

# SUDPOH

# Substance Use Disorder Provider Operations Handbook



**NOTE:** Given the continual evolution of the field of Substance Use Disorder treatment, the SUDPOH is a living document and will evolve with the availability of new information and research, or changes in policy, regulatory mandates, or contractual agreements. As a result, this document is subject to ongoing review and revision at the discretion of the County of San Diego HHSA Behavioral Health Services.

COUNTY OF SAN DIEGO  
HEALTH AND HUMAN SERVICES AGENCY, BEHAVIORAL HEALTH  
SERVICES  
Drug Medi-Cal Organized Delivery System (DMC-ODS)



# SUDPOH

## Substance Use Disorder Provider Operations Handbook

**Note:**

- Reminder – DHCS is the DMC Authority. Always check DHCS's [website](#) to ensure access to the most current information included in MHSUDS Information Notices, FAQs, and other DMC-ODS related regulations and guidance.
- The Program contract, including the Service Template and Statement of Work, takes precedence over the SUDPOH. If any element of the contract is in conflict with the SUDPOH, contact the program's COR.
- All Forms and Manuals referenced in the SUDPOH can be found on the [Optum website](#). Documents are located under the [County Staff & Providers](#) tab, and then under the [Drug-Medi-Cal Organized Delivery System](#) link.
- All internet addresses (URLs) and links in this document were current as of the publication date of this manual but are subject to change without notice.



# **SUD Provider Operations Handbook**

## **COUNTY OF SAN DIEGO DMC-ODS**

<b>A. THE COUNTY OF SAN DIEGO DRUG MEDI-CAL ORGANIZED DELIVERY SYSTEM (DMC-ODS).....</b>	<b>1</b>
MISSION OF THE COUNTY OF SAN DIEGO DRUG MEDI-CAL ORGANIZED DELIVERY SYSTEM SERVICE PROGRAMS .....	2
SYSTEM OF CARE PRINCIPLES .....	3
COUNTY OF SAN DIEGO DRUG MEDI-CAL ORGANIZED DELIVERY SYSTEM REGIONS .....	7
GENERAL PRACTICE GUIDELINES .....	8
MEDICAL NECESSITY AND ASSESSMENT.....	8
DRUG TESTING.....	10
EVIDENCE BASED PRACTICES (EBPs) .....	10
MEDICATION-ASSISTED TREATMENTS (MAT).....	12
CLINICIAN CONSULTATION.....	12
RECOVERY SERVICES.....	13
CULTURALLY APPROPRIATE SERVICES.....	13
CARE COORDINATION.....	13
FIELD-BASED SERVICES .....	15
HOUSING REFERRALS .....	15
SPECIAL POPULATIONS .....	15
CHILDREN, YOUTH, AND FAMILY SERVICES .....	17
CLIENTS INVOLVED WITH THE JUSTICE SYSTEM .....	18
HOMELESS POPULATION.....	20
LESBIAN, GAY, BISEXUAL, TRANSGENDER, QUESTIONING POPULATION.....	21
VETERANS.....	22F
TRIBAL COMMUNITIES.....	23
MEDI-CAL TRANSFORMATION.....	23
<b>B. PROVIDING DMC-ODS SERVICES .....</b>	<b>1</b>
LEVELS OF CARE.....	1
SERVICE DESCRIPTIONS.....	10
HOUSING NEEDS & DMC-ODS .....	15
OUTREACH SERVICES .....	15
<b>C. PREVENTION SERVICES &amp; SPECIALTY POPULATIONS.....</b>	<b>1</b>
PRIMARY PREVENTION .....	1
CO-OCCURRING POPULATIONS.....	2
PROGRAMS SERVING CHILDREN, YOUTH & FAMILIES.....	2
JUSTICE-INVOLVED SUD SERVICES .....	6
COUNTY OF SAN DIEGO JUSTICE-RELATED SUD PROGRAMS .....	7
<b>D. PRACTICE GUIDELINES .....</b>	<b>1</b>
ADMISSION POLICIES, PROCEDURES AND PROTOCOLS .....	1
MEDICAL NECESSITY AND SUD DIAGNOSIS REQUIREMENTS.....	4
CLINICAL DOCUMENTATION GUIDELINES .....	7
CONTINUED SERVICE AND DISCHARGE CRITERIA.....	9
OTHER SERVICE GUIDELINES .....	9
RESIDENTIAL REQUIREMENTS .....	15
OTP REQUIREMENTS .....	16

