

For important information pertaining to COVID-19 Quality Improvement Updates and Best Practices, go to: [https://www.optumsandiego.com/content/dam/sandiego/documents/organizationalproviders/communications/2020-3-19 -  
\\_BHS Provider Notice3 - COVID-19 Quality Improvement Updates and Best Practices.pdf](https://www.optumsandiego.com/content/dam/sandiego/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 guided videos, resource packets, and 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- [www.regpacks.com/optum](http://www.regpacks.com/optum)
- SanWITS- [www.regpacks.com/DMC-ODS](http://www.regpacks.com/DMC-ODS)

In order to set up accounts, the forms must be successfully processed no later than 3 business days prior to the class date for CCBH and no later than 7 calendar days prior to the class date for SanWITS. 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 virtual classes through the RegPack links listed above in Step 1.

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](mailto: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](mailto: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](mailto: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, a link to the guided video, resource packets, and practice exercises via email.

**Step 5-** You will have until 4:00pm to complete the practice exercises successfully. Notify the individuals 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.