mailto:mhehraccessrequest.hhsa@sdcounty.ca.gov)

## **New Program Orientation - QUALITY ASSURANCE (QA) RESOURCES**

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