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This handout contains screen shots of confidential and proprietary information for view only. It shall not be copied or shared for anything other than its intended purpose as a training resource for the County of San Diego, Management Information System (MIS), Substance Use Disorder (SUD).
CONFIDENTIALITY

HIPAA regulations mandate that all client information be treated confidentially.

Access to SanWITS is based on your position and your functional roles. You will have the access you need to complete your job duties. This can include access to clients in your agency and other facilities. Remember – with more access comes greater responsibility regarding confidentiality!

You are not to share passwords with other staff. The Summary of Policy you signed before receiving your access to SanWITS included your agreement to this directive. You are still responsible if someone with whom you have shared your password violates confidentiality!

The County MIS SUD unit investigates any suspicions regarding sharing of passwords. Consequences are up to and may include termination.

Do not open any active client charts unless instructed to do so, or if it is required to complete your job duties. “Surfing” clients is a blatant breach of confidentiality.

Remember you are personally and legally responsible for maintaining confidentiality. Take it seriously.

Do not leave your computer unlocked with client data on the screen for others to access or view while you are away from your desk. Lock your SanWITS session before leaving your computer.

When printing, make sure you are printing to a confidential printer, and pick up your printout promptly. Leaving printed Protected Health Information (PHI) out is also a confidentiality violation.

Play it safe – keep in mind how you would want your own PHI handled!
SANWITS SOFTWARE BASICS

- San Diego Web Infrastructure for Treatment Services (SanWITS) is accessed through: https://sandiego.witsweb.org
  (Save this to your favorites or create a shortcut for your desktop)

- NAVIGATE by using a function link, hand icon, arrow key or button. The back arrow in the internet browser does not pull up the previous screen.

- FUNCTION LINKS are underlined links allowing certain actions to be completed. Function links are usually located on the section headers. A hand icon also functions as a link allowing a user to complete activities.

- SYSTEM REQUIRED FIELDS are in bright or light yellow. The bright yellow fields must be completed to save the screen and move forward. The system allows saving of the record with the light yellow fields left blank, but the activity will show the status as In Progress.

- OPTIONAL FIELDS are in white. Some white fields may be yellow fields in other pages or screens.

- SYSTEM GENERATED FIELDS are in gray. Nothing can be changed or added in these fields.

- GO is the execute button. Click Go to change agency or facility, execute a command, load data or pull up screens.

- CANCEL button returns to the previous screen without saving the data entered.

- SAVE button saves the information entered and, in certain screens, adds multiple records of data.

- FINISH returns user to the first screen of the module or Activity List.

- ARROW keys move forward or back from screen to screen.

- Contact information for questions and end user support can be found on the last page of this training manual.

Reminder:
Menu access is set up according to roles. The menus you have at your program may look different than the menus shown in the screen shots in this packet.
LOGIN INFORMATION

Access to San Diego Web Infrastructure for Treatment Services (SanWITS) is restricted to San Diego County (County) authorized users only. County authorized users are staff members who attend the SanWITS software training.

Logging in to SanWITS

The restrictions and penalty for abuse and noncompliance warning is the first screen users will see on their SanWITS window. Click OK to proceed with login.

At the log in screen, enter the following: User ID, Password, PIN and click Login.

![Login Screen]

You will be directed to set up your security question with a corresponding answer, password, and pin if you are a first time SanWITS user.

☀️ Note: A user account is locked if there is no login activity tracked within 30 days. A user account is inactivated if there is no login activity within 90 days.
PASSWORD AND PIN SECURITY

Resetting Credentials

First time users are directed to set up their credentials, which include selecting:

1. A security question with a corresponding answer
2. A password, and
3. A pin

To confirm credentials, click Save

The password and pin requirements differ based on the settings established for the environment.

🌟IMPORTANT: The security question and answer combination allows the user to use the Forgot Password link at the login screen to self-reset password and pin.

Changing Credentials (Security Question, Password, and Pin)

Users can change their credentials at any time. To change your security question and answer, password, or pin, on the right side of your screen:

Click the drop down arrow (▼) → Change Credentials
HOME PAGE

Users assigned to one facility will begin their session at the Home Page.

Changing Facility

Users who have access to multiple facilities must first select a facility before viewing the full Home Page. To select a facility:

Click the drop down arrow (▼) → select the facility from the drop down list → Go

Note: Always click Go when changing facilities. SanWITS will change the facility only after Go is clicked.
The Home Page navigation pane is located on the left side of the Home Page window.

Most actions are completed through the navigation pane. The navigation pane options vary depending on staff’s roles.

