

July 2021

DMC-ODS Outpatient and Residential Documentation Trainings

- A review of DMC-ODS Services, DMC documentation and billing requirements. Details include required documentation from Admission to Discharge and review of how to write Treatment Plans and Progress Notes.
- Due to limited available seating for the trainings, registration is required, and we are capping the registration to 35 attendees. If you register and become unable to attend, please cancel your registration via WebEx so that others on the waiting list may be able to register.

▪ **Outpatient**

- Date: **Wednesday, July 14, 2021**
- Time: 1:00 p.m. to 4:30 p.m.
- Where: via WebEx – [Click here to register!](#)

▪ **Residential**

- Date: **Tuesday, August 10, 2021**
- Time: 1:00 p.m. to 4:30 p.m.
- Where: via WebEx – Look for registration information coming soon!



DMC-ODS Skill Building Workshop on Treatment Plans

In the month of July, the County of San Diego HHS Behavioral Health Service SUD Quality Management Team is pleased to offer a virtual Skill Building Workshop. The focus this month is Treatment Plans. Participants will refresh their skills in building client-centered treatment plans and review the regulations and standards.

- Date: **Thursday, July 29, 2021**
- Time: 9:30 a.m. to 11:30 a.m.
- Where: via WebEx – [Click here to register!](#)

Update: Training Policies

BHS QM SUD is pleased to announce some changes to our training policies for the new fiscal year 21-22:

- New regulations for Skill Building workshops to include limiting who can register based on job title/position.
- No certificates for Skill Building Workshops
- Limit to number of times providers may participate in the documentation trainings to once every three months.

Additionally, we would like to remind all program staff to keep any/all training certificates provided through the county or outside entities. This includes evidence for completion of 5 hours of addiction medicine per year for MD and LPHA.

SUD Provider Quality Improvement Partners (SUD 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 Management, 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 22, 2021**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via WebEx - Participation information will be sent by email prior to meeting.

All Behavioral Health Services Providers | Bi-Monthly Tele-Town Hall

- Due to public health guidelines, the SUD Treatment Providers meeting will be on hold until further notice.
- In the meantime, all providers are encouraged to attend the All-BHS Providers COVID-19 Tele-Town Halls, which will be scheduled to occur bi-monthly.
 - Date: **Tuesday, July 27, 2021**
 - Time: 8:30 a.m. to 10:00 a.m.
 - Where: via WebEx - Separate invite/email to be sent prior to the tele-town halls.

Save the Date: SUD QM Annual DMC-ODS Training

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



- Date: **Thursday, August 26, 2021**
- Time: 9:00 a.m. to 12:00 p.m.
- Where: via WebEx – [Click here to register!](#)

Save the Date: Recovery Happens 2021

- Recovery Happens is an annual community event celebrating individuals in recovery and those who support them hosted by the County of San Diego Health and Human Services Agency.
- The event will again be held virtually this year on Saturday, September 18, 2021 and will include engaging speakers and a virtual resource fair which will be available on the Behavioral Health Services website throughout the month of September.
- If you are interested in being a virtual resource exhibitor, please contact Nancy Page (nancy.page@sdcounty.ca.gov).
- [Click here to view the event flyer!](#)

Reminder: Staffing Requirement

- DHCS requires at least 30% of staff providing counseling services at SUD programs to be licensed or certified.
- Licensed eligible or associate staff are considered LPHA's and fall in the 30% category.
- The remaining 70% of staff shall be registered.
- As of 2018, DHCS defined interns as those still in school and not licensed eligible. Interns shall not be included in the 30% category.
- The SUDPOH will be updated to clarify this regulation.
- The SOW language will be corrected in the next contract amendment.

Update: QM Webinars

- QM is in the process of updating QM related webinars posted on the Optum site with closed captioning.
- Module 1 is now available with the newly added closed captioning.



Update: Telehealth

- On July 7, 2021, DHCS clarified that telehealth waivers will remain in place through December 2022, or until further guidance on the waiver is ended at the federal level.
- This includes the use of telehealth platforms, ability to use telephone assessments, and continuing signature guidance when providing telehealth services.
- The Quality Management teams will be issuing additional guidance once DHCS officially releases updated communication.

Update: New Intergovernmental Agreement

- The new Intergovernmental Agreement (IA) has been signed and was posted to the Optum website under the manuals tab on 6/29/21.
- The new IA is effective through 6/30/23.

Update: COVID-19 waivers

- The Department of Health Care Services (DHCS) is ending the flexibility for AOD registered counselors to become certified within 5 years of registration, effective September 30, 2021.
- DHCS will restart on-site reviews in August 2021, including auditing activities and site reviews. This includes programs who are past their 5 years for recertification.
- Program must resume providing the required hours of service based on the client's Level of Care as of July 1, 2021.
- The SUD Quality Management team will be issuing additional guidance once DHCS officially releases updated communication.
- Programs are encouraged to monitor the [DHCS COVID-19 Response page](#) and [BHS COVID-19 Response page](#) for further updates.

