



# Up To The Minute!

## Training & Events (QA)

### **New: Skill Building Workshops in January 2025**

- Outpatient Quality of Care
  - **Thursday, January 9, 2025, from 9:30 a.m. to 11:00 a.m.**
- Residential Quality of Care
  - **Tuesday, January 21, 2025, from 9:30 a.m. to 11:00 a.m.**

### **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](mailto: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 "Training" tab.
- Please contact [QIMatters@sdcounty.ca.gov](mailto: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, December 19, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.



# Up To The Minute!

## SmartCare

- **Upcoming Town Hall** (combined MH & SUD)
  - **Tuesday, December 17, 2024, 2:00 p.m. – 3:00 p.m.**
    - [Click here to join the meeting](#)
- **Optum SmartCare Tab has been updated to include-**
  - ✓ [SmartCare FAQs as of 11/22/24](#)
  - ✓ [Guide – INTERIM- SmartCare CSU with Concurrent Program Enrollment Supplementary Guide](#)
  - ✓ [Guide – Admin Service Entry](#)
  - ✓ [SmartCare MFA 2024-11-19](#)
  - ✓ [SmartCare Stand Alone Service Programs Workflow](#)
  - ✓ [2024-11-05 BHS Info Notice](#)
  - ✓ [2024-11-12 SmartCare Town Hall](#)

### **Update: Changes in the Coordinated Care Consent in SmartCare (Effective 12/11/2024)**

- Below are the areas of the Coordinated Care Consent that have been updated (changes are highlighted).
- It is not required to have current clients re-sign this document. However, it is *recommended* to remain in compliance with regulations and timeliness of certain requests (i.e. grievances).

#### **1. Who will share my information if I sign?**

By signing, your information may be shared by and with any of the following that provide services to you (your providers) and which are connected to SmartCare:

- Health care providers, such as doctors, hospitals, and pharmacies.
- Mental health providers and substance use disorder providers.
- School-based providers, such as nurses, social workers, and counselors.
- San Diego County health care agencies.
- The San Diego County Office of the Public Conservator, only when performing their core care functions of reviewing referrals and arranging placement and treatment.
- Housing providers that help people find a home.
- Any jail staff who provide behavioral health services to you while you're incarcerated.
- Advocacy agencies, such as the Consumer Center for Health Education and Advocacy (CCHA) or Jewish Family Services (JFS), only when you request they look into your care.

Your providers also include any health insurers that provide you with coverage, including any of your mental health plans.

#### **7. Can I change my mind and revoke my authorization later?**

Yes, you have a right to revoke this form at any time. If you want to revoke, you should contact us at **your treatment provider**. If you revoke, some of your providers will still be legally permitted to see some information about you via SmartCare in certain circumstances, but other information (such as your substance use disorder information) typically will be inaccessible to them.



# Up To The Minute!

## **Translations for Coordinated Care Consent Form**

Currently there is only an English language version of the Coordinated Care Consent electronic document available in SmartCare that contains **San Diego County specific language that must be used and signed by clients**. Providers should not use the SmartCare Downtime forms (English or Spanish) as these do not contain the County's required language – providers should only use the form created by San Diego County that is available on the Optum Website in MHP Documents in the UCRM tab.

The county will be providing translation in the required threshold languages but until these are available, providers should utilize an interpreter to review the COSD CCC form with the client prior to having them sign the document in SmartCare.

## **Updated: Risk Assessment**

The access to the Risk Assessment in SmartCare has been resolved to allow all levels of credentialed/non-credentialed staff to complete this document, within their scope of practice and reviewing with clinical supervisor if required. When you search for Risk Assessment in SmartCare, you will see two options: Risk Assessment and Risk Assessment (c). **The correct Risk Assessment to utilize is the one that says "Risk Assessment" without the (c).**

## **Updates & Reminders (QA)**

### **Reminder: Medication Monitoring for OTP programs and Extended MAT Services**

- Medication Monitoring for the period of Oct-Dec (Q2) will be due by **January 15, 2025**.
- Forms are posted on the Optum site under the "Monitoring" tab.
- Ensure all the fields are completed on the submission form before submitting to QI Matters.
- For programs with nothing to report for the quarter, you must complete the required forms to submit indicating the status for the quarter. Emails without the forms will not be accepted.

### **Update: Beneficiary Handbook**

- The Integrated Behavioral Health Member Handbook has been updated to comply with [BHIN 24-034](#) and is in the process of being translated into the County's threshold languages.
- QA sent an email to providers on 11/27/2024 with guidance for notifying clients of changes to the beneficiary handbook. The email includes the following:
  - Notification to clients (in process of posting on Optum's Beneficiary & Families page)
  - Summary of Changes for clients (in process of posting on Optum's Beneficiary & Families page)
  - Attestation
- Once clients are notified of upcoming handbook changes by one or more of the methods as outlined on the attestation, complete and return the attestation to QI Matters by January 31, 2025.
- The Integrated Behavioral Health Member Handbook and Summary of Changes in all threshold languages will be made available on the Optum site by the January 1, 2025, effective date.



# Up To The Minute!

## **NOABD Procedure**

- While NOABD functionality is being developed, providers shall manually track NOABD information for clients and submit to QA for monitoring.
- See the [NOABD Procedure](#) and blank [NOABD log](#) posted on the Optum site under the SmartCare tab.
- Due to PHI being included, please encrypt logs when sending unless your program/legal entity is already on the County Transport Layer Security (TLS) secure email list that ensures automatic encryption.
  - If you are not sure if your program/legal entity is on this list, please encrypt as a precaution.
- Reminder: NOABD Logs for Quarter 2 are due to QI Matters by **January 15, 2025**.
  - If your program has not sent in your log for Quarter 1, please do so as soon as possible.

## **Grievance and Appeals Updates**

Please be advised, the 2025 Integrated Member Handbook will provide Mental Health Plans (MHPs) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Plans with updated clarification and guidance regarding the application of federal regulations for processing grievances and appeals. DHCS is preparing a final BHIN to reflect these and other changes.

Key changes will include:

- NAR Your Rights Attachment: Updated Aid Paid Pending language.
- NOABD Your Rights Attachment: Updated Aid Paid Pending language.
- Grievances and appeals resolutions are limited to a maximum of 30 days with no extensions granted.

## **Update: Serious Incident Reporting Changes – Critical Incident Reporting**

Please be advised that effective 1/1/25 SIR Reporting processes will be changing. Space will be made during QIP for discussing the following changes.

- Eliminate tiered system to report incidents (level 1 vs level 2)
  - Level 1 SIR to be defined as Critical Incidents
    - Reduced Critical Incident types to focus on clinically critical incidents: death, suicide, overdose, assault, alleged abuse, significant injuries on premises, media event.
- Level 2 SIR and Unusual Occurrence to be defined as Non-Critical Incidents.
- Eliminate SIR Phone Line.
  - Programs will email QI Matters upon occurrence or notification of Critical Incidents as the initial report of the incident, or
  - at any time for Incident consultation.
- Completed Incident Reports and their submission to QA is due within 24 hours of knowledge of incident for both Critical and Non-Critical Incidents.
  - Programs will submit CIR's using revised word document that will be submitted to QI Matters.
  - Programs report Non-Critical Incidents via a SmartSheets submission form. No PHI will be included in this submission and will be sent directly to Program COR and QA.
- Tip Sheets/FAQ's and CIR submission form will be available on the MHP and DMC-ODS Health Plan Optum pages. Additional information on processes will be available in SUDPOH/OPOH.



# Up To The Minute!

## **Timely Data Entry Standard Language (SUDPOH)**

In Accordance with [BHIN 24-020](#), Behavioral Health Plans (BHPs) are required to have a system in place for tracking and measuring timeliness of care. To align with the Department of Health Care Services (DHCS) documentation requirements **recorded inquiries** should be documented within three (3) business days of the request for services in the electronic health record, with the exception of emergent or urgent type which shall be completed within one (1) calendar day.

