

CalOMS Reporting Agency and SUD Administration Guidance

DHCS California Outcomes Measurement System Treatment (CalOMS) requires data collection for all facilities that receive funding from DHCS for alcohol and drug treatment services and must report data on all participants, regardless of the source of funding/insurance for individual participants. BHRS requires all agencies to enter CalOMS data into SmartCare within 7 days of the event or service for all clients receiving reportable services. The guidance below provides procedures and resources to assist in entry, and reports to identify and correct missing entries and errors.

CALOMS REPORTING REQUIREMENTS

The following treatment, detoxification and residential services require CalOMS data collection:

Outpatient and Detoxification Services: Require an admission and discharge between each level of care (LOC), regardless of the agency providing services.

- 1.0 Outpatient Services
- 2.1 Intensive Outpatient Services
- 3.2 Clinically Managed Residential Withdrawal Management

Residential Services: Require only one admission and one discharge per agency providing services even if they transition between levels of care within that agency as long as they do not have a gap in care that would require a discharge.

- 3.1 Clinically Managed Low-Intensity Residential Services
- 3.3 Clinically Managed Population-Specific High-Intensity Residential Services
- 3.5 Clinically Managed High-Intensity Residential Services

The following services are EXCLUDED from CalOMS data collection:

- Education and Prevention
- Driving Under the Influence (DUI)
- Transitional Living or Sober Living Centers
- Recovery Services
- Care Coordination
- OTP Jail Dosing
- OTP Courtesy Dosing
- OTP STAR Recovery Services
- Buckelew Respite
- Recovery Coach Services
- **ONLY an ASAM or TCM services with no treatment services rendered

CALOMS ADMISSIONS

DHCS requires a standard CalOMS admission for all persons 18 years or older who receive withdrawal management or treatment services. The CalOMS record for youth (persons 17 years of age and younger) is shorter and requires only specified fields to be completed. The CalOMS record for individuals in withdrawal management who are determined to not be stable enough to complete an entire standard CalOMS Admission may initially just complete a minimum set of data. However, once stable enough to answer the full set of CalOMS questions, the CalOMS admission should be completed.

- SmartCare Search: **CalOMS Admission (Client)**
- CalMHSA: [How to Complete a CalOMS Admission](#)

Additional Notes:

- **Effective Date:** The CalOMS Admission form Effective Date (top ribbon of the form) must match the program enrollment Enrolled Date.
 - o All program enrollments require an Enrolled Date
- **No Overlapping Enrollments & Backdating A CalOMS Discharge Entry:** see Program Enrollments Note below for additional guidance.
- **Facilities Physically Located Outside of Marin County:** require an Out of County Referral Numbers (OOCR). See below for additional guidance.

CALOMS ANNUAL UPDATES

DHCS requires a CalOMS annual update for participants in treatment for 12 months or more and are continuously in one agency and one service modality with no break in services exceeding 30 days. The agency must collect the CalOMS treatment data no later than 1 year, but not more than 60 days prior to, the day the beneficiary was admitted to that specific agency and service modality. Clients who are not receiving services 12 months from the admission date or haven't received services in more than 60 days should be discharged and do not need an annual update.

- SmartCare Search: **CalOMS Standalone Update/Discharge (Client)**
- CalMHSA: [How to Complete a CalOMS Discharge](#)
 - o Transaction Type: **Annual Update**

Additional Notes:

- **Effective Date:** The CalOMS Standalone Update/Discharge form Effective Date (top ribbon of the form) must match the date that the information was collected following collection dates above.
- **Annual Update Number:** The first annual update submitted after admission will have an annual update number of 1, the second will have 2, etc. The CalOMS Standalone Update/Discharge form Annual Update Number will be available when the Transaction Type of Annual Update is selected and must be the next consecutive number from the last Annual Update Number that was submitted to DHCS.
- **No Overlapping Enrollments & Backdating A CalOMS Discharge Entry:** see Program Enrollments Note below for additional guidance.

CALOMS DISCHARGES

DHCS requires a CalOMS discharge for every client that has an admission submitted. Agencies should collect all discharge information and complete a standard CalOMS Discharge except for instances where the client qualifies for an administrative discharge. Providers may also complete a standard discharge if the client experiences a life circumstance that prevents them from completing the discharge interview, and the provider has the required information to accurately complete the discharge without guessing the responses.

Administrative discharges should only be reported in the event the client cannot be located to answer the CalOMS questions, they have passed or have become incarcerated. Outpatient treatment programs, including withdrawal management and OTP services, should be administratively discharged when the client has not had a service within 30 but no more than 60 consecutive days. Residential treatment programs should be administratively discharged when the client has been absent from the program without approved leave for 7 consecutive days. If leave has been granted and the client does not return by the expected date, begin counting from the day they were due back to the program.