Action screens are located to the right of the navigation panes.

🔥 IMPORTANT: Links for searching, editing or adding client information are usually on the right or at the bottom side of the screen.
CLIENT SEARCH

A client should have only one client profile per agency. Conduct a careful and thorough search to find if the client has an existing profile in the agency.

Typographical errors during client profile data entry may affect search results. Therefore, it is a good practice to search several ways to open your client’s existing profile.

Searching Clients:

Search the client’s profile by using the basic identifiable information, such as First Name, Last Name, Date of Birth (DOB), Social Security Number (SSN), and the Unique Client Number (UCN). It is also a good practice to use a wild card or asterisk (*) after entering part of the name, SSN or UCN. To search a client:

Click Client List → Client Search (enter First Name, Last Name, UCN, *) → Go

If no match is identified, a message alert “No results match your search criteria” shows up above the Client Search field.

Before beginning another search, use the Clear button to reset the search criteria.
If a match is identified, the Client List will populate with the matching results. To open an existing client profile:

Hover over the pen under the Actions column → Profile
ADD CLIENT

*Note: Before creating a new client profile, always search to ensure that the client is not already in the agency. Refer to the “Client Search” tips on the previous pages.*

If multiple searches do not show a client profile, the next step is to add a new client profile. Data used to create a new client profile should be obtained directly from the client. To add a client profile:

Click Client List → Add Client

Below is the full content of the Client Profile:

- Client Profile, Additional Information- CalOMS required screens
- Payor Group Enrollment- Medi-Cal required screen
- Alternate Names, Contact Info, Collateral Contacts, Other Numbers- Not system required
- History- Shows audit trails for viewing only
- Allergies- Not currently in use

The Client Profile and the Additional Information screens are required to save the Client Profile.
The Client Profile screens require California Outcomes Measurement System (CalOMS) acceptable values. Refer to the CalOMS TX Data Collection Guide regarding acceptable values for each field.

**Client Profile:** The Client Profile screen is the first screen in the Client Profile section.

Many of the fields on the Client Profile screen are also on the Client Search screen. It is important to enter complete and accurate client information because inaccurate and incomplete information impacts future users as well as the agency’s submission of reports to the County and the State.

Use the arrow button to go to the next screen, rather than the navigation pane, when creating a new client profile.

**Alternate Names:** The Alternate Names screen is used to enter other names the client uses or has used in the past. The system is designed to search a client profile by alternate names. To add, click Add Alternate Name. Complete the fields, and click Finish.
To edit an alternate name, hover over the pen under the Actions column, and select Review.

**Additional Information:** There are several required fields in the Additional Information screen. The preferred language prepopulates on the Encounter screen. Single click on the selected races and disabilities, then single click on the right arrow to complete the Races and Disabilities fields. Click Save to create a new client profile.

**NOTES**
**Contact Info:** The client’s address and telephone number are entered in the Contact Info screen. The client’s address is required in billing to the State. To add, click Add Address.

From the Address Type, select Client Billing and enter your facility’s address if client is homeless. Complete the rest of the fields, and click Finish.

The system validates the address with the United States Postal Service (Postal). If the address entered does not match the Postal address, an Address Validation screen will populate with the original and the suggested addresses. The suggested address must be selected.

There is a problem with the address provided - we’ve produced a suggestion from the United States Postal Service below.

Please Choose which version of the address you want to use.
Collateral Contacts: Complete the Collateral Contacts screen if the client has collateral contacts. To add, click Add Contact.

Complete the fields, and click Finish.
**Other Numbers**: The Other Numbers screen is for documenting the client’s various court and petition numbers. Court numbers entered in this screen are searchable.

Complete the fields, and click Finish.

This concludes all data entries to complete the Client Profile. Click ‘Save’ to make sure all the information entered is saved in the system.
**History:** The Client History screen shows all entries and changes made to the client’s SanWITS record. This is a read-only screen. No data can be added or deleted on this screen.

<table>
<thead>
<tr>
<th>Date Changed</th>
<th>System Account</th>
<th>Description of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>• Accessed Client Profile Screen</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Accessed Client Record:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Client added</td>
</tr>
</tbody>
</table>

The Payor Group Enrollment screen will be addressed in a separate section of this manual.

**NOTES**
CONTACTS

The Contacts screen records communication and contact with a client in order to capture data elements for the Drug Medi-Cal Organized Delivery System (DMC-ODS).

