



# Winter 2012

*Note: Placer County Managed Care provides this newsletter as a service to our Network Providers. Articles presented here do not constitute an endorsement for any particular provider or mode of therapy.*

## Network Connection Newsletter

### Provider Recruitment

Placer County SOC Managed Care Unit new provider enrollment over the past 5 years, has been aimed at the identification of Network Providers to serve the following goals: identify the Placer County System of Care client needs, and ensure best practice.

Client needs include easy access to services within their community, clinical specialties being available, and available Network Providers that speak identified threshold languages and represent cultural diversity in Placer County. Ensuring provider compliance to Medi-Cal Specialty Mental Health Services requirements has also been a focus through the continued implementation of Placer County's annual mandated Mental Health Documentation, Auditing and Compliance Training, network meetings, and Network Provider audits. As many of you experienced, this joint journey has been both educational and complimentary of our combined collaborative efforts.

So where are we now...not in an ideal system of care, but certainly in one that functions better and better every year. Thank you for your flexibility as requirements change and your continued dedication to serving the residents of Placer County.

### DHCS Medi-Cal Oversight Review

The Department of Health Care Services (DHCS) conducted a joint Placer-Sierra County Medi-Cal Oversight review the week of November 5—8. This review occurs once every 3 years and the protocol used to evaluate the System of Care (SOC) consists of more than 400 individual items, covering 95 pages. It is a huge undertaking to prepare for this visit! The audit team this year consisted of 7 individuals (an increase from past reviews) consisting of auditors from the DHCS Oversight and Accountability Unit, and San Luis Obispo County who sent a peer reviewer.

The chart review portion of the audit focused on both adult and child charts, and included a number of Organizational Provider charts, a Network Provider chart, and one group home chart. The Placer County audit team appreciated the speed at which we were able to find and collect the charts from providers since the time frame for this was reduced from two weeks to one week. Please remember, state auditors have access to your charts for these activities.

The auditors experienced significant challenges with missing assessments and treatment plans resulting in total disallowances for those claims during the review period. A number of progress notes were disallowed because the focus of the intervention was not mental health related, one chart did not have a covered diagnosis at all, four progress notes were disallowed because they were missing, and several disallowances occurred due to late treatment plans or treatment plans that were not signed. Suffice it to say, all notes, assessments, medication consents, and treatment plans are extremely important and need to be written to the highest standards of our documentation training. Disallowances stemming from inadequate documentation in organizational and Network Provider charts are subject to re-payment.

# COMMUNITY PARTNERSHIP

Many of you may be aware of a new contract CSOC began on July 1, 2011 with Chapa-De Indian Health Program, Inc. This new community partnership has allowed Dr. Rekha Singh, Chapa-De's child psychiatrist, to begin working with CSOC to provide medication management services to Medi-Cal eligible Placer County child clients. The partnership between CSOC and Chapa-De has been a successful collaboration resulting in a contract renewal for the next two years! Since the contract began, CSOC staff member Jeff Steer has been the CSOC Case Manager Liaison between Dr. Singh and other case managers within CSOC whose child clients need medication management services, including: Wraparound, CWS, Probation, past recipients of Educationally-Related Mental Health Services (ERMHS, formerly known as 26.5), and clients in the Managed Care Unit (MCU). The 2012-2013 contract with Chapa-De was approved in July 2012, leading CSOC into a 2nd year of maximizing resources through ongoing community collaboration with our amazing partners, Chapa De.

We are pleased to announce that Jeff is now overseeing the case management aspect of the Medication Only cases for both Chapa De clients as well as for Dr. Nguyen at the CSOC Enterprise and Conroy offices. This has resulted in a congruent approach to case management of Medication Only cases in the implementation of procedural practices. It is a CSOC goal to have a consistent, streamlined approach, assuring cases are in compliance with Medi-Cal regulations that effectively assist psychiatrists, ongoing case managers and clients while minimizing any lapse in services or linkage to available resources.