- SmartCare Search: **CalOMS Standalone Update/Discharge (Client)**
- CalMHSA: [How to Complete a CalOMS Discharge](#)

Additional Notes:

- **Effective Date:** The CalOMS Standalone Update/Discharge form Effective Date (top ribbon of the form) must match the program enrollment Discharge Date and must cover all services rendered during that program enrollment.
- **Standard Discharge Date:** Must be after the date of the admission (NOT the same day) and is generally the date of the last service, the date of the exit interview or the date of the last oral medication.
- **Administrative Discharge Date:** should be the date the treatment provider last saw the client.

- **Administrative Discharges Require at a Minimum:** Discharge Effective Date, Transaction Type (Discharge-Administrative) and Discharge Status, Pregnancy Status for women (all other fields should pull through from CalOMS admission).
- **3.2 Clinically Managed Residential Withdrawal Management:** Requires a discharge even when transitioning to residential 3.1-3.5 LOCs.
- **No Overlapping Enrollments & Backdating A CalOMS Discharge Entry:** See Program Enrollments Note below for additional guidance.

CALOMS ERROR REPORT

Marin – CalOMS Error Report (My Office)

This report should be run monthly, and all errors resolved no later than the 10th of the month to ensure compliant monthly DHCS uploads are submitted. Re-run the error report after all corrections have been made to ensure no errors remain.

- Search: **Marin – CalOMS Error Report (My Office)**
- Programs: **Select Each Program**
- **View Report**
- Export Drop Down Menu: **Excel**
- **Open the Marin - CalOMS Error Report**
- **Resolve All Errors**
 - o Each error description should alert to the specific issue that needs resolution
 - o Use the CalOMS Admission (Client) and CalOMS Standalone Update/Discharge (Client) list pages to add new forms.
 - Please pay special attention to ensure duplicate forms are not created
 - o **DO NOT edit any CalOMS records after the 10th of the month that the form is due.** These have already been submitted to DHCS and should not be altered. If there are any changes that should be made, please contact your contract manager.

Notes

- Program enrollment discharge is present, but the CalOMS discharge is missing: Program enrollment discharge date is used as the CalOMS discharge due date
- CalOMS discharge is present, but the program enrollment discharge is missing: CalOMS discharge date is used as the program enrollment discharge due date
- Program enrollment and CalOMS discharges are missing: Last DOS is used as the program enrollment and CalOMS discharge due dates
 - o Methadone services: Last DOS plus the number of units is used as the program enrollment and CalOMS discharge due dates

Error Descriptions

- **CalOMS Admission Date Invalid:** The effective date on the CalOMS admission form is more than 7 days from the program enrollment effective date. The program enrollment effective date and CalOMS admission effective date should match. *The CalOMS admission effective date can never be before the program enrollment effective date.
- **CalOMS Admission Required on YYYY-MM-DD:** A program enrollment has been enrolled but the CalOMS admission has not been entered. The date listed in the error is the program enrollment date.
- **CalOMS Discharge Date Invalid:** The effective date on the CalOMS discharge form does not match the program enrollment discharge date. The program enrollment discharge date and CalOMS discharge effective date must match.
- **CalOMS Discharge Must Be AFTER Last DOS:** The CalOMS discharge form effective date is prior to the last DOS that was rendered within the program enrollment effective and discharge date range.
- **CalOMS Discharge Required on YYYY-MM-DD:** The program enrollment has been discharged but the CalOMS discharge has not been entered. The date listed in the error is the last DOS when there have been no services within CalOMS required discharge ranges for each LOC.

- **No Annual Update On File:** The client has been receiving services for more than 12 months with no gaps in services following CalOMS LOC requirements and requires an annual update to be completed (no previous AUs have been completed).
- **Annual Update # Overdue:** The client has been receiving services for more than 12 months with no gaps in services following CalOMS LOC requirements and requires the next annual update to be completed (previous AUs have been completed). The number listed in the error is the annual update number that is due.
- **Warning: Annual Update # Needed in x Days:** The client has been receiving services for almost 12 months with no gaps in services following CalOMS LOC requirements and requires an annual update to be completed within 60 days. The AU number listed in the error is the annual update number that will be due, and the number of days that it is due is based on the day that the report was run.
- **Program Discharge Required on YYYY-MM-DD:** The program enrollment has not been discharged, and the client has not received services within the CalOMS LOC required timeframes. The program enrollment and CalOMS discharge dates must match. The date listed in the error is the CalOMS discharge date.
- **FSN Mismatch – Admission, Discharge, Annual, or TEDS Do Not Match:** The FSNs do not match the CalOMS forms and is likely due to not having the correct program enrollment active when entering the CalOMS form. See update a program enrollment & FSN section below.
- **Missing TEDS or PE < > TEDS:** There is a missing FSN or the FSN and program enrollment do not link correctly. Contact your contract manager to assist in resolution.
- **Multiple TEDS Records:** There are duplicate FSN records and are likely due to adding duplicate program enrollments or changing enrolled and discharge dates that overlap. See update a program enrollment & FSN section below. If duplicate program enrollments were created, contact the EHR team and your contract manager to delete the duplicate.
- **Status:** *Varies by the SmartCare Validation Error. The system validation error will provide the individual error reason.