Please refer to embedded links for step by step guide on documenting timely access to OTPs, [How to Complete the DMC Opioid Timeliness Record - 2023 CalMHSA](#), Outpatient, and Residential treatment [How to Complete the DMC Outpatient and Residential Timeliness Record - 2023 CalMHSA](#).

Also, as a resource for SUD providers-

- DHCS, in collaboration with ASAM, published the [Engagement and Retention of Non-abstinent Patients in Substance Use Treatment](#), *Clinical Consideration for Addiction Treatment Providers*, to provide guidance and support to address the complexities of patient non-abstinence during treatment, reduce administrative discharges, and implement strategies focused on lowering barriers to care to improve engagement and retention of non-abstinent patients in the continuum of care.

## **Update: SUDPOH**

- The SUDPOH was updated on 11/01/24.
- This edition along with the Summary of Changes are now posted on the Optum site.
- The next edition of the SUDPOH is planned for release on 12/26/24.

## **Reminder: 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.

## **Reminder: Record Retention**

- Per [WIC 14124.1](#), records are required to be kept and maintained under this section shall be retained:
  - by the provider for a period of 10 years from the final date of the contract period between the plan and the provider,
  - from the date of completion of any audit,
  - or from the date the service was rendered, whichever is later, in accordance with Section 438.3(u) of Title 42 of the Code of Federal Regulations.



# Up To The Minute!

## Health Plan Administration (HPA)

### System of Care (SOC) Application

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
  - Providers and program managers will need active SmartCare accounts to attest once data connections are created between SmartCare and the SOC application.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email [sdhelpdesk@optum.com](mailto: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.
  - A new feature, *Public Address*, allows modifications to the site address displayed in the Provider Directory. Please note this change will not affect the site address within SmartCare.

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](mailto: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](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## Management Information Systems (MIS)

### CalOMS Open Admissions

- To avoid Non-Compliance – complete all Open Admission records by the specified due date on the email notification.
- **Important: Providers must not make these corrections – client's Name, DOB, SSN and/or Gender**
  - These changes must be reported to the HIMS representative for corrections.
- To help avoid CalOMS errors – any other corrections can be reported to [BHS\\_EHRsupport.HHSA@sdcounty.ca.gov](mailto:BHS_EHRsupport.HHSA@sdcounty.ca.gov)

### ASAM State Reporting

- ASAM Reporting Tool is due the 5<sup>th</sup> of each month by submitting to [BHS\\_EHRsupport.HHSA@sdcounty.ca.gov](mailto:BHS_EHRsupport.HHSA@sdcounty.ca.gov)
- **Providers using an EHR other than SmartCare:**
  - Adult and Youth clients – All ASAMS for Brief Initial Screening, Initial Assessment, and Follow-up Assessment must be submitted using the ASAM Reporting Tool.
- **Providers using SmartCare for Adult clients:**
  - Brief initial Screening must be entered in SmartCare.
  - Initial and Follow-up assessments can be entered in SmartCare or submitted with the ASAM Reporting Tool.
  - MIS must be notified of which option you choose for these 2 assessments – Initial and Follow-up.



# Up To The Minute!

- **Providers using SmartCare** for Youth clients:
  - Brief initial Screening must be submitted using the ASAM Reporting tool.
  - Initial and Follow-up assessments can be entered in SmartCare or submitted with the ASAM Reporting tool.
  - MIS must be notified of which option you choose for these two assessments – Initial and Follow-up.
- **For tracking purposes – MIS should be notified if Program does not have youth clients for the corresponding month.**

## **Important Reminder: SAS Program**

- SAS Program in SmartCare is **ONLY** to be used in place of these SanWITS program enrollments:
  - Before Admission/After Discharge
  - Recovery Service
  - Courtesy Dosing
- Clarification: If a client is admitted to a Residential Level of Care (LOC) program, please do not open an SAS program to bill care coordination. This service can be billed under the LOC program.

## **New SmartCare Training Option for SUD Residential Program Staff**

- The Optum Training Department is pleased to offer an asynchronous, self-paced training option for those who work in residential programs.
- This opportunity was previously available only to outpatient staff via the CalMHSa Learning Management System.
- Video tutorials can be accessed at the bottom of the SmartCare Training page on the Optum website: [SmartCare Training](#).
- Program staff simply watch the videos that pertain to their role, and then complete a quiz.
- Once a score of 80% or higher is achieved on the quiz, SmartCare access is granted.
- Classroom and live virtual training options remain for those who prefer to have a live instructor guiding them through the system, and enrollment in those training modalities continues through RegPack: [Online Registration Software for SmartCare User Training](#).



## **Billing Unit (BU)**

### **SUD Billing Announcements**

1. Programs should continue to follow the DMC-ODS Billing Manual and Service Table 2.0 for the general SUD billing requirements and processes, which include lockout or same-day billing.
2. For guidance on SmartCare client insurance or coverage plans, please refer to the documents posted on the Optum website under the SmartCare tab.
  - [SmartCare Client Insurance Entry July2024 \(pdf\)](#)
  - [SmartCare Client Insurance Plan Request updated 08.30.2024 \(docx\)](#)
  - [Guidelines of Completing the SmartCare Client Plan Request Form \(pdf\)](#)
3. Once we have more information about the new system, the SUD Billing Unit will provide SUD-specific billing tip sheets for SUD programs.



# Up To The Minute!

- As previously announced, the county billing team will be responsible for batching and submitting Medical claims to the State. The SUD-specific billing training will be established according to the billing responsibilities/needs of the programs.
- Contact [adsbillingunit.hhsa@sdcounty.ca.gov](mailto:adsbillingunit.hhsa@sdcounty.ca.gov) if you have any billing questions, including claims prior to 09/01/2024.

## Population Health

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

- To request ECCO CA Onboarding Training (available twice a month) or technical assistance, please contact Sunisa Prapaitrakool at [Sunisa.Prapaitrakool@sdcounty.ca.gov](mailto:Sunisa.Prapaitrakool@sdcounty.ca.gov)
- Data Quality Standard 2024 is available under ECCO Briefcase.

### **Naloxone and Fentanyl Test Strips Distribution**

- Monthly report distributions MS form due by the 5<sup>th</sup> of the following month: [CoSD Naloxone Distribution Program \(NDP\) Data Collection Form](#)
- To become a partner, contact NDP contractor: Harm Reduction Coalition of San Diego (They fill orders for providers and/or individuals) Phone: 1-888-NARCAN-0 (1-888-627-2260), Email: [harmreduxsd@gmail.com](mailto:harmreduxsd@gmail.com)
- Other great resources for NDP and more: <https://www.sandiegocounty.gov/content/sdc/hhsa/programs/phs/od2a/naloxone.html>



## Communication

- Billing questions? Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)
- CalAIM and/or Peer related Q&As? Contact: [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov)
- EHR questions? Contact: [BHS\\_EHRSupport.HHSA@sdcounty.ca.gov](mailto:BHS_EHRSupport.HHSA@sdcounty.ca.gov)
- ARFs and Access questions? Contact: [BHS\\_EHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov)
- The four email boxes below are being discontinued/removed (Do Not Use):**
  - [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)
  - [MHEHRSupport.HHSA@sdcounty.ca.gov](mailto:MHEHRSupport.HHSA@sdcounty.ca.gov)
  - [MHEHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:MHEHRAccessRequest.HHSA@sdcounty.ca.gov)
  - [BHS\\_EHRProject.HHSA@sdcounty.ca.gov](mailto:BHS_EHRProject.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](mailto:QIMatters.hhsa@sdcounty.ca.gov)





# Up To The Minute!

## Training & Events (QA)

### Reminder: QIP Meeting Date Changes

- Due to meeting conflicts and holidays, upcoming QIP meetings have been rescheduled.
  - November – rescheduled to 11/21/24, from 10:00 a.m. to 11:30 a.m.
  - December – rescheduled to 12/19/24, from 10:00 a.m. to 11:30 a.m.



