

Substance Use Disorders

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

Reminder: Residential Program Documentation & Authorization Process Webinar

- The SUD QM team and Optum have recorded a webinar for residential providers regarding documentation standards and the authorization process
- The webinar is currently posted for “on demand” viewing
- To access the webinar, simply select this link:
- <https://sdcountyca.webex.com/sdcountyca/k2/e.php?RCID=2ee71257d23b97db71193dc55606b568> and use the following password: **DMCods01**

ASAM Discussion Groups in May

- 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
- May dates/times are: 5/14/18 at 10am, 5/16/18 at 2pm, and 5/18/18 at 2pm

DSM 5 and ICD-10 for SUD Diagnoses

- Programs should be using the DSM-5 diagnosis label and the matching ICD-10 code
- Programs should not be using the DSM-IV anymore
- A DSM-5 and ICD-10 Guide was emailed to all SUD programs in March, so email QI Matters if you did not receive that guide

Documentation Reminders from DHCS

- Forms should be individualized (for example, Releases of Information should not be all the same)
- There should be a logical connection or “thread” that connects all forms (for example, problems described in intake/assessment are on the treatment plan, and progress notes address how client is working to address those problems)
- Documentation should be consistent (so if you have a positive result for a drug screening in the chart, you should see in the progress notes how that is addressed with the client)
- Treatment plan updates should be different than the treatment plan that came before (for example, the initial treatment plan shouldn't be identical to the first update. Need to document progress toward goals, any new problems/new goals, etc.)
- When client is using multiple substances, all should be on the treatment plan.
- Reminder to follow 42 CFR requirements
- Progress note topics need to align with what is written in the narrative
- Don't leave blanks on forms

Reminder: County of Responsibility

- If a client does not have San Diego Medi-Cal (San Diego code = 37), programs will need to work with the other county for payment, which may include establishment of a contract or other revenue agreement.
- If the Medi-Cal client plans to remain in San Diego, programs should refer them for a transfer of their Medi-Cal status accordingly.

ASAM Training Requirement

- A reminder that staff providing screening/intake, assessment and treatment planning must be trained in ASAM prior to providing those services. These staff should have their training in place prior to July 1.
- Staff who participated in the County sponsored ASAM training by Dr. Mee-Lee in November, 2017, meet the requirement.
- Other acceptable training options include completion of both e-learning modules through the Change Companies (ASAM Modules I and II) or completion of all three CIBHS trainings (ASAM-A, ASAM-B and ASAM-C)

SUD Substance Use Disorders

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- If your program is having difficulty meeting these training requirements, please contact your program COR to discuss options.
- If you have updates to the ASAM training log you submitted to QM in March, please send those updates to QI Matters at QIMatters.HHSA@sdcounty.ca.gov

Reminder: 42 CFR Confidentiality

- Providers are required to provide a summary in writing to each client outlining federal confidentiality requirements
- To review 42 CFR, click [here](#)

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 or Laura Shabel) **within 2 weeks** why a 5035C Form was not submitted.

Important: SanWITS encounter

- All claims that have not been “Released to billing” by July 1, will need the following fields completed before releasing to bill:
 - Was interpreter used
 - What language was the service provided in
 - Which evidence –based practice was used
 - Contact type

ODS - Residential Providers

- Will need to enter two Payor Group enrollments for each client being billed to DMC.
- SanWITS will have a new Bed Management component in which clients will be placed in a bed
- New authorization process
- New service codes for billing
- New billing process
- Instructions will be provided in the June classes
 - Be sure staff are registered for classes
 - No walk-ins or substitutes will be accepted in class

SanWITS Enhancements

- Client Profile – preferred language will be required
 - Review all active clients and clients that have not been discharged to ensure this question is entered prior to July 1, 2018
- Contact Screen – new screen to capture required data
 - This screen will be required before opening an intake
- ASAM List Screens- new screens to capture ASAM results
- Encounter Screen- modified screen
- Group Session Screen– new for group billing
- Medication Screen– new for the client’s existing medications and medication being prescribed by the provider
- Bed Management - for Residential Providers only