Update: 42 CFR Part 2

- 42 CFR Part 2 changes effective 8/14/20 were presented and shared at the 8/2020 QIP meeting by Angie DeVoss.
 - The tip sheet of changes identifies for main changes:
 - Consent requirements
 - Prohibition on re-disclosure
 - Medical Emergencies
 - Audit and evaluation
- The tip sheet is posted to the [Optum site under the Communication tab](#).
- For questions more information or questions about these changes, contact the [Agency Compliance Office](#).
- Additional Part 2 changes were released on 3/27/2021 and is under review. More information will be shared with the system of care after guidance is received.



Update: SUDPOH

- The SUDPOH was updated on 5/25/21.
- The revision and Summary of Changes are posted on the Optum site.
- The SUDPOH tab was updated to remove or relocate forms that were previously part of the SUDPOH appendices. See Summary of Changes for Details.
- Next anticipated update is planned for 10/2021.

Reminder: Contact Log Requirement

- All client requests for services shall be documented as an initial contact with the first, second and third available appointment dates regardless of date requests made by clients.
- Capturing this data is important to ensure our access time date is accurate.
- The [June UTTM](#) includes important information about the Contact screen in SanWITS. Contact the [SanWITS support desk](#) for assistance with this screen.
- For questions about timely access, please contact [QI Matters](#).

Diagnostic Determination Note



- DDN should be updated when a client presents with any changes in use/abuse that impact diagnostic criteria or are clinically significant.
- DDN's should reflect the current picture of the client/the most accurate account of their current treatment episode and programs should document all relevant symptoms, impairments, and timeframes, etc. Programs risk disallowance if DDN is updated without accurately reflecting updated information (i.e., client last used 1 year ago but diagnosis remains 'in partial remission')
- Do we need to update the DDN if client relapses?
 - There is no requirement that the DDN be updated if a client relapses. However, the program may consider updating the DDN if the relapse creates a clinically significant change in the client's diagnosis(es).
- What if the client has been clean for more than a year?
 - Documentation must clearly state the medical necessity as outlined in Title 22 CCR 51303: "health care services... which are reasonable and necessary to protect life, to prevent significant illness or significant disability, or to alleviate severe pain through diagnosis of treatment of disease, illness or injury are covered by the Medi-Cal program, subject to utilization controls... Such utilization controls shall **take into account these diseases, illnesses or injuries which require preventative health services or treatment to prevent serious deterioration of health.**"
 - Document client specific potential risk factors for relapse (e.g., unstable living environment, physical and mental health issues, past behaviors, etc.)
- If the diagnosis(es) change and an updated DDN is drafted, programs will have 7 calendar days to update client's treatment plan, or at the next attended service if the client does not attend services in 7 calendar days. Treatment plans that are updated outside this timeline will be considered out of compliance and risk future disallowance.

Management Information Systems

New - Recovery Residence Tracking in SanWITS

- Effective July 1, 2021 Recovery Residence tracking is now to be completed in SanWITS under the Client Profile.
 - Any staff having access to the SanWITS client profile will also have access to enter this information.
 - Please follow instructions, entering data precisely to prevent errors on the report.
- A tip sheet and short video are posted to the Optum website: [Recovery Residence Tracking in SanWITS](#)
- A SSRS report "Recovery Residence Report" has been created and placed in the Provider Reports folder under Paginated Reports to be ran and submitted with your Invoices to the County
- For questions regarding SanWITS data entry process, contact the SUD Support desk at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- For questions regarding invoicing or the current excel tracker, contact your Fiscal Analyst.

Reminder: Requirement for Encounter Start & End Times

- Effective July 1, 2021 start and end times will be required on encounters for these 9 types of services:
 - CM
 - Individual counseling
 - Group Counseling
 - Patient Education IOS
 - Physician Consult
 - Delayed admission
 - Individual TCS
 - CM TCS
 - MAT prescribing
- Please be prepared – All encounters that have not been released to bill on July 1st will require the start and end times to be added before “Release to Bill”
- QM will be updating the Service Guide with this information.



SanWITS Quarterly Users Group Meeting

Purpose of the Users Group is to review and educate CalOMS and DATAR, SanWITS updates, changes in system requirements, Billing & QM updates for the users

- One combined (Outpatient, Residential, OTP) meeting will occur quarterly starting July for the new FY.
- Next meeting: Monday, July 19, 2021, at 9:00 a.m. – 11:00 a.m.
- RSVP please, WebEx invite will be sent.
- At least one representative from each facility is highly recommended.
- Quarterly meetings will occur on the 3rd Monday each quarter
 - Jul, Oct, Jan, Apr
- We welcome and encourage you to send us agenda items to be covered during our meetings
SUD_MIS_Support.HHSA@sdcountry.ca.gov