A client profile must exist before a contact record can be created. The contact record will be linked to the intake to start a new episode. There can be multiple contacts created before an episode is opened. Once a contact record has been linked to an intake, no new contacts will need to be created.

Questions regarding the Quality Management (QM) requirements should be directed to program management staff or BHS QM Specialists at QIMatters.HHSA@sdcounty.ca.gov

To add a contact, from the navigation pane click Contacts → Add

Important considerations when completing the Contact Profile fields:

1. The start time and stop time are system required fields when the contact was made by phone
2. The call taker prepopulates to the staff entering the contact
3. The client’s medical insurance coverage should be entered in the Benefit Type field
4. The 1st offered Intake/Screening Appt and the 1st Accepted Intake/Screening Appt fields are system required when ‘Made an appointment’ is selected from the Disposition field
5. Source of referral prepopulates on the Intake screen and is also linked to the Admission screen.
Complete the Contact Profile fields, click Save and Finish.

The system will take the user to the Contacts List where the Contact Status will reflect Completed and the Reviewed column will reflect No. If the client made no appointment, no additional action is necessary. If the client made an appointment, hover over the pen under the Actions column, and select Review.
When the client returns for the 1st Intake/Screening, a complete review of the contact profile is required for accuracy. After the user reviews the data captured in the Contact Profile, the user should select the Complete Review administrative action.

If the client accepts the 1st offered intake or screening, the user may also choose to ‘Complete Review’ right after saving the Contact Profile by selecting the ‘Complete Review’ link under the Administrative Actions.

The Contact Profile will become read-only and can no longer be modified. Completing the Review also allows the contact to be linked to an intake. To exit out of the screen, click Finish.
INTAKE AND EPISODE

A new client treatment episode begins when a client intake is created. The complete definition of a treatment episode is found in the CalOMS TX Data Collection Guide. A completed and reviewed contact is required to create an intake. To create an intake:

Click Contacts → pen under Actions → Create Intake

Users may also create an intake by clicking the Create Intake link within the Administrative Actions at the bottom of the reviewed Contacts screen.

The Intake screen prepopulates with data entered from other screens.

The Manner of Contact, Initial Contact Date, and Source of Referral prepopulate from the Contact screen and are read-only.

The prepopulated intake staff can be changed from the person performing the data entry to the staff who performed the intake.

The Intake screen also has fields that are logically linked to fields in other screens.

The Pregnant field will prepopulate with “No” if the client’s gender is male; the gender designation is made during the completion of the Client Profile.

The Source of Referral field is linked to Criminal Justice field in the Admission screen. If any of the criminal/legal referral sources are selected in Admission, the selected risk categories field must also reflect the Criminal Justice Status.
Complete all the fields required to create an intake, then click Save and Finish.

A treatment episode can be closed after the intake is saved. Complete all necessary actions first before closing an open case.
PAYOR GROUP ENROLLMENT

A Payor Group Enrollment must be entered for all Substance Use Disorder (SUD) services reported to the County for reimbursement through SanWITS.

Click Client Profile → Payor Group Enrollment → Add Benefit Plan Enrollment

Complete the following fields:

1. Payor Type- Select Medicaid (Medi-Cal) or Other (if County billable)
2. Plan Group- Select Non Perinatal or Perinatal (Medi-Cal) or County billable
3. Coverage Start- Enter the 1st day of the month the client is eligible to Medi-Cal or the date of admission if County billable
4. Aid Code- Enter the aid code (Medi-Cal) or leave blank (County)
5. Relationship to Subscriber/Responsible Party- Self prepopulates the client’s name, DOB, gender and address
6. Subscriber#- Enter the Medi-Cal ID (Medi-Cal) or leave blank (County)

Update the client address, if necessary. Click Save.
RESIDENTIAL PROGRAMS Only

In addition to the Benefit Plan Enrollment, residential programs must also add a Government Contract Enrollment. To add a Government Contract Enrollment, from the Client Profile:

Click Payor Group Enrollment → Add Government Contract Enrollment

Below are the three (3) required fields in the Government Contract Billing screen:

1. Start Date- The effective date of the group plan
2. Plan Group- There are three group plans; select one from the drop down list
3. Subscriber # prepopulates with the client’s UCN.

Complete the Government Contract Enrollment, and click Save.
ACTIVITY LIST

The Activity List opens up after the client intake is created, and it shows available actions for the client.

The Status column shows that an activity is complete or pending. ‘In Progress’ status indicates a field is incomplete or has invalid values. A ‘Details’ link to the right of the ‘In Progress’ status shows the fields that have incomplete or invalid values. Incomplete fields or invalid values prevent submission of data to the Department of Health Care Services (DHCS) or may result in rejected data.

