

August 2019

## **Documentation Skill Building Workshops on Treatment Plans**

- Documentation workshops are an opportunity to build and develop a SUD treatment provider's documentation skill set and will focus on Treatment Plans in August. Groups will be limited to 30 participants and reservations are required by emailing:  
[BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov)
- 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)
  - Monday, **August 12, 2019**, at 9:30 A.M. to 11:30 A.M.
- No. Inland Live Well Center (Grand Ave Room C, 649 W. Mission Ave., Escondido, CA 92025)
  - Tuesday, **August 20, 2019** at 1:30 P.M. to 3:30 P.M.

## **DMC-ODS Outpatient Documentation Training**

Date: Friday, **August 16, 2019**

Time: 9:00 A.M. to 1:00 P.M.

Where: County Operations Center (5560 Overland Ave., 1<sup>st</sup> Floor, Room 171, San Diego, CA 92123)

- To register, please email the following to: [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov)
  - Name of Person(s) attending and Program Name
  - E-mail Address for each individual
  - Name and email address of Program Manager or Supervisor

## **ASAM Criteria-(C) Training presented by Ca. Institute for Behavioral Health Solutions (CIBHS)**

This free interactive training will provide an overview of the ASAM Criteria, Levels of Withdrawal Management and ASAM Levels of Care. The training course meets qualifications for the provision of continuing education credits (CECs). Click [HERE](#) to register!

Date: Friday, **August 23, 2019**

Time: 9:30 A.M. to 4:00 P.M.

Where: Marina Village Conference Center  
1936 Quivira Way (Starboard Room)  
San Diego, CA 92109



## **DMC-ODS Residential Documentation Trainings**

Date: Monday, **August 26, 2019**

Time: 1:00 P.M. to 5:00 P.M.

Where: National University Spectrum Center (9388 Lightwave Ave., San Diego CA 92123)

- To register, please email the following to: [BHS-QITraining.HHSA@sdcounty.ca.gov](mailto:BHS-QITraining.HHSA@sdcounty.ca.gov)
  - Name of Person(s) attending and Program Name
  - E-mail Address for each individual
  - Name and email address of Program Manager or Supervisor

## **Date Change: BHS SUD Treatment Provider Meeting**

Meetings are typically held on the third Tuesday of every month but are subject to change.

- Next meeting: Tuesday, **August 27, 2019**, at 10:00 A.M. to 11:30 A.M.
- Location: Scottish Rite Center (Claude Morrison Room), 1895 Camino del Rio So., S.D. CA 92108

### **SUD Provider Quality Improvement Partners (SUD QIP) Meeting**

Date: Thursday, **August 29, 2019**

Time: 10:00 A.M. to 11:30 A.M.

Where: 2-1-1 San Diego (Haimsohn Community Rm., 3860 Calle Fortunada, #101, San Diego, CA 92123)

- The intent of the meeting is to have a regular place for County QI and program quality assurance staff to discuss processes and practices related to continuous quality improvement within the DMC-ODS.
- Intended audience is QI/QA staff and program management. Space is limited to 50 attendees, please plan accordingly for who will attend from your program.
- Participation via WebEx is an option for those unable to travel. Further information will be sent by email prior to the meeting.

### **Save the Date: Recovery Happens 2019**

We are very excited to invite you to a redesigned Recovery Happens event at the Waterfront Park. In addition to food and some new stage elements, the free event will have an enhanced resource fair with information and services geared not only for those in recovery, but the people who support them, their families, friends and the general community.

- Date: Saturday, **September 14, 2019**
- Time: 10:00 A.M. to 1:00 P.M.
- Where: Waterfront Park  
1600 Pacific Highway  
San Diego, CA 92101



### **Training Requirements**

- A list of required trainings for providers in the DMC-ODS is located at the Behavioral Health Services [website](#).
- Training standards (length and content of trainings) may be located by review of links at the site above. Providers may meet the training requirements through other means but are required to obtain prior COR approval to verify trainings meet standards.

### **Registration for Trainings**

- When registering for a training, either with the County or a Contractor (e.g., RIHS), there may be a waiting list.
- If unable to attend, cancel within 24 hours of training to allow for Wait Listed attendees to participate. Program Managers will be informed of no shows.
- If registered for a training series, you must attend all sessions within the series to obtain a training certificate, CEU's or credit.
- When registering for a training, include the name and email of your program manager.
- We appreciate your assistance with following these guidelines as we work together to ensure the training of our entire system of care.

### **Update: DHCS Requirement for the Code of Conduct for Certifying/Licensing Body**

- DHCS has confirmed that some certifying/licensing boards (e.g., BBS) do not have a Code of Conduct.
- Therefore, they are no longer going to monitor employee files for the certifying/licensing body's code of conduct for registered, certified, and licensed staff.
- However, they will continue to monitor employee files for the provider's Code of Conduct.

### Update: SUD Uniform Record Manual (SUDURM) Summary of Changes

- The Summary of Changes and SUDURM forms have been posted to the Optum website, on the DMC-ODS page, under the “SUDURM” tab.
- Please be sure to recycle hard copy versions and delete electronic versions of the forms so that your program will be in compliance with the most current documentation requirements.
- The effective date for use of these forms is **September 2, 2019**.