### 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, November 21, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

### Root Cause Analysis Training

The next **Root Cause Analysis (RCA) Training** session is scheduled for **Tuesday, December 10, 2024, from 9:30 a.m. to 12:30 p.m.** This interactive training introduces Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident without blame, and teaches effective techniques for a successful RCA, along with Serious Incident Reporting requirements. **The intended audience of this training are program managers and quality improvement (QI) staff.** [Please click here to register.](#)

### DHCS Harm Reduction Summits – Registration Open!

[Summit registration](#) is free and open now: San Diego County – **February 11, 2025**

The Department of Health Care Services (DHCS) is hosting five regional harm reduction one-day summits for substance use disorder (SUD) treatment providers in the fall of 2024 and winter of 2025. The five summits aim to reduce stigma and educate SUD treatment providers on taking a harm-reduction approach to SUD treatment services. Please forward the following information to treatment providers, clinics, and relevant contacts in your counties.

### **Why Attend?**

- **Learn from experts:** Hear firsthand from community members, scholars, providers, and advocates about ways to integrate a harm reduction approach in your treatment setting.
- **Stay ahead with ASAM Guidance:** Get a deep dive into the forthcoming American Society of Addiction Medicine (ASAM) guidelines on effectively engaging and retaining non-abstinent patients in care.
- **Expand your network:** Connect with SUD treatment providers and local harm reduction organizations, building relationships that can enhance your patients’ experiences.



### SmartCare

- Upcoming Town Hall (combined MH & SUD)
  - **Tuesday, December 17, 2024, 2:00 p.m. – 3:00 p.m.**
  - [Click here to join the meeting](#)



# Up To The Minute!

- Optum SmartCare Tab has been updated to include-
  - ✓ [SmartCare FAQs as of 10-26-24](#)
  - ✓ [Guide – Group Documentation Tips – Mixed Programs](#)
  - ✓ [SmartCare ARF for Treatment Programs \(Updated 11/01/24\)](#)
  - ✓ [SmartCare ARF for BHS and Optum Staff \(Updated 11/01/24\)](#)
  - ✓ [SmartCare Workflow for MH-SUD \(10/08/24\)](#)
  - ✓ [NOABD Log – FY24-25](#)
  - ✓ [SmartCare Service Code Crosswalk](#)
  - ✓ [UMDAP Financial Assessment in SmartCare](#)
  - ✓ [SmartCare Scanning Documents Job Aid – Oct. 2024](#)
  - ✓ [SmartCare: How to find Incomplete Scans/Imports](#)
  - ✓ [2024-09-25 BHS Info Notice – EHR Update](#)
  - ✓ [2024-10-08 SmartCare Town Hall](#)

## Technical Support Hours

To continue supporting users in SmartCare, Optum will offer Technical Support Hours (formerly titled Office Hours) on an ongoing basis. Please see below for details, including how to join:



- Technical Support Hours are virtual sessions where users can “drop in” based on role. These are intended for program staff who know what function they want to perform in SmartCare and would like a refresher on how to do it. Optum staff won't be advising program staff what they should do in the system, nor will they resolve live access issues or elevate system issues.
- The following Technical Support Hours are available, and users can drop in by joining this MS Teams Link: [Click Here:](#)

Date	Day	Time	Technical Support Hours
5-Nov	Tuesday	2pm-3pm	CSU Clinical/Nurses/Prescribers
6-Nov	Wednesday	2pm-3pm	CSU Admin/Clerical
7-Nov	Thursday	2pm-3pm	Outpatient Admin Clerical Front Desk
12-Nov	Tuesday	2pm-3pm	Outpatient Prescribers
13-Nov	Wednesday	2pm-3pm	Program Managers, CORS, & QA
14-Nov	Thursday	2pm-3pm	Outpatient Nurses
18-Nov	Monday	2pm-3pm	Residential & Crisis Residential Admin/Clerical
19-Nov	Tuesday	2pm-3pm	Admin Billing Only
20-Nov	Wednesday	2pm-3pm	Outpatient Clinical Direct Services
21-Nov	Thursday	2pm-3pm	Outpatient Prescribers
25-Nov	Monday	2pm-3pm	Residential & Crisis Residential Clinical/Nurses/Prescribers
26-Nov	Tuesday	2pm-3pm	CSU Clinical/Nurses/Prescribers
27-Nov	Wednesday	2pm-3pm	CSU Admin/Clerical
2-Dec	Monday	2pm-3pm	Outpatient Admin Clerical Front Desk
3-Dec	Tuesday	2pm-3pm	Outpatient Prescribers
4-Dec	Wednesday	2pm-3pm	Program Managers, CORS, & QA
5-Dec	Thursday	2pm-3pm	Outpatient Nurses
9-Dec	Monday	2pm-3pm	Residential & Crisis Residential Admin/Clerical
10-Dec	Tuesday	2pm-3pm	Admin Billing Only
11-Dec	Wednesday	2pm-3pm	Outpatient Clinical Direct Services
12-Dec	Thursday	2pm-3pm	Residential & Crisis Residential Clinical/Nurses/Prescribers



# Up To The Minute!

**Special Population Update in SmartCare to reflect AB 352:** In order ensure that medical records containing sensitive information such as counseling regarding abortion care, contraception and gender affirming care is not shared with states that have criminalized these kinds of care, SmartCare has developed specific special population categories to identify clients’ records for review and redaction by HIMS prior to releasing them to providers in these states. Find out more at <https://2023.calmhsa.org/ab-352-compliance-how-to-add-new-indicators-to-a-clients-record-in-special-populations/> AB 352: [Bill Text - AB-352 Health information. \(ca.gov\)](#)

## ASAM Update

**\*\*This is a change from previous messaging for all programs using SmartCare.\*\*** Programs using SmartCare will use the CA-ASAM, until the new version of the ASAM is developed. (See updated guidance table below.) DHCS has given CalMHSa permission to wait to build a new ASAM tool into SmartCare until the ASAM 4<sup>th</sup> edition assessment is developed, tentatively in July 2025.

This change signifies that DHCS will not hold counties accountable to the requirements as outlined in BHIN 23-068 under DMC and DMC-ODS Assessments wherein it states: *(v. )”Effective January 1, 2025, DMC and DMC-ODS providers shall use one of the ASAM assessment tools described in (iv) above or a validated tool subsequently approved by DHCS and added to the list of approved DMC and DMC-ODS ASAM assessment tools.”* (From the CalMHSa weekly bulletin on 10/31/2024.)

	BRIEF SCREENING	INITIAL ASSESSMENT	FOLLOW UP ASSESSMENT
Programs using their own EHR – Adults and Youth	• Submit ASAM data collection tool	• Submit ASAM data collection tool	• Submit ASAM data collection tool
Programs using SmartCare (SC) – Adults	• Collected by <a href="#">BOuIP</a> in SC	• Adult programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC	• Adult programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC
Programs using SmartCare (SC) – Youth	• Paper form- submit ASAM data collection tool	• Youth programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC	• Youth programs working in SmartCare will use the CA-ASAM; reporting information is captured in SC

Updated: November 2024 (Supersedes: October 2024 guidance)

## Updates & Reminders (QA)

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- 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.
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## **Update: SUDPOH**

- The SUDPOH was updated on 10/01/24.
- This edition along with the Summary of Changes are now posted on the Optum site.
- The next edition of the SUDPOH is planned for release on 11/27/24.

## **Coming Soon: Beneficiary Material Updates**

- DHCS has integrated the SMHS and DMC-ODS Beneficiary Handbooks into one combined handbook. The integrated Behavioral Health Member Handbook will be effective January 1, 2025.
- QA is currently working on updating the handbook to include county-specific information and align updates as specified in [BHIN 24-034](#).
- QA will be providing a Summary of Changes to outline significant updates at least 30 days prior to the release of the handbook.
- QA will notify programs once the updated handbook (along with translated versions) are available on the Optum site and when prints are available for ordering.

