Up To The Minute...

SUD Provider Edition

Celebrate the Tides of Hope
2023 NATIONAL RECOVERY MONTH CELEBRATION

Join us as we celebrate National Recovery Month!

The purpose of **National Recovery Month** is to bring San Diego County's recovery community together and raise awareness for treatment, support programs, and local resources. This national observance is held every September in partnership with public and private entities throughout the region to celebrate and support individuals in recovery, those thinking about recovery, and the families and friends of those on recovery journeys. This year's **National Recovery Month Celebration** event theme is "Celebrate the Tides of Hope," focusing on the resiliency of individuals in recovery.

We are kicking off the celebration on **Saturday, August 26th at Waterfront Park.** In addition to valuable resources, the event will be filled with fun interactive activities, music, and shared stories of hope from those with lived experience. Free naloxone and event giveaways will also be available for attendees while supplies last, so come early and celebrate with us! This event is **FREE** to attend, please share widely with your networks. **View the flyer here!**

Event Info:
- **Date:** Saturday, August 26, 2023
- **Time:** 10:00 a.m. – 1:00 p.m.
- **Location:** Waterfront Park (1600 Pacific Hwy, San Diego, CA 92101)
- **Cost:** FREE
- **Exhibitor Information:** There is no cost to have an exhibitor booth at the National Recovery Month Celebration event. If you're interested in being an exhibitor, please aim to complete the **exhibitor request form** ASAP as space is limited.

We hope to see you there and invite you to promote this opportunity with your networks! If you have questions about this event, please contact us at Engage.BHS@sdcounty.ca.gov.

New: Skill Building Workshops in August 2023
- The BHS SUD QA team is pleased to announce Skill Building Workshops for Quality of Care. This workshop is an opportunity for SUD Treatment providers to develop and refine their skillset in delivering and documenting quality services. QA will review County and CalAIM documentation standards, facilitate clinical exercises, and offer a forum for providers to discuss and consult best practices with one another.
  - Outpatient Quality of Care
    - **Tuesday, August 15, 2023**, from 9:30 a.m. to 11:00 a.m.
    - **Register Here!**
  - Residential Quality of Care
    - **Thursday, August 31, 2023,** from 9:30 a.m. to 11:00 a.m.
    - **Register Here!**
- If you are in need of an ASL Interpreter for the workshop, please submit a request at least 7 business days in advance so that we may secure one for you. We are unable to guarantee accommodations for any requests made after 7 business days.

New: Program Manager Orientation
- The Program Manager Orientation is now available and can be found under the "QA Training" tab on the Optum website.
- The Program Manager Orientation was developed to help assist new Program Managers and programs onboarding onto DMC-ODS and serve as a resource for Technical Assistance.
- It includes information on Behavioral Health Services Leadership, Federal and State Regulations, the Utilization Review Process, Privacy Incident Reporting, Serious Incident Reporting, Grievances & Appeals, and Communications from QA.

Annual Quality Assurance DMC-ODS Training
The fifth Annual DMC-ODS Training will take the place of the August SUD Quality Improvement Partners (SUD QIP) meeting. The presentation will review data from the fifth year of DMC-ODS implementation, areas for quality improvement in the new Fiscal Year, and DMC-ODS and CalAIM requirements. Intended audience is Program Management and Quality Improvement/Assurance Staff.
- Date: **Thursday, August 24, 2023**
- Time: 10:00 a.m. to 11:30 a.m.
- Where: via Microsoft Teams – *Click here to join the meeting!*

Reminder: CA Managed Care Plans (MCP)
- DHCS announced changes to its Managed Care Plans (MCP) after revoking the RFP.
- Effective 1/2024, the MCP(s) will change from 7 plans to 4 plans. This means all clients in the other plans that are ending, will need to transition into a new plan.
- DHCS is developing a transition plan ensuring no client lapses.
- This change will reduce the number of MCP(s) programs will have to navigate for coordinating care and will streamline processes so providers can focus on service to clients.
- For more information see the DHCS Medi-Cal Managed Care website.

Reminder: Medical Record Review (MRR)
- The new fiscal year is upon us and MRR season has begun.
- Keep a look out for communications from your QA Specialist to schedule your program's MRR.

Reminder: Participant list/number of participants
- Per BHIN 22-019: When a group service is rendered, a list of participants is required to be documented and maintained by the plan or provider.
  - Outpatient services: group size is limited to no less than 2 and no more than 12.
  - Residential services: Same group size regulations for **clinical groups** (2-12 as listed above). However, patient education groups can exceed 12 participants.

