

## Introduction

This Frequently Asked Questions (FAQ) document provides additional guidance for counties and vendors on the California Outcomes Measurement System Treatment (CalOMS Tx) reporting requirements. Developed by the Department of Health Care Services (DHCS), it addresses common questions and clarifies processes related to system access, data submission, and compliance with state reporting standards.

CalOMS Tx resources, such as the Data Collection Guide, Data Dictionary, and batch file instructions, are available to authorized users through the [Behavioral Health Information System](#).

In addition, the following email contacts are available for questions:

- » For program or technical support related to policy, admissions, discharge, or updating CalOMS Tx county approvers and vendors, contact: [DATAR-CalOMSProgramSupport@dhcs.ca.gov](mailto:DATAR-CalOMSProgramSupport@dhcs.ca.gov).
- » For CalOMS Tx system issues such as password resets or login problems, contact: [SUDCalOMSSupport@DHCS.ca.gov](mailto:SUDCalOMSSupport@DHCS.ca.gov).
- » For questions about Provider Numbers/IDs, or to request the most current Master provider file (MPF) forms to add or update substance use disorder (SUD) provider information, visit the [DHCS MPF webpage](#) or email [DHCSMPF@dhcs.ca.gov](mailto:DHCSMPF@dhcs.ca.gov).

# Table of Contents

- 1. How does the county gain access to CalOMS Tx?.....3
- 2. Is self-pay/commercial insurance client data reported in CalOMS Tx?.....3
- 3. What if one of my providers changes or closes?.....3
- 4. When is a client admission added to CalOMS Tx? .....3
- 5. What date is used as the discharge date in CalOMS Tx? (New) .....4
- 6. When should an administrative discharge be reported?.....4
- 7. How do I collect and report data for services provided to a client, that is an out-of-county referral? .....4
- 8. What is the difference between transferring a client to a new service and referring clients to a new service? .....5
- 9. When are annual updates reported? .....5
- 10. How are "Open Provider" reports fixed?.....6
- 11. Does Health Insurance Portability and Accountability Act (HIPAA) interfere with CalOMS Tx data sharing? (New).....6
- 12. Is CalOMS Tx reporting required for Recovery & Interim Services? (New).....7

# CalOMS Tx FAQ

## 1. How does the county gain access to CalOMS Tx?

To gain access to CalOMS Tx, visit the [Behavioral Health Information Systems](#) or [Substance Use Disorder Services – Forms](#) webpages and download the CalOMS Tx Approver Form (DHCS 5261). This form is used to designate two County Approvers who will manage county analyst and Electronic Health Record (EHR) vendor access to CalOMS Tx.

The county SUD Administrator or Program Director must complete the DHCS 5261 form and email it to [DATAR-CalOMSprogramsupport@dhcs.ca.gov](mailto:DATAR-CalOMSprogramsupport@dhcs.ca.gov) for approval. Once the County Approver is added to CalOMS Tx, they are responsible for adding county analysts through the "Manage Users" tab.

## 2. Is self-pay/commercial insurance client data reported in CalOMS Tx?

Yes, counties must report CalOMS Tx treatment data for all clients served by providers that receive any DHCS funding, regardless of the client's payment source. This includes clients whose services are paid through commercial insurance or private pay.<sup>1</sup>

Note: CalOMS Tx does not require a client to be discharged and readmitted when the funding source changes.<sup>2</sup>

## 3. What if one of my providers changes or closes?

Notification to DHCS is required when provider information is updated or the facility closes. Failure to report these changes will result in monitoring and reporting issues. To update SUD provider information, request the most current SUD MPF forms by emailing [DHCSMPF@dhcs.ca.gov](mailto:DHCSMPF@dhcs.ca.gov) or visit the [DHCS MPF webpage](#).

## 4. When is a client admission added to CalOMS Tx?

A client admission is added to CalOMS Tx after they are assessed by a program, complete admission procedures, and have started their first SUD treatment service. The date the client first receives a treatment service is used as both the admission date and the start of the treatment episode.

---

<sup>1</sup> CalOMS Tx Data Collection Guide, Section 2.0

<sup>2</sup> CalOMS Tx Data Collection Guide, Section 8.3

Before CalOMS Tx questions are collected, a client must:

- » Have a SUD related problem.
- » Give consent to participate in treatment.
- » Complete screening and admission process.
- » Narcotic Treatment Program (NTP) clients must have an individual treatment or recovery plan.
- » Been formally admitted to a SUD treatment facility and start receiving services.<sup>3</sup>

## **5. What date is used as the discharge date in CalOMS Tx? (New)**

Use the last face-to-face or telehealth contact with the client as the discharge date. If neither occurs, use the last contact date instead. For Narcotic Treatment Program clients, the discharge date is the date of the client's final oral medication.<sup>4</sup>

## **6. When should an administrative discharge be reported?**

Reporting an administrative discharge for treatment clients who did not complete the treatment service as planned, left the program unannounced, and/or cannot be reached to complete the CalOMS Tx discharge interview in person or by telehealth. Depending on the client's progress before leaving, programs should report either "left before completion with satisfaction progress" (status 4) or "left before completion with unsatisfactory progress" (status 6).<sup>5</sup>

## **7. How do I collect and report data for services provided to a client, that is an out-of-county referral?**

To report out-of-county referral (OOCR) client data in CalOMS Tx, the county of responsibility (the referring/paying county) must<sup>6</sup>:

- » Establish a contract with the county that will provide the treatment,
- » Set up a process to receive the clients' data from the county rendering the services, and
- » Submit the OOCR data in CalOMS Tx.

