

Documentation Skill Building Workshops in October

- Due to low attendance at the ASAM Discussion Groups for the last couple of months, we are discontinuing these groups
- Instead, we will be offering new documentation workshops as an opportunity to build and develop a SUD treatment provider's documentation skill set
- Each month, we will focus on 1 of 3 documentation areas:
 - Assessments with ASAM
 - Treatment Planning
 - Progress Notes
- In October, we will review the 3 different types of Progress Notes: SUD Treatment Progress Note, Weekly Progress Note, and the new Daily Progress Note
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- Meetings at the County Operation Center (Training Room 124, 5530 Overland Ave, San Diego)
 - Wed, 10/24/18, 2:00 P.M. to 3:30 P.M.
 - Mon, 10/29/18, 10:00 A.M. to 11:30 A.M.
- Meeting at the North Inland Live Well Center (Conf. Room D, 649 W. Mission Ave, Escondido)
 - Tues, 10/30/2018, 10:00 A.M. to 11:30 A.M.

ASAM-C trainings by CIBHS (California Institute for Behavioral Health Solutions)

- Interactive trainings will give an overview of ASAM criteria, Levels of Withdrawal Management, and ASAM levels of care.
 - Thursday, October 25, 9 am to 4 pm
 - Continuing Education Units will be offered!
 - For registration go to:
<https://www.eventbrite.com/e/asam-c-training-san-diego-multiple-dates-offered-registration-49359594877>



DMC-ODS Residential Documentation Training

Date: Friday, October 19, 2018

Time: 9 am-1pm

Where: County of San Diego-County Operations Center (COC)
5500 Overland Avenue, 1st floor, Room 120, San Diego, 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

DMC-ODS Treatment Provider Meeting

- Tuesday, October 16, 10 am to 11:30 am
- Scottish Rite Center, Heald Room, 1895 Camino del Rio South, San Diego, CA 92108

SanWITS Authorization Process and Open Bed Report Memo (9/19/18)

- Memo to Residential DMC-ODS providers was emailed on 9/19/18
- Utilization of SanWITS Authorization Process is required by **10/1/18**
- If you did not receive this email, contact QIMatters.HHSA@sdcounty.ca.gov

Group Size for Women/Children Groups in Perinatal Programs

- DHCS has confirmed that the group size requirement (2-12) does not apply to mother/child habilitative and rehabilitative services (development of parenting skills, training in child development, which may include the provision of cooperative child care pursuant to Health and Safety Code Section 1596.792.
- These groups must have progress notes completed with all documentation standards and within timelines, and group sign-in sheets that meet all requirements as for all other group services.

Reminder: Voicemail Requirement

- To assist clients' access to services and to promote coordination of care between providers, all programs are required to maintain a functioning voicemail that operates 24/7 for those times when a staff is not available to answer the phone.
- Outgoing voicemail message should include directions for accessing emergency services, as per community healthcare standards, including directing clients to the Access and Crisis Line (888-724-7240) for 24/7 access to a counselor, or if in need of referrals.

Reimbursement for Physician Phone Consultation

- A Provider may be reimbursed for physician phone consultations to UCSF (University of California San Francisco)
- A SanWITS encounter must be entered to bill the County for this service.
- The MD must write a progress note in the chart documenting the consultation service call.
- The Provider would use a County-billable cost center on its monthly invoice to claim this cost.

Program Exclusions

- In the very rare occasions that a program may exclude a client from their Program (example: clients become violent), Case Managers are to do a warm hand-off to appropriate services.
- Providers may be required to provide a NOABD to the client when a current client is being discharged in these circumstances.
- Medi-Cal beneficiaries are entitled to receive DMC services. Programs should consult with their Legal Entity when excluding DMC beneficiaries from receiving services as this does not align with the SOW and the SUDPOH requirements. Programs may discuss further with CORs.

New Tabs for the DMC-ODS Optum webpage

- Refer to <https://www.optumsandiego.com/>
- **UTTM Tab:** Starting from September 2018 the SUD Provider Up to the Minute (UTTM) will be posted each month. For versions of the UTTM prior to September, please review the UTTM tab on the Organizational Provider Public Documents page.
- **SanWITS Tab:** The SanWITS User's Guide is posted and the Cal-OMS manuals will be posted soon.