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Referrals

- Please continue to monitor and resolve all pending referrals
- Referrals need to be completed in SanWITS before we start ODS on July 1, 2018
- Contact the SanWITS Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov

SanWITS Support Desk Update

- Make note of the new Support Desk email address SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Phone number is 619-584-5040
- New toll free fax number 1-855-975-4724
 - This was created for those who do not have the capability to scan and email
 - Please use this fax for required training forms that need to be printed, signed and sent back to the Support desk

SanWITS and SSRS Trainings

- Monthly training is offered for SSRS Reporting contact the support desk for scheduling
- ODS trainings will begin in June 2018
 - 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



Knowledge Sharing

Progress Note Correction Video Tutorials

- Based on common progress note correction requests addressed by Optum support desk, video tutorials have been developed. Videos will walk staff through different scenarios from beginning to completion of correction.
- Videos are intended to demonstrate how to identify type of correction, how to use corresponding appendix, the Clinician's role, the Admin's role, and Optum's role leading to the final steps of completing the correction process.
- The tutorials are approximately 7-15 minutes in length and are now available on Optum website, Org provider tab, Training tab.

CCBH Reports

- Program managers remind staff that they should not be making report templates.
- If there is a specific program need, staff shall consult with program manager, who will then contact QI Matters if necessary.

Evidence Based Practices Encounter Entry

- To avoid errors with CSI reporting to the State, Programs are asked to leave the pre-populated choice in the first EBP field. Always enter Homework Assignment Given: 90, Homework Assignment Completed: 91, or Child Family Team Meeting: 92 in the second or third EBP fields.

Pathways to Wellbeing (PWB) Reminders

Service Code Reminders

- For any type of Child and Family Team (CFT) meeting attended, use the service indicator ID 92.
- Document the most appropriate Service Code (SC) for the service provided.
- When participating in CFT meetings, claiming service time for the entire meeting is only applicable when utilizing SC 82 (ICC).

- Identify youth as Subclass or Class in Client Categories Maintenance (CCM) in CCBH (Cerner).
- Subclass identified youth, must have initial CFT meeting within 30 days of establishing eligibility and every 90 days thereafter. If unable to meet the required timelines, documentation must reflect the reason(s) and all efforts made to comply.
- Progress Report to Child Welfare Services (CWS) form shall be completed for *all* youth that have open CWS case and faxed to the HEP Clerk (fax numbers are located on form).

Pathways to Well-Being Outreach

- PWB Liaisons will be working closely with BHS providers as the new facilitation contract begins.
- PWB Liaisons continue to support providers by attending CFT meetings including Continuum of Care Reform CFT meetings.
- PWB Liaisons continue to provide technical assistance onsite at provider locations, including but not limited to, ongoing participation in regularly scheduled provider program staff meetings.

Pathways to Well-Being: Core Practice Model and Continuum of Care Reform Training

- This training presentation has only two remaining dates in this Fiscal Year; June 7th, and June 22nd.

Information Reminder

- Disseminate PWB announcements, bulletins, forms, and training schedules to your clinical and quality control staff.
- PWB announcements, bulletins, forms, explanation sheets, and training announcements/material along with contact information for PWB Liaisons can be found on BHETA website:
<https://theacademy.sdsu.edu/programs/BHETA/pathways/>

Management Information System (MIS) Reminders

ARF Tip of the Month

- Make sure Taxonomy is correct on ARFs when sending.
- If a staff needs to change Taxonomy, instructions can be found on RegOnline website under Downloadable Forms. This site also has ARF tip sheets and the ARF training PowerPoint.
- If you're unsure what Taxonomy to choose, contact Stephanie.Hansen@sdcounty.ca.gov

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.

Training and Events

Documentation Trainings

- CYF Documentation Training
 - 6/21/18
 - 1pm – 4pm
- Peer Partner Documentation Training
 - 6/29/18
 - 9am – 12 pm
- Both trainings will be held at 211 Connections Center located at 3860 Calle Fortunada, San Diego, CA 92123.
- Once the e-mail announcement is sent out, 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, May 22, 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

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@sdcountv.ca.gov