

## Substance Use Disorders

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

### (ASAM) Criteria-(A) Training

#### Understanding the ASAM Criteria in the Context of California Treatment System

There is no cost to attend. Use this link to register:

<https://www.eventbrite.com/e/1-25-2017-asam-criteria-a-training-san-diego-registration-30343265524>

**Date:** Wednesday, January 25, 2017

**Time:** 9:00 a.m. – 3:00 p.m.

Registration begins at 8:30 a.m.

**Location:** 2-1-1 Connections Center

3860 Calle Fortunada

Suite 101 – Room 115

San Diego, CA 92123

### DHCS Reviews/Audits

- When programs are contacted by DHCS for any type of review or audit, please notify the program COR and County QM. County QM will attend the opening/closing interviews with the DHCS auditor to provide technical assistance. QM also provides technical assistance for corrective action plans (CAPs), which programs may be required to complete and submit to DHCS as required in the County-State contract. Please contact SUD QM Coordinator, Tim Tormey, at [timothy.tormey@sdcounty.ca.gov](mailto:timothy.tormey@sdcounty.ca.gov) for assistance with any DHCS review.

### SanWITS Client Annual Update Alerts:

- The Annual Update Alert function in SanWITS will be active January 10, 2017.
  - Note that anyone who does not have the SanWITS role of “Clinical (full access)” will not be able to see the alerts.
  - Annual updates may be completed 10 months from the date of admission, but no later than 12 months.
  - Do not complete an annual update for a client that is no longer in treatment. Instead, discharge the client and close the case.
  - The alert will be triggered for any client that is active for 320 days or 10½ months without an annual update or discharge.
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- Monthly Client Open Admissions Report will continue to be sent to providers to help identify any clients that need to be addressed for annual updates, discharges, and cases that have not been closed by the state.
  - Active Census Report is available in the Provider Reports folder within the SSRS Platform. Active Census is a figure on the ADS Outcomes Report.
  - SSRS and SanWITS basic trainings are being held regularly. Please contact the ADS Help Desk at [ADS\\_Data.HHSA@sdcounty.ca.gov](mailto:ADS_Data.HHSA@sdcounty.ca.gov) to schedule training for New Hires, Refreshers, or Advanced Reporting.
  - **Reminder:** Programs shall review QAR forms immediately after QAR. For denials, programs shall send form 5035C to Stephanie Awalt & Steve Thomas at MHS and Carmen Saline at the County’s billing unit, or communicate with Steve Thomas about why the service should claim. The timeframe for QAR resolution is within **two weeks** of the QAR. Please contact Steve Thomas at [stthomas@mhsinc.org](mailto:stthomas@mhsinc.org) or 858-573-2600 x1609 with questions.

## KNOWLEDGE SHARING

### Grievance and Appeal Documents

- Programs are required to have Grievance and Appeal materials available for clients.
- Use the *Beneficiary Materials Order Form* located on the Optum website under Organizational Provider Documents, Beneficiary Tab.
- Contact CCHA at (877) 734-3258 for a new patient’s rights flyer to post at program.

### License Waivers

- Effective January 1, 2017, John Fulan, LMFT, is the QM lead for License Waivers.
- Send Waiver requests to [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov).

### Client Plan Reminder

- When revising a client plan, document your unit/subunit and the date in the narrative section. This will identify which tier was updated.

### mHOMS Update

- A notification was sent informing programs that updated reports were launched in mHOMS. QI has received feedback on how to improve the reports. The mHOMS team is working on improvements. The following reports will be updated in mHOMS by Monday, 2/6/17:
  - **Assessment Status Report** – This report summarizes when assessments are due for your clients. Users will be able to access this report via the “Aggregate Reports” tab.
  - **Ranged Outcomes Report** – This report provides information on the number of assessments submitted during the specified month, as well as changes in various assessment scores over time. Users will be able to access this report via the “Aggregate Reports” tab.
  - **Client Recovery Report** – This report will be updated to also summarize the MORS, LOCUS, and SATS-R. Users will be able to access this report by looking up a client, clicking on “Client Reports,” then clicking on “Client Recovery Report.”
  - **IMR/RMQ Compliance Report** – This report provides staff with information about completion status of IMR and RMQ assessments by unit. Users will be able to access this report via the “Aggregate Reports” tab.
- The following reports are may be accessed any time in mHOMS.
  - **Client Recovery Report** – This report summarizes client recovery ratings of the IMR and RMQ. Users can access this report by looking up a client, clicking on “Client Reports,” then clicking on “Client Recovery Report.”
  - **Assessment Completion History Report** – This report summarizes a client’s entire assessment history submission from registration to present, and outlines which measures have and have not been submitted by assessment period. The Assessment Completion History report can be accessed by looking up a client, clicking on “Client Reports,” then clicking on “Assessment Completion History.”
- Until the reports are re-launched, you may email [mhoms@ucsd.edu](mailto:mhoms@ucsd.edu) for any ad hoc report requests.

### Enhanced Services Provided in Lockout – SC 82 vs. SC 882

- Note that SC 82 is similar to SC 50 regarding discharge planning. Therefore, SC 82 does not lock out when claimed. If a child is in a lockout setting, SC 82 is used when providing discharge planning services (the same requirements when billing SC 50 when the client is hospitalized). However, when other services NOT related to discharge are being provided, SC 882 must be used. Remember to select the correct Place of Service lockout indicator.

### Documentation of Non-Billable Services

- Total Units of Service (TUOS) are reported to the state. These services include both billable and non-billable mental health services.
- The documentation of a non-billable service shall substantiate documentation time, travel time, service time, and must be accurate and claimed to the minute.

### OPOH Update

- Section A – Systems of Care has been updated to include language that CYF programs shall provide services with a trauma-informed approach.
- The trauma-informed philosophy understands that trauma impacts one's ability to cope with stress, employs sensitivity to the prevention of re-traumatization, and encourages self-care and resilience.

### KUDOS!

- QM would like to acknowledge programs for their continued collaborative efforts with improving compliance. Several programs have made marked improvement in integrating clinical information throughout the assessments, client plans and progress notes, clear and measurable objectives in the client plan, specific and individualized objectives and interventions within the client plan, and an overall knowledge of clinical documentation. One A/OA program had improved significantly on their Medical Record Review results from the previous review. QM appreciates your commitment to continuous improvement!

### Optum Website Updates

#### Organizational Providers Public Documents

##### Communications:

- QI MIS MEMO 2016 12 01 CCBH Client Attachments

##### OPOH:

- Section A -Systems of Care
- Appendix D - A D 15 - Outpatient Level of Care
- Section D - Providing Specialty Mental Health Services
- Customer Service Mission

##### References:

- CLINICAL STANDARD - Assessments in CCBH
- New Program Orientation - QI Checklist

##### UCRM:

- RMQ FARSI
- RMQ FARSI FORMFILL

#### CCBH Secure Documents

##### Forms:

- Suspense Codes
- RARC-CARC
- MDAP Fillable
- Disallowance Form
- Deductible Agreement
- Collection of Client Accounts
- Cerner Void Replace Service Form BLANK
- Add Insurance
- AOB

### TRAINING and EVENTS

- All QM trainings will now be held at the 2-1-1 Connections Center at **3860 Calle Fortunada, Suite 101, San Diego, CA 92123**
- CYF Documentation training on **Tuesday, February 14 from 1:00 p.m. - 4:00 p.m.**
- Register with [Linda.Oliver@sdcounty.ca.gov](mailto:Linda.Oliver@sdcounty.ca.gov)



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

Keep Staff Up to the Minute!

Send all personnel contact updates to [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)