



Up To The Minute!

Trainings & Events (QA)

Annual DMC-ODS Training

- QA has posted the recording of the Annual DMC-ODS Training to the Optum Site.
 - The training can be found on the new “SMH & DMC-ODS Health Plans” page: <https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/smh-dmc-ods-health-plans.html> under the “Training” tab for “DMC-ODS Only.”
- The posting also includes the PowerPoint Slides, and a Q&A related to topics shared during the training.
- Training attendance has been reviewed to ensure all programs attended the training.
 - Programs identified with no attendees will be contacted and reminded to review the training for compliance with the annual training requirement.

Reminder: Annual Addiction Medicine Training Requirement

- Medical Directors and LPHA staff must complete 5 hours of addiction medicine training per calendar year.
 - Physicians shall receive a minimum of five hours of continuing medical education related to addiction medicine each year.
 - Professional staff (LPHA) shall receive a minimum of five hours of continuing education related to addiction medicine each year.
- BHS is required to monitor compliance of this requirement for all LPHA and MD staff. SUD QA continues to provide support for COR teams monitoring this requirement.
- The web-based submission form has been recently updated to assist with ease in reporting trainings.
 - For CME/CEU MS Form submissions: Please submit **one MS form** per individual, per calendar year of reporting
 - Once submission is received and logged, additional certificates may be submitted for that individual by emailing them directly to QIMatters@sdcounty.ca.gov
- Evidence shall be submitted to QI Matters for review to confirm the training meets the requirement. Evidence must include CEU/CME information in order to be accepted.
- Contract monitors will be reviewing reported trainings regularly and discussing compliance of the annual requirement with programs during annual site visits/desk reviews. Non-compliance may result in corrective action.
- The Annual CME-CEU Requirement Tip Sheet has been updated for this calendar year and posted to the Optum site under the “Monitoring” tab.
- Please contact QIMatters@sdcounty.ca.gov if you have any questions.



SUD Quality Improvement Partners (QIP) Meeting

The QIP is a monthly meeting for all DMC-ODS Providers to get the most up to date information on all things Quality Assurance, Management Information Systems and Performance Improvement. The expectation is that this meeting is attended by all DMC-ODS contracted providers. The program manager and quality assurance staff monthly attendance is expected as part of your contract. If you are unable to attend, please send a designee to cover.

- Date: **Thursday, October 24, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.



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SmartCare

SmartCare Tab has been updated to include-

- ✓ [SmartCare FAQs as of 09/10/2024](#)
- ✓ [SmartCare Help Desk Flyer Post Go-Live](#)
- ✓ [Guide – Residential Workflow Change](#)
- ✓ [SmartCare Document Scanning](#)
- ✓ [SmartCare Client Insurance Plan Request](#)
- ✓ [Guidelines on Completing the SmartCare Client Plan Request Form](#)
- ✓ [BHS 025 Form and Instructions](#)
- ✓ [SmartCare ARF for BHS and Optum Staff](#)
- ✓ [SmartCare ARF for Treatment Programs](#)
- ✓ [SmartCare Reception View Tip Sheet](#)
- ✓ [ASAM Reporting – Youth and Providers not in SmartCare](#)
- ✓ [ASAM Reporting Tool](#)
- ✓ [2024-09-19 SmartCare Town Hall](#)

***CORRECTION* to the September 2024 UTTM: the use of Z-codes (Problem Lists and Diagnostic Documents)**

The September 2024 UTTM stated that, for residential providers, ICD-10: Z-codes/Social Determinants of Health (SDOH) codes are not available for use as an available primary diagnosis on problem lists. To clarify, in SmartCare, Z-codes are not available for residential providers on the [diagnosis document \(2023.CalMHSA.com\)](#), which is used for billing. However, the [Problem List \(2023.CalMHSA.com\)](#) (look for "Problem List") is a function in SmartCare that informs care planning, thus, a residential provider can document Z-codes in the problem list that would contribute or are related to the diagnosis. The diagnosis document and the problem list do not need to align. A list of Covered Diagnosis is in Appendix 5 of DHCS' [Drug Medi-Cal ODS Billing Manual \(dhcs.ca.gov\)](#).

For ADULT PROVIDERS using SmartCare

- As you know, San Diego was utilizing the ASAM Criteria Assessment Interview Guide for Adults on paper prior to SmartCare implementation.
 - ✓ Programs can continue to utilize this form on paper until it is built into SmartCare, and complete and submit the ASAM spreadsheet with required data points for initial assessments and re-assessments to MIS each month.
- OR**
- ✓ Programs may complete the CA-ASAM in SmartCare knowing that the Interview Guide will be replacing the form and staff will need to adjust once implemented.
- For programs serving youth and/or programs that use their own EHRs, please reference the guidance found at: [ASAM Reporting for Youth and Providers Not in SmartCare \(Optum.com\)](#)

Screening and Assessment Reporting

CalMHSA will be building the current UCLA "ASAM Criteria Assessment Interview Guide for Adults" (3rd edition) into SmartCare by January 1, 2025, and this will replace the CA-ASAM form currently in SmartCare. As a result, Legal Entities utilizing SmartCare may determine best process for their program(s) moving forward.