If you have any questions regarding the referral process to access Placer County Children's Mental Health Psychiatry for your client, please feel free to contact Jeff Steer at (530) 889-6716. We hope this unique collaboration between local government and a community based service continues to demonstrate improved client access to psychiatric services and closely monitored medication management services.

## Network Provider Meeting

We invite you to attend the Network Provider Relations Committee meeting held the second Wednesday of every third month. The next meeting will be **March 13, 2013** from 10:30 a.m. to 12:00 p.m. We meet at the CSOC Offices which house the Managed Care Unit at 11716 Enterprise Dr., Auburn.

These meetings provide a great opportunity to stay updated on changes within the Managed Care Unit and Placer County Health and Human Services. They also provide a forum to ask questions, discuss concerns, and network with other Behavioral Health professionals and Placer County staff.

Also, we welcome Newsletter submissions from our Network Providers. Please limit your articles to approximately 500+/- words. You may e-mail your submissions to Provider Liaison, Michelle Johnson, at [mmjohnso@placer.ca.gov](mailto:mmjohnso@placer.ca.gov), or fax it to (530) 886-5499.

### Managed Care Contacts:

**Twylla Abrahamson:** CSOC Asst. Director/ Prgm. Manager (530) 886-5440

**Michelle Johnson:** MCU Supervisor/Provider Liaison (530) 886-5463

**Linda Helling:** Patients' Rights Advocate (530) 886-5419

**Derek Holley:** QI/QA Supervisor (530) 886-5407, **Wally Keller:** (530) 886-5410

**Kristin Kolster:** (530) 886-5403, **Diane Kato:** (530) 886-5474, **Cami Burke:**

(530) 886-5455, **Jeff Steer:** (530) 889-6716, **Janet Muehe-Hayward:** (530) 886-5435, **Kathy Campbell:** (530) 886-5421, **MCU FAX Number:** (530) 886-

5499, **Erica Collins:** HHS Fiscal Services, Provider Liaison (530) 745-3111



# COMPLIANCE CORNER

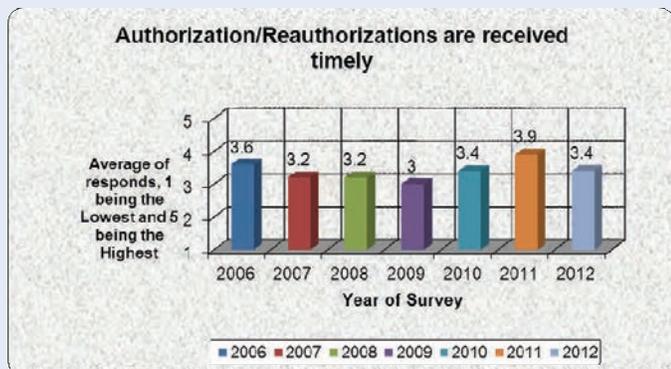
## The 2012 Provider Satisfaction

We conducted this survey using Survey Monkey, and intended it as a means to provide feedback about Placer County Customer Services. Notification of the survey was e-mailed to 79 different Provider e-mail addresses. Twenty-nine surveys were returned. Of the 29 returned, 24 providers used this as an opportunity to submit updated personal information.

We received a larger percentage of respondents than in prior years. We thank all Network Providers who returned the survey. We repeated the same questions on this year's survey:

