

DMC-ODS SUD Provider Operations Resource Guide

This guide offers a brief overview of several different resources applicable to program operations in the County of San Diego (CoSD) Drug Medi-Cal Organized Delivery System (DMC-ODS). Like a map, the intention of this guide is to lead you to locations where you can find more in-depth information essential to operating within the DMC-ODS. Click on the hyperlinks to be directed to each resource.

- DMC-ODS Services are driven by the [Intergovernmental Agreement \(IA\)](#) between the California Department of Health Care Services (DHCS) and the County of San Diego. This is the contract between the State and CoSD in which CoSD agrees to operate the DMC-ODS in San Diego and adhere to all requirements. This document contains information on the federal and state laws SUD programs operating within the CoSD DMC-ODS must follow.
- DHCS will often update or clarify information in the IA through [Information Notices, Bulletins and/or Letters](#). These resources offer the most up-to-date guidelines and regulations from DHCS for SUD Programs operating in DMC-ODS counties.
- The SUD programs' Statement of Work (SOW) and Service Template incorporate information from the IA, other federal and state guidance, and CoSD standards for operating SUD programs in the DMC-ODS. Contact your program's Contracting Officer Representative (COR) when you have questions about these documents.
- The [Substance Use Disorder Provider Operations Handbook](#) (or SUDPOH) is the handbook created by CoSD SUD Quality Management (QM). It incorporates information from the IA, the DHCS Information Notices, Bulletins and/or Letters, and County policies/requirements for SUD programs operating within the DMC-ODS. The SUDPOH is incorporated by reference into the programs' SOW/Service Template. It is updated regularly as new information becomes available. The SUDPOH link listed above is for the most current version, but programs are advised to bookmark the [Optum website DMC-ODS page](#) as you will find revisions on the "SUDPOH" tab when they are posted. The SUD QM team process is to email providers notifying them of SUDPOH updates and sharing a "Summary of Changes" document to help providers stay informed.
- [The Substance Use Disorder Uniform Record Manual](#) (or SUDURM) are the forms created by CoSD SUD QM that SUD providers in the DMC-ODS must use. They are created to account for all DHCS and other regulations for documentation. Each form is accompanied by a set of instructions for how to complete the form, including staff who may provide the service, signature requirements, timelines, etc. Programs who wish to modify these forms (for electronic health record or other purposes) must submit modification requests to the SUD QM team at QIMatters.HHSA@sdcounty.ca.gov and receive approval prior to making any changes. The SUDURM link listed above is for the most current version, but programs are advised to bookmark the [Optum website DMC-ODS page](#) as you will find form revisions on the "SUDURM" tab when they are posted. The SUD QM team process is to email providers notifying them of SUDURM updates, sending revised forms and instructions, and detailing what changes have been made to communicate changes in forms. Programs should have a process in place to make sure old versions of forms are discarded and no longer used once new forms have been released.

[The County of San Diego Behavioral Health Services Drug Medi-Cal Organizational Providers Billing Manual](#) is the manual created by the CoSD BHS Billing Unit. It includes an overview of Medi-Cal billing in the DMC-ODS, including Share of Cost (SOC) information, information on multi-service billing, DMC Billing Rates, DMC billing rates, the DMC Billing workflow in SanWITS, etc. The link to this manual as listed above is for the most current version, but programs are advised to bookmark the [Optum website DMC-ODS page](#) as you will find any updated Billing Manuals posted there, under the "Billing" Tab. For billing, billing-related reports, and billing-related trainings, contact the Billing Unit at ADSBillingUnit.HHSA@sdcounty.ca.gov.

- [The SanWITS User's Guide 2018](#) provides instructions and screen shots for performing various functions in SanWITS. The link to this manual as listed above is for the most current version, but programs are advised to bookmark the [Optum website DMC-ODS page](#) as you will find any updated SanWITS manuals and tip sheets posted there, under the “SanWITS” tab. County SanWITS training is required before access is permitted to the system. Each user must be a registered SanWITS user to have access. Effective January 2019, registration for SanWITS training will be via [Regpacks](#). For questions related to SanWITS, contact 619-584-5040 or SUD_MIS_Support.HHSA@sdcounty.ca.gov
- Staff trainings are required, and detail provided on specific trainings are incorporated into the SUDPOH, particularly in Section E. [The DMC-ODS Training Requirements](#) webpage provides a list of trainings with instructions on how to register for them. **(Please note: Specific ASAM trainings are required by staff providing assessment and treatment planning services -- as well as for those supervising staff providing those services – prior to providing assessment and/or treatment planning. Programs must have a process in place to assure staff are appropriately trained in ASAM prior to providing assessment and/or treatment planning.)**
- Since entering into the IA with DHCS, the DMC-ODS is considered a managed health care plan and all programs contracted with the CoSD are required to follow federal regulations regarding Client Rights and the Grievance, Appeal and State Fair Hearing processes. This includes making certain materials available in the program waiting area or other public location where clients do not need to ask staff for them, such as the Client’s Rights posters, Grievance and Appeal brochures, self-addressed envelopes, etc. Detailed information on Client Rights and the Grievance, Appeal and State Fair Hearing processes are included in Section G of the SUDPOH. Order form for materials (as well as links to the materials themselves, for printing at program) are under the “Beneficiary” tab on the [Optum website DMC-ODS page](#). Related to the Grievance and Appeal processes, certain forms called “Notice of Adverse Benefit Determinations” (or NOABDs) are required to give clients under specific circumstances. These forms are also on the Optum website DMC-ODS page under the “NOABD” tab. A recorded webinar explains all of this information is available [here](#) (use DMCods01 password to access).
- Providers are required to report serious incidents involving clients in active treatment or who were discharged within the past 30 days. Reports are done by phone and in writing and sent to the BHS Quality Management team. SUDPOH, Section G, provides detailed instructions on the Serious Incident Reporting process, and required forms are included as an appendix to that section.
- Another requirement of SUD providers is to follow the National Voter Registration Act (NVRA), making Voter Registration available to clients. There are several resources to assist programs in understanding the NVRA: [A PowerPoint](#) describing the NVRA, this [“Basics for NVRA”](#) tip sheet, [a NVRA Training “FAQ” document](#), and Section D of the SUDPOH are all places to learn more about your responsibilities as a provider regarding the NVRA.
- Residential SUD programs are required to submit initial and continuing authorization requests to Optum per the timelines described in SUDPOH Appendix D.1. The Optum RSUD Auth Request Fax Cover Sheet is used and describes the forms required to submit to Optum for authorization. Form-fill and Word versions of this fax sheet are located on the [Optum website DMC-ODS page](#), under the “SUDURM” tab, and more information on the authorization process is available in Section D of the SUDPOH.

WHO TO CONTACT	
SOW, program budget questions	Program COR
Documentation Standards/DMC-ODS clinical Standards questions	SUD QM Team: QIMatters.HHSA@sdcounty.ca.gov
Serious Incident Reporting Phone	619-641-8800
SanWITS questions	619-584-5040 or SUD_MIS_Support.HHSA@sdcounty.ca.gov
Billing questions	ADSBillingUnit.HHSA@sdcounty.ca.gov