

SUD Substance Use Disorders

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

ASAM C Training Coming Soon!

- ASAM C Training is coming on July 18th.
- Details on location and registration will be emailed to all programs as soon as they are finalized.

SUDPOH Revision

- The SUDPOH has been revised to accommodate new information regarding implementation of the DMC-ODS
- A presentation on the update occurred on June 15th, and the new SUDPOH will be posted on Optum soon

Updated Forms

- Updated QAR forms were emailed to providers on 5/30/18.
- They are also posted on the Optum website under the SUDURM Tab.
- Other updated forms are being finalized and will be shared at the Provider meeting on June 19th. Those forms with instructions will also be emailed to providers and posted.

Case Management Guide

- A guide with examples of billable versus non-billable Case Management Services in the DMC-ODS was emailed to providers on 5/30/18.
- This guide is also posted on the Optum website under the Toolbox tab, which is on the Drug Medi-Cal Organized Delivery System page under the County Staff and Providers Link.

ASAM Discussion Groups in June

- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation.
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- We now have a meeting in North County at the Family Recovery Center in Oceanside.
- June dates/times are: 6/18/18 at 2pm, 6/21/18 at 2pm (North County location), and 6/26/18 at 10am.

Important: SanWITS Offline June 28 – July 1

- SanWITS is due to be updated with the first ODS enhancements June 28, 2018.
- The system will be off line between Thursday June 28th and Sunday July 1st
- Monday July 2nd the enhanced SanWITS will be ready for entry
- SanWITS will have further enhancements during the month of July that should not disrupt service

SUD Program Provider Website

- The link below for "Programs and Services" will be active by July 1, 2018.
- https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/dmc_ods.html

Residential Bed Management Template

- Templates were emailed on Friday June 8 and are due by Friday June 15, 2018.
 - If you did not receive the email with the instructions and template contact the support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- County MIS will complete the initial setup of units, rooms, beds in SanWITS
- Facilities will be expected to maintain bed management after initial setup

SanWITS Staff Administration Change

- Effective July 1, 2018 SanWITS Access will no longer be granted through the Providers
- County training will be required before SanWITS access is permitted
- Upon successful completion of training, access will be granted through the County MIS unit
- All changes in staff access will need to be submitted to the support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
 - Access, terminations, changes in facility access

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SanWITS Admission Record Changes

- Changes to the Admission Administration screen
- Special Population field has changes to the selections
- How did you hear about us? Field has changes to the selections
 - If the client is referred by the Access and Crisis Line (ACL), ACL must be selected in this field

SanWITS and SSRS Trainings

- Contact the support desk for SSRS Monthly training
- ODS trainings are in progress
 - Register online for classes
 - Make sure all forms are completed and sent to the support desk
 - No walk-ins or substitutions will be accepted
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov for information regarding resumed monthly Basic SanWITS training

Attendance at Trainings

- Please remind your staff if they sign up for a County training and can no longer attend the training to cancel their registration as soon as possible
- This includes SUD County trainings hosted by BHETA, CIBHS, or MHS with Steve Thomas
- During the last few DMC-ODS specific BHETA trainings, there has been an unusually high no-show rate
- This creates a hardship for others on the waiting list who simply are unable to attend because people did not cancel their registration



Knowledge Sharing

Mandatory CURES 2.0 Consultation

- **As of July 1**, providers that are authorized to prescribe, order, administer, or furnish a controlled substance must review CURES 2.0 database when prescribing Schedule II, III, IV controlled substances to clients under the both of the following situations:
 - Prior to prescribing a Schedule II, III, IV controlled substance for the first time.
 - At least once per quarter thereafter if controlled substance remains a part of treatment.
- **Documentation Requirements:**
 - Med Progress Notes will include a prompt within the template where prescribers shall document CURES 2.0 consultation when applicable.
 - Med Mon Screening Tool has been updated to reflect CURES mandate. Med Mon Committee shall attest to their peer's review of CURES database on the Med Mon Screening tool when applicable.
 - A/OA Patient Med Agreement shall be reviewed and signed by both client and Practitioner and then retained in client's chart.

Medication Monitoring Forms

- The Med Monitoring Screening Tool and Med Monitoring Submission forms for A/OA and CYF have been updated to reflect the CURES 2.0 consultation mandate.
- Updated forms on Optum website, Org Provider Docs, Forms tab and **required as of 7/1/18.**

Informed Consent for Psychotropic Medication

- The Informed Consent for Psych Meds has been updated as of July 1 to include client-centered language. Program must use current version.
- Updated form will be uploaded to Optum website, Org Provider Docs, UCRM tab and **required as of 7/1/18.**

SIR Update

- SIR process updated to reflect the following changes:
 - **As of July 1, 2018**, Privacy Incidents will no longer be reported to QM through an SIR. This information will be documented in a PIR and sent **only** to the County Compliance Officer.
 - SIR form includes clarifying language, *“Serious physical injury to a client requiring hospitalization where the injury is directly related to the client’s **mental health functioning and/or symptoms.**”*
- Updates for OPOH, section G, and SIR form available on Optum.

QSR FY 18-19

- **After July 1** programs will receive updated QSR from their COR for the new FY.
- New tab for NOABD actions has been added with a drop down menu.
- S&T tab has been updated with help text to clarify suggestion vs. grievances.

Tele-Psychiatry

- Outpatient Programs with Walk-In clinic hours should inform clients up front that their Psychiatric Evaluations may occur via tele-psychiatry. This will notify clients who may not be aware of this alternative.