Reminder: Daily Admissions
- Outpatient and residential programs shall have capacity to conduct daily admissions for all days they are open.
- Outpatient programs are expected to be open and offering admission appointments five (5) days a week at minimum.
- Residential programs are expected to be open and offering admission appointments 24 hours a day.

Reminder: Recovery Residences
- Programs are responsible for having an active MOU/MOA with recovery residence providers.
- Programs are responsible for monitoring compliance of the recovery residence annually to ensure treatment services are not provided in recovery residences and that the recovery residence locations are secure, safe, and alcohol/drug free.
- Evidence of required monitoring shall be made available to the County upon request.
- Clients in Recovery Residences must be actively receiving Outpatient Treatment or Recovery Services under BHS SUD contract.
- A client's stay in recovery residence is limited to short term and shall not exceed 24 months. Programs should contact their COR for case-by-case situations regarding a client's length of stay.

<u>Reminder: Justice-Involved Waiver</u>
- DHCS' justice-involved initiative is part of CalAIM, a broad initiative to transform Medi-Cal.
- DHCS expects correctional facilities to launch pre-release services between April 2024 and March 2026.
- Once their facility offers pre-release services, youth and eligible adults in jails, youth correctional facilities, or prisons can begin receiving targeted Medi-Cal services 90 days before their expected release date.
- Anyone who is incarcerated is eligible for pre-release services, provided they meet other criteria, including those who are incarcerated for a short term.
- For more information see the [DHCS CalAIM Justice Involved Initiative](#) website.

Management Information Systems (MIS)

⚠️ **Important Notice** from BHS Budget and Fiscal Teams: Completion of SanWITS Data Entry for FY 22-23 Referencing email sent on 8/2/23.
- All SUD providers should have completed their **data entry by August 15, 2023, for services provided up to June 30, 2023**.
- The **Total Units of Service** (TUOS) to be reported on the State Cost Report for the FY 2022-23 claims will be based on the information as of August 15, 2023.
- If you have not completed data entry for services provided up to June 30, 2023, please call Mylene Fitzgerald at (619) 548-9920 immediately or no later than August 15, 2023.

<u>Change – SanWITS Disallowance Reasons</u>
- Effective Aug 14, 2023, Disallowance reasons will be changed on the Encounter screen and on the Claim Item List
- Reduced from 25 available reasons to the following 4 reasons:
  - Evidence of fraud, waste, abuse
  - Claim submitted for services during lock-out
  - Missing documentation of allowable service
  - Service not billable under Title 9
- Please reach out to QIMatters.HHSA@sdcounty.ca.gov for any questions regarding reason descriptions.

<u>Patient Portal – coming soon!</u>
- Once the patient portal has been activated, clients will be notified by email.
- Clients must have the following information in SanWITS in order to receive their registration email.
  - Client Email Address must be entered in SanWITS.
  - Client will need to have at least one person on the Treatment Team in SanWITS.
  - Client will need to have at least one encounter in SanWITS.
- More details to be shared as we get closer to activation.

<u>Reminder: Contact Screen and Access Times Reporting</u>
- 1st <u>Accepted Intake/Screening Appt</u> field should not be entered unless the <u>Disposition</u> = "Made an Appointment"
- Errors are occurring with Access Times reporting due to the discrepancy in having a date for an appointment, but not having Made an Appointment

<u>Reminder: CalOMS Admission Record</u>
- MIS is experiencing a high volume of request to delete admissions in SanWITS due to client not returning to complete the Intake Process.
- ⚠️ <mark>Do not enter the CalOMS Admission in SanWITS until the following criteria is met:</mark>
  1. <u>A SUD related problem</u>.
  2. The client must <u>have completed the intake process</u> to the program (Not the SanWITS Intake screen).
  3. <u>Treatment must have started</u>.
- If an individual started the intake process, <u>but did not return</u>, the CalOMS admission should not be entered in SanWITS.

<u>**Reminder: Closing Client Episode/Intake in SanWITS**</u>
- Client's episode/intake should be closed if the client is no longer receiving SUD Treatment, Recovery Services, or Before Admission/After Discharge services.
- Before ending the episode/intake:
    - Billing must be completed.
    - SanWITS records must be completed.
    - CalOMS errors must be completed.