---

<sup>3</sup> CalOMS Tx Data Collection Guide, Section 2.3

<sup>4</sup> CalOMS Tx Data Collection Guide, Section 8.2

<sup>5</sup> CalOMS Tx Data Collection Guide, Section 8.5

<sup>6</sup> CalOMS Tx Data Collection Guide, Section 6.9

Each month, the county of responsibility receives an OOCR report from the SUD Provider Management Unit and uses it to complete the following CalOMS Tx fields:

- » **ADM-3** – Enter the Provider Identification Number (provider ID) of the facility delivering services to the client.
- » **ADM-10** – Enter the first two digits of the providers assigned OOCR number. The first two digits are the county of responsibility/referring county code.
- » **ADM-11** – Enter the last four digits of the providers assigned OOCR number.

## 8. What is the difference between transferring a client to a new service and referring clients to a new service?

**Transfers** or changes in service admission are reported for each subsequent treatment service in a treatment episode following the initial admission. Transfers follow a referral from the clients' last discharge provider. A transfer can also occur when a client moves from one level of care or service (e.g. detoxification to outpatient) to another, either within the same provider or between different providers (e.g., ABC Agency to Agency 123). Transfers are recorded in CalOMS Tx on the admission using the "admission transaction type" field.

**Referrals** occur when a client is discharged from a treatment program and referred to another provider or level of care. The client does not need to accept the referral for it to be reported. In CalOMS Tx, referrals to non-treatment services such as medical appointments, twelve-step programs, or other recovery support services should **not** be included. Referrals are identified in the CalOMS Tx discharge record using the "discharge status" field.<sup>7</sup>

## 9. When are annual updates reported?

Annual updates are required for clients in treatment for twelve months or more, continuously with one provider and one service modality with no break in service. Annual update information can be collected earlier than twelve months, as early as **60 calendar days** before the client's admission anniversary date. However, annual update data must be collected no later than twelve months from the client's admission anniversary date.<sup>8</sup>

---

<sup>7</sup> CalOMS Tx Data Collection Guide, Section 3.4

<sup>8</sup> CalOMS Data Collection Guide, Section 7.0

## 10. How are “Open Provider” reports fixed?

An “Open Provider” report is considered out of compliance when the last two columns (“reporting provider” and “provider no activity (PNA)”) show incorrect or missing information. These columns indicate whether a provider submitted data, or when appropriate, a PNA report for the month.<sup>9</sup>

In the “Open Provider” report, the columns for treatment services will have Yes (Y) or No (N). This indicates the types of treatment services the provider is contracted to render to clients.

### **How to interpret the last two columns (“reporting provider” and “PNA” submitted):**

- » N/Y – No Activity reported and a PNA submitted – compliant
- » Y/N – Activity reported, no PNA needed – compliant
- » Y/Y – Activity reported and PNA submitted – compliant
- » N/N – No activity reported and no PNA submitted – **not compliant**

### **How to fix non-compliant records (N/N):**

If a provider has no activity to report (no admissions, annual updates, or discharges) the “Reporting Provider” column will display “N”. To correct the record, the provider must submit a PNA. Once the PNA is received, the “PNA” column will update to “Y” indicating the record is now compliant.

## 11. Does Health Insurance Portability and Accountability Act (HIPAA) interfere with CalOMS Tx data sharing? (New)

No. HIPAA does not interfere with CalOMS Tx data sharing. DHCS maintains system controls, policies, and procedures that comply with HIPAA and Title 42 of the Code of Federal Regulations. These safeguards are regularly reviewed by the HIPAA Privacy Information Officer and Information Security Officer. Access to protected health information is limited to staff whose job duties require it, and DHCS staff receive annual training on mandated privacy practices. Providers must also adhere to all relevant state and federal confidentiality regulations.<sup>10</sup>

---

<sup>9</sup> ITWS File Instructions, section 7.0-7.1

<sup>10</sup> CalOMS Tx Data Collection Guide, Section 3.2

## **12. Is CalOMS Tx reporting required for Recovery & Interim Services? (New)**

No, recovery and interim services are not considered treatment, and CalOMS Tx only collects SUD treatment data. To confirm which services and individuals are included or excluded from reporting, refer to CalOMS Tx Data Collection Guide.<sup>11</sup>

---

<sup>11</sup> CalOMS Tx data Collection Guide, Section 6.3, 2.3, 2.4