## **Reminder: Daily Admissions**

- Outpatient and residential programs shall have capacity to conduct daily admissions for all days they are open.
- Outpatient programs are expected to be open and offering admission appointments five (5) days a week at minimum.
- Residential programs are expected to be open and offering admission appointments 24 hours a day.

## **Health Plan Administration (HPA)**

### **System of Care (SOC) Application**

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email [sdhelpdesk@optum.com](mailto: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.
  - A new feature, *Public Address*, allows modifications to the site address displayed in the Provider Directory. Please note this change will not affect the site address within SmartCare.

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](mailto: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](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.



# Up To The Minute!

## Management Information Systems (MIS)

### Reorganized: Management Information Systems (MIS)

- ❖ **System Administration and Access** – managed by Cheryl Lansang  
Contact: [cheryl.lansang@sdcounty.ca.gov](mailto:cheryl.lansang@sdcounty.ca.gov) or call 619-578-4111
- ❖ **Program Integrity (PI) and Reporting** - managed by Dolores Madrid-Arroyo  
Contact: [dolores.madrid@sdcounty.ca.gov](mailto:dolores.madrid@sdcounty.ca.gov) or call 619-559-6453

### New MIS Email Boxes are NOW ACTIVE!

- [BHS EHRSupport.HHSA@sdcounty.ca.gov](mailto:BHS_EHRSupport.HHSA@sdcounty.ca.gov)
  - Refer all support questions that cannot be addressed by the CalMHTA Support Desk - **Reminder: CalMHTA should be the first line of support.**
  - Refer all CCBH related questions and/or CCBH ARFs.
- [BHS EHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov)
  - Refer all ARFs and Access concerns related to SmartCare or SanWITS.
- **The four email boxes below are being discontinued/removed (Do Not Use):**
  - [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)
  - [MHEHRSupport.HHSA@sdcounty.ca.gov](mailto:MHEHRSupport.HHSA@sdcounty.ca.gov)
  - [MHEHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:MHEHRAccessRequest.HHSA@sdcounty.ca.gov)
  - [BHS EHRProject.HHSA@sdcounty.ca.gov](mailto:BHS_EHRProject.HHSA@sdcounty.ca.gov)



### Important Reminder: SAS Program

- SAS Program in SmartCare is **ONLY** to be used in place of these SanWITS program enrollments:
  - Before Admission/After Discharge
  - Recovery Service
  - Courtesy Dosing
- If a client is admitted to a Residential Level of Care (LOC) program, all services should be billed under that LOC program i.e., residential bed day and care coordination.

### Licensed Providers

- Monthly reports will be generated to capture all licenses that will expire within the month.
- Users will receive a courtesy email notification.
- Users are responsible to renew license promptly and must notify MIS to avoid access disruption in SmartCare.

### Avoid Delays with ARF Processing: Common Errors

- Incomplete form – missing fields
- Missing or incorrect user roles
- Hand-written forms – **Forms must be typed**
- Program name must be typed out – **Do not send number in place of name**
- Incorrect Taxonomy number





# Up To The Minute!

## Communication

- Billing questions? Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)
- CalAIM and/or Peer related Q&As? Contact: [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov)
- EHR questions? Contact: [BHS\\_EHRSupport.HHSA@sdcounty.ca.gov](mailto:BHS_EHRSupport.HHSA@sdcounty.ca.gov)
- ARFs and Access questions? Contact: [BHS\\_EHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov)
  
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  - [MHEHRSupport.HHSA@sdcounty.ca.gov](mailto:MHEHRSupport.HHSA@sdcounty.ca.gov)
  - [MHEHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:MHEHRAccessRequest.HHSA@sdcounty.ca.gov)
  - [BHS\\_EHRProject.HHSA@sdcounty.ca.gov](mailto:BHS_EHRProject.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](mailto:QIMatters.hhsa@sdcounty.ca.gov)



# 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](mailto: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](mailto: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.



# Up To The Minute!

## 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.





# Up To The Minute!

## 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).



# Up To The Minute!

- ✓ 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](mailto: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](mailto: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](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.



# Up To The Minute!

## 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](mailto: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](mailto: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.



# Up To The Minute!

## 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](mailto:BHSEHRSupport.HHSA@sdcounty.ca.gov)
  - [BHSEHRAccessRequest.HHSA@sdcounty.ca.gov](mailto: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 1<sup>st</sup> 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: [bhsophealth.hhsa@sdcounty.ca.gov](mailto:bhsophealth.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](mailto: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](mailto:HarmReduction.HHSA@sdcounty.ca.gov)
- Please remember to report distributions monthly via the Naloxone distribution data form found here: [CoSD NDP Data collection Form](#).



# Up To The Minute!

## Communication

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



Is this information filtering down to your counselors, LPHAs, and administrative staff?  
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Send all personnel contact updates to [QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)



# Up To The Minute!

## Trainings & Events (QA)

### Skill Building Workshops in September 2024

- The BHS SUD QA team is pleased to announce Skill Building Workshops for Quality of Care. This workshop is an opportunity for SUD Treatment providers to develop and refine their skillset in delivering and documenting quality services. QA will review County and CalAIM documentation standards, facilitate clinical exercises, and offer a forum for providers to discuss and consult best practices with one another.
- Please look out for future notice to register for the following virtual trainings:
  - Outpatient Quality of Care
    - **Wednesday, September 11, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [This event has passed.](#)
  - Residential Quality of Care
    - **Tuesday, September 17, 2024, from 9:30 a.m. to 11:00 a.m.**
    - [Please click here to register.](#)
- If you are in need of an ASL Interpreter for the workshop, please submit a request at least 7 business days in advance so that we may secure one for you. We are unable to guarantee accommodations for any requests made after 7 business days.

### 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, September 26, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

### Summit on Harm Reduction in SUD Treatment

DHCS is holding a *Summit on Harm Reduction in SUD Treatment* with the aim to reduce stigma and educate SUD treatment providers on taking a harm-reduction approach to SUD treatment services.

- **When:** San Diego County, February 11, 2025
- **Who should attend:** SUD treatment providers and staff who work with patients in an SUD treatment setting: (i.e. front office staff, social workers, peers, physicians, nursing staff, SUD counselors, psychologists, and case managers).
- For more information and to register, click the link here: [\(DHCS conference event site\)](#).

## SmartCare

- Upcoming Town Hall (combined MH & SUD)
  - **Thursday, September 19, 2024, 9:00 a.m. – 10:00 a.m.**
  - [Click here to join the meeting](#)





# Up To The Minute!

- Optum SmartCare Tab has been updated to include-**
  - [SmartCare FAQs as of 08/20/2024](#)
  - [Guide – Data and Bill Only v1](#)
  - [Guide – Admin Service Entry v1](#)
  - [Guide – CSU v3](#)
  - [Guide – LTC.SNF Data and Bill With Res Board](#)
  - [Guide – Residential v2](#)
  - [EPCS Onboarding Guide](#)
  - [SmartCare Non Billable Codes](#)
  - [SmartCare SUDURM Changes](#)
  - [SmartCare Then and Now EHR Transition Guidance](#)
  - [SmartCare Workflow for Mental Health and Substance Use Disorder](#)
  - [EPCS Invite Guide](#)
  - [ASAM Process for Non SmartCare Users](#)
  - [ASAM Reporting Tool](#)
  - [NOABD Log FY24-25](#)
  - [SmartCare Data Migration Resource](#)
  - [SmartCare NOABD Process for MH and SUD](#)
  - [SmartCare Standalone Services Workflow](#)
  - [SmartCare Walk In Workflow](#)
  - [Administrative Service Entry](#)
  - [Authorization for Services Process](#)
  - [Quick Start FAQs SmartCare CalMHSA Rx](#)
  - [SanWITS to SC Preliminary Reports Crosswalk](#)
  - [SmartCare DrFirst \(CalMHSA Rx\) Guidance](#)
  - [SmartCare Program Crosswalk](#)
  - [SmartCare Service Code Crosswalk](#)
  - [Help Desk Flyer](#)
  - [Site Lead Checklist and Troubleshooting Guide](#)
  - [2024-08-01 BHS Provider Memo – EHR Update](#)
  - [2024-08-23 BHS Information Notice – EHR Updates](#)
  - [2024-08-28 BHS Information Notice – EHR Updates](#)
  - [2024-08-13 SmartCare Town Hall](#)
  - [2024-08-27 SmartCare Town Hall](#)