<u>**Reminder: Discrepancy in the Program Enrollment <u>Termination Reason</u> and <u>Discharge Status</u> on Discharge Profile**</u>
- When discharging a client, make sure that both the *Termination Reason* and *Discharge Status* are the same.
- The *Termination Reason* on the **Program Enrollment**'s screen must be the same as the client's *Discharge Status* on the **Discharge Profile** screen to avoid mismatching data.
- Refer to the CalOMS Data Collection Guide (Sec. 8.3 Discharge Status Definitions and Sample Scenarios, pgs. 93-96) on Optum website CalOMS_Tx_Data_Collection_Guide_Jan_2014.
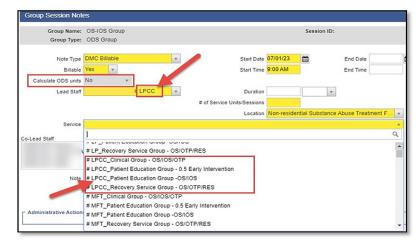
<u>**Important:** **Telecommunication Services – are services provided to the client by Telehealth (video/audio) OR Phone (audio only)**</u>
- <u>Location</u> field – Select:
    - Telehealth provided in patient's home, OR
    - Telehealth provided other than in patients' home.
- <u>Contact Type</u> field – Select:
    - Telehealth, OR
    - Phone

Important: Group Sessions
<u>**Rendering Staff and Service Discrepancy Errors**</u>
- There is a high volume of errors due to group service not matching the Lead Staff discipline resulting in wrong rates being billed.
- All new groups are identified by # followed by the discipline followed by the type of group.
- The <u>Lead Staff</u> discipline must match the discipline on the <u>Service</u> as seen below.

- Providers are responsible to monitor their groups to make sure this is correct before creating individual encounters.
- MIS is monitoring and will notify Providers of mismatched groups to be rejected back and corrected.

<u>**Group Types – Pre 7/1/23 OR 7/1/23 forward**</u>
- Service dropdown will populate **all** group types pre and post 7/1/23.
- Groups with Date of Service 7/1/23 forward – User must select new groups starting with hash sign **(#)** followed <u>by discipline</u> (top of list)
- Groups with Date of Service pre-7/1/23 – User must select groups starting with two asterisks (**)

Group – No Show Encounter
- When creating a NO SHOW encounter through the Group Session Screen
    - Encounter <u>Contact Type</u> field – Select No Show

Group – Calculate ODS field
- Group services with date of service pre-7/1/23, <u>Calculate ODS</u> field will default to **YES**, and be editable.
    - OTP providers should always select **NO**
- Group services with date of service 7/1/23 forward, <u>Calculate ODS</u> field will default to **NO**, and be read only.

Reminder: DATAR
- Submissions must be entered by the 1st and no later than the 7th of each month for the previous month.
- Make sure all facilities have at least two DATAR submitters, which includes a backup user.
- Email SUDEHRSupport.HHSA@sdcounty.ca.gov if a DATAR user needs to be added or removed as well as adding or removing DATAR facility access.
- The following information needs to be emailed for new DATAR user requests:
    - Staff Name:
    - Staff Business Email:
    - Facility Name and CalOMS#:37xxxx

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SanWITS Quarterly Users Group Meeting – Let's Get Together!

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Purpose of the Users Group - review and educate State Reporting for CalOMS, ASAM, DATAR, and Capacity, SanWITS updates, changes in system requirements, Billing & QA updates, and address User concerns.

- Next meeting: **Monday, October 16, 2023**, at 9:00 a.m. – 11:00 a.m.
- Quarterly meetings are expected to occur on the 3rd Monday each quarter (adjusted for holidays)
    - Jul, Oct, Jan, Apr
- ASL Interpreters are being requested for each meeting.

We welcome and encourage you to send agenda items to be covered during our User Group Meetings SUDEHRSupport.HHSA@sdcounty.ca.gov

SanWITS Virtual Trainings Provided
- Register online with RegPacks at: https://www.regpack.com/reg/dmc-ods
- Type of Training Classes:
    1) SanWITS – Intro to Admin Functions (IAF) – SanWITS functions that are applicable to All program types.
    2) Residential Facilities - Bed Management & Encounter Training
    3) Outpatient / OTP Facilities – Group Module & Encounters Training
    4) SanWITS Assessments (SWA)– designed for direct service staff who complete Adolescent Initial Level of Care (LOC)assessments, Discharge Summary, and Risk and Safety Assessment
- Please remember, if unable to attend class, cancel the registration as soon as possible.

Billing Unit (BU) – SanWITS Billing Classes
- Questions or to Schedule billing training – Call 619-338-2584 or email ADSBillingUnit.HHSA@sdcounty.ca.gov.
- BU uses Microsoft Teams application for training.
- Prior to BU training, user must have completed SanWITS Intro to Admin Functions (IAF) training and one of the following encounter trainings – 1) Residential -Bed Management & Encounters training, or 2) Outpatient/OTP Group Module & Encounters training.

