

# SUD

## Substance Use Disorders

*Unless explicitly stated in other portions of the newsletter, only the information in this section will apply to SUD programs.*

### Provider Report of Drug Medi-Cal Claims Adjustments (5035c)

- FYI- A slight revision was made to the 5035c form.
- Provider's authorized signatory must review, sign and date the completed 5035c form.

### Helpful Tips from DHCS

In a recent workshop, the SUD Compliance Division of DHCS cited the following as the most frequently found program related compliance issues:

- No evidence of the medical policies/standards that are part of the Title 22 requirements for Medical Director Responsibilities.
- Medical Directors "just signing things" without review (i.e. "male client's record indicated client was pregnant.")
- Policies and Procedures that have not been developed through a governance process or are missing elements (i.e. policy number, effective/revision dates, policy title/explanation, etc.)
- No evidence of adherence to CLAS standards.
- Code of Conduct missing from employee files.
- They additionally cited the following as the most frequently found documentation compliance issues:
  - Generic treatment plans. Should be specific to the information in client's intake/assessment, and be a useful document for clients to follow.
  - Missing signatures and/or no printed name with signature on progress notes.
  - Continuation of service justification missing Title 22 components.
  - Lack of documentation that client was given a copy of the Discharge Plan.

Avoid these common mistakes for continued quality improvement!

### 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](mailto:ADS_Data.HHSA@sdcounty.ca.gov) to schedule trainings for new hires, refreshers, and basic and advanced SSRS reporting.

### SanWITS Quarterly Users Group Meeting

- It is important to have at least one representative from each facility attend the users meeting.
  - Receive the latest updates
  - Collaborate with others users
- Your feedback is important.

### Discharges

- The "created date" on a record is system generated in SanWITS and must be the date of discharge or after.
- If this date is before the discharge date, the record will be rejected by the state.

### Important: SanWITS "Unfinished Client Activities" Report

- Look for Reports on left menu in SanWITS, choose the Unfinished Client Activities report under the QA/QC section.
- Run report before the 10th of each month to identify records that have not been completed.
- Records that show "still in progress" will not be sent to the state.

### DATAR

- DATAR is due between the 1<sup>st</sup> - 10<sup>th</sup> of the month following the report month. It is out of compliance if not submitted by the 10<sup>th</sup>.
- Ensure all DATAR reporting stays compliant.

### Compliance with Statutory Requirements Reminder

- Section 508 of the Rehabilitation Act of 1973
  - SUD Providers must make electronic and information technology accessible to people with disabilities
- Section 106(g) of the Trafficking Victims Protection Act of 2000 (22 U.S.C. 7104)

# Substance Use Disorders

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- SUD Providers and their employees may not:
  - Engage in severe forms of trafficking in persons
  - Procure a commercial sex act
  - Use forced labor in the performance of the contract
- Contract and/or funding may be terminated if any of the above violations occur
- SUD Providers should have P&Ps in place to ensure compliance

**Is this information filtering down to your staff?**

**Please share UTTM with your staff and keep them *Up to the Minute!***

## KNOWLEDGE SHARING

### Informed Consent for Psychotropic Medication

- The Informed Consent for Psychotropic Medication Form was revised on **03/17/2017**. It is posted on the Optum website under the UCRM tab.
- Programs are expected to use the revised form no later than 4/15/17.

### Serious Incident Report Forms Updated

- Tarasoff Serious Incidents will **not** require a Serious Incident Report of Finding (SIROF) unless it is indicated due to a program systemic or client treatment issue. The SIR form has been updated to reflect this change.
- There were no significant changes made to the SIROF form other than a few minor edits in language.
- New forms are posted on the OPTUM website. Old SIR forms will not be accepted after May 1, 2017.

### Update for Psychotherapy- Family (SC 32)

- Per DHCS, the beneficiary ***IS*** required to be present to claim for Family Therapy.

### Doctor's Home Page (DHP)

- RN's do not need to take DHP training unless they are staging medications for a specific MD within their clinic.
- Instead RN's can enter pre-existing meds and medical conditions via ribbon on CHP.

