



DMC-ODS Outpatient Documentation Training

Date: Monday, March 11, 2019

Time: 1:00 p.m.-5:00 p.m.

Where: 211 Building (New Location)

3860 Calle Fortunada, Suite 101, San Diego, CA 92123

- To register, please email the following to stthomas@mhsinc.org
 - Name of Person(s) Attending
 - Program Name
 - E-mail Address for each Individual

DMC-ODS Residential Documentation Training

Date: Friday, February 22, 2019

Time: 9:00 a.m.-1:00 p.m.

Where: County of San Diego-County Operations Center (COC)

5560 Overland Avenue, 1st floor, Room 171, San Diego, CA 92123

- To register, please email the following to BHS-QITraining.HHSA@sdcounty.ca.gov
 - Name of Person(s) Attending
 - Program Name
 - E-mail Address for each individual

Documentation Skill Building Workshops - Treatment Plans (February) & ASAM Assessments (March)

- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set.
- Groups will be limited to 30 participants and reservations are required by emailing BHS-QITraining.HHSA@sdcounty.ca.gov
- Treatment Plans Workshop – February Date/Location
 - North Inland Live Well Center (Grand Ave Room A, 649 W. Mission Ave, Escondido, CA 92025)
 - Thursday, February 14, 2019 at 1:30 p.m. – 3:30 p.m.
- ASAM Assessments Workshop – March Dates/Location
 - 211 Building (New Location) - 3860 Calle Fortunada, Suite 101, San Diego, CA 92123
 - Wednesday, March 6, 2019 at 1:30 PM to 3:30 PM
 - More dates and locations in March to be announced soon

Please Notice This



Changes for the February BHS SUD Treatment Provider Meeting

- Meeting is renamed ***“Joint SUD Program and Fiscal Providers Meeting”***
- Date: Tuesday, February 19, 2019
- Time: 9:30 a.m.-12:00 p.m.
- Location: Scottish Rite Center (Morrison Room), 1895 Camino del Rio South, San Diego, CA 92108

Reminder: Beneficiary Rights Webinar Training

- All program staff with client contact are required to participate in this webinar by close of business on **Thursday, February 28, 2019**.
- The webinar is available on the QM Training Tab of the DMC-ODS Page on the [Optum Website](#)
- To obtain a certificate of completion, please send an email attesting to your completion of the module to the QI training mailbox: BHS-QITraining.HHSA@sdcounty.ca.gov

Documentation Training Webinars Available

- These Modules are in addition to the live documentation trainings held monthly and are an optional resource to train staff.
- There are 8 different DMC-ODS documentation training webinar modules developed in a consecutive order:
 - Module 1: Introduction to DMC-ODS
 - Module 2: Medical Necessity
 - Module 3: Treatment Planning for Substance Use Disorders
 - Module 4: SUD Services in Residential
 - Module 5: SUD Services in Outpatient
 - Module 6: Progress Notes Documentation
 - Module 7: Discharge
 - Module 8: Recovery Services
- Each module is approximately 30 minutes in length
- The intended audience is any staff providing direct client services, such as counselors, LPHAs, and case managers.
- Each module is accompanied by a webinar transcript and PowerPoint handout
- Currently, the modules can be accessed via the DMC-ODS Training Crosswalk located at: https://www.sandiegocounty.gov/content/sdc/hhsa/programs/bhs/dmc_ods/dmc_ods_provider/dmc_ods_trainingxwalk.html
- The webinars are also on the QM Training Tab of the DMC-ODS Page on the [Optum Website](#)
- To obtain a certificate of completion, please send an email attesting to your completion of the module to the QI training mailbox: BHS-QITraining.HHSA@sdcounty.ca.gov



New Law Regarding Controlled Substance Security Prescription Forms (Assembly Bill No. 1753)