## **SmartCare Procedure Code Crosswalk**

QA MH/SUD have created SmartCare Procedure Code Crosswalks to assist providers in the transition from our legacy systems to the new SmartCare Electronic Health Record. The Crosswalk can be found on the Optum Website in the MHP Documents and DMC-ODS Page. Definitions for procedure codes on the Crosswalk were created by CalMHSA. Programs may cross-reference our previous service definitions for those codes that cross-walked to SmartCare for greater clarification as needed, as *there has been no change regarding the use of these procedure codes in terms of scope of practice or service requirements/limitations in order to claim these codes.*

## **NOABD Procedure**

- While SmartCare NOABD functionality is being developed, providers shall manually track NOABD information for clients and submit to QA for monitoring.
- See the [NOABD Procedure](#) and blank [NOABD log](#) posted on the Optum site under the “SmartCare” tab.

## **SmartCare Residential Authorizations**

- Beginning 9/1/2024, SUD Residential Providers are not able to enter authorizations into SmartCare.
- To submit an authorization, Residential Providers are asked to take the following steps:
  - Create Client in SmartCare.
  - Add Clients Coverage in SmartCare.
  - Enter “enrolled” or “requested” status. To note, Providers need to close “Program Enrollment” at discharge.
  - Submit authorization request to Optum **via fax** (please call Optum for a SUD admit).
    - \*Note:** 1-3 must be complete prior to submitting an authorization request. If these steps are not completed, Optum will return the request.
- Optum will review, make authorization determinations, and enters any authorizations into SmartCare.
- An updated fax cover sheet will be available on Optum to reflect these changes.



# Up To The Minute!

## **Reminder: RESIDENTIAL PROGRAMS ONLY - Beneficiaries with Other Health Coverage (OHC)**

- Reminder that for residential programs serving BHS clients with OHC, as part of the initial authorization process, submission of either will be required:
  1. The EOC or a letter of non-coverage; OR
  2. A signed AOB **AND** 42 CFR Part 2 compliant Release of Information Form.

## **HIMS Dept - SmartCare Client Information Change, Addition or Merge Requests (formerly forms BHS-025A and BHS-025B)**

Effective 9/1/24 the BHS Health Information Management Services (HIMS) department is assigned to the task of ensuring the SmartCare system has accurate client information.

- All BHS SMHS and SUD program staff are required to notify HIMS of any updates or changes to the core client fields. Providers should not make any changes to core client fields independent of HIMS process.
  - Core client fields are: Name, DOB, SSN, and Gender.
- If program staff identifies or suspects a duplicate client record has been created in error, program should reach out to HIMS before proceeding to enter services for the client.
- Changes to Core Client Fields or Duplicate Clients should be submitted to the HIMS department using form BHS-025 via secure email at [HIMDept.HHSA@sdcounty.ca.gov](mailto:HIMDept.HHSA@sdcounty.ca.gov) or secure fax 619-399-3503.
- Form BHS-025 will be available on the OPTUM website in the MHP Documents for MHP Providers and in the DMC-ODS page for SUD Providers under the “Forms” Tab.

Questions: Contact HIMS email: [HIMDept.HHSA@sdcounty.ca.gov](mailto:HIMDept.HHSA@sdcounty.ca.gov), phone: 619-584-3090, fax: 619-584-3506, Hours: Monday-Friday 6:00 a.m. - 4:30 p.m.

## **Coordinated Care Consent Downtime Form Updated**

- The Downtime form for the SmartCare Coordinated Care Consent Form has been revised to reflect County of San Diego language based on feedback from our Compliance Office; these revisions were also updated in the electronic version within the SmartCare EHR.
- If a paper downtime form version is needed for use, programs should utilize the downtime form from the Optum Website instead of the downtime version from SmartCare – this form has been titled “*Coordinated Care Consent COSD rev 9.6.24*” to easily differentiate it from SmartCare versions.

## **Updates & Reminders (QA)**

### **Reminder: Medication Monitoring for OTP programs and Extended MAT Services**

- Medication Monitoring for the period of **July-Sept (Q1)** will be due by **October 15, 2024**.
- Forms are posted on the Optum site under the “Monitoring” tab.
- Ensure all the fields are completed on the submission form before submitting to QI Matters.
- For programs with nothing to report for the quarter, you must complete the required forms to submit indicating the status for the quarter. Emails without the forms will not be accepted.

### **Reminder: National Suicide Prevention Hotline number change**

- In July 2022, the National Suicide Prevention Lifeline (800-273-8255) transitioned to 988—an easy to remember three-digit dialing, texting, and chat code for anyone experiencing a suicidal or mental health crisis.
- Spanish language text and chat services are now available, as well as specialist services for LGBTQI+ youth and young adults.







# Up To The Minute!

## **Perinatal Providers**

DHCS has updated the Substance Use Disorder Perinatal Practice Guidelines (SUD PPG). The SUD PPG 2024 is now available as a resource on the DHCS webpage [SUD Perinatal Services](#) under the section titled “Providers.” The SUD PPG aims to ensure that California providers offer high-quality SUD treatment services and comply with state and federal regulations. These guidelines address SUD treatment services for women, specifically pregnant and parenting women seeking or having been referred to SUD treatment. A comparison to identify changes is currently taking place and will be messaged to providers.

## **Reminder: Use of Z-Codes/Social Determinants of Health (SDOH) codes**

- **For Residential Providers:** Per DHCS, as of 9/30/2023, ICD-10: Social Determinants of Health (SDOH) codes are not available for use as an available primary diagnosis on problem lists. A list of Covered Diagnosis is in Appendix 5 of DHCS' [Drug Medi-Cal ODS Billing Manual \(dhcs.ca.gov\)](#).
- **For Outpatient Providers:** Per BHIN 24-001 and BHIN 22-013, Z-codes/SDOH are permitted to be used during the assessment phase of a beneficiary's treatment when a diagnosis has yet to be established.

## **Beneficiary Materials Update: Farsi/Dari Languages Consolidated to Persian**

- We have received clarification that Farsi and Dari are two dialects of the same language, mutually intelligible in written format.
- Translated beneficiary materials in Farsi and Dari have been consolidated to match this clarification and in accordance with the County's threshold languages policy.
  - The consolidated documents have been renamed to “Persian (Dari\_Farsi)”
- Additionally, our team has updated the footers on beneficiary materials to include the translated language so that they are easily distinguishable (for example: “DMC-ODS Beneficiary Handbook: Rev 01/2024\_Arabic”).
- All updates have been posted to Optum under the Beneficiary tab as well as the [Beneficiary & Families page](#).
- If you have any questions regarding Beneficiary Materials, please email [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)

## **Legislative Updates: AB 1740 Requirements to Post Human Trafficking Notice**

AB 1740 amends Section 52.6 of the Civil Code relating to human trafficking to additionally require a notice, as developed by the Department of Justice, that contains information relating to slavery and human trafficking, including information regarding specified nonprofit organizations that a person can call for services or support in the elimination of slavery and human trafficking be posted by facilities that provide pediatric care, as defined in W&I Code Section 16907.5

- “Pediatric services” means all medical services rendered by any licensed physician to persons from birth to 21 years of age.
- Post a notice that complies with the requirements of this section in a conspicuous place near the public entrance of the establishment or in another conspicuous location in clear view of the public and employees where similar notices are customarily posted.
- The notice to be posted shall be at least 8 1/2 inches by 11 inches in size, written in a 16-point font.
- The notice to be posted shall be posted in English, Spanish, and in one other language that is the most widely spoken language in the county.