UPDATE A PROGRAM ENROLLMENT & FSN

Errors will populate on the CalOMS Error Report when there is a mismatched FSN which is often caused by an incorrect program enrollment being linked.

- Open the CalOMS Form
- **Edit**
- A new version of this document is about to be created. Do you wish to continue? **OK**
- **More Detail (+)**
- Program Drop Down: **Select the correct program enrollment**
- **Refresh CalOMS Admission**
 - o Confirm the correct admission date and FSN are populated
- **Sign**
 - o Update the Author as needed

UNSIGNED CALOMS FORMS REPORT

Marin – Unsigned CalOMS Forms Report (My Office)

This report should be run monthly, and all errors resolved no later than the 10th of the month to ensure compliant monthly DHCS uploads are submitted. Re-run the unsigned forms report after all forms have been signed to ensure no errors remain.

- Search: **Marin – Unsigned CalOMS Forms Report (My Office)**
- Programs: **Select Each Program**
- **View Report**
- Export Drop Down Menu: **Excel**
- **Open the Marin – Unsigned CalOMS Forms Report**

- **Resolve All Unsigned Forms**

- Review the CalOMS forms before and after the unsigned form to ensure you don't create a duplicate form
- If the unsigned form is a duplicate, contact your contract manager to delete the form

DHCS CALOMS OPEN ADMISSION REPORT

This report is generated by DHCS and is based on CalOMS entries entered in SmartCare and submitted to DHCS. If the Marin –CalOMS Error Report (My Office) is resolved before the monthly DHCS upload, agencies should not receive a monthly Open Admission Report.

- If there are any unresolved Open Admissions after the due date of the 10th of the month, the Marin SUD team will email the DHCS CalOMS Open Admission Report to contact the agency for error correction and response
- Response and resolutions are due back to the county within one business day

ADDITIONAL NOTES

- **Program Enrollments**

- **No Overlapping Enrollments:** SmartCare does not allow overlapping program enrollments and only allows one program enrollment for the same agency/facility to be open at a time (no admission is allowed on the same date as a discharge from a different program). Ensure program enrollment Enrolled and Discharge Dates are accurate.
 - Program enrollments MUST have an effective date
 - **Backdated CalOMS Forms:** To enter a backdated CalOMS form when there are multiple program enrollments or the program enrollment that should be linked is discharged:
 - Temporarily close the active program enrollment by changing the Current Status dropdown to Discharged and add a Discharged Date of today and Save
 - Re-enroll the program enrollment that the CalOMS form(s) should be linked to changing the Current Status dropdown to Enrolled and Save
 - Add the CalOMS forms (Admission or Standalone Update/Discharge)
 - Close the program enrollment that the CalOMS form(s) should be linked to by changing the Current Status dropdown to Discharged and add the original Discharged Date (should also match the last DOS) and Save
 - Re-enroll the current program enrollment by changing the Current Status dropdown to Enrolled and Save
 - **Note: The correct program enrollment must be Enrolled/active for the FSN to link correctly to the CalOMS form**
 - **No Discharge to One LOC on the Same Day as an Admission to Another LOC:** Clients can't have a discharge to one LOC on the same day as an admission to another LOC (you also can't bill services from two different LOC on the same day). Update the effective and discharge dates on program enrollments and the CalOMS forms to resolve errors. (Reference: Data Collection Guide, sect 8.2)
 - **Program Enrollment Entered in Error and There Are No Services Rendered:** Change Program Enrollment Current Status to Requested with a Requested Date that does not overlap other program enrollments.
- **Withdrawal Management Discharges:** Require a Treatment Service Type 5 (Non-hospital detoxification services), Transaction Type Discharge – Detox in SmartCare (ref: Data Collection Guide 6.3.2). Also requires a Discharge Code 3 (Left before Completion with Satisfactory Progress – Referred), Discharge Status Left Before Completion with Satisfactory Progress/Standard (all questions) OR Discharge Status Left Before Completion with Unsatisfactory Progress/Standard (all questions) (ref: Data Collection Guide 8.1).

- **Edit a Form Created by Another User:** All users may edit CalOMS forms started or signed by other users. Navigate to the CalOMS form to be edited, click the edit button, select your name from the Author dropdown, make required changes, click the Sign button.
- **Sequestered Accounts:** Email BHRS EHR Support, copy your contract manager and provide the client number, program name, names of all agency staff who will need access to the client's records, and the name of your contract manager.

