New: Skill Building Workshops in May 2023

- Please look out for future notice to register for the following virtual trainings:
  - ❖ Progress Notes Skill Building Workshop
    - o **Friday, May 12, 2023**, from 9:30 a.m. to 11:00 a.m.
    - o This workshop is an opportunity for SUD Treatment providers to practice and refine their skillset in appropriately documenting rendered services and clinically relevant information.
    - o **Register Here**
  - ❖ Care Coordination & Discharge Skill Building Workshop
    - o **Tuesday, May 23, 2023**, from 9:30 a.m. to 11:00 a.m.
    - o This workshop is an opportunity for SUD Treatment providers to define and determine the elements of a Care Coordination service, discuss the importance of "warm handoffs" and coordinating care, and review the discharge process.
    - o **Register Here**
- 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.

  - o Date: **Thursday, May 25, 2023**
  - o Time: 10:00 a.m. to 11:30 a.m.
  - o Where: via Microsoft Teams - Participation information sent by email prior to the meeting.

Update: CA Managed Care Plans (MCP)

- DHCS announced changes to its Managed Care Plans (MCP) after revoking the RFP.
- Effective 1/2024, the MCP(s) will change from 7 plans to 4 plans. This means all clients in the other plans that are ending, will need to transition into a new plan.
- DHCS is developing a transition plan ensuring no client lapses.
- This change will reduce the number of MCP(s) programs will have to navigate for coordinating care and will streamline processes so providers can focus on service to clients.
- For more information see the DHCS Medi-Cal Managed Care website.

New: Indian Health Care Provider (IHCP) Referral Resource

- American Indian/Alaska Native (AI/AN) MC clients can request DMC services from an AI/AN provider of their choice.
- We created a referral resource document for programs to use to refer a client to an IHCP when IHCP services are requested.
- The IHCP referral resource is posted on the Optum site under the "Toolbox" tab.

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.

☑ **New: Open Payments Database**
- As required by Assembly Bill (AB) 1278, during the initial office visit physicians are required to provide clients with a written or electronic notice of the Open Payments Database.
- The Open Payments Database Notification to Clients must be posted at any program where services provided by any physician are available. This notice will be available on the Optum Website under the "Beneficiary" Tab
- If a client receives services from a physician, a form must be completed. This form will be available on the Optum website under the "SUDURM" tab.
- QA will begin monitoring that the notice is posted beginning FY 23-24.

Update: ASAM Level of Care Discrepancy Reasons
- QA is monitoring ASAM LOC Discrepancy Reason data.
- Based on monitoring data indicating data integrity concerns, QA is updating the LOC Discrepancy reasons to reduce the number of options, leaving clearer options to choose from.
- The options in SanWITS were updated effective 5/1/23.
- The ASAM forms and instructions are in the process of being updated and will be sent out to the system of care once the revision is completed.

Reminder: Advance Directives
- Clients have a right to provide advance directive instructions to all of their healthcare providers.
- An advance directive is designed to allow people to have control over their own treatment, especially when they are unable to provide instructions about their own care.
- Currently, the Mental Health system of care requires programs to provide clients with the PUB 325 brochure from the California Department of Social Services (CDSS) and discuss their right to an advance directive.
- In an effort to align with MH, SUD programs will be required to provide and discuss the PUB 325 with clients upon intake and document in the client file.
  - We will also be making the PUB 325 available for downloading and printing on the DMC-ODS page on the "Beneficiary" tab.
  - We will be making an update to the SUDURM to include a section documenting the discussion and provision of this brochure – more to come on this.

Update: Justice-Involved Waiver
- DHCS' justice-involved initiative is part of CalAIM, a broad initiative to transform Medi-Cal.
- DHCS expects correctional facilities to launch pre-release services between April 2024 and March 2026.
- Once their facility offers pre-release services, youth and eligible adults in jails, youth correctional facilities, or prisons can begin receiving targeted Medi-Cal services 90 days before their expected release date. Anyone who is incarcerated is eligible for pre-release services, provided they meet other criteria, including those who are incarcerated for a short term.
- For more information see the DHCS CalAIM Justice Involved Initiative website.

Reminder: DHCS Reviews/Audits
When a program is contacted by DHCS for any type of review/audit, be it a scheduled or unannounced visit, it is expected that the programs will immediately notify the assigned COR and SUD QA.
- QA will attempt to make staff available to participate in the review or exit interview.
- If a corrective action plan (CAP) is required for any type of review, QA will work with programs directly and will submit finalized CAP(s) to DHCS on behalf of the program.
- QA can be notified of reviews/audits at QIMatters.HHSA@sdcounty.ca.gov.