**STOP** Human  
Trafficking



# Up To The Minute!

The Human Trafficking Model Notice is available for download from the Department of Justice website in English, Spanish, Dual English/Spanish and 22 additional languages from the [Human Trafficking Model Notice](#) page. This notice is in the process of being posted to the Optum site. Specialists will ask for proof of compliance in the Quality Assurance Program Reviews beginning in Fiscal Year "2025-2026."

## **Reminder: Residential and Counselor Complaints**

- Certain incidents must be reported by residential SUD programs to DHCS. Outpatient programs are not required to report incidents but are able to if they would like to.
- Incidents include:
  - Death of any resident from any cause, even if death did not occur at facility.
  - Any facility related injury of any resident which requires medical treatment.
  - All cases of communicable disease reportable under Section 3125 of the Health and Safety Code or Section 2500, 2502, or 2503 of Title 17, California Administrative Code shall be reported to the local health officer in addition to the Department.
  - Poisonings
  - Natural disaster
  - Fires or explosions which occur in or on the premises.
- Reporting methods include:
  - Programs must make a telephonic report to DHCS Complaints and Counselor Certification Division at (916) 322-2911 within one (1) working day.
  - The telephonic report must be followed with a written report to DHCS within seven (7) days of the event.
  - Death reports must be submitted via fax to the DHCS Complaints and Counselor Certification Division at (916) 445-5084 or by email to [DHCSLCBcomp@DHCS.ca.gov](mailto:DHCSLCBcomp@DHCS.ca.gov).
  - [Form 5079 Unusual Incident/Injury/Death Report](#)



## **Reminder: DMC Recertification Requirements**

- DHCS requires DMC Providers complete a recertification process every five years in order to maintain their DMC certification.
- DHCS will notify providers in writing when they are required to submit a continued enrollment application.
- DHCS may allow providers to continue delivering covered services to clients at a site subject to on-site review by DHCS as part of the recertification process.
- Providers are encouraged to review recertification dates and requirements.

## Health Plan Administration (HPA)

### **System of Care (SOC) Application**

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email [sdhelpdesk@optum.com](mailto: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.



# Up To The Minute!

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](mailto: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](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## Management Information Systems (MIS)

### DATAR and Capacity Management Change in Reporting

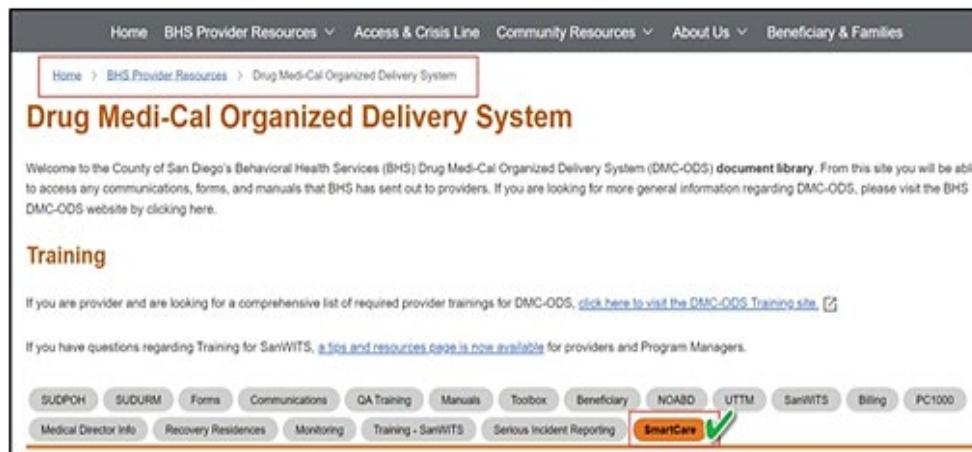
- Providers are no longer required to email DHCS at [DHCSPerinatal@dhcs.ca.gov](mailto:DHCSPerinatal@dhcs.ca.gov) when reaching 90% capacity.

#### Instead:

- Please note the Department of Health Care Services (DHCS) change in Capacity Management reporting requirements as identified in the [Substance Use Disorder Perinatal Practice Guidelines](#), published on August 13, 2024: (see page 13)
  - “When a SUD treatment provider serving intravenous substance users reaches or exceeds 90 percent of its treatment capacity, the provider must report this information to the DATAR for each month by the 10<sup>th</sup> of the following month.”
- Please note the County MIS unit requires DATAR to be completed by the 7<sup>th</sup> of the month for the previous month.

### Reminders: SmartCare

- All new Clients and/or services with effective date of 9/1/24 forward should only be entered in SmartCare (not SanWITS).
- The new SmartCare Access Request Form (ARF) is on Optum website under BHS Provider Resources> SmartCare Training [SmartCare Access Request Form \(ARF\) 8.14.2024.pdf](#)
- Other SmartCare Resources can be found on Optum on the “SmartCare” tab under BHS Provider Resources>DMC-ODS as seen below.





# Up To The Minute!

- For trouble with login or passwords, use the “Forgot Username” and or “Forgot Password” links shown on the SmartCare login screen.
- New CalOMS Admission, Annual Update and Discharge forms have been created for SmartCare screens. These forms will be posted to Optum, but in the interim, forms are available via the Google Drive folder: [https://drive.google.com/drive/folders/1zrrXtw-g7OZPbHqIzX1KrruRsjI2gQde?usp=drive\\_link](https://drive.google.com/drive/folders/1zrrXtw-g7OZPbHqIzX1KrruRsjI2gQde?usp=drive_link)

## Population Health - Prevention & Support

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

- Only report hours and activities occurred within the reporting month.
- For reporting “No Activity” for the month, please select, “NO” and indicate in free-text field, “No activities for this month.”
- **\*\*Please note, contact for technical assistance requests or other questions will now be Rea Alvarez at [rea.alvarez@sdcounty.ca.gov](mailto:rea.alvarez@sdcounty.ca.gov) \*\***
- For information regarding DHCS Primary Prevention, please continue to visit [Prevention and Youth Branch \(ca.gov\)](#).

### Communication

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

# Up To The Minute!

## Trainings & Events (QA)

### **Skill Building Workshops in August 2024**

The BHS SUD QA team is pleased to announce Skill Building Workshops for Quality of Care. This workshop is an opportunity for SUD Treatment providers to develop and refine their skillset in delivering and documenting quality services. QA will review County and CalAIM documentation standards, facilitate clinical exercises, and offer a forum for providers to discuss and consult best practices with one another.

- Please look out for future notice to register for the following virtual trainings:
  - Outpatient Quality of Care
    - **Tuesday, August 13, 2024, from 9:30 a.m. to 11:00 a.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Thursday, August 22, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
- **New: Skill Building Workshops in September 2024**
  - Outpatient Quality of Care
    - **Wednesday, September 11, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Tuesday, September 17, 2024, from 9:30 a.m. to 11:00 a.m.**
    - [Please click here to register.](#)

If you are in need of an ASL Interpreter for the workshop, please submit a request at least 7 business days in advance so that we may secure one for you. We are unable to guarantee accommodations for any requests made after 7 business days.

