



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

TO: County Contracted Substance Use Residential Facilities

FROM: Courtney Gray, Quality Director DocuSigned by:
Courtney Gray
FB624C31EF6F4C8...

RE: WebApp for Substance Use Residential Facilities

DATE: August 9, 2024

The Behavioral Health Services Department (BHSD) will be implementing a centralized data collection web application for providers to report facility information. The facility reporting requirements and frequency are described below. The data collection allows BHSD to monitor bed capacity and access, ensure the department meets its regulatory reporting, and allow sufficient data to strategize on improvements to its network adequacy for substance use residential treatment (SUTS) beds. Reporting on SUTS beds using this tool shall be made on Mondays and Thursdays of each week. A This process will replace the current bed census reporting done via email, and the Utilization Management (UM) team will continue to collaborate with each facility on referral disposition via our new huddles and ongoing email. Additionally, all clients receiving SUTS residential services must have an authorization from BHSD.

Background

BHSD as a Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) is required to collect and report network adequacy to the State Department of Health Care Services (DHCS). Details of this requirement can be found on this DHCS website link: [BHIN 22-032 \(ca.gov\)](https://www.dhcs.ca.gov/Programs/Pages/BHIN-22-032.aspx) In addition, general information related to 274 network adequacy reporting by providers to BHSD can be found on the BHSD website link: [Update and report provider data | Behavioral Health Services | County of Santa Clara \(santaclaracounty.gov\)](https://www.santaclaracounty.gov/behavioral-health-services/update-and-report-provider-data)

The data that will be entered into the system include the following:

- Licensed Bed Count
- Available Bed Count
- Staffed Bed Count
- Contracted Bed Count
- # of Clients Placed
- # of Clients (in beds, anticipated discharge in next 5 days, clients pending admission)



Implementation Timeline

<u>Target Date</u>	<u>Activity</u>
August 7, 2024	Memo distribution
Week of August 19, 2024	Training and Office Hours for SUTS Residential
September 16, 2024	Go-live for all facilities

Trainings and office hours will be scheduled to present the web application reporting process and answer questions. Please see schedule below:

Training: August 19, 2024 4pm -430pm

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 270 396 616 024

Passcode: gBeWgo

Dial in by phone

[+1 408-791-0743,,356441954#](#) United States, San Jose

[Find a local number](#)

Phone conference ID: 356 441 954#

Office Hours: August 21, 2024 10am – 1030am

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 219 371 360 415

Passcode: ZQb8A7

Dial in by phone

[+1 408-791-0743,,463369017#](#) United States, San Jose

[Find a local number](#)

Phone conference ID: 463 369 017#

The definitions of above data elements will be included in the documents that will be shared at the trainings and office hours. Resource documents will also be available for reference.

Access Requests

By August 14, 2024, please email the BHSD Business Office a BHSDBusinessOffice@hhs.sccgov.org. We



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

request 2-3 staff per agency to have access for back up purposes. Please provide the following for staff access:

- First name
- Last name
- Work E-mail

For any questions, please contact BHSD Provider Relations Operations by email
BHSDBusinessOffice@hhs.sccgov.org