Billing Unit (BU)

A. DMC-ODS Billing Manual
- Version 1.4 of the DMC-ODS Billing Manual has been published on the Optum website- "Billing" tab.
- Drug Medi-Cal Organized Delivery System (optumsandiego.com)

- The State has not set a release date for version 1.5 of the billing manual. The SUD Billing Unit will track changes and update providers as needed.

B. Payment Recovery Form (PRF)
- The Payment Recovery Form has been revised in accordance with the CalAIM Payment Reform and is available for DMC Providers to report void/disallowance for service dates starting on 07/01/2023 and onwards. The PRF can now be accessed on the Optum website- "Billing" tab. A separate email notification will be sent by the SUD Billing team regarding this.
- Drug Medi-Cal Organized Delivery System (optumsandiego.com)

C. FY 2022-2023 Billing Deadline
- All SUD providers should complete billing for FY 2022-2023 on or before 08/23/2023.
- If you have any late billing (beyond 6 months from the date of service) to please contact ADSBillingUnit.HHSA@sdcounty.ca.gov as soon as possible and provide us with your valid good cause or delay reason code (DRC).

D. CalAIM/Payment Reform: Billing Changes (Service dates beginning 07/01/2023)
- The roll-up functionality in SanWITS is a requirement of CalAIM/Payment Reform.
- **Roll up:** The claim items are rolled up (combined) for the same client, day, service, and rendering staff for duration-based and unit-based services. The roll-up process is automatically done by the SanWITS system once you click the 'Create Facility Batch' hyperlink.
- Claim batches submitted by providers for the same client, day, service, and rendering staff after the original batch (primary claim) has rolled up will appear in the Claim Item List screen in SanWITS as "pending roll-up" (secondary claim). Please contact the ADSBillingUnit.HHSA@sdcounty.ca.gov immediately if you see or have any claims on the Claim Item List with "pending roll-up" status. We can provide guidance on the next step based on the reason why claims are not batched with the primary claim.
- The CalAIM Payment Reform (SanWITS Changes) document is available on the Optum website under the 'SanWITS' tab. The information on page 4 pertains to billing and billing-related changes.

- Programs will be provided with tips sheets or additional guidance on roll-up functionality as soon as the system enhancement is complete.
- If your program requires additional time or a grace period in completing your batch for July 2023 claims, please contact ADSBillingUnit.HHSA@sdcounty.ca.gov.

? If you have any questions about these announcements, please send them to ADSBillingUnit.HHSA@sdcounty.ca.gov

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Health Plan Administration (HPA)

Provider Directory Application Programming Interface (API) has launched!
- The CMS Interoperability Rule requires Behavioral Health Plans to implement and maintain a publicly accessible and standards-based Provider Directory API (see BHIN 22-068). The requirement was created to make health information easily accessible to clients by having each health plan follow industry standards like HL7 FHIR APIs and by deterring information blocking.
- The County of San Diego BHS Provider Directory API has launched and is now available to software developers and other health systems. The link requires an API application to open and will not be viewable with browsers.
- The Provider Directory API takes information from the SOC Application. To help maintain accurate information is included in the Provider Directory API, staff are asked to update information in the SOC Application as changes occur and to attest to the accuracy of information monthly.

Peer Support Services Implementation (Reminders!)
- **Training Requirements** for certified Peer Support Specialists: San Diego Certified Peer Support Specialist – TRAINING REQUIREMENTS
- **Billing Codes** for certified Peer Support Specialists: San Diego Certified Peer Support Specialists – BILLING CODES
- Q&A on Peer Support Services
- Recognizing the need for input from peers and other stakeholders, CalMHSA established a Stakeholder Advisory Council that makes recommendations on behalf of a variety of stakeholder groups and meets virtually every month.
- The State also offers the public and stakeholders this email address for Peer-related questions and comments: Peers@dhcs.ca.gov.

Medi-Cal Peer Support Specialist Certification
- Click here for the Medi-Cal Peer Support Specialist Certification Registry.
- The Legacy (grandparenting) pathway for certification ended on June 30, 2023.
- For any inquiries regarding certification application status, please reach out to PeerCertification@calmhsa.org.

Supervision of Certified Peer Support Specialists
- The *Supervision of Peer Workers Training* is a 1-hour recorded training that is available through CalMHSA at no cost. This training meets the State's training requirements for the supervision of Medi-Cal Peer Support Specialists certified in California. Register for the Supervisor Training at the CalMHSA website.