OPIOID TREATMENT PROGRAM (OTP) & RESIDENTIAL “BUBBLE”

OTPs and residential programs do not require a new CalOMS admission or discharge with a change in insurance payer or level of care (LOC).

- To ensure the correct TEDS/FSN is linked to the CalOMS form, the *original* program enrollment must be linked to any annual update or discharge forms.
 - o When choosing the CDAG, always choose the first program in the “bubble”
- The CalOMS Error Report will start a new bubble if these conditions are met:
 - o OTP: There is a gap in services of more than 60 consecutive days
 - o Residential: There is a gap in services without approved leave for 7 consecutive days

OUT OF COUNTY REFERRAL NUMBERS (OOCR)

An Out of County Referral Number (OOCR) (previously named Special Services Contract ID Number) is used to identify the county that is paying for the client's treatment services when the paying county is not the county in which the provider's facility is located.

Agency/Facility Physically Located Within Marin County

Facilities located inside Marin County do not require an OOCR.

SmartCare CalOMS Admission Form Question:

- If the client's treatment services are being delivered on behalf of another county, what is the code of the county for which the services are being performed?: **None or not applicable**

Agency/Facility Physically Located Outside Of Marin County

Marin County must be listed in the CalOMS admission for facilities located outside of Marin. Each out of county facility is issued a unique four-digit OOCR and the OOCR submitted on the CalOMS admission must match DHCS's Master Provider File.

SmartCare CalOMS Admission Form Questions:

- If the client's treatment services are being delivered on behalf of another county, what is the code of the county for which the services are being performed?: **Marin**
- What is the special services contract ID number under which the client's services were provided?: **Specific to facility** (see OOCR numbers below)

Out of County Referral Numbers (OOCR):

- Bi-Bett, Diablo Valley Ranch: 0016
- Bi-Bett, Pueblos Del Sol: 2304
- Bi-Bett, Wollam/ East County Women's Recovery Center: 2302
- HealthRIGHT 360 (815 Buena Vista W): 2398
- HealthRIGHT 360 (890 Hayes): 0090
- Recover Medical Group P.C.: 2301
- Women's Recovery Services, A Unique Place: 0004

CALOMS REPORTING EXEMPTIONS

- **ASAM or TCM ONLY With No Treatment Service Rendered:** CalOMS requires admission and discharge reporting for treatment services only. If only an ASAM or TCM service was rendered and the client did not receive any treatment services, CalOMS reporting does not need to be completed or submitted to DHCS. The program enrollment and discharge date can be the same date.
- **Recovery Coaches:** Are exempt from completing CalOMS reporting because they do not provide treatment or other required data collection services. However, program enrollments must be kept up to date so that they don't interfere with other Agencies' CalOMS reporting.
- **Dr. Jeffrey Devido:** Is exempt from completing CalOMS reporting because he does not provide treatment or other required data collection services for clients who are not already receiving services with Road to Recovery and should be captured in Road to Recovery CalOMS workflow.
- **WCRTS Funding, Outreach CT (9430055):** Do not require CalOMS reporting. This code is used for internal tracking purposes only.
- **STAR Recovery Services Program:** Does not require CalOMS reporting. This program does not provide treatment services.
- **OTP Courtesy Dosing Clients:** Do not require CalOMS reporting. CalOMS submissions should be completed with their home county.
- **Jail Clients (Excluding In-Jail Programs):** Do not require CalOMS reporting. These are not our contracted agency's clients.
- **Residential/Change in LOC:** Clients who have an admission in one LOC and a discharge from a different LOC, do NOT require CalOMS reporting for the change in LOC. For now, they will show as an error on the report (missing discharge and missing admission). Please contact your CM for resolution.
- **MTC Program Changes:** Clients who have an admission to a Marin contracted program and have a change of insurance that requires a program enrollment discharge and reentry into the State Reporting Only or Opioid Treatment programs do NOT require CalOMS reporting for the change in programs unless there is a gap in services of more than 60 days. EXCLUDES outpatient programs.

RESOURCES

- CalMHSA
 - o [CA CalOMS Admission Document User Guide](#)
 - o [CA CalOMS Standalone Update Discharge Document User Guide](#)
 - o [CalOMS Data Collection Guide](#)
- [BHIN 24-030](#): Update to Demographic Reporting Requirements
- [BHIN 24-001](#): DMC-ODS Requirements 2022-2026
- [BHIN 23-068](#): Updates to Documentation Requirements
- [BHIN 25-001](#): Updates to Collecting and Reporting Discharge Data
- [DHCS CalOMS Resources](#)
- [BHRS-68](#): CalOMS Treatment Data Collection