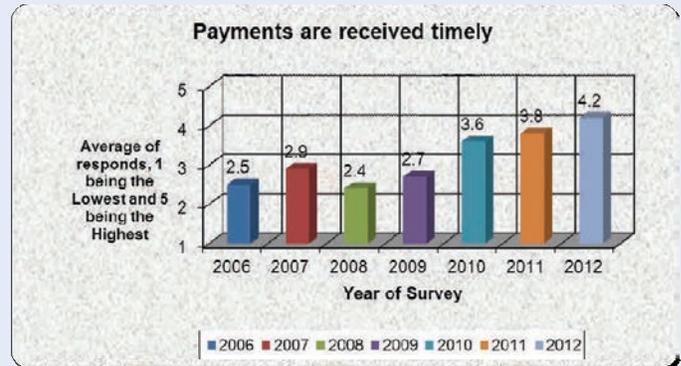
1. Sessions authorized for Assessment are adequate
2. Sessions authorized for Treatment are adequate
3. Authorization/Reauthorizations are received timely
4. Payments are received timely
5. Managed Care staff are responsive/available
6. Overall, I'm satisfied with my involvement as a member of the Placer County Systems of Care Mental Health Provider Network
7. I would recommend a colleague join the Placer County Systems of Care Mental Health Provider Network

We selected the following three questions to discuss the survey results:

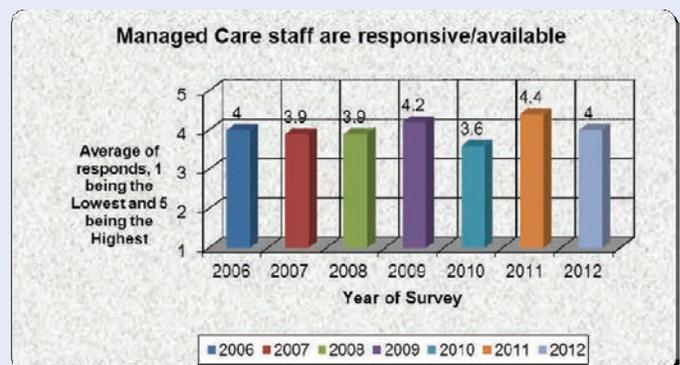


### # 3 Authorizations/Reauthorizations are received timely

A decrease was found in timely receipt of authorizations/ reauthorizations in comparison to 2011.



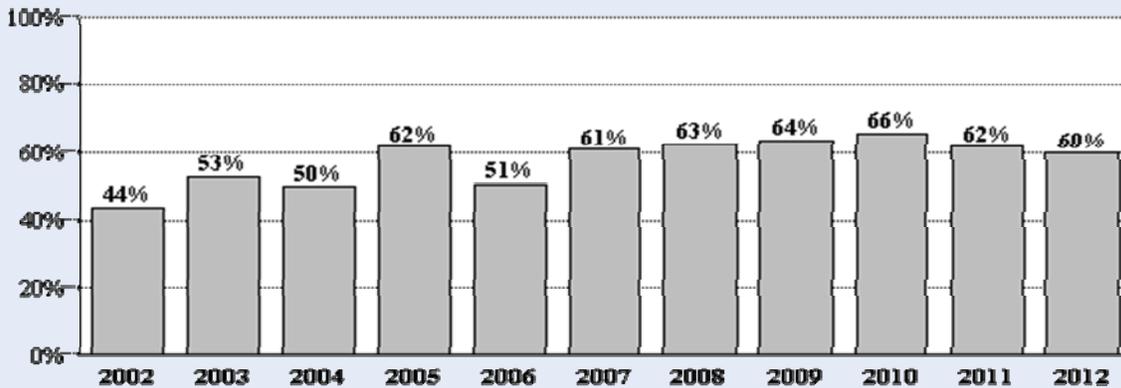
# 4 Payments are received timely has increased each year since 2008. This is definitely to the credit of our HHS Fiscal Services personnel working diligently and systematically to move the invoices forward in a timely manner.



# 5 Managed Care staff are responsive/available increased over this reporting period. This has been one of the most consistent indicators over time, with a small decrease last year.

For the sixth year in a row, 60% or more of high school students report that drugs are used, kept, or sold on their school grounds, according to a telephone survey of U.S. youth ages 12 to 17. While the percentage of students reporting that there are drugs in their school has decreased from the high of 66% in 2010 to 60% in 2012, the current percentage remains higher than a decade ago (44%; see figure below). The survey also found that 36% of high school students believe that it is fairly or very easy for students to smoke, drink or use drugs during the day at their school without getting caught and more than half (52%) say that there is a place on school grounds or near their school where students go to smoke, drink, or use drugs during the school day (data not shown).