To resolve incomplete fields or invalid values, hover over the pen under Actions column, and click Review.

NOTES
AMERICAN SOCIETY OF ADDICTION MEDICINE (ASAM)

SanWITS has a screen for capturing the American Society of Addiction Medicine (ASAM) criteria assessment for clients.

The ASAM List will show all previously entered records. To add a new ASAM:

Click Activity List → ASAM → Add ASAM

The Type of Assessment is a required field and is used to identify and categorize when the assessment is administered. The drop-down menu has three options: Initial LOC Assessment, Full Assessment and Re-Assessment.

There are six (6) ASAM dimensions with a corresponding level of risk for each dimension. There are several fields that are not system required.

The Assessment Date prepopulates with today’s date and must be changed to the date the paper ASAM form was completed.
The Clinical Override field becomes a required field if the actual level of care is not the same as the recommended level of care.

There is a hyperlink to Sign ASAM in the Administrative Action box. The document becomes a read-only document and cannot be modified once it is signed. Signing the ASAM does not save the document.

Complete the ASAM screen, Save and Finish
ADMISSION

The Admission process serves to admit the client into the user’s facility for treatment services, and to build an Admission Profile with CalOMS data for submission to the State. Refer to the CalOMS TX Data Collection Guide regarding acceptable values for each field.

When initiating an admission and there is information in a prior episode, the system will ask if the user wants to bring forward the client’s previous admission record. By selecting “Yes” the new admission record will prepopulate with the previous admission record. To complete an admission, from the navigation pane:

Click Activity List → Admission

Below is the full content of the Admission section:

Profile, Administration, Substance Abuse, Tobacco, Family/Social, Employment, and Legal-CalOMS or County of San Diego required screens

Health and Diagnosis- Medi-Cal required screens
**Admission Profile**: The Admission Profile screen is the first screen in the Admission section. There are several required fields in this screen. Complete, Save and click the arrow key.

```
Admission Profile

Gender: [ ]
Age: [ ]

Screening
Basis for Decision
Potential Client for MH: [ ]
Potential Client for TBI: [ ]

Admission Date: [ ]
Admission/Transaction Type: [ ]
Type of Treatment Service: [ ]
Submit to CalOMS: [ ]

# of Days Waited to Enter Tx: [ ]
# of Prior Episodes: [ ]

Codependent/Collateral: [ ]
CalWORKs Recipient: [ ]
SA Tx Under CalWORKs: [ ]

Special Services Contract ID: [ ]
Special Services/Contract Code: [ ]

Record Status
Record Created By: [ ]
Last Updated By: [ ]
CalOMS Form Serial #: [ ]
CADD Form Serial #: [ ]

Created Date: [ ]
Last Updated Date: [ ]
Last Upload to State Date: [ ]

Mark as Deleted

Cancel  Save  Finish
```

**NOTES**
Admission Administration: The Admission Administration has two system required fields. Complete, Save and move to the next screen.

NOTES
**Alcohol and Drug Use:** The substance abuse screen for alcohol and drug use has several required fields that need to be completed.

If None is entered for Secondary Drug Type, None or NA should be selected for all required fields under Secondary Drug.
**Tobacco/Nicotine:** The Tobacco/Nicotine screen is required for the County of San Diego.

**Family/Social:** There are several required fields in the Family/Social screen. If a client is identified as homeless in the Current Living Arrangements field, the Current Zip Code field will prepopulate with 00000.
Employment: There several required fields in the Employment screen. There is no logic linking the field for Graduated from High School and the field for Highest Grade Completed. Both must be completed.

Legal/Criminal Justice: The Legal/Criminal Justice screen has several system required fields. There is logic linking the Source of Referral field in the Intake screen with the Criminal Justice Status field in this screen.
**Medical/Physical Health**: The Medical/Physical Health/Mental Health screen is the last required screen necessary to complete the Admission. The Pregnant at Admission field is read only and is prepopulated from the Intake screen.

The user may now save the data by selecting Save and Finish. The user may also click the forward arrow key instead to complete the diagnosis screen.

**NOTES**

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**DIAGNOSIS**

*Note: Enter a client’s diagnosis within the Admission section. Do not enter a diagnosis from the Diagnosis List.*

DHCS requires providers to diagnose each client to identify medical necessity in order to bill DMC for treatment services. Completing this screen will save time when creating encounters for claims.