Specialization Trainings for Certified Peer Support Specialists
- CalMHSA has announced the availability of areas of specialization for certified Medi-Cal Peer Support Specialists. These specializations focus on additional training that builds on the knowledge, skills, and abilities of Peer Support Specialists that have already been certified.
- Certified Peer Support Specialists who are interested in working in one of these specialty areas are strongly encouraged to take the corresponding trainings:
  - Parent, Caregiver, and Family Member Peer
  - Peer Services – In Crisis Care
  - Peer Services for Unhoused
  - Peer Services for Justice Involved
- To learn more about these specializations and the availability of scholarships, please visit the CalMHSA website.

CalAIM Behavioral Health Payment Reform: Please send questions on local implementation of payment reform to BHS-HPA.HHSA@sdcounty.ca.gov.

Mega Regs/Network Adequacy: System of Care Application (SOC) Reminders
- Don't forget to attest to your profile in the SOC application this month!
- Are you new to a program? Register to the SOC app and attest to information once registration is completed.
- Are you a program manager? Remember to attest to your program's information on the SOC app monthly.
- For any questions, please reach out to the Optum Support Desk at 800-834-3792 (choose Option 2), or email sdhelpdesk@optum.com.
- NOTE: Information about changes to Treatment Location Information (address, phone, fax, addition/deletion of sites) can be found in the Provider Operations Handbook.

> **Population Health - Network Quality and Planning**

1. CalAIM POD PIP/BHQIP

OTP providers met on June 27th to share insights about barriers to retention in MAT & offered to gather feedback from their clinicians and a sampling of clients.

2. CalAIM FUA PIP/BHQIP

NAMI is working with BHS to provide peer support to the Hillcrest ED pilot site to meet with qualifying patients and assist with navigation to BHS programs.

Next steps:
- Finalize intervention implementation plan with UCSD ED & NAMI staff, outline the workflow map and draft CalAIM BHQIP templates A and B for September submission to DHCS.

3. New: Training Requirements for Prescribers
As of Jan 2023, the Drug Enforcement Agency (DEA) eliminated the X-waiver requirement!
All providers with an active DEA license can prescribe buprenorphine as medication for addiction treatment (MAT) *without* any special licensing.
- The DEA also added a one-time requirement that all providers must complete 8 hours of training related to substance use disorder (SUD) treatment.
- This training is due at the time you apply for or renew your DEA license, starting June 27, 2023.
  - If you previously completed the X-waiver or other CME training on opioid use disorder (OUD) or SUD in the past, that counts.
  - Also, if you completed medical school or NP/PA training within the past 5 years and that training included at least 8 hours of OUD/SUD curriculum, you are also exempt.
  - For free training resources please check out the link below: https://cabridge.academy.reliaslearning.com/category.aspx?zcid=14358
  - To learn more about X-waiver requirement click the following link: https://www.samhsa.gov/medications-substance-use-disorders/waiver-elimination-mat-act

Prevention and Support Services

SUD Primary Prevention Contractors
The State of California DHCS is transitioning to a new primary prevention data reporting system to replace the PPSDS (Primary Prevention SUD Data Service System). The new primary prevention data system will be Prospectus Group's ECCO Web-based Prevention Services Data Reporting System.

ECCO Web-based Prevention Services Data Reporting System Updates
- Trainings available to County Coordinators and SUD Primary Prevention Providers in July 2023.
  - County Coordinators received initial ECCO training to support training of SUD Prevention Providers in attending DHCS-sponsored sessions.
  - County Coordinators will work with Prevention Providers to learn the new data reporting system in July-August 2023.
- Prevention Services unit data will be recorded for the 1st Quarter of the fiscal year 2023-24 and will be due 10/1/23. Future reporting will be due monthly by 10th of each month.
- For technical assistance requests or other questions, please contact Dave Edison at dave.edison@sdcounty.ca.gov.
- For information regarding DHCS Primary Prevention, please visit Prevention and Youth Branch (ca.gov)

Communication
- Billing questions? Contact: ADSBillingUnit.HHSA@sdcounty.ca.gov
- DMC-ODS Standards/SUDPOH/SUDURM questions? Contact: QIMatters.HHSA@sdcounty.ca.gov
- CalAIM and/or Peer related Q&As? Contact: bhs-hpa.hhsa@sdcounty.ca.gov
- SanWITS questions? Contact: SUDEHRSupport.HHSA@sdcounty.ca.gov;
  SUDEHRTraining.HHSA@sdcounty.ca.gov
  SUDEHRFax.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