### **SmartCare**

- **Upcoming Town Halls (combined MH & SUD)**
  - **Tuesday, August 13, 2024, 11:00 a.m. – 12:00 p.m.**
    - [Click here to join the meeting.](#)
  - **Tuesday, August 27, 2024, 1:00 p.m. – 2:00 p.m.**
    - [Click here to join the meeting.](#)
- **Optum SmartCare Tab has been updated to include-**
  - [SmartCare FAQs as of 6/25/2024](#)
  - [SmartCare Site Lead Kick Off Meeting PPT 07.17.2024](#)
  - [SmartCare CANS PSC July 2024](#)
  - [SmartCare Client Insurance Entry July2024](#)
  - [SmartCare Client Insurance Plan Request Form](#)
  - [SmartCare EHR Data Migration July 2024](#)
  - [SmartCare EHR Training Summary \(July 2024\)](#)
  - [SmartCare LMS Log in Tip Sheet](#)
  - [CalMHSA Required Training by Role Grid](#)
  - [SmartCare Training Registration Tip Sheet](#)
  - [2024-07-19 BHS Provider Memo – EHR Update](#)
  - [2024-07-29 SmartCare Town Hall](#)





# Up To The Minute!

## **Annual DMC-ODS Training**

The sixth annual DMC-ODS Training will take the place of the August SUD Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the sixth year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS and CalAIM requirements. At least one program leadership staff (i.e. Program Management, Quality Improvement/Assurance Staff, Clinical Supervisors) from every program must attend. Registration is required.

- ❖ Date: **Thursday, August 22, 2024, from 10:00 a.m. - 11:30 a.m.**
- ❖ Where: via Microsoft Teams.
- ❖ [Please click here to register.](#)

## **Root Cause Analysis Training**

The next **Root Cause Analysis (RCA) Training** session is scheduled for **Wednesday, September 11, 2024, from 12:30 p.m. to 3:30 p.m.** This interactive training introduces Root Cause Analysis (RCA), a structured process to get to the “whys and hows” of an incident without blame, and teaches effective techniques for a successful RCA, along with Serious Incident Reporting requirements. **The intended audience of this training are program managers and quality improvement (QI) staff.** [Please click here to register.](#)

## **Updates & Reminders (QA)**

### **Update: FY2324 SUDPOH (Q4)**

- The revised SUDPOH and Summary of Changes are now posted on the Optum site.
- The next edition of the SUDPOH (08/01/24) is planned for release on 10/21/24.

### **Reminder: Daily Admissions**

- Outpatient and residential programs shall have capacity to conduct daily admissions for all days they are open.
- Outpatient programs are expected to be open and offering admission appointments five (5) days a week at minimum.
- Residential programs are expected to be open and offering admission appointments 24 hours a day.

### **Reminder: Missed Appointments**

- **For new referrals:** When a new client (or caregiver if applicable) is scheduled for their first appointment and does not show up or call to reschedule:
  - They must be contacted within 1 business day by clinical staff.
    - If the client has been identified as being at an elevated risk, the client (or caregiver if applicable) will be contacted by clinical staff on the same day as the missed appointment.
  - Additionally, the referral source, if available, should be informed.
- **For current clients:** When a client and/or caregiver (if applicable) is scheduled for an appointment and does not show up or call to reschedule:
  - They must be contacted within 1 business day by clinical staff.
    - If the client has been identified as being at an elevated risk the client (or caregiver, if applicable) will be contacted by clinical staff the same day as the missed appointment.
      - If clients who are at an elevated risk and are unable to be reached on the same day, the program policy needs to document next steps, which may include consultation with a supervisor, contacting the client’s emergency contact, or initiating a welfare check.





# Up To The Minute!

- Additionally, the policy shall outline how the program will continue to follow up with the client (or caregiver, if applicable) to re-engage them in services, and should include specific timeframes and specific types of contact (e.g., phone calls, letters).
- All attempts to contact a new referral and/or a current client (or caregiver, if applicable) in response to a missed scheduled appointment must be documented by the program.

## Update: SUD NOABD webinar

- The [NOABD webinar](#) has been uploaded to the Optum website. It can be found under both the “QA Training” and “NOABD” tabs.

## 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](mailto: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](mailto: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](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## Management Information Systems (MIS)

### Reminder: Transition to SmartCare

- Any services started in SanWITS and dated before 9/1/24, will be continued in SanWITS.
- The EHR Quarterly User Group will be re-evaluated after we go live with SmartCare.

### New Changes Coming for MIS Teams

- Our current MIS SUD and MH teams will be combined as we move into SmartCare.
- There will be a new email [EHRSupport.HHSA@sdcounty.ca.gov](mailto:EHRSupport.HHSA@sdcounty.ca.gov) for both SUD and MH (combined support desk).
  - This email account is not active yet.
  - The current email addresses [SUDERHSupport.HHSA@sdcounty.ca.gov](mailto:SUDERHSupport.HHSA@sdcounty.ca.gov) and [MHEHRSupport.HHSA@sdcounty.ca.gov](mailto:MHEHRSupport.HHSA@sdcounty.ca.gov) will forward to the new [EHRSupport.HHSA@sdcounty.ca.gov](mailto:EHRSupport.HHSA@sdcounty.ca.gov) for a few months after activation.





# Up To The Minute!

- There will be a new email [EHRAccess.HHSA@sdcounty.ca.gov](mailto:EHRAccess.HHSA@sdcounty.ca.gov) for all SmartCare new access, terminations, and modifications.
  - This email account is not active yet.
  - The current email address [MHEHRAccessRequest.HHSA@sdcounty.ca.gov](mailto:MHEHRAccessRequest.HHSA@sdcounty.ca.gov) will forward to the new [EHRAccess.HHSA@sdcounty.ca.gov](mailto:EHRAccess.HHSA@sdcounty.ca.gov) for a few months after activation.
- The MH ARF and the SanWITS User Form are being combined into one SmartCare Access Request Form
  - SmartCare Access Request Form is expected to be available for use by August 9, 2024.
  - The new form will include new access, modifications, and terminations.

## Billing Unit (BU)

1. The latest DMC-ODS Billing Manual and Service Table version 2.0 have been published on the Optum website under BHS Provider Resources-DMC Billing. Please review these important documents and email [adsbillingunit.hhsa@sdcounty.ca.gov](mailto:adsbillingunit.hhsa@sdcounty.ca.gov) (County-SUD Billing Unit) if you have any billing or billing-related questions.
  - <https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/billing/DMC-ODS-Billing-Manual-v-2-0.pdf>
  - <https://www.optumsandiego.com/content/dam/san-diego/documents/dmc-ods/billing/DMC-ODS-Service-Table-v-2-0.xlsx>
2. Outpatient (non-OTP) programs should review the Service Table's Medicare COB Required column for Medicare billing requirements. Check if the service or procedure code requires Medicare billing before billing Medi-Cal. Please email [adsbillingunit.hhsa@sdcounty.ca.gov](mailto:adsbillingunit.hhsa@sdcounty.ca.gov) if you need additional guidance.

### Medicare COB: Coordination of Benefits

The screenshot shows a dropdown menu titled "Medicare COB Required?". The menu is open, showing several options. A blue circle highlights the "No" option, and a blue arrow points to it from the right. Below the dropdown, there is a list of checkboxes and text:

- (Select All)
- No
- Situational. H0004 when related to NTP or MAT dosing (H0004 with UA and HG modifiers) requires Medicare COB. For all other situations, H0004 does not require Medicare COB.
- Situational. H0005 when related to NTP or MAT dosing (H0005 with UA and HG modifiers) requires Medicare COB. For all other situations, H0005 does not require Medicare COB.
- Yes
- Yes. However, do not submit T2021 to Medicare. Counties will bill Medicare using the appropriate CPT code, then indicate the COB amount on the claim submission.
- Yes. However, do not submit T2024 to Medicare. Counties will bill Medicare using the appropriate CPT code, then indicate the COB amount on the claim submission.

3. OTP programs must continue to bill Medicare (Medicare Part B or C). Obtaining the Medicare insurance documentation is necessary for us to bill the unpaid balance to Medi-Cal (payor of last resort).