Reminder: SABG Information & Resources
- For programs receiving SABG funds, it is important to be familiar with SABG requirements.
- Resources include:
  - SUDPOH
  - Program Specifications are posted on the Optum site under the "Manuals" tab.
  - SABG Policy Manual
  - SABG Program Specifications

Tips in Allocating Pre-Certified PSS Charges to Case Management
- To assist providers in correctly allocating pre-certified Peer Support Specialist (PSS) charges to case management, providers can utilize the "3-15 Encounter Report with Contact Type and Service Location".
- The 3-15 Encounter Report provides data on total duration in minutes by encounter by rendering staff. Providers can filter by encounter date to determine case management services provided within a specific period.
- The report is available in the Provider report folder on SanWITS.
- To access and run this report, please contact the SUD MIS support desk at SUDEHRSupport.HHSA@sdcounty.ca.gov. For all other questions, please contact your COR.

Health Plan Administration (HPA)

Update on Peer Support Services Implementation
As has been shared previously by Behavioral Health Services (BHS), the County supports implementation of peer support services as a **new benefit** within BHS programs and envisions optimization of the Certified Peer Support Specialist role across all levels of service. This entails that all program staff members in positions that require behavioral health lived experience must be trained and certified per the process defined on the CalMHSA website. Programs are encouraged to continue to work with their assigned COR to identify positions which require behavioral health lived experience and need to complete the peer certification process.

Medi-Cal Peer Support Specialist Certification
- The Medi-Cal Peer Support Specialist Certification Registry is now online.
- The Legacy pathway for certification has been extended through June 30, 2023 for Peers employed as a Peer on January 1, 2022. See "Grandparenting Certification Requirements" on the CalMHSA website.
  - Peers employed as a Peer on January 1, 2022, must still be employed as a Peer on the date application is submitted (until June 30, 2023).
  - No changes to application instructions and certification standards.
- Certification applicants are encouraged to complete applications on the portal as soon as possible. To view your application status, log on to the application portal. Applicants with the status "In Revision" must complete additional requests for information to proceed. For any inquiries regarding certification application status, please reach out to PeerCertification@calmhsa.org.
- The following information are also available on the CalMHSA website for peers:
  - A searchable Resource Library that includes application information, exam guides, procedures, and FAQs.
  - Information on training providers
  - An updated Exam Accommodations Policy
- Recognizing the need for input from peers and other stakeholders, CalMHSA established a Stakeholder Advisory Council that makes recommendations on behalf of a variety of stakeholder groups and meets virtually every month.
- The State also offers the public and stakeholders this email address for Peer-related questions and comments: Peers@dhcs.ca.gov.

Supervision of Certified Peer Support Specialists
- Per BHIN 22-018, Medi-Cal Peer Support Specialist Supervisors must take a DHCS-approved peer support supervisory training within 60 days of beginning to supervise Medi-Cal Peer Support Specialists.
- Supervisors must take the DHCS-approved peer support supervisory training at least once, with ongoing training incorporated into a county's regular continuing training requirements.
- Supervisors do not need to complete the training prior to PSS billing.
- The *Supervision of Peer Workers Training* is a 1-hour recorded training that is now available through CalMHSA at no cost. This training meets the State's training requirements for the supervision of Medi-Cal Peer Support Specialists certified in California.
  - Register for the Supervisor Training at the CalMHSA website.

Updated COVID-19 Vaccination, Isolation & Quarantine, and Masking Guidelines
Reminder: Please review DHCS guidance [Behavioral Health Information Notice 23-014](#) for the most recent public health orders related to health care worker vaccine requirements, quarantine, and masking guidelines.

CalAIM Behavioral Health Payment Reform: Please send questions on local implementation of payment reform to BHS-HPA.HHSA@sdcounty.ca.gov.

Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders
- Don't forget to attest to your profile in the SOC application this month!
- Are you new to a program? Register to the SOC app and attest to information once registration is completed.
- Are you a program manager? Remember to attest to your program's information on the SOC app monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.

Management Information Systems (MIS)

SanWITS Quarterly Users Group Meeting – Let's Get Together!

Purpose of the Users Group - review and educate State Reporting for CalOMS, ASAM, DATAR, and Capacity, SanWITS updates, changes in system requirements, Billing & QA updates, and address User concerns.