# **SUD Provider Operations Handbook**

**COUNTY OF SAN DIEGO DMC-ODS**

<b>E. ACCESSING SERVICES .....</b>	<b>1</b>
ACCESS .....	1
GEOGRAPHICAL SERVICE AREA .....	2
NETWORK ADEQUACY .....	2
OUT-OF-NETWORK ACCESS .....	3
DMC-ODS TRANSITION OF CARE POLICY .....	4
TELEHEALTH .....	6
REFERRAL RESOURCE .....	8
MISSSED SCHEDULED APPOINTMENTS .....	8
CRISIS INTERVENTION PROTOCOL .....	8
ELIGIBILITY DETERMINATION .....	9
COORDINATION OF TRANSITIONS IN CARE (STEP-UP/DOWN WITHIN SUD SYSTEM AND BETWEEN HEALTH SYSTEMS) .....	11
RESIDENTIAL SERVICE AUTHORIZATION .....	12
CHARITABLE CHOICE REGULATIONS .....	15
PRIORITY POPULATION CLIENTS REQUESTS FOR SERVICES .....	16
PERSONS WITH DISABILITIES (PWD) ACCESS TO SERVICES .....	16
LANGUAGE REQUIREMENT .....	18
<b>F. COMPLIANCE &amp; CONFIDENTIALITY .....</b>	<b>1</b>
COMPLIANCE .....	1
CONFIDENTIALITY .....	2
<b>G. MEMBER RIGHTS .....</b>	<b>1</b>
CONSUMER GRIEVANCES, APPEALS, AND STATE FAIR HEARINGS .....	1
CLIENT RIGHTS .....	9
<b>H. CULTURAL COMPETENCE .....</b>	<b>1</b>
CURRENT STANDARDS AND REQUIREMENTS .....	1
CULTURAL COMPETENCE TRAINING OPPORTUNITIES .....	2
CULTURAL COMPETENCE MONITORING AND EVALUATION .....	2
<b>I. QUALITY ASSURANCE .....</b>	<b>1</b>
QUALITY IMPROVEMENT PLAN .....	2
MONITORING .....	2
UNUSUAL OCCURRENCE REPORTING .....	21
PROGRAMS SERVING CHILD, YOUTH & FAMILIES ADDITIONAL REPORTING .....	21
CLIENT SATISFACTION .....	22
QUALITY REVIEW COUNCIL (QRC) .....	22
PERFORMANCE IMPROVEMENT PROJECTS (PIPs) .....	22
<b>J. MANAGEMENT INFORMATION SYSTEMS (MIS) .....</b>	<b>1</b>
TECHNOLOGY REQUIREMENTS .....	1
COUNTY TLS EMAIL ENCRYPTION .....	1
ELECTRONIC HEALTH RECORDS .....	1
<b>K. DATA COLLECTION &amp; RETENTION .....</b>	<b>1</b>
DATA ENTRY STANDARDS .....	1

