

L. TRAINING

Contract Required Trainings

The increasing focus and requirements on cultural sensitivity, outcome measures, practice guidelines, electronic health record and evidence-based practice necessitates the need for ongoing training. Many providers have a contractual obligation to participate in identified trainings within 60 days of hire or when trainings become available. Some trainings are to be tracked on MSR/QSR or SSR. Contractor shall attend trainings as specified in their Contract: [DMC-ODS Required Trainings \(sandiegocounty.gov\)](https://www.sandiegocounty.gov)

- Continuing Education Units (CEUs) -- Contractor shall require clinical staff to meet their licensing requirement.
- Cultural Competency Training – Minimum of four hours annual requirement for all staff. When an in-service is conducted, program shall keep on file a training agenda and a sign-in sheet for all those in attendance with sign-in/out times. For outside trainings, certificate of completion shall be kept on file at the program.
- System of Care Training – e-learning access is available through the [BHS Workforce Training and Technical Assistance](#) website. All direct service staff shall complete e-learning about BHS System, CWS System, and Pathways to Well-being.
- Medical Director Training – See one-pager for [Medical Director Training Requirements](#) posted on the Optum site.

The Quality Assurance Unit

The Quality Assurance Unit provides trainings and technical assistance on topics related to the provision of services in the Child, Youth & Family, and the Adult/Older Adult Systems of Care. Training and information are disseminated through:

- Basic Medi-Cal/County Standards Documentation Trainings and webinars
- Root Cause Analysis Training
- SanWITS User Trainings
- QA Specialized Trainings
- Regular QA Communications
- SUD Organizational Provider Operations Handbook (SUDPOH)
- Regular Provider Meetings

For information on upcoming trainings or in-services, or if you require technical assistance, please contact QA at QIMatters.HHSA@sdcounty.ca.gov.

Electronic Health Record Trainings

All users will be required to complete SmartCare Trainings on the [CalMHSA LMS Module](#) based on staff role. Additional resources and registration for [supplemental trainings](#) can be found on the [OPTUM](#) website. Various trainings are also available for the ~~current Health Information System, for substance use disorder~~ SanWITS.

Only direct staff who needs access to SanWITS are required to attend the SanWITS Introduction to Administrative Functions (IAF) training for access to the system for entering data and pulling reports. Any staff entering billing for services are required to attend SanWITS IAF training (a prerequisite) and one of the two encounters trainings offered – 1) Residential Facilities Bed Management & Encounters training, or 2) Outpatient/OTP Facilities Group Module & Encounters training.

Reports tip sheet is available on Optum website for staff who need to be able to access reports in SSRS. Information about SanWITS EHR trainings may be found on the Optum website at www.OPTUMsandiego.com home page by clicking on the words “BHS Provider Resources” and then SanWITS Training.

The Billing Unit

The Billing Unit provides trainings by request or as needed to individual legal entities/facilities to ensure the curriculum is appropriate to the unique needs and objectives of each program and that confidential handling of all protected health information (PHI) is observed. Before trainings are scheduled, the Billing Unit requires SanWITS trainings to be completed first.

Topics covered:

- SanWITS billing workflow
- Troubleshooting billing errors
- Medi-Cal eligibility verification
- Post-billing processes
- Void or disallowance processes
- Late billing