

## SUD

### Substance Use Disorders

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#### **DHCS Approves County of San Diego DMC-ODS Fiscal Plan**

- Alfredo Aguirre, Director of Behavioral Health Services, was notified earlier this month by the Department of Health Care Services (DHCS) that the fiscal plan for DMC-ODS was approved.
- Now that the Implementation Plan and Fiscal Plan are approved, the next step will be to sign the Intergovernmental Agreement (or "IA", which is the contract between DHCS and the County)
- A letter to the Board of Supervisors has been drafted and will be presented seeking the go-ahead to enter into this IA for DMC-ODS.
- We will continue to update programs with information as we move into DMC-ODS.

#### **DMC Certification Application Fee Increase**

- DHCS announced recently that the application fee for DMC Certification has increased slightly.
- The new fee is \$569, and will apply to applications received between January 1, 2018 and December 31, 2018.
- A reminder that the fee is required to be in the form of a cashier's check when applying for DMC Certification.

#### **DHCS Provider Enrollment Division (PED) Ends Quarterly TA Calls**

- The DHCS PED has been holding quarterly technical assistance calls on DMC Certification since 2014.
- They announced during the January, 2018 call that the department has decided to discontinue these TA calls.
- PED is always available to address questions about DMC Certification via email (DHCSDMCRecert@dhcs.ca.gov) or phone (916-323-1945)

#### **CAADE-Certified Counselor Transition to CCAPP**

- Since CAADE lost their accreditation status on December 1, 2017, CCAPP is allowing Registration and Certification transfers at no cost.
- A website ([www.caadecapptransfer.com](http://www.caadecapptransfer.com)) has been set-up to assist with information about the process, which includes links to the different levels of credentials and a helpful "FAQ" page.
- Additionally, since call volume has been so high, CCAPP has set up a special email address ([admin@ccapp.us](mailto:admin@ccapp.us)) to support counties and their contractors. Email is highly recommended over phone calls to help facilitate response times.

#### **Program Integrity Webinar**

- The SUD QM team has developed a webinar on Program Integrity
- It will be posted to the Optum website for "on demand" viewing by programs
- Additional communications will announce when it has been posted and how to view the webinar, probably by the end of January.

#### **The 49<sup>th</sup> Annual ASAM Conference is coming to San Diego**

- ASAM's 49th Annual Conference is scheduled Thursday, April 12, 2018 to Sunday, April 15, 2018 at the Hilton San Diego Bayfront Hotel
- Early bird registration ends February 12, 2018
- For more details about the conference: <https://www.asam.org/education/live-online-cme/the-asam-annual-conference>

#### **The ASAM Criteria A, B, and C Trainings in Jan and Feb 2018 are at Capacity**

- If you have registered for one of these trainings and are no longer able to attend, please contact CIBHS to remove yourself from the registration list.
- There are currently waiting lists for all 3 trainings which you can join through the Eventbrite website registration links to be notified if an opening becomes available.
- Please DO NOT show up for any of these trainings, if you have not registered online. People who are not on the registration list will be turned away.
- We are in the process of scheduling more ASAM Criteria A, B, and C trainings with CIBHS in the near future.

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### **PWD (Persons with Disability) Accessibility Assessment Reminder**

- Please review the PWD Access to Services section of the SUDPOH (D.7-D.9) about program requirements and the county’s implementation plan to ensure adequate SUD services are provided to PWDs throughout the county.
- The program accessibility assessment tool is available on the Optum website under the SUDPOH Tab (SUDPOH Appendix D.2)
- Email or call the County Access Coordinator (CAC) for serving PWDs, Janet Cacho (janet.cacho@sdcounty.ca.gov; 619-641-8811) to submit the following items, as needed:
  - For new SUD programs or programs that have relocated in 2017-18, complete a new program accessibility assessment along with a plan of correction, if any items are out of compliance.
  - For programs that have resolved items previously marked out of compliance on their accessibility assessment, submit evidence of the correction and an updated accessibility assessment.

### **Non-Billable encounters**

- Monitoring based on provider utilization is now being done by the County
- Non-Billable Encounter Status reports are available to run via SSRS platform under “Provider Reports” with the report name of “Non-Billable Encounter Status Report
- Please contact the ADS Help Desk if further assistance is needed in accessing this report

### **Referrals**

- Please continue to monitor and resolve all pending referrals.

### **Unfinished Client Activity**

- Please monitor and resolve any records with unfinished client activity before the 10th of each month.
- As of 12/28/17 there were 530 records with unfinished client activity.
- Failure to resolve these records delays submission of records to the State which later impacts compliance.

### **DMC Certification Notifications**

- Continue to notify the MIS unit – Irma Delgado regarding DMC applications and certifications
- Please make certain to indicate your Provider ID. No 37XXXX in your application to prevent any issues with CalOMS

7. Previous Business address (if changing business address)	City	County	State	ZIP code (9-digit)
8. Taxpayer identification number (TIN) (attach legible copy of the IRS form or social security number)	9. 6-digit CalOMS number (if applicable)	10. Any local business license/permit numbers (attach legible copy)		

### **Save the Date**

- Next SanWITS Quarterly Users Group Meeting will be Monday, March 19, 2017
- Time: 9:00-12:00 noon
- Location: 211 Connections Center at 3860 Calle Fortunada, San Diego, 92123
- Directions: <https://binged.it/29IQQ4W>

### **SanWITS and SSRS Trainings**

- Monthly trainings are offered for both SanWITS and SSRS Reporting.
- Contact the ADS help desk at ADS\_Data.HHSA@sdcounty.ca.gov to schedule trainings for new hires, refreshers, and basic and advanced SSRS reporting.

