

OPTUM WEBSITE – SOC APPLICATION FAQs

REGISTRATION

When registering, it says I already have an account, but I don't remember what my One Healthcare ID is.

- Contact the Support Desk for assistance in locating your One Healthcare ID.

Which role should my admin staff select?

- For Mental Health Programs – Admin can select Mental Health Organizational Provider User.
 - Note: They do not need to check the “Access to SOC Application” as they are not required to attest in the SOC.

I don't have a verification code.

- Currently, that field is for Optum use only.

Do all my providers need to register?

- For Mental Health (MH) – Providers who provide direct outpatient services and bill in SmartCare, and program managers that provide these services need to register and attest.
- For Substance Use Disorder (SUD) - Rendering providers who enter or have SUD services entered in SmartCare, and the facility managers need to register and attest.
- Contact the Support Desk to find out if your facility or Site is excluded from the SOC.

Do my legal entity's corporate staff need to register?

- If a corporate staff happens to provide direct services, they will need to register and attest during the SOC attestation period (when they provided services).
- If corporate staff show up on your Provider List in the SOC, and do not provide services, the manager can update the Service Status field and select from the dropdown 'Not available to provide services at the site' (at this time). This can change whenever there is a need for them to provide direct services.
- If corporate staff needs manager access, they can register and notify the Support Desk they need the Manager role.

ATTESTATION

How often do we have to attest?

- Providers are expected to **frequently** update their current profile (community-based locations, cultural competency hours, etc.) in the SOC application **as changes occur** to show accurately on the provider directory.
- Providers are expected to attest to all SOC information **monthly**.
- Program managers are expected to visit the SOC to review program's information and attest to information **monthly**.
- New hires and transfers are expected to register promptly and attest to information once registration is completed.

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PERSONAL INFO TAB

How can I update my name in the SOC?

- For Mental Health (MH) – You can submit a Modification ARF to update electronic Health Record (SmartCare). Once SmartCare is updated the SOC application will reflect the most updated information.
- For Substance Use Disorder (SUD) – You can submit a Modification ARF to update electronic Health Record (SmartCare). Once SmartCare is updated the SOC application will reflect the most updated information.

I don't agree with the Gender options.

- The Gender options are provided by the State.

What email address should go in Professional Email?

- The work email address that will be viewable in the (public) Provider Directory. This email address will be used by the Program Manager or Optum to contact you through the SOC application.

Why do you need our Private Email addresses?

- Your private email is an optional alternative email address that will be used when the professional email address is invalid or when Optum cannot get a hold of you through the professional email address. The private email address is not available to the public.

Are the cultural hours the ones we completed this fiscal year?

- They are the cultural hours completed in the last twelve months.

Do we put the degree that we have currently or the one we are working towards?

- Enter the degree you currently have.

What does Intermediate Graduate mean?

- It is a level beyond Master's level but not reaching Doctorate level (per Google).

My credentials are wrong, but I cannot change it.

- For Mental Health (MH) – You can submit a Modification ARF to update electronic Health Record (SmartCare). Once SmartCare is updated the SOC application will reflect the most updated information.
- For Substance Use Disorder (SUD) – You can submit a Modification ARF to update electronic Health Record (SmartCare). Once SmartCare is updated the SOC application will reflect the most updated information.

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MH/SUD SITES TAB

I don't see all my programs in my SOC account.

- The SOC application is associated with SmartCare. Contact the Support Desk to review your account and further assist you with your missing programs.

I see programs I no longer work for. How can these programs be removed?

- The SOC application is associated with SmartCare. Submit a Modification ARF to the county to remove programs from your account. Follow up with the Support Desk to confirm the update.

The address of our site is incorrect. How can this be updated?

- The SOC application is associated with SmartCare. Contact your programs COR to update the address in SmartCare.

What email address should go in Site-specific Email?

- The work email address that will be viewable in the (public) Provider Directory. It can be the same as the Professional Email or the Program Manager's email address.

How are the email addresses used? Where will they show up?

- Professional and Site-specific email addresses will appear in the (public) Provider Directory.

What does Service Status mean?

- This shows your availability to provide services at the specific site/facility.