- Next meeting: **Monday, July 17, 2023, at 9:00 a.m. – 11:00 a.m.**
- Quarterly meetings are expected to occur on the 3rd Monday each quarter (adjusted for holidays)
    - Jul, Oct, Jan, Apr
- ASL Interpreters have been requested for each meeting.

We welcome and encourage you to send agenda items to be covered during our User Group Meetings SUDEHRSupport.HHSA@sdcounty.ca.gov

Billing Unit (BU) – SanWITS Billing Classes
- Questions or to Schedule billing training – Call 619-338-2584 or email: ADSBillingUnit.HHSA@sdcounty.ca.gov.
- BU uses Microsoft Teams application for training.
- Prior to BU training, user must have completed SanWITS Intro to Admin Functions (IAF) training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training.

SanWITS Virtual Trainings Provided
- 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.

SUD Billing Unit

Medicare Advantage: Dual Eligible Clients (those with Medicare Part C and Medi-Cal)
The Medicare Advantage FFS-Equivalent Coverage Certification/letter has been approved by the Department of Health Care Services (DHCS) with a validity period from 01/01/2023 to 12/31/2023 for the following Medicare Part C plans:

1. Blue Shield Promise Part C

Eligibility Message: SUBSCRIBER LAST NAME ██████ CNTY CODE: 37, PRMY AID CODE: 60, MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: BLUE SHIELD OF CALIFORNIA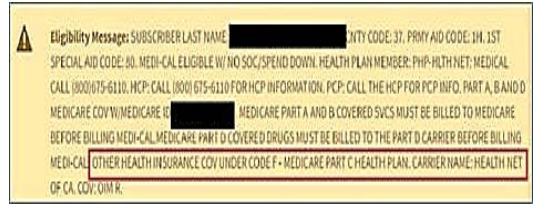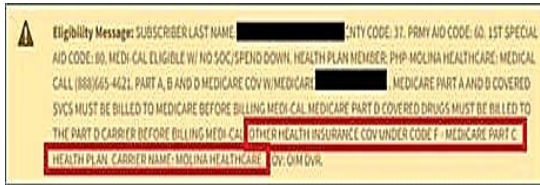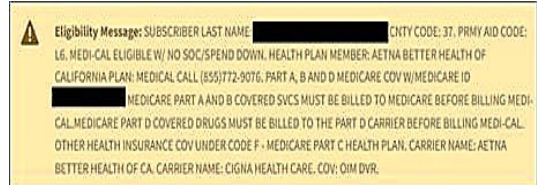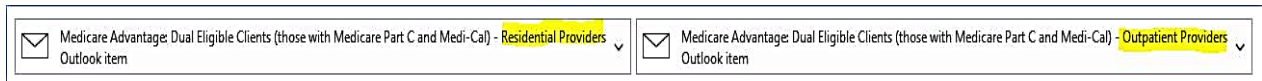 PROMISE HEALTH PLAN. MEDICAL CALL (800)605-2556. HCP: CALL (800)605-2556 FOR HCP INFORMATION. PCP: CALL THE HCP FOR PCP INFO. PART A, B AND D MEDICARE COV W/MEDICARE ID ████ MEDICARE PART A AND B COVERED SVCS MUST BE BILLED TO MEDICARE BEFORE BILLING MEDI-CAL.MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: BSC PROMISE HEALTH PLAN. ████ COV: OIM DVR.

2. Health Net Part C

Eligibility Message: SUBSCRIBER LAST NAME ██████ CNTY CODE: 37, PRMY AID CODE: 1H. 1ST SPECIAL AID CODE: 80. MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: PHP-HLTH NET: MEDICAL CALL (800)675-6110. HCP: CALL (800) 675-6110 FOR HCP INFORMATION. PCP: CALL THE HCP FOR PCP INFO. PART A, B AND D MEDICARE COV W/MEDICARE ██████ MEDICARE PART A AND B COVERED SVCS MUST BE BILLED TO MEDICARE BEFORE BILLING MEDI-CAL.MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: HEALTH NET OF CA. COV: OIM R.

3. Molina Part C

Eligibility Message: SUBSCRIBER LAST NAME ██████ CNTY CODE: 37. PRMY AID CODE: 60. 1ST SPECIAL AID CODE: 80. MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: PHP-MOLINA HEALTHCARE: MEDICAL CALL (888)665-4621. PART A, B AND D MEDICARE COV W/MEDICARE ██████. MEDICARE PART A AND D COVERED SVCS MUST BE BILLED TO MEDICARE BEFORE BILLING MEDI-CAL.MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: MOLINA HEALTHCARE. ████ COV: OIM DVR.