# Up To The Minute!

## Population Health - Prevention & Support

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

- Only report hours and activities occurred within the reporting month.
- For reporting “No Activity” for the month, please select, “NO” and indicate in free-text field, “No activities for this month.”
- **\*\*Please note, contact for technical assistance requests or other questions will now be Rea Alvarez at [rea.alvarez@sdcounty.ca.gov](mailto:rea.alvarez@sdcounty.ca.gov) \*\***
- For information regarding DHCS Primary Prevention, please continue to visit [Prevention and Youth Branch \(ca.gov\)](#)



### Communication

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- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov)
- CalAIM and/or Peer related Q&As? Contact: [bhs-hpa.hhsa@sdcounty.ca.gov](mailto:bhs-hpa.hhsa@sdcounty.ca.gov)
- SanWITS questions? Contact: [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)  
[SUDEHRTraining.HHSA@sdcounty.ca.gov](mailto:SUDEHRTraining.HHSA@sdcounty.ca.gov)  
[SUDEHRFax.HHSA@sdcounty.ca.gov](mailto: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](mailto:QIMatters.hhsa@sdcounty.ca.gov)



# Up To The Minute!

## Trainings & Events (QA)

### Reminder: Skill Building Workshops in July 2024

- The BHS SUD QA team is pleased to announce Skill Building Workshops for Quality of Care. This workshop is an opportunity for SUD Treatment providers to develop and refine their skillset in delivering and documenting quality services. QA will review County and CalAIM documentation standards, facilitate clinical exercises, and offer a forum for providers to discuss and consult best practices with one another.
- Please look out for future notice to register for the following virtual trainings:
  - Outpatient Quality of Care
    - **Wednesday, July 17, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Monday, July 22, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)
- **New: Skill Building Workshops in August 2024**
  - Outpatient Quality of Care
    - **Tuesday, August 13, 2024, from 9:30 a.m. to 11:00 a.m.**
    - [Please click here to register.](#)
  - Residential Quality of Care
    - **Thursday, August 22, 2024, from 1:00 p.m. to 2:30 p.m.**
    - [Please click here to register.](#)

If you are in need of an ASL Interpreter for the workshop, please submit a request at least 7 business days in advance so that we may secure one for you. We are unable to guarantee accommodations for any requests made after 7 business days.

### 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, July 25, 2024**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

### SmartCare

- Upcoming Town Halls (combined MH & SUD)
  - **Monday, July 29, 2024, 1:00 p.m. – 2:00 p.m.**
  - [Click here to join the meeting](#)
- Optum SmartCare Tab has been updated to include-
  - [2024-06-18 EHR Town Hall](#)
  - [SmartCare Site Leads \(May 2024\)](#)
  - [EHR Implementation FAQs \(as of 06/20/2024\)](#)
  - [2024-05-21 EHR Town Hall](#)





# Up To The Minute!

## **Save the Date: Annual DMC-ODS Training**

The sixth annual DMC-ODS Training will take the place of the August SUD Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the sixth year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS and CaAIM requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.

- ❖ Date: **Thursday, August 22, 2024, from 10:00 a.m. - 11:30 a.m.**
- ❖ Where: via Microsoft Teams – Registration is required.
- ❖ [Please click here to register.](#)

## **Updates & Reminders (QA)**

### **SUDURM Form Changes**

The SmartCare Implementation Team & QA are reviewing all currently active SUDURM forms and mapping them against available forms in SmartCare to ensure documentation requirements and standards will be met upon transition to SmartCare. A Crosswalk Grid which will indicate the status of all current forms will be released to providers at the end of July and any new forms will be shared for review during the August Townhall. Updated SUDURM forms will be posted on the Optum Website for provider access on 9/1/24. Providers will continue to use all current SUDURM forms and templates until the SmartCare Go Live on 9/1/24.

### **Reminder: Interim Services**

- Programs shall be responsible for keeping records of interim services and documenting efforts for each client.
- Programs may be asked to provide evidence of interim services.
- Monitoring is shifting from monthly with QA to annual monitoring with COR teams.
- For more information on Interim Services, see the [tip sheet](#) posted on the Optum site under the “Monitoring” tab.

### **Beneficiary Materials Order Form Update**

- The Beneficiary Materials Order form has been moved from the PDF order form to an online Smartsheet form.
- Programs will submit their requests for hard copies of beneficiary materials via the [Smartsheet form](#) (will also be linked under the “Beneficiary” Tab).
- Reminders for ordering:
  - Allow 3-5 Business days for processing. Processing time may be longer if materials are currently being reordered. County staff will notify you via email when materials are ready for pick-up.
  - Pick-up materials within 7 days of notice from Monday to Friday between 8:30 a.m. to 3:00 p.m. at BHS Admin.
  - All County of San Diego Beneficiary Materials are available in electronic format on [www.optumsandiego.com](http://www.optumsandiego.com) under the “Beneficiary” tab.



smartsheet

### **SUD NOABD Webinar**

- The SUD NOABD webinar is currently being recorded.
- When the recording is completed, the webinar, PowerPoint, and webinar transcript will be posted soon on the Optum website and available on the “QA Training” Tab.



# Up To The Minute!

## **Reminder: Quality Assurance Program Review (QAPR) formerly known as Medical Record Review (MRR)**

- The new fiscal year is upon us and the record review season has begun.
- Keep a look out for communications from your QA Specialist to schedule your program's Quality Assurance Program Review (QAPR).

## **Health Plan Administration (HPA)**

### **System of Care (SOC) Application**

- Reminder that staff and program managers are expected to attest in the SOC application monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email [sdhelpdesk@optum.com](mailto: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](mailto: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](mailto:BHS-HPA.HHSA@sdcounty.ca.gov). For contract-specific questions, contact your COR.

## **Management Information Systems (MIS)**

### **Important Notice: Quarterly User Group – July Meeting Cancelled**

- With the transition to SmartCare EHR, the quarterly user group will be re-evaluated.
- Next scheduled meeting is Oct 21, 2024 – changes will be announced through the UTTM.

### **Important Notice: Final SanWITS Training Dates**

- SanWITS classes will not be offered after the following dates, with registration closing 7 days prior to the training date:
  - Assessments (SWA)- 6/27 (registration will close 6/20)
  - Introduction to Admin Functions (IAF)- 7/10 (registration will close 7/3)
  - Outpatient/OTP Encounters and Group Modules- 7/16 (registration will close 7/9)
  - Residential Encounter and Bed Management- 7/17 (registration will close 7/10)



### **New Hires After Final Training Dates**

- New Rendering staff will be entered in SanWITS for the purpose of showing on the encounter drop down menu for billing.
  - User form must be submitted as current practice.
- Current staff will continue entering data in SanWITS.
- Administrative Staff can continue entering data for Rendering staff as needed.
- New Admin staff, upon request and special approval, can receive access to SanWITS for the sole purpose of not disrupting billing or state reporting.
  - User form must be submitted to [SUDEHRSupport.HHSA@sdcounty.ca.gov](mailto:SUDEHRSupport.HHSA@sdcounty.ca.gov)



# Up To The Minute!

## **SanWITS Virtual Trainings Provided – See last dates for SanWITS Trainings above.**

- Register online with RegPacks at: <https://www.regpack.com/reg/dmc-ods>
- Type of Training Classes:
  - 1) SanWITS – Intro to Admin Functions (IAF) – SanWITS functions that are applicable to All program types.
  - 2) Residential Facilities - Bed Management & Encounter Training.
  - 3) Outpatient / OTP Facilities – Group Module & Encounters Training.
  - 4) SanWITS Assessments (SWA)– designed for direct service staff who complete Adolescent Initial Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment.
- Please remember, if unable to attend class, cancel the registration as soon as possible.

## **Population Health - Network Quality & Planning**



### **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%.

- Pilot providers began handing out the California MAT Expansion Toolkit and the MAT tri-fold pamphlets. As of the end of May 2024, the toolkit handout was provided to 299 clients and the pamphlet was provided to 64 clients. A video educational resource is being developed and a potential vendor has been identified. The plan is to have this video intervention finalized by September 1, 2024.
- If you have more questions, please contact: [bhspophealth.hhsa@sdcounty.ca.gov](mailto:bhspophealth.hhsa@sdcounty.ca.gov)

### **Communication**

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