SanWITS Unique Client Numbers (UCN)

- The standard for client numbers on hard copy client forms is to use the SanWITS UCN
- If your program is not currently following this practice, please begin to do this immediately

New DHCS Perinatal Practice Guidelines FY 2018-19

DHCS revised the Perinatal Service Network Guidelines (PSNG) FY 2016-17 to include requirements from the State Plan Drug Medi-Cal and the Substance Abuse Prevention and Treatment Block Grant. As part of this process, DHCS renamed the PSNG to the Perinatal Practice Guidelines (PPG).

- The PPG supersedes the PSNG FY 2016-17, and the PPG does not include any new requirements
- The PPG can be found on the DHCS website at:
http://www.dhcs.ca.gov/individuals/Documents/Perinatal_Practice_Guidelines_FY1819.pdf
- If you have any questions regarding the PPG and/or this Information Notice, please contact DHCS at DHCSOWPS@dhcs.ca.gov.
- The PPG FY 2018-19 is posted on the Optum DMC-ODS Page on the Manuals Tab

New and Updated SUDURM Forms

- Updated the Health Questionnaire (Form 403) with 7 new questions
- Updated the Withdrawal Management Observation Log (Form 401) to include 24 hours
- New Residential or Withdrawal Management – Daily Progress Note (Form 603) as an optional way of documenting services at a WM or Residential program
- The New and updated required forms are to be fully implemented in programs by 11/1/18
- All the forms and instructions were emailed to the providers on 10/5/18 and will be posted on the SUDURM Tab of the DMC-ODS Page on Optum (<https://www.optumsandiego.com/>)

Reminder: TB Screening Questionnaire

- Clients are NOT required to have a TB test PRIOR to admission to a SUD program
- All SUD Programs must complete the TB Screening Questionnaire with clients upon admit
- This form is in compliance with the County's TB Control Department standards as specified on the form:
 - Not known/no previous TB test done – client referred for TB testing ASAP (7 days max)
 - Negative (no documentation available) - client referred for TB testing ASAP (7 days max)
 - Negative (documented as done within the last 3 months) – no TB test needed now
 - Positive history (no documentation) - client referred for TB testing ASAP (7 days max)
 - Positive History (documented, date and results recorded) - chest x-ray needed within 7 days of admission UNLESS client presents documented proof of a normal x-ray done within the last 3 months. Program directed to copy x-ray report for clinic record and record date of the X-ray on the TB Screening Questionnaire
 - If client has recently coughed up blood, or has 2 or more other symptoms from the 5 symptoms at the top of the form, the program is directed to contact TB control to discuss (the number is listed on the form – (619) 692-5565)

Reminder: Discontinued Use of “10-Day Letter”

- The “10-Day Letter to Client” form was discontinued when the County of San Diego implemented the DMC-ODS in July 2018
- This form is no longer a part of the Substance Use Disorder Uniform Record Manual (SUDURM) and should not be utilized by programs/given to clients
- Please destroy or recycle these forms – do not use.
- The correct form to use is the Notice of Adverse Benefit Determination (NOABD) form called “NOABD-Termination Notice”.
- This completed NOABD-Termination Notice must be accompanied by three additional forms:
 - The “NOABD -Your Rights” Notice

- The “NOABD – Language Assistance” Notice
- The Beneficiary Non-Discrimination Notice
- The “NOABD-Termination” Notice and the three enclosures described above must be given to the Drug Medi-Cal beneficiary within 10 days before the date of termination.
- The NOABD Forms and the three enclosures mentioned are available in all of the threshold languages and the Optum Website DMC-ODS Page on the NOABD Tab.
 - Go to: <https://www.optumsandiego.com/> a County Staff & Providers tab (top left of the screen), a Drug Medi-Cal Organized Delivery System (from the drop down menu), NOABD tab (on the Drug Medi-Cal Organized Delivery System page).

ASAM Entry in SanWITS

- All programs (including OTPs) are to enter information in the ASAM Screen in SanWITS at intake and when updated (e.g., ASAM LOC Recommendation form with Tx Plan updates)
- Review the process on how to access and enter data in the ASAM Screen in SanWITS Manual posted on the Optum website under the SanWITS tab.

From the MIS Team

Next New SanWITS Update:

- Program enrollment – added a new field to identify the last treatment received for Recovery Service clients. This field will need to be completed for all Recovery clients prior to release to bill. The identifier is necessary on the 837P.