Billing Unit - SanWITS Billing Classes

- As most of us are still adjusting to remote work, we’re also learning new ways to continue servicing our customers. The SUD Billing Unit will continue conducting the billing training online.
- Our team will send an email to all programs to inquire what web conferencing platform or application you use for audio and/or video conferencing or training. Currently, the Billing Unit uses the Microsoft Teams application.
- Also, to schedule your billing training or if you have billing questions, please call our main line: 619-338-2584. You can also email us at ADSBillingUnit.HHSA@sdcountry.ca.gov.
- Prerequisite required: SanWITS Intro to Admin Functions 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>
- Registration will close 7 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
- Attendees for Virtual Training will receive an email on the morning of training between 8:30 AM – 8:45 AM
 - Trainer email with training materials, resources, and specific instructions for virtual class
 - If staff do not receive emails by 9:00 AM, email sdu_sdtraining@optum.com to get the issue resolved.

- 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 Diagnostic Determination Note (DDN), Level of Care (LOC) assessments, Discharge Summary, and Risk and Safety Assessment
- **All required forms are located on the “Downloadable Forms” tab.**
Note: If the 3 forms are not fully processed by MIS 7 days prior to the scheduled training, staff will not be able to attend training regardless of receiving training confirmation.
- All credentials and licenses will be verified with the appropriate entities for SanWITS access.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, further training will be required.
- **Staff are highly recommended to read the training packet thoroughly before entering information into the Live environment**
- If unable to attend class, please cancel the registration as soon as possible.

SUD BILLING UNIT

Billing Unit Reminders

- Providers should continue monitoring the claims in hold status. Please make sure to re-verify the client’s eligibility if you have claims on hold due to Share of Cost (SOC) or Waiting for Medi-Cal eligibility. Some SOC’s may have been cleared by other facilities or pharmacies.
- If SOC is already zeroed out, we can bill the services to DMC. You can also contact the ADSBillingUnit.HHSA@sdcounty.ca.gov if you have clients with retroactive Medi-Cal.

Clarification on June UTTM announcement

- Additional Information on Medicare Advantage: Dual Eligible Clients (those with Medicare Part C and Medi-Cal).
- The rules indicated below were specific to outpatient and residential programs.

A. Medicare Advantage: Dual Eligible Clients (those with Medicare Part C and Medi-Cal)

- The SUD Billing Unit is confirming that Outpatient and Residential Programs no longer have to bill Medicare Risk Part C for the two plans listed below.
- We notified programs on 5/26/21 of the change with Blue Shield of CA and the fact that we can bill Medi-Cal directly.
- The Fee-For-Service (FFS) Equivalent Coverage Certification letters were approved and submitted to the Department of Health Care Services confirming that SUD outpatient and residential services are not a covered service, they follow the Medicare Part B FFS guidelines.
- If a DMC provider has a Medi-Medi client that has **Medicare Part C-Blue Shield of CA Promise Health Plan (BSP)**- Federal Contract ID H5928 or **Health Net**- Federal contact ID H0562, they will no longer be required to obtain an Evidence of Coverage (EOC), nor bill to get an Explanation of Benefits (EOB) from the Medicare-risk Part C plans listed.



- **Note: OTP programs are required to bill Medicare, including Medicare Part C/Medicare Risk Plans/ Cal Medi-Connect risk insurance.**

Update: Payment Recovery Form

- The Payment Recovery Form (void form) has been updated as of 07/01/2021 to match with the BHS-QI Disallowance Reasons.
- The new form was sent to all providers on 07-01-2021, please look for the email with the subject line "CORRECTED EMAIL: Revised Payment Recovery Form".
- The old Payment Recovery Form (version 10-15-2020) will be removed from the Optum website and will be replaced with the new version (07-01-2021) soon.

Reminder: COVID-19 | Behavioral Health Services (BHS) Provider Resources

COVID-19

- Behavioral Health Services (BHS) is committed to keeping our providers updated with emerging information related to the Coronavirus Disease 2019 (COVID-19) response.
- Follow the link to access the [BHS Provider Resources Page](#) which is updated regularly with the most recent communications and resources that have been sent to BHS providers.

Reminder: For general information on COVID-19

Including the current case count in San Diego County, preparedness and response resources, and links to information from the California Department of Public Health (CDPH), Centers for Disease Control and Prevention (CDC), and the World Health Organization (WHO), please visit the [County of San Diego COVID-19 webpage](#).

For local information and daily updates on COVID-19, please visit www.coronavirus-sd.com. To receive updates via text, send **COSD COVID19** to **468-311**.

Coronavirus Disease 2019
COVID-19

Reminder: DHCS COVID-19 Response Resources

The California Department of Health Care Services (DHCS) has frequently updated resources regarding provision of Behavioral Health Services during the COVID-19 crisis. For more information, visit the DHCS COVID-19 Response page at: <https://www.dhcs.ca.gov/Pages/DHCS-COVID%E2%80%9119-response.aspx>

Communication

- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- SanWITS questions? Contact: SUD_MIS_Support.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.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