4. Aetna Part C

Eligibility Message: SUBSCRIBER LAST NAME: ██████ CNTY CODE: 37. PRMY AID CODE: L6. MEDI-CAL ELIGIBLE W/ NO SOC/SPEND DOWN. HEALTH PLAN MEMBER: AETNA BETTER HEALTH OF CALIFORNIA PLAN: MEDICAL CALL (855)772-9076. PART A, B AND D MEDICARE COV W/MEDICARE ID ██████ MEDICARE PART A AND B COVERED SVCS MUST BE BILLED TO MEDICARE BEFORE BILLING MEDI-CAL.MEDICARE PART D COVERED DRUGS MUST BE BILLED TO THE PART D CARRIER BEFORE BILLING MEDI-CAL. OTHER HEALTH INSURANCE COV UNDER CODE F - MEDICARE PART C HEALTH PLAN. CARRIER NAME: AETNA BETTER HEALTH OF CA. CARRIER NAME: CIGNA HEALTH CARE. COV: OIM DVR.

This coverage certification allows the Outpatient and Residential programs to bill the SUD claims directly to Medi-Cal for clients with dual coverage: Medicare Risk/Part C (listed above) and Medi-Cal. This update has been emailed to all the SUD Outpatient and Residential programs on 05/02/2023.

✉ Medicare Advantage: Dual Eligible Clients (those with Medicare Part C and Medi-Cal) - Residential Providers ⌄ Outlook item	✉ Medicare Advantage: Dual Eligible Clients (those with Medicare Part C and Medi-Cal) - Outpatient Providers ⌄ Outlook item

Please review your claims on hold in SanWITS-Claim Item List. If claims are still on hold because a client has one of these four (4) Medicare Part C or Code F plans from service date 01/01/2023 onwards, please batch the claims and submit to the Clearing House as soon as possible. We also recommend to continue tracking your denials and contact the ADSBillingUnit.HSHA@sdcounty.ca.gov if your claims have been denied due to these Medicare Advantage plans so we can review them and determine if they can be replaced and rebilled to DMC.

Updated Aid Code List
- The latest SDMC Aid Code Chart has been published on the Optum San Diego website and can be found in the BHS Resources under the Billing tab. Drug Medi-Cal Organized Delivery System (optumsandiego.com)

- Also, an email notification about the updated list of aid codes was sent to all programs on April 21, 2023.

Network Quality and Planning - Population Health

1. MAT/POD PIP
The MAT PIP Advisory Committee learned that the CalAIM Pharmacotherapy for Opioid Use Disorder (POD) BHQIP activities could be submitted to fulfill the EQRO PIP requirement for 2023. The team decided to focus on the POD BHQIP (retention in MAT) and revisit the original MAT PIP (enrollment in MAT) next year.
- The PIP evaluation team explored the newly received data plan feeds to calculate baseline data for SDCBHS.
   - Pending clarity on the methodology from DHCS.
   - Received MAT-related NDC codes and began moving forward with analyzing data for the MOUD-related claims.
   - The PIP stakeholder workgroup meeting will be held in May to address identified methodological issues such as diagnosis information is not included in the pharmacy claims data, need to link the pharmacy claims data to diagnosis information in SanWITS to identify which clients should be included in the study for the POD PIP.

- **POD Goal:** To increase the percentage of new OUD pharmacotherapy treatment events among members aged 16 and older with OUD that continue for at least 180 days (6 months) by 5%.

Next steps include:
- Participate in monthly CalAIM PIP meeting with SDCBHS representatives to discuss deliverable timeline.
- Continue to analyze claims data to obtain baseline data for the DMC-ODS.
- Begin intervention design.
- Provide PIP updates to the EQRO during the PIP session.

2. FUA PIP

*FUA projects were established as timely follow-up care is associated with a reduction in substance use, future ED use, hospital admissions and bed days.
- HSRC continued to work with the plan data feed files containing Medi-Cal claims data to evaluate San Diego County baseline rates for the BHQIPs. Methodology questions were sent to BHS to request clarity from CalMHSA and/or DHCS for the three HEDIS measures for the BHQIPs, including FUA.
- HSRC provided an update on the FUA/FUM BHQIPs at the March Hospital Partners Meeting and re-circulated the link to the Hospital Partners Survey to attendees.

Next steps:
- Continue efforts to process and analyze plan data feed files for baseline rates.
- Develop FUA intervention.
- Send data request to MCPs for data exchange pilot.

FUA: Follow-Up After ED Visit for Alcohol and Other Drug (AOD) Abuse or Dependence (7 and 30 Day)

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

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