

ASAM Discussion Groups in September

- As a reminder, these are not trainings, but an opportunity to share with others about program successes, challenges, case presentations, and questions regarding ASAM Implementation.
- Groups will be limited to 25 participants and reservations are required by emailing QIMatters.HHSA@sdcounty.ca.gov
- If you register and cannot attend, please cancel your registration to make room for other providers who may be on a wait list to attend.
- Meetings at the County Operation Center (Training Room 124, 5530 Overland Ave, San Diego)
 - Mon, 9/17/18, 10:00 A.M. to 11:30 A.M.
 - Fri, 9/28/18, 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)
 - Thurs, 9/20/2018, 2:00 P.M. to 3:30 P.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.
- Wednesday, September 26, 9 am to 4 pm
- Thursday, October 25, 9 am to 4 pm
- For registration go to:
<https://www.eventbrite.com/e/asam-c-training-san-diego-multiple-dates-offered-registration-49359594877>



BHS SUD Treatment Provider Meeting

- September 18, 10 am to 11:30 am
- Scottish Rite Center, Heald Room, 1895 Camino del Rio South, San Diego, CA 92108

Conducting Groups in the Field

County of San Diego BHS is allowing groups in the field. In order to do so, programs need to have Policy and Procedures (P&Ps) in place to:

- Specify that staff providing services in the field are linked to the contracted DMC Certified program claiming the service;
- Specify that programs will ensure confidentiality is maintained;
- Specify that progress notes for these services must include the location services were provided and document the steps taken to ensure confidentiality;
- Specify that the field location cannot be a regular site for groups (i.e. services in the field can never be used in lieu of obtaining DMC Certification).

Case Management

Helpful information about case management is explained in more detail on the Optum website at <https://www.optumsandiego.com/> under the following tabs:

- Toolbox tab: One-Page-Case Management in the DMC-ODS and Quick Guide-Case Management Activities
- Manuals Tab: page C.2 in the SUD Provider Services Guide
- SUDPOH tab: For details on case management refer to pages: A.13-15 and B.5, D.15, and D.26.

Weekly Progress Notes for Residential Programs: How “Week” is Defined

- Per information from DHCS, a week is defined as Sunday – Saturday.
- Residential programs using Weekly Progress Notes (Narrative and Services) are to follow this definition.
- This information will be added to the next revisions of the SUDURM and SUDPOH.

New Tabs for the DMC-ODS page

- Refer to <https://www.optumsandiego.com/>
- **NOABD Tab.** The Notice of Adverse Benefit Determination (NOABD) shows the various forms in all the threshold languages.
- **Manual Tab.** The following documents are posted: BHS Drug Medi-Cal Organizational Providers Billing Manual; DHCS AOD Program Certification; DHCS Drug Medi-Cal Billing Manual; and Provider Service Guide.
- **QM Training.** Contains information on BHETA eLearning, the QM Program Integrity Webinar, and CIBHS ASAM webinars.

If you have questions, please contact us at QIMatters.HHSA@sdcounty.ca.gov and someone will return your email within one business day.

SIR Reminders

- In addition to reporting to the SIR line at 619-644-8800, Programs are to notify their CORs.
- On the SIR form the Legal Entity would list the Program’s Agency name.
- Updates to the Levels of Care to select on the SIR form are being made and new forms will be released in the near future.
- For more details on the SIR, review the SUDPOH, pages G.14-17.



Youth Assessment Index (YAI) – Better Copy

- An improved copy of the YAI has been posted on the Optum site under the SUDURM tab.
- The content is the same, but print quality is better.

Updated SUDPOH

- The latest version of the SUDPOH (revised 8-8-18) has been posted on the Optum website.
- A Summary of Changes document for the revisions is also posted.
- Go to the SUDPOH tab on the DMC-ODS page of the Optum website to locate these documents.

Recovery Services - Groups

- Clients receiving group recovery services at a program cannot be included in groups with OS/IOS or Residential clients.

Unique Client Numbers (UCN)

- The standard for client numbers on hard copy client files is to use the UCN as designated for the client in SanWITS.
- If your program is not currently following this practice, please begin to do this with all new admissions.

Advocacy Agency Record Requests

- As part of the DMC-ODS Health Plan, clients are assured rights (as described in the DMC-ODS Beneficiary Handbook)
- These rights include, among other things, the right to file a grievance or appeal.

- When a client files a grievance or appeal, they can work with one of the advocacy agencies for assistance (CCEA for outpatient programs, JFS for residential).
- The goal of both advocacy agencies is to work with the providers and clients to resolve issues at the program level.
- The grievance and appeal processes follow timelines as established by Federal and State regulations.
- Please respond promptly to record requests from both CCEA and JFS.

From the MIS Team

Residential Bed Management

- Only County Contracted Beds should be entered into SanWITS
- If your bed count changes due to contract amendments, notify MIS to make these changes to SanWITS

Group Counseling – Outpatient and OTP Providers

- All group counseling encounters will need to be created through the Group List in SanWITS
- Service =*Group ODS on the Group Session for OS or IOS Group Counseling
- **Do not** create group counseling encounters from the encounter screen – if done, it will not calculate the correct rates

SanWITS Encounters

- # of service units/sessions field on the encounter defaults to 1 and should remain as 1 except for the following:
 - Consecutive days of dosing with same NDC#

Census Bulk Encounters

- Residential bed day encounters created through the Census will populate the encounter with the note type of “Bed Management Census Note”
- This Note type will need to be changed to the appropriate note type on each individual client’s encounter
 - DMC Billable, County Billable, or Non-Billable

SanWITS and SSRS Trainings – Sep 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
 - 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.

Save the Date

- Next SanWITS Users Group Meeting will be Monday, October 1, 2018
- Time: 9:00 – 12:00 noon
- Location: Coronado Room at 3851 Rosecrans Street, San Diego, 92101

**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**