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Updates & Reminders (QA)

QAPR Reminders

- SUD QA has specific timelines to meet for QAPR(s). It is important programs contact their assigned specialist if any delays are anticipated.
- We highly recommend programs designate more than one staff, preferably QA staff, to be available during the duration of the QAPR review to assist in submitting paperwork and/or interactions with SUD QA.

MHP/DMC-ODS Optum Changes

- QA is in the process of building a single SMH & DMC-ODS resource page.
- Due to the number of files saved to each page, this process will take some time to complete.
- We are handling one tab at a time to ensure all files migrated are relevant and accurate, while simultaneously archiving outdated files.
- Some tabs are fully migrated to the new page and include messaging and a link directing users to the new page to access files.
- Continue to use the MH or DMC-ODS Optum page as the source of your information for now unless the tab specifically directs you to the new page.

Update: SUDPOH

- The SUDPOH was updated on 09/23/24.
- This revision and Summary of Changes are now posted on the Optum site.
- The next edition of the SUDPOH is planned for release on 10/23/24.

Reminder: CalFRESH Benefits for Residential Clients

- Residential SUD programs cannot require clients to apply for CalFRESH.
- Residential SUD program must be identified by DHCS as an authorized food retailer to use a client's CalFRESH benefits for food purchases on behalf of the client while they are in treatment at the program.
- Using a client's CalFRESH benefits for food purchases on behalf of a client without having the DHCS designation as an authorized food retailer may result in residential SUD programs being held liable for misuse of client benefits.
- Unless identified as an authorized food retailer, residential SUD providers shall purchase food for clients using allocated budgets.
- See [All County Letter 19-51](#) for more information.

Reminder: DMC-ODS Eligibility

- The County of San Diego's DMC-ODS provides services to eligible populations. Eligibility may include one or any combination of:
 - ✓ Adolescents age 12 – 17
 - ✓ Adults age 18 and over
 - ✓ Clients self-referred or referred by another person or organization.
 - ✓ Geographical Service Area: Residents of San Diego County (North Coastal, North Inland, North Central, Central, East, South).



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- ✓ Persons with Medi-Cal or are Medi-Cal eligible (regardless of % FPL and regardless if they have additional insurance), including those served by local Medi-Cal managed care plans and their plan partners. Note: Clients who are at or under 138% of FPL are eligible for Medi-Cal.
- ✓ Special populations based on: disabilities, cultural, linguistic, and sexual orientation (DHCS AOD Certification Standards, Sec. 7000).
- ✓ No DMC/Low Income or no insurance:
 - Clients within 138% to 200% FPL without insurance (and not Medi-Cal eligible). Please refer to Section F, Provider Contracting, for more information.
 - Clients under 200% FPL with health coverage other than Medi-Cal may be invoiced to the County BHS contract.
 - Clients above the 200% FPL are outside of the BHS target population may not be invoiced to the County BHS contract.
 - Optum will require a denial or Assignment of Benefits (AOB). Check with Optum for requirements.
- ✓ Persons meeting DMC-ODS medical necessity criteria.
- ✓ Justice Overrides
- ✓ Individuals under age 21 are eligible to receive Early Periodic Screening, Diagnostic and Treatment (EPSDT) services. They are eligible to receive all appropriate and medically necessary services needed to correct and ameliorate health conditions that are coverable under section 1905(a) of the Social Security Act.



Health Plan Administration (HPA)

System of Care (SOC) Application

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
- Please ensure that the attestations include any required cultural competence training completed.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.

DHCS [Behavioral Health Information Notices \(BHINs\)](#) inform County BH Plans and Providers about changes in policy or procedures at the Federal or State levels. When DHCS releases draft BHINs for public input, feedback can be sent to DHCS directly or to: BHS-HPA.HHSA@sdcounty.ca.gov.

Medi-Cal Transformation (aka [CalAIM](#))

- Visit the [CalAIM Webpage for BHS Providers](#) for updates on Certified Peer Support Services implementation, CPT Coding, Payment Reform, Required Trainings, and relevant BHINs from DHCS.
- For general questions on local implementation of Medi-Cal Transformation, email BHS-HPA.HHSA@sdcounty.ca.gov. For contract-specific questions, contact your COR.



