For important information pertaining to COVID-19 Quality Improvement Updates and Best Practices, go to: https://www.optumsandiego.com/content/dam/san-diego/documents/organizationalproviders/communications/2020-3-19_-_BHS_Provider_Notice3_-_COVID-19_Quality_Improvement_Updates_and_Best_Practices.pdf

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Virtual EHR Training Process

Paper charting is an acceptable method of documentation for services during this period, but all services must still be documented. However, if you would still like staff to be trained in CCBH or SanWITS, a self-paced, virtual model consisting of resource packets plus practice exercises is available.

Please follow the below steps:

**Step 1**- Submit the requisite forms located in the "Downloadable Forms" section of RegPack (if you have not done so already)

- CCBH- https://www.regpacks.com/optum
- SanWITS- www.regpacks.com/DMC-ODS

In order to set up accounts, the forms must be successfully processed no later than 7 days prior to the class date. If the forms are not successfully processed, even though you may have received a confirmation for the virtual training, you may be excluded

**Step 2**- Register for the 3/30 through 5/1 virtual classes through the RegPack links listed above in Step 1. If you previously enrolled in classroom training, even if coincidentally the same class falls on the same date, you will need to re-register. Offerings are as follows:

Week 1
- Monday 3/30- SanWITS Intro to Admin Functions CCBH Assessments (class closes for processing 3/23)
- Tuesday 3/31- CCBH Assessments (class closes for processing 3/24)
- Wednesday 4/1- CCBH Crisis House Assessments (class closes for processing 3/25)
- Thursday 4/2- CCBH Client Plans and Progress Notes (class closes for processing 3/26)
- Friday 4/3- CCBH Progress Notes (class closes for processing 3/27)

Week 2
- Monday 4/6- CCBH Doctor's Homepage (class closes for processing 3/30)
- Tuesday 4/7- CCBH Admin Data Entry (class closes for processing 3/31)
- Wednesday 4/8- CCBH Service Entry (class closes for processing 4/1)
- Thursday 4/9- CCBH Scheduler (class closes for processing 4/2)

Week 3
- Monday 4/13- SanWITS Intro to Admin Functions (class closes for processing 4/6)
- Tuesday 4/14- SanWITS Outpatient/OTP Encounters (class closes for processing 4/7)
- Wednesday 4/15- SanWITS Residential Encounters (class closes for processing 4/8)
- Thursday 4/16- CCBH Assessments (class closes for processing 4/9)
- Friday 4/17- CCBH Crisis House Assessments (class closes for processing 4/10)

Week 4
- Monday 4/20- CCBH Client Plans and Progress Notes (class closes for processing 4/13)
- Tuesday 4/21- CCBH Progress Notes (class closes for processing 4/14)
- Wednesday 4/22- CCBH Doctor's Homepage (class closes for processing 4/15)
- Thursday 4/23- CCBH Admin Data Entry (class closes for processing 4/16)

Week 5
- Monday 4/27- CCBH Service Entry (class closes for processing 4/20)
- Tuesday 4/28- CCBH Scheduler (class closes for processing 4/21)
- Wednesday 4/29- SanWITS Intro to Admin Functions (class closes for processing 4/22)
- Thursday 4/30- SanWITS Outpatient/OTP Encounters (class closes for processing 4/23)
- Friday 5/1- Residential Encounters (class closes for processing 4/24)

Providers interested in CCBH Reports training will be directed to the Reports Manual on the Optum website only. CCBH View Only Assessments access will be granted to eligible staff without virtual training. For Financial questions, consult the Financial Eligibility and Billing Manual on the Optum website, or email MHBillingUnit.HHSA@sdcounty.ca.gov.

Any MH providers requiring urgent training (and already have their paperwork processed successfully) can petition MISHelpDesk.HHSA@sdcounty.ca.gov. Any SUD providers requiring urgent training (and already have their paperwork processed successfully) can petition SUD_MIS_Support.HHSA@sdcounty.ca.gov. Include a business justification as to the urgency.

**Step 3**- You will receive an auto-generated email confirming your registration(s)

**Step 4**- On the morning of your training, you will receive login information, resource packets, and practice exercises via email

**Step 5**- You will have until 4:30pm to complete the practice exercises. Notify the individual who sent you the information in Step 4 when you are finished. You may also email that individual throughout the day with questions or with a request to be shadowed for technical support

**Step 6**- You will be notified whether you completed the practice exercises successfully, or whether you need to resubmit and why. You will be granted LIVE access 1-2 business days after completing the practice exercises

Thank you in advance for your patience during this time.