### Reminder: Forms

- Required forms may be implemented after clients are admitted in the program.
- Efforts should be made to ensure new documentation is completed with each active client at the next individual service.
- Programs are responsible for destroying old documents when new SUDURM updates are made available.



### Reminder: Group Sign-in Sheets

- The SanWITS group sign-in sheet does not meet DMC-ODS requirements and should not be used.
- See the SUDPOH for current group sign-in sheet standards.
- See SUDPOH Appendix D.4 for a template that can be used.
- In addition, the “topic” that is listed on each sign-in sheet must match the “topic” as written on the progress note for that service.
- Remember that the LPHA or counselor that provides the service must sign the group sign-in sheet on the date of service.

### Treatment Plan Signature Requirement – New Information

- The amendment to the Intergovernmental Agreement (IA) includes a new requirement for documentation on a treatment plan if the client refuses to sign.
- The new requirement states: ***If the client refuses to sign the treatment plan, the provider shall document the reason for refusal and the provider’s strategy to engage the client to participate in treatment.***
- This new requirement was included in the recent revision of the SUDPOH and Treatment Plan instructions in the recent revision of the SUDURM.
- Please make note of this requirement.

### Reminder: New Risk Assessment and Safety Management Plan Form and Webinar

- The new Risk Assessment and Safety Management Plan Form includes the C-SSRS (Columbia-Suicide Severity Rating Scale) Screener.
- Replaces the HRA (High Risk Assessment) as the required safety assessment to be completed with clients upon admission.
- Prior to implementation and utilization of the form, all staff who will be utilizing the form must complete the RIHS (Responsive Integrated Health Solutions) webinar titled “Overview of the Risk Assessment and Safety Management Plan for Substance Use Disorder Providers”.
- The new and updated forms and instructions can be found on the Optum website [www.optumsandiego.com](http://www.optumsandiego.com), on the DMC-ODS page, under the SUDURM tab.
- The new form must be fully implemented by **August 1, 2019**.

### Medication Assisted Treatment (MAT) Toolkit

- Please feel free to reference the [Medication Assisted Treatment \(MAT\) Toolkit](#), as it provides a basic overview of MAT.
- This MAT Toolkit is specific to counselors and can assist with providing information on how to help patients with MAT.

## MAT Resources

- The “County Health Rankings and Roadmaps” website has valuable information and resources regarding MAT.
- You can learn more about those resources [here](#).



## Reviews: Use of EHRs and Missing Documentation Standards

- With the new fiscal year upon us, we want to review with programs the QM Standards for use of your EHRs during QAR, MRR and TA reviews.
- Our standard for use of an EHR during reviews is as follows:
  - The program can set up the QM staff with a guest log-in/password (please note, QM staff may need additional time for the review in this instance).
  - The program can print the records for the review period.
  - The program can have someone available from the program’s staff to pull up the documents as needed for the review.
- Additionally, if a document is not located during a review of any type, the QM staff will inform the program that it cannot be found.
  - The program will have until the end of the review day to locate the missing documentation and provide to the QM staff.
  - Any missing documents provided after that time will not be considered for the review.

## Community Self-Help Meetings at Residential Programs

- Per DHCS licensing, hosting of 12-Step or other self-help groups that are open to the community are a violation of residents’ rights to confidentiality.
- If 12-step or other self-help groups are held at the residential program they are only open to clients within the program on site.
- It is recommended that programs considering this practice consult with their compliance officer and/or legal counsel prior to implementing these types of meetings.

## Residential Authorization Request Timelines

- In FY 2019-20, the BHS SUD QM team (in conjunction with Optum) will begin increased monitoring of residential programs for compliance with authorization request submission timelines.
- Enhanced monitoring is to minimize fiscal impacts on residential programs due to late authorizations requests.
- In the 1<sup>st</sup> quarter of the fiscal year, program compliance with meeting required authorization request timelines will be monitored and results shared with program CORs.
- In the 2<sup>nd</sup> quarter, residential days covered by late authorization requests will require entry into SanWITS as non-billable.
- A reminder of required clinical documentation and authorization timelines is located [here](#) for your convenience.
- A copy of the QM Memo issued August 5, 2019, can be found on the Optum website, on the DMC-ODS page, under the “Communication” tab.

## All Providers: Non-BHS Contracted Clients

- Effective 8/1/19, a Program Enrollment MUST be entered for **Non-BHS Contracted Clients** in addition to answering the Special Population field on the Admission Administration page as “Non-BHS Contract”.
- For Non-BHS Contracted Clients DO NOT complete Payor Group Enrollment NOR Encounters.
- A tip sheet was disseminated August 1<sup>st</sup>, 2019
- Contact the SUD Support desk for questions at [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)

### Outpatient Providers

- Effective 7/1/19, the service code for groups has been replaced by two new service codes:
  - **ODS Clinical Group**
  - **ODS Patient Education**
- **As a reminder, Patient Education is defined as “providing research-based education on addiction, treatment, recovery and associated health risks”**



### Important: Recovery Services

- There are two processes for **Recovery Services**. - One for Recovery Services provided at the same facility that the Treatment Services were received and another where the Recovery Services are provided at a different facility than the Treatment Services.
- For either of the two Recovery Services scenarios you **SHOULD NOT** enter a new CalOMS Admission or CalOMS Discharge as this is not considered a treatment Service.