- Effective January 1, 2019
- Requires controlled substance security prescription forms to include a unique serialized number in a format approved by the Department of Justice (DOJ).
- The Medical Board of California encourages physician prescribers to utilize new forms that include the serialization number.
- Pharmacists and pharmacies will be looking for the unique serialization numbers on controlled substance security prescription forms on and after January 1, 2019.
- Pharmacists and pharmacies will be identifying prescribers who do not complete timely transitions to the new security prescriptions forms to the appropriate prescribing board, so that compliance can be encouraged.
- You can find the complete text of the law here: https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=201720180AB1753

Independent Peer Reviews of SUD Programs

- The Integrated Substance Abuse Programs (ISAP) through UCLA has contracted with DHCS to perform annual peer reviews of SUD Programs in DMC-ODS County's
- The review will include staff and client interviews, review of charts, and a tour of the facility
- Focus is on strengths and areas of improvement in the program with a consultative approach
- Notify your COR and QM (QIMatters.HHSA@sdcounty.ca.gov) of these reviews when scheduled

Reminder: AOD Certification and/or Licensing

- All programs are required to have AOD Program Certification, except for High School sites.
- All residential programs are required to be licensed by DHCS
- Certification (all programs) and Licenses (residential only) expire every two (2) years.
- If the Request for License and/or Certification Extension DHCS Form 5999 with renewal fees and all supporting documentation is not submitted 120 days prior to expiration, then the license and/or certification will terminate on the expiration date and programs will need to submit a whole new application.

New DMC-ODS Beneficiary Materials Order Form

- Available on the Optum website at www.optumsandiego.com on the “Beneficiary” tab of The DMC-ODS page
- This form is for hard copy requests of materials only
- Submit the order form to QIMatters.hhsa@sdcounty.ca.gov or fax to 619-236-1953
- All Forms are also available in electronic format on the Optum website

ASAM Level of Care Recommendation Form

- Recently, the instructions for the Treatment Plans were updated to indicate that the ASAM Level of Care (LOC) Recommendation form must be completed in conjunction with (not after) the treatment plan.
- This is to emphasize that completion of the ASAM LOC Recommendation form is a part of the treatment planning process and that information from that form should logically guide the development of the treatment plan.
- The ASAM LOC Form and Initial or Updated Treatment Plan may be conducted on the same day, with information from the ASAM LOC form incorporated into the treatment plan.

Reminder and Update: Required Face-to-Face between LPHA and SUD Counselor

- When an Initial LOC Assessment and/or the ASAM LOC Recommendation form is completed by a registered/certified SUD Counselor, this must include a Face-to-Face meeting between the counselor and the program’s LPHA (or MD) to review the information, so the LPHA can verify or make recommendations for changes to the recommended level of care.
- For OS and IOS programs, the Initial Level of Care Assessment (with face-to-face meeting and signatures) must be completed within 7 calendar days of the admission date. *This is an update to the standard as previously communicated.*
- For Residential and WM programs, the Initial Level of Care Assessment (with face-to-face meeting and signatures) must be completed within 24 hours of the admission date.
- The LPHA will document the date of this Face-to-Face meeting, and sign/date the form.
- The Face-to-Face meeting between the LPHA and SUD Counselor to discuss the Initial LOC Assessment and the ASAM LOC Recommendation form is billable.
 - The LPHA must document it in a progress note and bill it as Case Management (CM).

Policy Change: Withdrawal Management (WM)

- While IMS certification and using 24/7 nursing is highly recommended, it is not a mandatory requirement for 3.2 WM level of care.
- Providers are expected to implement P&Ps that have been developed with the Medical Director, that includes at a minimum, working collaboratively with ED/PCPs that client is safe to come back to the WM program (if not using an in-house 24/7 nursing staff).