Demographic Form

- When entering mailing address do not use a P.O. Box.
- For individuals who are incarcerated or homeless, enter the address where they receive mail. If no such address exists, enter the primary SubUnit address.
- For Minors placed out of home, enter the mailing address of the parent or legal guardian. If no parent or legal guardian, use address of person monitoring the minor’s case.

CCBH Attachment Function

- Programs should use the attachment functionality in CCBH **only** for the applicable client forms.
- For further details see QI, MIS Memo from 12/1/16.

A/OA Outpatient Utilization Management

- A/OA outpatient programs are required to have an internal Utilization Review Committee (URC) to review at least 5 clients per quarter for utilization management (UM).
 - Clients with MORS rating of 6 or higher **must** be reviewed by the URC in order to justify ongoing services or transitioned to a FFS provider.
 - Clients with unchanged MORS rating or who have been enrolled in services for 2 years or longer shall be reviewed by the URC to determine if additional services are needed to assist them in reaching treatment goals or if discharge to a FFS provider is appropriate.
 - Treating Qualified Healthcare Practitioner may recommend clients to be reviewed by URC for potential discharge. This is not a UM requirement, rather it provides another avenue to identify stable clients who are appropriate for transition to FFS providers.

Optum

Org. Provider Documents

Beneficiary Tab

- NOABD
 - Your Rights Notice
 - Table
 - Payment Denial Notice
 - Language Assistance Notice
 - Non-Discrimination Notice
- Limited English Proficiency Poster- Farsi
- Full Guide- Farsi

Communications

- QI MEMO- CURES Mandate
- QI MIS MEMO- Client Attachments

Forms

- Med Mon Submission Form- A/OA and CYF
- Med Mon Tool- A/OA and CYF

References

- SC 815 Guidelines

OPOH

- Section G: SIR update
- Section J: Clarified language on salvage submission, local emergency response, and disclosure requirements. DPC forms are being moved to the Forms tab
- Section L: Updated to include specific CURES information
- Section M: Updated with most recent Co-signature requirements

UCRM

- A/OA Patient Medication Agreement

Training

- Access to Service Journal

- **As of July 1**, the new Utilization Management Form **must** be used to document the URC process, justify ongoing services or recommendation for transition to lower level of care. This single UM form will serve as the replacement for previous URC, JOS, and Recommendation forms.
- Updated form will be uploaded to Optum website, Org Provider Docs, UCRM tab and is **required as of 7/1/18**.

SATS-R

- **As of July 1**, SATS-R will no longer be a required outcome measure.
- For further details see QI, PIT Memo from 6/1/18.

Farsi Beneficiary Materials

- **Effective immediately**, applicable materials in Farsi shall be posted and available to beneficiaries, specifically the Full Guide to Medi-Cal Services, Limited English Proficiency Poster, Notice of Privacy Practices, and Grievance & Appeal materials.
- Available on Optum website, Org Provider Docs, Beneficiary tab.

Pathways to Well-Being (PWB)

Integrated Core Practice Model Bulletin

- Pathways to Well-Being Bulletin 2018-3, sent on May 30, 2018 announced the California Integrated Core Practice Model for Children, Youth, and Families (ICPM) along with the ICPM manual.
- The bulletin communicates important updates regarding the ICPM. The ICPM replaces the existing CPM and provides practical guidance and direction to support county child welfare, juvenile probation, behavioral health agencies, and their partners in the delivery of collaborative services to children, youth, and families.

Outreach

- PWB Liaisons will be working with BHS providers as new facilitation contract begins.
- PWB Liaisons will attend CFT meetings including Continuum of Care Reform CFT meetings to provide support.
- PWB Liaisons will provide technical assistance at provider locations, including but not limited to, participating in regularly scheduled provider staff meetings.

Information Reminder

- Disseminate all PWB announcements, bulletins, forms, and training schedules to your clinical and quality control staff.
- PWB communications, forms, explanation sheets, training announcements/materials, and liaison contact info can be found on BHETA website: <https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Management Information System (MIS) Reminders

Access to Services Reporting

- Access to Services Log shall be completed in CCBH **beginning July 1st** and Excel logs will no longer be accepted.
- Full client look-up is necessary for Access to Services Log and only admin staff will be entering data into the journal.
- Clinicians and Program Managers shall work with admin staff for entry into CCBH.
- Tip Sheet, tutorial and updated Access to Services log is available on Optum website.

ARF Tip of the Month

- Most current revision of the ARF and DHP ARF must be used and are available on RegOnline website.
- You can also find the Tip Sheet for successful completion and the training PowerPoint.

Training and Events

CCBH Trainings

- In order to ensure new staff members are successful in mastering CCBH tasks, programs should review clinical concepts, program workflow and documentation standards prior to sending them to CCBH trainings.
- CCBH trainings are focused solely on technical features and teaching competency in navigation and use of the electronic health record system.

Documentation Trainings

- CYF Documentation Training
 - 6/21/18
 - 9am – 12pm
- Peer Partner Documentation Training
 - 6/29/18
 - 9am – 12 pm
- Both trainings will be held at the County Operations Center 5500 Overland Ave., San Diego, CA 92123, 1st Floor.
- Register at BHS-QITraining.HHSA@sdcounty.ca.gov
- If you cannot attend, cancel registration via email provided above to allow those waitlisted to attend.

Quality Improvement Partners (QIP) Meeting

- Next meeting on Tuesday, June 26, 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

Effective July 1, 2018

Reminder the items below are effective July 1, 2018. See details above.

- Mandatory CURES 2.0 Consultation
 - Medication Progress Notes will have a new prompt for CURES 2.0
 - Med Monitoring Screening Tool and Med Monitoring Submission forms
- Informed Consent for Psychotropic Medication form
- SIR form
- A/OA Outpatient Utilization Management form



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