# SUD Substance Use Disorders

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## Important QAR Reminders for DMC Providers

- Programs are required to bring **90%** of all their DMC charts to QAR.
- For any QAR chart denials, the 5035C Form must be submitted to both the billing unit and MHS QAR staff **within 2 weeks**.
- If the denials are inaccurate, notify MHS QAR staff (Steve Thomas) **within 2 weeks** why a 5035C Form will not be submitted.



## Knowledge Sharing

### Travel Time Claiming Update

- QM MEMO 12/22/17- Travel time between provider sites/staff member's residence to provider site may not be claimed.
- **Provider Site:** Site with provider number. Including affiliated satellite sites and school sites.
- Extended travel time may be claimed for "normal flow" of traffic.
- **Normal Flow of Traffic:** Consistent peak usage periods that predictable (i.e. rush hour). Reduce audit risk by documenting extended travel time.
- Extended travel time cannot be claimed for unpredictable incidents (i.e. accidents).

### Grievance & Appeal

- The Grievance & Appeal Form CCHEA Advocacy and JFS Advocacy available in Farsi on Optum website, Org Provider Docs, Beneficiary tab.
- New Grievance & Appeal Poster available in 6 threshold languages on Optum website, Org Provider Docs, Beneficiary tab. All programs should use these posters effective immediately.

### BHS Reports

- MH Performance Dashboard is available on Optum website, Org Provider Docs, BHS Reports tab.

### Presumptive Transfer Brochure

- **Presumptive transfer:** Transfer of Medi-Cal mental health benefits to foster youth's county of residence.
- Brochure on Optum website, Organization Provider documents, References tab.

### Priority List

- Effective January 1, 2018 homeless population identified as priority population.
- OPOH, Section C, updated to include homeless clients.

### Access Times

- Any access time > 5 days for MH assessments and 30 days for Psych Assessments must be addressed in Program Comments field on access log only.

### Preparation for Groups

- **Reminder:** Prep time for groups is not a SMHS. It's cost of doing business and not claimable.

### Optum Organizational Provider Public Documents

#### Beneficiary:

- Grievance and Appeal Form
  - CCHEA Advocacy
  - JFS Advocacy

#### OPOH:

- Section C- Accessing Services

#### References:

- ICD-10 Covered Diagnosis Table  
Outpatient SMHS
- Presumptive Transfer Brochure

#### UCRM:

- ESU Nursing Note form fill
- Individual Rehab Progress Note form fill





### **My Safety Plan**

- “My Safety Plan” updated with new ESU info, available on Optum website.
  - 4309 3rd Ave, San Diego, CA 92103
  - 619-876-4502

### **Service Code Updates**

- SC 37 updated to add clarity. Used only in select adult case management programs when a MHRS is completing BHA.
- SC 50 updated to include Targeted Case Management in addition to brokerage/linkage services.
- New Service Code, Non-billable Supportive Services (SC 815) to be implemented as of 2/1/18.

### **ICD-10 Covered Dx Table**

- ICD-10 covered diagnosis table available on Optum website, Organizational Provider Public Documents, References Tab.

### **Crosswalk**

- Crosswalk updated with ICD-10 Codes, available on Optum website.

### **Demographic Form**

- Demographic form will have Program Name added as a required field.

### **Credentials**

- IMF and PCI changed to AMFT (Associate Marriage Family Therapist) & APCC (Associate Professional Clinical Counselor).

### **RMQ**

- RMQ for Farsi and Arabic, info reads right to left. When entering info into mHOMS, enter from right to left, rather than left to right.

### **Pathways to Wellbeing (PWB) Reminders**

- Providers are strongly encouraged to attend the Pathways to Well-Being: Core Practice Model and Continuum of Care Reform Training to be up to date on policies, procedures and expectations for Behavioral Health Services. Attendees receive 7 CEU credits and must complete required prerequisites prior to registration (link noted here). <https://theacademy.sdsu.edu/programs/bheta/pathways/pathways-training-schedule/>
- San Diego County Probation Department Overview eLearning Training, BHE0088, available on BHETA PWB website.
- Revised Progress Report to CWS form, and explanation sheet that includes updated CWS HEP OA phone numbers, available on BHETA PWB website.
- Revised 2018-1 EBP Indicator for CFT Meetings bulletin includes where to locate the EPB indicator for tracking CFT meetings, available on BHETA PWB website.
- PWB BHS Provider Questions & Answers (Q & A) for revision of ICC and IHBS Service Code definitions, available on BHETA PWB website.
- Visit PWB section on BHETA website for most current version of PWB forms and informational bulletins: <https://theacademy.sdsu.edu/programs/BHETA/pathways/>

### **Management Information System (MIS) Reminders**

#### **Reminder**

- CCBH users must use their CCBH account regularly. If lapse of >90 days occurs, access to CCBH will terminate. Additional paperwork, and potential training/review, will be required before access is restored. Users will receive 60 day notification prior to access termination. Take appropriate steps to avoid losing CCBH access.

**ARF Tips of the Month**

- Adding or Deleting Units/SubUnits, indicate if existing Unit/SubUnits are still active. Mark in Comments box.
- When assigning an NPI/Taxonomy, and NPI website doesn't update immediately, do not hesitate submitting staff's ARF. Mark in Comments box "waiting for NPI to display." Enter number applied for on the ARF. Then staff will have an ID, be able to attend trainings, and bill for services. Services will suspend until MIS is informed that the number displays.

**Training and Events**

**Quality Improvement Partners (QIP) Meeting**

- Next meeting on Tuesday, February 27, from 2:30-4:30 pm, at 3851 Rosecrans, San Diego, 92110, San Diego Room. Look for an email reminder that includes a call-in number for a teleconferencing option.
- Please send any questions and/or comments to the QI Matters email: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)



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