Why does Service Types show services that I don't provide?

- Mental health information is pre-populated from SmartCare based on the services you provided for each site and can be updated if needed.
- SUD Modalities are pre-populated from SmartCare based on the services you provided for each facility and can be updated if needed.

Is the Distance the average distance of my trips?

- The distance is the actual mileage you travel to deliver services to Medi-Cal clients. If you travel to multiple sites, enter the longest distance traveled to deliver services.

Do we include places like parks and Starbucks in the Field Base Services locations?

- Per the State, any of the following are acceptable: Satellite site, fixed-location community setting (e.g., school, community center), field-based, mobile, and/or community-based services (e.g., mobile units, satellite sites, community centers) to deliver services to beneficiaries in community-based settings (NOT including a beneficiary's home).

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MANAGE MH/SUD SITES TAB

I don't see all my programs'/facilities'.

- The SOC application is associated with SmartCare. Contact the Support Desk to review your account and further assist you with your missing programs.

Why are you asking for a Private Phone number?

- This phone number would be used when the County or Optum wants to contact the treatment site and the site phone number is not valid/working

Why are you asking for a Private Email address?

- Your private email is an optional alternative email address that will be used when the professional email address is invalid or when Optum cannot get a hold of you through the professional email address. The private email address is not available to the public.

Can the Public email be the same as the Private email?

- Yes. If the site does not have a public email address, the program manager's address can be entered.

There's a language that I know my staff speak but it is not listed as fluent.

- You can add unlisted languages in the "Other Language Services Available" through the provider's profile in the Manage MH or SUD Tab. Or you can contact or email the provider (directly via the email option in the Provider listing) to update their language information on their Personal Info tab.

My program is an adult program – why does my Age Group show All Ages?

- This is collective information from all your providers' MH Sites tab.
- There are two age groups, 0-20 and 21+. If your program sees clients (ages 18-20) who are transitioning to an adult program, then you will see All Ages.
- Please check with your provider's responses on their MH Sites tab. You can contact or email the provider (directly via the email option in the Provider listing) to update their Medi-Cal age groups and hours information.

How do I change the Provider and Service Types/Modalities?

- This is collective information from all your providers' MH or SUD Sites tab.
- Contact the Optum Support Desk to assist in updating a provider's Service Types/Modalities.
- Provider Types can be corrected via Modify ARF.

How do I know if my facility is a Teaching Facility?

- A teaching facility is a hospital or organization that sponsors graduate medical education (GME) or participates in GME.

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I don't have the Effective and Expiration Dates of our Medi-Cal Certification.

- You can confirm dates with your program's COR or inquire with QIMatters.

My program can provide 24/7 services – how do I list that?

- In Manage MH/SUD Sites under Work Schedule you have the option to select a 24-hour schedule for **example 12am – 11:59pm**.

I have a provider out on leave – how can I update their information for them?

- Contact the Support Desk to provide you with *temporary* access to update your provider's information.

Do I have access to update my doctor's info?

- Yes, under your provider's listing you can click on the pen icon to edit the doctor's info.

There are staff names listed here that I have never heard of.

- A Termination Access Request Form needs to be submitted to MHMIS/SUDMIS to remove staff from the list.
- In addition, in the Service Status field, select the option "Not available to provide services at this site"

There are staff who no longer work for my program under my provider list.

- Routine User Termination - A termination Access Request Form needs to be submitted to MHMIS to remove staff who no longer work for your program.
- Quick User Termination – In some situations, a staff person's employment may be terminated immediately. The manager will need to immediately contact the county at BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov to request the staff account be inactivated immediately.
 - Within one business day, both MH/SUD program managers shall submit Termination Access Request Form to BHS_EHRAccessRequest.HHSA@sdcounty.ca.gov

Why do I see staff who don't provide services under my provider list?

- The Provider list is of providers who are listed under your Site/facility in the EHR.
- Check Service Status for the provider's availability to provide services; if they are corporate staff, with access to your site/facility, they will appear on your list.
- Term ARFs can be submitted to remove providers from the list.
- If administrative staff appear on the list, they may have an NPI and/or taxonomy number that the system interprets as potentially available to provide services