In order for the diagnosis to prepopulate into the encounter screen, enter the initial diagnosis in the Diagnosis screen within the Admission record. Diagnosis is a subsection in the Admission and is not required to complete an admission. To add a diagnosis, from the Activity List:

Click Admission → Diagnosis

The Client Diagnosis screen shows today’s date as the effective date and 12:00 AM as the default time. It is important to keep the 12:00 AM time.
To add a diagnosis, click Edit Diagnosis.

Once enabled for editing, the Client Diagnosis screen has several required fields. The principal diagnosis must be a substance use disorder, and only one can be marked as a principal diagnosis.

Enter a diagnosis, and click Save.

Once the diagnosis is saved, click Finish to go back to main Diagnosis screen.

It is necessary to click Save and Finish at the main diagnosis screen to save the information.
Changing Diagnosis

A client’s diagnosis should only be changed if an error was made. If corrections are necessary, the user must go to the source of the diagnosis for editing.

Example: If a diagnosis is created in the Admission section, corrections cannot be made to the record via the Diagnosis Summary screen; the user must open the Diagnosis screen in the Admissions section for the Edit Diagnosis function.

If the client’s diagnosis is not identified as the Principal Diagnosis, an edit may be necessary. To edit a diagnosis, select either of these paths:

Admission → Diagnosis → Client Diagnosis OR Diagnosis List → Review → Client Diagnosis

Click Edit Diagnosis, and on the Actions column of the diagnosis that needs to be changed, select ‘Mark As Principal’.

In order to save the updated information, it is necessary to click Save and Finish again.

Once a principal diagnosis is created for a client, the Diagnosis Summary populates on the Client Activity List.
ANNUAL UPDATE

The steps to complete an annual update are similar to the steps to complete an admission. To add an annual update:

Click Activity List → Annual Update

The majority of the screens are the same as the admission screens.
Complete the CalOMS Annual Update/Follow-Up Profile screen by entering the annual update date. Click the arrow key.

The remaining Annual Update screens are the same as the admission screens. Complete all the screens, then Save and Finish.

NOTES
DISCHARGE

After the client is discharged and all activities have been finished, discharge the client in SanWITS. To complete a discharge:

Click Activity List → Discharge

The majority of the screens are the same as the admission and annual update screens.
Enter the discharge date and discharge status. Click the arrow key.

The remaining screens are the same as the admission screens. Complete all the screens, and click Save.

After the last screen is saved, the message that says, “Client is discharged. Do you want to close this case also?” displays. Select **NO**.

**NOTES**
Closing a Program Enrollment

A program enrollment must first be closed before completing a client discharge.

Discharging the client while the program enrollment is still active automatically opens the program enrollment screen. A message that the client is still enrolled and cannot be discharged displays at the top of the screen. To close a program enrollment, hover over the pen in the Actions column and select Review.

Enter an end date, end time and the termination reason. Click Save and Finish to continue with the discharge.
UNFINISHED CLIENT ACTIVITIES REPORT

The report listed below may be utilized for monitoring client activities that have been completed. Only designated staff in each program will have access to the report that they are authorized to use.

1. Click on “Reports” from the Navigation Pane
2. Click “Unfinished Client Activities”
3. Select your facility(ies)
4. From Available Activities, select “Admission” and “Client Information (Profile)”
5. Select “On Screen” to view the information on screen
6. Select “Export” to view on an Excel spreadsheet
GLOSSARY

ASAM  American Society of Addiction Medicine
BHS   Behavioral Health Services
CalOMS California Outcomes Measurement System
DHCS  Department of Health Care Services
DMC   Drug Medi-Cal
EBP   Evidence Based Practices
FSN   Form Serial Number
HHSA  Health and Human Services Agency
ODS   Organized Delivery System
OTP   Opioid Treatment Program
SanWITS San Diego Web Infrastructure for Treatment Services
SUD   Substance Use Disorder
TX    Treatment
UCN   Unique Client Number
CONTACT INFORMATION

CalOMS, SanWITS, End User Support
SUD_MIS_Support.HHSA@sdcounty.ca.gov
Phone: 619-584-5040
Fax: 1-855-975-4724

Clinical Processes and Documentation
QIMatters.HHSA@sdcountry.ca.gov

General Billing and Training on Billing
ADSBillingUnit.HHSA@sdcountry.ca.gov

SanWITS Training Registration
www.regpacks.com/DMC-ODS
1-800-834-3792 x3

Online User Manuals and Forms
www.optumsandiego.com
1-800-834-3792

Please consult with your facility manager and your resource packets prior to contacting the Support Desk.