### Residential Treatment Providers

- Effective 8/1/19, Residential Treatment Providers should create a Government Contract Enrollment (PGE) using one of three options related to residential services only. These Options include the following:
  - **ODS Residential – Residential Bed Day**
  - **ODS Residential – Justice Override Bed Day**
  - **ODS Residential – Out of County Bed Day**
- It will no longer be necessary to change the Government Contract Enrollment Payor Group Enrollment during a client’s episode UNLESS the change is related to Justice Override.
- A tip sheet was disseminated Aug 1<sup>st</sup>, 2019
- Contact the SUD Support desk for questions at [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)

### SanWITS User Forms

Please use the newest SanWITS User Forms available on [www.regpacks.com/dmc-ods](http://www.regpacks.com/dmc-ods) and [www.optumsandiego.com](http://www.optumsandiego.com) . Older versions of the SanWITS User forms submitted to MIS will be returned starting August 1<sup>st</sup>.

- The **SanWITS New User Form** includes the Summary of Policies and SUD Electronic Signature Agreement for new employees.
- The **SanWITS User Modification or Termination Form** is available for changes to existing accounts.
- All forms must be typed and completed electronically.
- New User forms must be submitted to [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov) 14 days prior to your employees SanWITS Training date.

### SanWITS Quarterly Users Group Meeting for Residential Providers – Aug 2019

- Next meeting: Monday, **Aug 19, 2019 at 9 a.m.** (Residential Providers Only)
- Location: Scottish Rite Center (Shell Room) 1895 Camino del Rio So., San Diego, CA 92108
- RSVP will be required to ensure we are able to accommodate participants due to room requirements.
- At least one representative from each facility is highly recommended.
- **Note:** Meetings are held monthly, on the 3rd Monday, and are specific to modality (e.g., Outpatient, Residential, OTP)
  - Outpatient programs will meet – Apr, Jul, Oct, Jan
  - Residential programs will meet – May, Aug, Nov, Feb
  - OTP programs will meet - Jun, Sep, Dec, Mar

### **Signature Stamps Are Not Permitted in Documentation**

- DHCS has stated that documentation requiring signatures must be either electronically (as In Electronic Health Record signatures) or physically signed with a “wet” signature.
- Signature “stamps” do not meet these requirements.
- It is permissible to use a stamp for printed names but not for signatures.



### **Notice of Adverse Benefit Determination (NOABD) Tracking in SanWITS:**

- See SUDPOH at [www.optumsandiego.com](http://www.optumsandiego.com) for forms.
- NOABD is going to be tracked in SanWITS.
- **A tip sheet will be posted to the Optum website by August 15<sup>th</sup>.**
- Contact the SUD Support at [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov) for questions regarding SanWITS data entry.
- Contact QIMatters at [QIMatters.HHSA@sdcounty.ca.gov](mailto:QIMatters.HHSA@sdcounty.ca.gov) with questions regarding the NOABD process and policy.



See Optum Website for SanWITS tip sheets at [www.optumsandiego.com](http://www.optumsandiego.com)

### **SanWITS and SSRS Trainings**

- Register online with RegPacks at:  
[https://www.regpacks.com/reg/templates/build/?g\\_id=100901152](https://www.regpacks.com/reg/templates/build/?g_id=100901152)
- 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.
- Types of Training Classes:
  - SanWITS Basic – Fundamental SanWITS functions that are applicable to All program types
  - Residential Facilities - Bed Management & Encounter Training
  - Outpatient / OTP Facilities – Group Module & Encounters Training
- All required forms are located on the “Downloadable Forms” tab and must be completed and returned to SUD Support at [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov) at least 14 days prior to scheduled training. If the 3 forms are not submitted, you will not be able to attend training regardless of receiving training confirmation.
- Upon completion of training, competency must be shown in order to gain access to the system. If competency is not achieved, another training will be required before access is given.
- If you are unable to attend class, please cancel the registration as soon as possible so that staff on the waitlist can attend.

### **SanWITS Billing Classes**

- Register with BHS Billing Unit [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- Prerequisite required: SanWITS Basic training.

### **Communication**

- Billing questions? Contact: [ADSBillingUnit.HHSA@sdcounty.ca.gov](mailto:ADSBillingUnit.HHSA@sdcounty.ca.gov)
- SanWITS questions? Contact: [SUD\\_MIS\\_Support.HHSA@sdcounty.ca.gov](mailto:SUD_MIS_Support.HHSA@sdcounty.ca.gov)
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact:  
[QIMatters.hhsa@sdcounty.ca.gov](mailto:QIMatters.hhsa@sdcounty.ca.gov)



**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](mailto:QIMatters.hhsa@sdcounty.ca.gov)**