### DSM 5 Update

- DHCS has given direction to MHPs that ICD 10 codes are acceptable in place of DSM 5 codes. The county will not be including the DSM 5 Diagnosis codes in CCBH.
- Operations regarding diagnoses will remain the same as current practices.

### UCRM Update on Optum Website

- The UCRM tab on the Optum website has now been updated with Form Fills of both the DEC BHA and the 0-5 BHA.

### OPOH Update

- **Section D** was updated to include the new SAR information. We are removing the Appendices language since we are in the process of removing Appendices from OPOH and uploading the forms to Optum website.
- The OPOH Cover Sheet was updated to reflect this shift towards removing the Appendices.

### Pathways to Wellbeing (PWB) Update

- PWB sent out an e-mail on 3/14/17 announcing the revised Progress Summary and Action Plan form, the updated Explanation Form, as well as the Bulletin which outlines the specific revisions made to the form.
- These forms and the bulletin are available on the BHETA website at <https://theacademy.sdsu.edu/programs/bheta/pathways/>

### Performance Improvement Team (PIT) Update

- QI PIT has a new mailbox [BHSQIPIT.HHSA@sdcounty.ca.gov](mailto:BHSQIPIT.HHSA@sdcounty.ca.gov)

- o Please send your monthly Request for Services Log/Access Times Report tools as well as any other correspondence to the new address above.

## TRAINING and EVENTS

All QM trainings are held at the 2-1-1 Connections Center at: 3860 Calle Fortunada, Suite 101, San Diego, CA 92123.

- o Peer Partner Documentation Training, May 25, 2017, 9am to 11:30am.
- o Once the e-mail announcement is sent out, register at [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov)
- o If you cannot attend, cancel registration via email provided above to allow those waitlisted to attend.

### Quality Improvement Partners (QIP) Meeting

- o Focuses on systems integration, continuous quality improvement, and problem solving issues and trends in our system of care.
- o Meeting should be attended by program managers or their designee. Legal entities are also welcome to send a Quality Improvement representative.
- o Meeting is held on the 4th Tuesday of the month from 2:30-4:30 p.m. Next meeting is April 25, 2017.
- o Look for an email reminder (that includes a call-in number for a teleconferencing option).
- o Location: 3851 Rosecrans St., San Diego, CA 92110.

### Annual QM Updates

- o Save the Date for Tuesday, July 11, 2017.

## Optum Website Updates

### Organizational Providers Public Documents

#### References:

- o Client Categories Maintenance
- o DPC 203
  - o Contractor
  - o Mobile Devices
  - o Mobile Devices Exhibit C Pricing Sheet
  - o Mobile Devices Supplemental
- o Medical Necessity Criteria for MHP
- o California State Penal Institutions List
- o CYF Outpatient Level of Care

#### UCRM:

- o Informed Consent Psychotropic Medication (Arabic, Tagalog, Vietnamese, Spanish, and English)
- o Vitals Form Fill
- o Transitional Age Youth Referral
- o SATS-R Form
- o Safety Alert – Form Fill and Paper Form Instructions
- o BHA – DEC and 0-5 Form Fill

## Optum Website Updates

### Organizational Providers Public Documents

#### Beneficiary:

- o TBS Brochure – English

#### Communications:

- o QM MEMO - Place of Service Update
- o QM MEMO - Day Treatment Interim Folder

#### Forms:

- o Utilization Review Committee Form
- o UM Treatment Justification for On-going Services
- o TBS Referral Form Fill
- o Service Authorization Request – SAR
- o START URC Minutes Form
- o START TCC and URC Record
- o Request for Verification of Veterans Eligibility
- o OP UR Minutes
- o OP UR Committee Minutes
- o Case Management URC Minutes
- o Case Management UR Record
- o Case Management Six Month Review Progress Note
- o 72 Hour Post Discharge Log

#### Manuals:

- o CYF BHS Provider Resources Manual

#### OPOH:

- o Section C - Accessing Services
- o Section J - Provider Contracting
- o Section Q - Payment Schedule and Budget Guidelines for Cost Reimbursement Contract
- o Appendix C - Request for Services Access Times Log Manual
- o Appendix C - Request for Services Log - Access Times Report

Is this information filtering down to your clinical and administrative staff?

Please share UTTM 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)