The screenshot shows the 'Program Enrollment Profile' form. A red box highlights the 'Last Treatment Level of Care' dropdown menu, with a red arrow pointing to it from the left. Other fields include Facility (Residential #1), Program Name (Recovery Services), Program Staff (Emerson, Cynthia), Start Date (10/5/2018), End Date, PS Court Phase, Perinatal (No), Termination Reason, and Notes.

- Encounter – 3 new fields are added to identify session time, documentation time, and travel time. These 3 fields are required depending on the service provided and together populate the Total Duration field.

The screenshot shows the 'Encounter' form. Three new fields are highlighted with red boxes and arrows: 'Travel Duration', 'Documentation Duration', and 'Session Duration'. These fields are dropdown menus with 'Min' values. Other fields include Note Type (DMC Billable), ENC ID, Group Session ID, Created Date, Program Name (DMC Billing Test Facility/OS: 08/20/2018 -), Service (Individual Counseling OS), Billable, Service Location, Start Date, End Date, Start Time, End Time, and Total Duration.

OTP/NTP

- Cannot bill for documentation or travel time (with the exception of OTPs that have an additional DMC Certification to provide OS or IOS services, who can bill documentation and travel time for case management services).
- If encounters have been created with documentation or travel time added, these encounters will need to be corrected prior to release to bill.

Residential Providers:

- Authorizations are to be completed in SanWITS as of October 1, 2018
- All Residential Bed Day Billing should be completed via the daily Census
 - Encounters will have a Census ID # identifying they were created through the Census
 - Note type should be changed on the individual encounter from “Bed Management Census Note” to the appropriate note type – DMC Billable, County Billable, or Non Billable
 - Do not leave the individual encounter with the “Bed Management Census Note” type

3.2 Withdrawal Management

- Withdrawal management clients do not require an authorization in SanWITS
- BHS contracted 3.2 WM Clients will need to be entered into SanWITS beds with the appropriate LOC program enrollment

BHS Contracted Perinatal Facilities

- Clients that receive Perinatal Services should have the Perinatal field marked in the program enrollment
- If this field is not marked, the appropriate modifier for peri rates will not be picked up on the 837

The screenshot displays the 'Program Enrollment Profile' form. The 'Perinatal' field is highlighted with a red box and a red arrow pointing to it. The form includes the following fields and values:

Facility	Residential #1
Program Name	Recovery Services
Program Staff	Emerson, Cynthia
PS Court Phase	
Perinatal	<input checked="" type="checkbox"/>
Last Treatment Level of Care	
Termination Reason	Yes
Notes	No

Recovery Services Group Counseling for Providers offering Recovery Services

- *Recovery Service Group is now available as the service for the Group Session Notes in SanWITS

Reminder Staff Administration:

- Terminated staff and changes to staff access should be submitted to the County MIS unit with 24 hours of change
- Contact the SUD Support desk for forms and any questions at SUD_MIS_Support.HHSA@sdcounty.ca.gov

Optum Website

- SanWITS User Guide 2018 is now posted to the Optum Website
 - As changes occur, this document will be updated
- SanWITS tab has been added and will have tip sheets available as they are created

Special Population field no longer linked to funding source

- The following special populations should be identified
 - Non BHS contracted (this is for clients that are not BHS contracted clients, but have to submit CalOMS)
 - AB109 Participants
 - CalWORKS Participants
 - Drug court Participants
 - Juvenile Drug Court Participants
 - ReEntry Court Participants
 - Prop 47 Participants
 - PC 1000 Participants
- If the client does not fit into one of these populations, select **none**

SanWITS Quarterly Users Group Meeting

- Will be scheduled early January 2019 due to the December holiday. Watch for details to be announced in next month's UTTM

SanWITS and SSRS Trainings – Oct through Dec classes are on RegOnline

- Register online for SanWITS Outpatient Basic (this includes OTP) or Residential Basic and SSRS trainings at <https://www.regonline.com/builder/site/Default.aspx?EventID=2260135>. If you have any questions please contact the SUD MIS support desk at [SUD MIS Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)
 - 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.
 - No walk-ins or substitutions will be allowed due to specific individual accounts.
 - If there is no staff registered for a training 7 days prior, the training for that date will be cancelled.
- SanWITS billing classes, register with BHS Billing Unit ADSBillingUnit.HHSA@sdcounty.ca.gov
 - SanWITS Basic training is required before Billing training
 - If you have signed up for a class and are unable to attend, cancel the registration as soon as possible so that waitlist staff are able to attend.

RegOnline is being replaced with RegPack as of January 2019. More details to come.

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