# **SUD Provider Operations Handbook**

## **COUNTY OF SAN DIEGO DMC-ODS**

ACCURACY OF DATA .....	1
BILLING.....	2
OTHER DATA COLLECTION REQUIREMENTS .....	2
<b>L. TRAINING .....</b>	<b>1</b>
CONTRACT REQUIRED TRAININGS .....	1
THE QUALITY ASSURANCE UNIT.....	1
ELECTRONIC HEALTH RECORD TRAININGS.....	1
THE BILLING UNIT .....	2
<b>M. STAFF QUALIFICATIONS &amp; REQUIREMENTS .....</b>	<b>1</b>
CREDENTIALING REQUIREMENTS .....	1
SUD STAFFING DESCRIPTIONS AND REQUIREMENTS.....	3
RESIDENTIAL STAFFING REQUIREMENTS .....	13
ETHICAL AND LEGAL STANDARDS .....	14
STAFF DEVELOPMENT AND TRAINING PLANS .....	15
<b>N. FACILITY REQUIREMENTS: LICENSING, CERTIFICATION, ETC. ....</b>	<b>1</b>
SPACE.....	1
LICENSING.....	2
OPERATIONAL PROCEDURES .....	6
PROGRAM ADVISORY GROUP (PAG).....	6
ALCOHOL AND DRUG FREE ENVIRONMENT .....	6
TRAUMA INFORMED FACILITIES .....	7
COMMUNICABLE DISEASE INFORMATION, EDUCATION, AND PREVENTION .....	7
EMERGENCY CRITICAL SERVICES .....	8
NALOXONE IN LICENSED ALCOHOL AND OTHER DRUG (AOD) RESIDENTIAL TREATMENT PROGRAMS AND CERTIFIED AOD OUTPATIENT PROGRAMS .....	9
PROGRAMS SERVING CHILDREN, YOUTH & FAMILIES PROGRAM REQUIREMENTS.....	10
PUBLIC CONTACT.....	10
LINKAGES WITH SUPPORT SERVICES ORGANIZATIONS.....	10
PROMOTIONAL MATERIALS AND ADVERTISING REQUIREMENTS .....	10
TRAFFICKING VICTIMS PROTECTION ACT OF 2000 .....	11
NATIONAL VOTER REGISTRATION ACT (NVRA).....	11
<b>O. PROVIDER CONTRACTING .....</b>	<b>1</b>
SLIDING SCALE FEE .....	19
<b>P. FUNDING SOURCE REQUIREMENTS (CONTRACTOR INSTRUCTIONS).....</b>	<b>1</b>
BUDGET & FISCAL INSTRUCTIONS FOR COST REIMBURSEMENT CONTRACT .....	1
BUDGET & FISCAL INSTRUCTIONS FOR FIXED PRICE/ NET NEGOTIATED RATE (NNR) CONTRACT .....	6
BUDGET & FISCAL INSTRUCTIONS FOR HYBRID CONTRACT .....	7
<b>Q. QUICK REFERENCE .....</b>	<b>1</b>
PHONE DIRECTORY .....	1
DEPARTMENT OF HEALTH CARE SERVICES (DHCS).....	1
COUNTY OF SAN DIEGO RESOURCES.....	1
OPTUM - ADMINISTRATIVE SERVICES ORGANIZATION (ASO) .....	1

# **SUD Provider Operations Handbook**

**COUNTY OF SAN DIEGO DMC-ODS**

CLIENT ADVOCACY ORGANIZATIONS .....	1
AMERICAN SIGN LANGUAGE (ASL) INTERPRETER SERVICES .....	2
CLIENT SERVICES DATABASE.....	2
OTHER RESOURCES.....	2

## **APPENDIX**

- APPENDIX A.1 – ASAM CRITERIA DIMENSIONS AT A GLANCE
- APPENDIX A.2 – SYSTEM OF CARE GLOSSARY OF COMMON TERMS
- APPENDIX B.1 – ASAM LEVEL OF CARE DETERMINATION GUIDELINES
- APPENDIX B.2 - HOMELESS OUTREACH WORKER (HOW) SERVICE MODEL & DATA COLLECTION FLOW CHART
- APPENDIX C.1 – PC 1000 PROGRAM SERVICES AND REQUIREMENTS
- APPENDIX D.1 – WITNESSED COLLECTION
- APPENDIX F.1 - OPTUM WEBSITE TIP SHEET
- APPENDIX F.2 – HHSA PRIVACY INCIDENT REPORTING PROCESS
- APPENDIX J.1 – COUNTY TLS EMAIL ENCRYPTION
- APPENDIX K.1 – BHS CALOMS & OPEN ADMISSIONS PROCESS
- APPENDIX K.2 – BHS DATAR PROCESS
- APPENDIX K.3 – BHS DATAR TIP SHEET
- APPENDIX M.1 – SUD CREDENTIALS
- APPENDIX M.2– TRAUMA INFORMED CARE CODE OF CONDUCT
- APPENDIX N.1 – BHS HEALTH, SAFETY, AND APPEARANCE STANDARDS
- APPENDIX O.1 – SLIDING SCALE FEE