DMC-ODS Updated Guidance for TRC Sites (CYF Memo: # 06-18/19)

- Emailed on January 18, 2019
- DMC-certified TRC school sites are required to follow all rules, regulations, and DMC-ODS Special Terms and Conditions (STCs), which prohibits clients from receiving services at more than one DMC certified facility
- This means **a client can only receive services at the location where they were admitted, and cannot receive services at other DMC- certified sites.**
- **Group services may not be mixed with clients who are admitted to the TRC Primary site and the TRC school site.**
- If your TRC program provided services that are outside of the guidelines issued in the memo, **between July 1, 2018 to present**, please notify BHS by sending a list of these encounter ID's to the BHS contacts listed in the memo.
- For questions, input, or concerns, please contact your assigned COR

Upcoming: Medical Record Review (MRR)

- Each program will be contacted by the program's assigned SUD QM Specialist within the next several weeks to schedule their MRR.
- At the MRR, the QM Specialist will review certain program Policies & Procedures (P&Ps), compliance with those P&Ps, availability of beneficiary informing materials, as well as conduct an in-depth chart review on a minimum of 5 charts.
- The chart reviews will address both billing compliance and clinical quality of documentation standards.
- Reviewing the MRR tool in preparation for the MRR and using the tool as part of your program's own internal QI Processes is highly recommended.
- The MRR process is collaborative with the goal of continued DMC-ODS improvement in services.



Updated: Substance Use Disorder Uniform Record Manual (SUDURM) Forms

- Multiple SUDURM forms were recently updated as well as the development of some new forms.
- A Summary of these SUDURM form changes and access to the forms was emailed on 2/8/19.
- All new and updated forms are effective as of **March 1, 2019**. However, programs may begin using these forms any time prior to the effective date.
- Please institute a version control process at your program to ensure old/outdated forms are removed and that the new forms are in place by March 1, 2019.
- All forms and instructions are in the process of being uploaded to the Optum website DMC-ODS page, under the "SUDURM" tab.
- Forms are currently also accessible at the following link:
https://drive.google.com/drive/folders/16EzKP_3MOwKRxsnZwXrUbPRzmWCUKb9m?usp=sharing

Policy Update: Residential Bed Holds

- Provider may be reimbursed room and board for up to 7 days when a client is hospitalized or AWOL or incarcerated while in residential treatment.
- **COR pre-approval is required if a client requires a bed hold beyond 7 days (e.g., client at crisis residential)**
- The number of days for the bed holds counts toward the client's 90-day DMC billable period.
- Provider would not need to discharge/readmit client, but the ASAM LOC, risk assessments, and medical information may need to be re-assessed upon client's return to the program.

Network Adequacy Requirements by the “Mega Regs”

- Per the Medicaid Managed Care Final Rule (Mega Regs), DMC-ODS pilot counties must complete the Network Adequacy Certification Tool (NACT) for all providers at the organizational level (Exhibit A-1), site level (Exhibit A-2) and rendering provider level (Exhibit A-3).
- For more information on this requirement, please see the Mental Health and Substance Use Disorder Services (MHSUDS) Information Notice (IN) that was issued to address the federal network adequacy requirements at the following link: [Information Notice 18-011](#).
- Email correspondences regarding the NACT were disseminated to program managers on February 11, 2019.
- All programs must verify the information provided in the NACT, make corrections if needed, and **add** any missing information.
- The deadline to submit a completed NACT to BHSQIPIT.HHSA@sdcounty.ca.gov is **Friday, February 22, 2019**.
- If you need assistance or have any questions, contact the Optum Support Desk at sdhelpdesk@optum.com or 1-800-834-3792.



Claim Denials

- Billing Unit emails the encrypted list of Medi-Cal denied claims to providers.
- Providers are required to review the list and determine if the claim denial is true or not.
- For claims denied due to data entry error, provider must fix the error in SanWITS and notify Billing Unit once it is done so they can proceed with the service adjustment/replacement and rebill the service to the State.
- For valid or “true” denials (claims are not replaceable), provider must submit the completed claim adjustment form to Billing Unit. Any questions on this form/process must be addressed to the Billing Unit.
- Providers must internally track Billed, Denied (True Denial), and Voided/Disallowed Units.