**Percentage of High School Students Reporting That Drugs Are Used, Kept, or Sold on Their School Grounds, 2002-2012**



NOTES: Data are from a random sample of households in the 48 continental states who had a person ages 12 to 17 living in the household. Computer-assisted telephone interviews were conducted between April 18 and May 17, 2012 with 1,003 youths who were randomly selected from the nationally representative household sample frame. The margin of error is +/-3.1 percent at a 95 percent confidence level (unadjusted for weighting).

SOURCE: Adapted by CESAR from The National Center on Addiction and Substance Abuse at Columbia University (CASA), *National Survey of American Attitudes on Substance Abuse XVII: Teens*, 2012. Available online at <http://www.casacolumbia.org/upload/2012/20120822teensurvey.pdf>

## Healthy Families Notices Are in the Mail!!

Over 400,000 notices have been sent as of November 5th to begin to inform Healthy Families enrollees regarding their transition into a Medi-Cal managed care plan. Beginning Jan. 1, 2013, the Department of Health Care Service (DHCS) is planning on transitioning over 860,000 Healthy Families enrollees into Medi-Cal plans. Placer County Healthy Families recipients are expected to transition to a Medi-Cal plan during the fourth quarter of 2013. DHCS must obtain federal approval from the Centers for Medicare and Medicaid Services prior to this transition, and to date this has not been obtained. Federal approval is crucial for federal reimbursement to the state. DHCS has publicly announced that it anticipates approval later this month. The Healthy Families transition to a Medi-Cal managed care plan is estimated to increase Medi-Cal beneficiaries by less than one percent. This rollover will create one health plan for eligible children in California. At this time, Placer County anticipates a potential increase in child specialty mental health services, however, the impact is not estimated to significantly impact providers. The Managed Care Unit as well as Placer County leadership will closely monitor the increase in enrollees through collaboration with our partners within Human Services. FAQ are available to assist both you and your clients in understanding this transition at <http://www.dhcs.ca.gov/services/Pages/HealthyFamiliesTransition.aspx>.

### Project Chrysalis—Rapid Results Initiative

The goal of Project Chrysalis is the desire to have all children and youth in the foster care system achieve permanent families as quickly as possible through reunification with their birth families. When this is not possible, placement with families who love and understand foster children and youth, and their commitment to becoming their permanent family through adulthood and beyond is the desired objective.

Gail Johnson-Vaughan, former Director of Sierra Adoption Services, is a long time advocate for the permanency and stability of our children in foster care. Through a grant from DHHS, Administration for Children and Families, Children's Bureau, Ms. Johnson launched Project Chrysalis with the philosophy adopted from Rapid Results Initiative (RRI). Rapid Results is a proven methodology for accomplishing breakthrough results to challenging goals in 100 days. Ms. Vaughan challenged 5 participating foster family agencies in our region to accomplish the recruitment of a set number of foster families for older youth in a 100-day period. Placer County participated through its public-private partnership with Sierra Forever Families, known as Placer Kids.

The 100 days ended on July 30, 2012. Placer Kids had set the goal of recruitment at 14 families. Recruitment efforts included participation at many community events, flyers for the program on pizza boxes, flyers distributed throughout the community, and special presentations at established foster parent events. The goals were not quite reached by Placer Kids, nor the other participating foster family agencies. What this taught the participants was that efforts must continue, with much creative and out-of-the-box thinking, in the recruitment of these special resource families. Even though the initial 100 days have ended, efforts continue through participation in future community and faith-based events.