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Billing Unit (BU)

SUD BILLING ANNOUNCEMENTS

- A. DHCS has announced on 09/11/2024 that the lockout between NTP counseling and residential services has been removed by DHCS. This was deployed on September 10, 2024, and the changes will be retroactive to the service dates on 7/1/2023. The SUD Billing Unit has initiated the service replacement process for M80, or lockout denied claims so that we can rebill Medi-Cal.
- B. The County ADS Billing Unit will be in charge of claim batching and the electronic claim file submission to the State. The SUD programs/providers will no longer be creating provider batches.
- C. SmartCare has a billing feature called 'Overnight Billing Jobs', which is an automatic process that occurs every night. This nightly processor will mark the services entered by the program as 'complete' when they are free of service validation errors. To prevent any errors from being overridden, please DO NOT manually switch the service status from show to complete.
- D. Services with errors will remain in 'show' status and will require data correction.
 - 1) Providers will have access to the canned report called "CalMHSA Service Error Report (My Office)" for a list of service errors.
 - 2) The county billing teams (SUD and MH) are developing a guide for correcting service errors and it will be available for providers soon.
- E. The Monthly Medi-Cal Eligibility File (MMEF) functionality in SmartCare will provide information about the client's Medi-Cal eligibility status for the current month and previous 15 months.
- F. ICD-10 Z codes are acceptable for outpatient services, but not for Residential Bed Day and Withdrawal Management services dated after 9/30/2023 when billed as a primary diagnosis. Please contact gimatters.hhsa@sdcounty.ca.gov if you have any questions or need further clarifications about this rule. The State has been denying the Res BD and WM services with ICD-10 Z code as primary diagnosis, and the County SUD billing team is unable to replace and rebill them to Medi-Cal.

All SUD providers will receive a separate email with more information about the billing workflow and updates. Please email adsbillingunit.hhsa@sdcounty.ca.gov if you have any questions.

Management Information Systems (MIS)

Reminder: Residential Providers

- After the required CalMHSA LMS trainings have been completed for the user's role, the Optum's supplemental Residential training is required before SmartCare access is granted.

SanWITS Updates

- Services with Date of Service (DOS) up to 8/31/24 must be completed in SanWITS.
- Any services entered in SanWITS with DOS after 8/31/24, must be deleted and entered in SmartCare for billing.
- Any State reporting such as CalOMS Admission, Annual Update, Discharges, or ASAM Summary Screen must be entered in SmartCare – there will not be any further uploads to the state from SanWITS.



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Reminder: SUD MIS and MH MIS are now Combined

- New inboxes are **Pending** activation – users will be notified upon activation.
 - BHSEHRSupport.HHSA@sdcounty.ca.gov
 - BHSEHRAccessRequest.HHSA@sdcounty.ca.gov



Population Health

1. POD Performance Improvement Project (PIP)

Goal: Increase the percentage of new Opioid Use Disorder (OUD) pharmacotherapy treatment events among members served at the OTPs aged 16 and older with OUD that continue for at least 180 days (6 months) by 5%.

- As of the end of July 2024, pilot providers have handed out the California MAT Expansion Toolkit to 455 clients and the MAT tri-fold pamphlet to 220 clients. Due to the September 1st transition to SmartCare, the new county Electronic Health Record (EHR) for providers, previous tracking efforts are currently delayed and will be the focus for the next quarter.

2. Residential Follow-Up Performance Improvement Project (PIP)

Goal: Improve connection rates to a lower level of care within seven days of residential discharge.

- Historically, the Connections project was implemented as part of a state-mandated Performance Improvement Project (PIP) by implementing Motivational Enhancement for Engagement in Therapy (MEET), an evidence-based, trauma-informed intervention, rooted in components of motivational interviewing, this project showed significant success in connecting those discharging from residential treatment. This new PIP will be re-launching the MEET intervention by scaling up to include the original pilot programs and are **currently recruiting programs** to participate!

- ❖ If you have more questions, please contact: bhspphealth.hhsa@sdcounty.ca.gov

SUD Primary Prevention Contractors - ECCO Web-based Prevention Services Data Reporting System Update

- **Please note, contact for technical assistance requests or other questions will now be Sunisa Prapaitrakool at: Sunisa.Prapaitrakool@sdcounty.ca.gov **
- For information regarding DHCS Primary Prevention, please continue to visit: [Prevention and Youth Branch \(ca.gov\)](https://www.sdcounty.ca.gov/preventionand youth)

Naloxone and Fentanyl Testing Strips (FTS) Distribution



- It is allowable for Substance Use Block Grant (SUBG) funded programs to provide training, education, and **distribution** services for overdose prevention.
- For more information, please contact your COR team or the harm reduction inbox: HarmReduction.HHSA@sdcounty.ca.gov
- Please remember to report distributions monthly via the Naloxone distribution data form found here: [CoSD NDP Data collection Form](#).



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Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.HHSA@sdcounty.ca.gov
- CalAIM and/or Peer related Q&As? Contact: bhs-hpa.hhsa@sdcounty.ca.gov
- EHR questions? Contact: SUDEHRSupport.HHSA@sdcounty.ca.gov
SUDEHRTraining.HHSA@sdcounty.ca.gov
SUDEHRFax.HHSA@sdcounty.ca.gov



Is this information filtering down to your counselors, LPHAs, and administrative staff?
Please share the UTTM – SUD Provider Edition with your staff and keep them **Up to the Minute!**
Send all personnel contact updates to QIMatters.hhsa@sdcounty.ca.gov