Medi-Cal Subscriber ID

- The Payor Group Enrollment (PGE) screen in SanWITS has a subscriber ID field.
- Providers billing DMC will have the benefit plan ODS-DMC Perinatal or ODS-DMC Non-Perinatal in PGE.
- The Subscriber ID # must be entered in Payor Group Enrollment screen in SanWITS using the required 9 bytes alphanumeric (8 numbers plus 1 upper case letter). Provider should have copy of the client’s Medi-Cal insurance or BIC card on file.
- Please do not use the Subscriber ID # for a different client.
- Entering incorrect information can lead to claim denials.

August Billing Due

- All Providers who released billing for July services should now be releasing their billing for August services in SanWITS by no later than 2/20/19.
- Only a limited number of Residential providers were notified to release billing for August services



Communication

- Providers with billing-related questions (after release to billing) must contact the Billing Unit at 619-338-2584 or send an email to ADSBillingUnit.HHSA@sdcounty.ca.gov
- Please contact the MIS Support Team for technical questions, SanWITS set-up, CalOMS, and DATAR questions at SUD_MIS_Support.HHSA@sdcounty.ca.gov
- FOR QI, clinical, and documentation related questions, contact QIMatters.HHSA@sdcounty.ca.gov



Optum Website SanWITS Tab Updates

- SanWITS Flow – PC1000 SUD Treatment Track
- SanWITS Flow – PC1000 Education Only Track

New SanWITS Training Changes

- **New Trainers** - Starting in March, Optum trainers Elsie Blancas and Ines Russo will join County MIS trainers, Janeth Nunez and Lourdes Rodriguez, in the SanWITS training rotation. Ms. Blancas has been training on the CCBH EHR since 2012 and Ms. Russo since 2011. Together they bring a wealth of knowledge in the areas of project management, data analysis, cross-departmental collaboration, instructional design, and training delivery.
- **New Course Adjustments** - Starting in March, Residential Basic and Outpatient/OTP Basic will be combined into a general Basic class which will cover the fundamental SanWITS functions that are applicable to all program types. The Basic class time will be from 9am-3:30pm. Two new classes have also been created, Residential Encounters and Bed Management and Outpatient/OTP Encounters and Group Modules. Staff who will be entering encounters will enroll in the course that applies to their program type. The encounter classes will be from either 9am-12pm or 1:30pm-4:30pm. Only staff who first complete the Basic class will be eligible for the encounter class. By isolating the general functions from the encounter processes, courses will have a narrower focus, thus improving learner confidence and data integrity. It will also provide an opportunity for those who would benefit from additional training exclusively on encounters, to attend a three-hour class specific to that area of focus.
- **Classes Closed for New Processing Timelines** – Starting in March, SanWITS classes will close in RegPack for processing 14 days in advance of the class date. This will allow lead-time for MIS to verify enrollee eligibility, such as paperwork submission, credentials, and prerequisites. If paperwork corrections are necessary, a window will be available to submit those corrections prior to outright excluding staff due to narrow turn-around times. The additional lead time will also create the opportunity for LIVE accounts and passwords to be available within 24 hours of successful class completion.

Reminder: Parking at SanWITS Trainings

- Remember to park in the far west lot past the 2nd building
- When students register for these training they are provided parking instructions as part of the training confirmation emails.
- Parking information is also posted next to the sign in sheet for attendees to read while they are signing in at arrival, and there is a verbal parking reminder as attendees enter the room.

SanWITS and SSRS Trainings on RegPacks

- Register online for SanWITS and SSRS
https://www.regpacks.com/reg/templates/build/?g_id=100901152
- If you have any questions, please contact the SUD MIS support desk at
SUD_MIS_Support.HHSA@sdcounty.ca.gov
 - o Registration will close 14 days prior to the scheduled class date in order to allow time for individual staff account setups and other preparation needed.
 - o No walk-ins or substitutions will be allowed due to specific individual accounts.
 - o If there is no staff registered 14 days prior, the training for that date will be cancelled.
- SanWITS billing classes, register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
 - o Important reminder: SanWITS Basic training is required before attending the Billing training.
- If you have signed up for a class and are unable to attend, please cancel the registration as soon as possible so that staff on the waitlist are able to attend.



**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**