Alcohol and Other Drug Services
System of Care Meeting
MINUTES
Thursday, November 15, 2018 9:30-11:30 AM
1220 Morello Ave., Second Floor Conference Room, Martinez, CA 94553

System of Care Providers: Susan Cinelli, Bi-Bett; Edward Crandell, J. Cole House, Bruce Sunderburg, J. Cole House; Shanna Boulden, Anka Central; Vernessa Jones, Anka West, Michelle Ortega, Anka West; Stephen Sooter, BAART-Antioch; Michelle Russell, Ujima; Natalie Pierre, Ujima; Rita Schank, Ujima; Greg Moore, REACH

BH Staff: AODS-Mark Messerer, Christopher Pedraza, Michelle Richardson, Trisha Seastrom, Harrison Stewart, Marsha Bernstein, Amber Forsythe; InSyst/Share Care-Jorge Pena

Additional Attendees: Tom Aswad, AODS Advisory Board and Support for Recovery

Handouts:
- MHSUDS Information Notices: 18-055, 18-052, 18-051, 18-047, 18-046
- ShareCare Access and Training Requests for CBOs
- Legal Action Center (LAC) Sample SUD Confidentiality Forms (Releases of Information): Sample Consent-Basic (Disclosure to Individual), Sample Consent- Basic (Disclosure to Individual), Sample Consent- Basic (Disclosure to Third Party), Sample Consent- Basic (Disclosure to Non-Treating Provider Entity), Sample Notice Prohibiting Redisclosure
- Training Fliers: Human Trafficking 101 (11.27.18), Law and Ethics (11.29.2018)

TOPIC	DISCUSSION	ACTION/ RECOMMENDATION
Welcome and Introductions	Michelle Richardson welcomed everyone to the meeting and introductions were made around the room. Welcome and introduction of Sandy Jones from AccuCare.	
Approval of September 27, 2018 Minutes	Minutes from September 27, 2018 were reviewed and approved.	Stephen Sooter made motion to approve minutes. Shanna Boulden second the motion.
Addiction Severity Index (ASI) AccuCare Software Upgrade Initiative High Level Demo, Implementation Timeline and Questions	Sandy Jones conducted demonstration of high level overview for AccuCare software. Michelle explained that AODS will be using the ASI and the ASAM Assessment will be built into AccuCare. AccuCare and Share were are not built to work together. Jorge asked if there is a place in AccuCare for the MRN. There is potential that this can be added. The county will be having more discussion with vendor regarding whether or not this can be done.	

TOPIC	DISCUSSION	ACTION/ RECOMMENDATION
	Stephen Sooter asked if there will be digital signing capability. The software will have this capability. He also asked Stephen asked is there is a need for integration with DSM 5 criteria. Sandy demonstrated where the software has the capability for this criteria. There was further discussion regarding this being an Electronic Health Record with the exclusion of CALOMS registration. Chris mentioned that they are unsure at this point as there is a UM/UR factor regarding the signature. Susan Cinelli asked if this system is going to be used for Intake and Medical Necessity. Michelle stated again that AccuCare will be used for the ASI and the ASAM Criteria Placement Assessment. AccuCare will have the ability to set up rules for ASAM criteria to help determine appropriate level of care. The system is web-based so that caseloads and discharge reports can be accessed amongst providers. AccuCare can support concurrent treatment with different modalities. Alerts can also be put in place for when documentation is due. Susan asked the question as to why this system does not talk to ShareCare. Chris responded that the county has not discussed this capability. Jorge Pena inquired about helpdesk capability. Sandy explained that there is support on AccuCare.com. There is a live chat feature as well as tutorials available. Each provider will have their own internal system administrator that will manage their systems. Orion will do all the maintenance. Chris asked if the GAD-7 and PHQ-9 are able to be built into the system. Sandy replied that they can be added. Susan inquired if withdrawal assessments are integrated. There was mention of the CIWA (Clinical Institute Withdrawal Assessment). Stephen asked what happens if you realize an error has been made after digital signature has been added. Sandy replied that modifications can be made and it must be documented why the revision was made. The previous document remains available. Sandy explained that the treatment plan allows you to update as you are working through the system. Mark inquired about the system's capability to pull data for no-show rates. AccuCare has a place to explain the for reason for no-shows. This can be broken down per agency. The system will allow missed intakes to be tracked as well. There was also a question from a provider regarding if a custom group sign in sheet can be added to meet DMC requirements.	Susan will be communicating with Chris regarding specifics.

