

From: [Arguelles, Brenda](#)
Subject: SUD Providers – Requirements for Policy and Procedure Development/Monitoring
Date: Friday, February 23, 2018 10:52:54 AM

Sent on Behalf of Tim Tormey, Behavioral Health Program Coordinator, QI Unit:

Dear SUD Provider:

As discussed in the January Residential and Recovery Ad Hoc Program Manager's Meeting (and listed in the "County of San Diego QI Specific DMC-ODS Training and Compliance Benchmarks" document that was emailed to providers and reviewed at this meeting), programs are required to develop policies and procedures (P&Ps) in the following areas:

Supervision of ASAM Criteria

Evidence Based Practices (EBPs) of Motivational Interviewing (MI) and Relapse Prevention

Program Integrity

Internal QI/QA Monitoring

At a minimum, these P&Ps should include the following:

Supervision of ASAM Criteria and EBPs

- Staff training plan for ASAM and MI/Relapse Prevention
- How training attendance will be monitored at the program level
- How content of trainings will be applied in individual supervision and team meetings for staff skill development
- Staff competency in ASAM Criteria and EBP usage

Internal QI/QA Monitoring

- Internal chart review
- Monitoring of staff competency in ASAM Criteria and EBP usage

Program Integrity

- Staff training in program integrity

- Accurate eligibility determination
- Medical necessity met for service provision
- Prevention of fraud, waste and abuse in DMC billing
- Paid Claims Verification

(Note: To assist in developing the program integrity P&Ps, the SUD QM team created a Program Integrity webinar, located at <https://www.optumsandiego.com/content/sandiego/en/programintegrity.html>)

All of the above P&Ps will be requested for review as part of the SUD QM team's "Medical Record Review" (MRR) monitoring process after implementation of the DMC-ODS. However, we are requesting that providers submit at a minimum the P&P for Paid Claims Verification (it can be part of your Program Integrity P&P or a stand-alone P&P) to the SUD QM team. We are not approving these P&Ps, but simply storing them to help assist with the monitoring activities the Department of Health Care Services (DHCS) requires from us as a county.

Please submit your program's or legal entity's Paid Claims Verification P&Ps to the SUD QM team at QIMatters.HHSA@sdcounty.ca.gov by close of business on Friday, March 9, 2018.

Please do not reply to this email. If you have questions, please contact us at QIMatters.HHSA@sdcounty.ca.gov. Someone from the SUD QM team will get back to you within one business day.

Thank you.