### Placer County HHS provides Substance Abuse Treatment to Mothers and Mothers-to-be

Placer County Substance Use Services Program provides substance abuse treatment for mothers of children (under 18 years old) and pregnant women. The perinatal services may include detoxification, residential treatment, outpatient treatment and/or transitional housing. These services are for women who have no other means to obtain appropriate substance abuse treatment (for example, through child welfare programs or private insurance); even if the children do not live with the parent, the mother may still qualify.

To access perinatal substance abuse treatment, respective clients may self-refer by calling call 530-889-7218, or drop by a screening clinic (no appointment needed) to meet with a substance abuse counselor for an AOD assessment. Screening clinics are held three times a week at the Welcome Center, 11522 B Avenue, Auburn at 1 pm on Mondays and Tuesdays. The Roseville screening clinic is held at 101 Cirby Hills Drive on Thursdays at 4:30 pm. Women who have a secondary or primary mental health diagnosis in addition to substance abuse concerns are also welcome. Depending on the individual's financial means, a co-pay may be required for services.

## DINA DINOSAUR SMALL GROUP THERAPY

Children ages 4-8: Social Skills Emotion and Problem Solving

Evidence Based Structured Program 18 Week Group  
Facilitated by: Diane Kato 530-886-5403 & Kristin Kolster 530-886-5474

New Group Starting in 2013

Meet Wally  
and Molly



## VOICES FOR TEEN GIRLS GROUP THERAPY

Self-Discovery and Empowerment—An Experiential  
Modality for Teen Girls ages 13-16.  
Focusing on Mood Regulation and Anxiety Reduction.

Evidence Based Structured Program 18 Week Group  
Facilitated by: Diane Kato 530-886-5403 & Janet Muehe-  
Hayward 530-886-5435

New Group Starting in 2013



## HHS FISCAL SERVICES

Happy Holidays from Fiscal Services.

As a reminder, please attach a copy of your authorization to your claim. In addition, please make note when you receive an authorization to work and bill within the dates and services authorized for Placer County children and adults.

Please note Karey Burk will be replacing me and will be processing all future provider authorizations as of December 7th.

Erica Collins, Fiscal Services



# ANNOUNCEMENTS



## Mental Health First Aid Training

Mental Health First Aid is an interactive 12-hour course that presents an overview of mental illness and substance use disorders in the United States. Participants will learn about risk factors and warning signs of mental health problems, as well as understand their impact and common treatments. Participants who certify as Mental Health First Aiders learn a 5-step action plan encompassing the skills, resources and knowledge to help an individual in crisis connect with appropriate professional, peer, social, and self-help care.

January 9,16,23,30, 2013

PCOE Annex Bldg. Bud Nobili Room, 365 Nevada St., Auburn, CA 9:00am—12:00pm

Registration is required and participants must attend all four days to earn their certificate. This FREE training is limited to 25 participants. This course meets the qualifications for twelve (12) hours of continuing education credit for MFTs, LPCCs, LEPs and/or LCSWs as required by the California Board of Behavioral Sciences. Provider: Placer County Children's System of Care, #PCE3816. This course is offered in conjunction with Placer County Health and Human Services, which is approved as a provider of continuing education by the California State Board of Registered Nurses, Provider No. 10384.

## Please welcome our newest provider...

**Dee Lawrence, LCSW**  
Sacramento, CA



## December 2012

**Dec 25 — Christmas Day**, County Offices closed

## January 2013

**Jan 1 — New Year's Day**, County Offices closed

**Jan 21 — Martin Luther King Jr. Day**, County Offices closed

**Jan 9, 16, 23, 30 — Mental Health First Aid Training**, See Announcements column.

## February 2013

**Feb 12 — Lincoln's Birthday**, County offices closed

**Feb 18 — President's Birthday**, County offices closed

## March 2013

**Mar. 13 — Network Provider Relations Committee Meeting**. Refer to page 2 for more information.

## CALIFORNIA HEALTHLINE

**Free online e-digest for up to date health care news, policy and opinion.**

<http://www.californiahealthline.org/>