



Edwin M. Lee  
Mayor

City and County of San Francisco  
Department of Public Health  
Community Behavioral Health Services

Behavioral Health Information Systems  
1380 Howard Street, 3<sup>rd</sup> Floor  
San Francisco, CA 94103-2614  
e-mail: [avatarhelp@sfdph.org](mailto:avatarhelp@sfdph.org)  
415-255-3788

## Avatar Bulletin

### Improved SUD Units of Service Reports

(For Substance Use Disorder Programs Only)

October 5, 2015

**New and improved versions** of Avatar Units of Service Reports for Substance Use Disorder programs are now available to SUD clinic managers, supervisors and designated administrative staff. These reports are intended to serve as a tool to help managers:

- a) monitor accuracy and timeliness of services entered
- b) track Medi-Cal vs non Medi-Cal units on a routine basis
- c) prepare monthly invoices.

#### Defining a Drug Medi-Cal Unit

A major improvement from earlier versions of Units of Service reports is the method of determining a Drug Medi-Cal vs Non-Drug Medi-Cal unit:

Units are defined as Drug Medi-Cal if both of these conditions are met:

- The client/episode has Medi-Cal eligibility, **AND**
- The service provided is billable

Units are defined as Non-Drug Medi-Cal if one of these two conditions is met:

- The client/episode does not have Medi-Cal eligibility, **OR**
- The service provided is not billable

Note: Non-billable service codes contain the letters “NB” or “NM” as part of the code.

#### SUD Units of Service Summary Report

This report completely replaces the prior version “SA Units and Service Summary by Program”, also known as the “DAS 800”. The improved report provides a summary of units and unduplicated client counts for the program and date range specified by the user. If user requests a span of months, the report displays units for each separate month – with a Program Summary that combines units for all months.

#### SUD Units of Service Detail Report (Excel)

The new Detail report is designed as a companion report to the “SUD Units of Service Summary Report”. It provides client/service level detail to support unit classification as Drug Medi-Cal or Non-Drug Medi-Cal in the Summary. The Detail report includes all services within the program and date range the user requests. It appears on screen as a report ready for downloading to Excel.

#### Highlights

- Units of Service reports contain a significant improvement from prior versions, providing a more informed count of Drug Medi-Cal vs Non-Drug Medi-Cal services.
- The Summary report includes a Program Summary of units by service code for all months.
- Administrative services are displayed separately from direct services.
- Detail report is fully exportable to Excel, where you can utilize all functionality of that program.

## Privacy and Data Security Reminder

Please note that downloading, creating or transferring Protected Health Information (PHI) should be the rare exception. However, if your work at DPH requires you to download, create, or transfer PHI offsite, **you must always:**

1. **OBTAIN APPROVAL from your supervisor.** If supervisors are unsure about approving your staff's need to download, create, or transfer PHI offsite, please contact the Office of Compliance and Privacy Affairs at 855-729-6040.
2. **ONLY SAVE this PHI to an encrypted device (laptop, thumb drive/USB, handheld, etc.).** If you are unsure whether or not your device is encrypted, please contact the DPH Help Desk at 415-759-3577 and request a security assessment of the device.
3. **ALWAYS KEEP the paper document and/or device on your person and in your possession at all times.** Do NOT leave the device unattended at any time while in transit...not even for one minute.
4. **DELETE and DESTROY PHI from the encrypted device as soon as the objective is accomplished.**

**Please hold your patients' health information as precious as you hold their health.**

### Need Help?

- If you need assistance with access or use of the reports, contact the Avatar Help Desk at 415-255-3788 or via e-mail at [avatarhelp@sfdph.org](mailto:avatarhelp@sfdph.org)
- For questions pertaining to policies and practices, contact your System of Care Manager.