TOPIC	DISCUSSION	ACTION/ RECOMMENDATION
	Susan inquired about how information is backed up in AccuCare. Sandy responded that Orion has back up servers and that there is recovery support module. Individual providers can keep paper copies if they choose. There is also the option of the provider having their own backup system on site. This would be at cost to the provider. A certain amount of licenses for AccuCare have been purchased. There will be limited simultaneous users, but no limit on users per organization. User access can be customized. Mark asked if he would be able to access progress notes remotely. This can be done if the provider provides log-in access. The reports in AccuCare can be centralized. The County is planning to implement the AccuCare system in early 2019. Share Care will remain as the billing system for providers.	The County is still working with vendor on what information will be centralized.
3. CalOMStx, IT Support • ShareCare Canned Reports and Application	Jorge provided information on reports and how to access and update the CalOMS Assessment in Share Care. When a client is admitted or discharged, CalOMS Assessment must be updated. There is a separate record for admission and discharge. Reports are available for admissions and discharges that have occurred in ShareCare since July 1, 2018. The Echo team is working on reconciliation of all the CalOMS data and PSP to be sure it is reconciled within ShareCare and the State. At the current time, reports are going to the same distribution list for PSP errors. It is preferred that there is primary and secondary person receiving reports in case primary person is unavailable. New reports will be available soon. Providers should have designated person to access and distribute reports accordingly. The new reports will include Medi-Cal eligibility report, monthly service summary reports. There are also basic ShareCare Reports, such as Admissions, Discharges, Caseload Reports and Service Activity Reports. Jorge also covered information regarding diagnoses entry and update. When a diagnosis is entered it needs to cover every date of the admission. If a diganosis changes, a new diagnosis needs to be entered and dated accordingly. A missing address is another error that may interfere with billing.	Will be sending out September reports. Providers should contact Jorge if need to be added to the report distribution list. If more information is needed regarding admissions, please contact Chris Pedraza.

TOPIC	DISCUSSION	ACTION/ RECOMMENDATION
	Chris introduced a new form for requesting access, training, or access to reports in ShareCare for Provider staff members. Form is now available on AODS website. Access can be customized.	Providers requesting access or training will complete page one and email to Chris Pedraza and Maria Ramos.
Closing and Brief Announcements	Tom Aswad, Interim Chair for Alcohol and Other Drug Advisory Board and Co-founder for Support for Recovery Introduced an opportunity from Support for Recovery. The opportunity includes subsidized rent for up to 3 months for Intensive Outpatient. Outpatient Drug Free services will be subsidized for 30 days. In addition, Tom reported the work is intended to help help SLE's improve. The sites will have one year to become certified.	Contact info for referrals Ginger Edwards s4r.ginger@gmail.com
	Michelle reported that the Plan Practice Guidelines are almost complete and that the document will be posted to the website as soon as it is finalized.	
	Michelle reported that she had e-mailed AODS Info Notice DRAFTs, which will function similar to policies and requested provider feedback.	The deadline for feedback on these Info Notices is November 26, 2018.
	Sample Legal Action Center SUD Treatment Consent to Disclose Information authorization forms were disseminated and providers are encouraged to attend the Law and Ethics Training being provided by Contra Costa Behavioral Health on Thursday November 29, 2018. Providers are also encouraged to bring ROI Forms for questions.	
	Trisha Seastrom reported on the Provider-County Collaborative Advisory Group meeting on November 1, 2018. Group would like to continue to meet. Providers are encouraged to attend.	Scheduling for future meetings and notice will be provided at next SOC meeting.
	Mark reported that providers no longer need to send in Daily Open Capacity emails. This will now be done through the new App.	Mark will send out email with more information.
	Mark also reported that AODS wants to create a small Quality related Workgroup specific to Substance Use Disorder treatment. This will include providers.	
	Michelle announced and reminded providers of the Human Trafficking Training taking place on Tuesday, November 27th.	Michelle will also e-mail this information to providers.
Next Meeting	**January 17, 2019, 9:30 to 11:30AM**	