



Fall 2011

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

Network Providers and eLearning

Placer County Systems of Care is pleased to announce the new e-learning website <http://placersoc.elearning.networkofcare.org>. Systems of Care (SOC) utilizes this website for most training registration, notices to attendees, pre- or post-tests, surveys, and continuing education units (CEU) certificates. You must complete a one-time registration. Use this information each time you access the secure site.

This website allows providers to view the SOC training calendar that is open for public attendance and register themselves for classes. In addition, when a course and any required tests/surveys are complete, participants can print their own CEU certificates.

Please take a moment to visit the website and bookmark it to your "favorite" websites allowing easier return access. If you have any issues, questions, or concerns with the website, please feel free to contact Jennifer Cook at (530) 886-1824 or Mary Ann Medeiros at (530) 886-1847.

A Word About Cloning

Yes, you read that right: Cloning. But not the mad scientist type where they are trying to clone sheep, so we can have endless supplies of argyle sweaters. No, we are talking about "medical record cloning." The Centers for Medicare and Medicaid Services (CMS) recently submitted a reminder to its providers regarding documentation that is worded exactly like or similar to previous entries, otherwise known as cloned documentation. Whether the cloned documentation is handwritten, the result of a pre-printed template, or part of an electronic medical record, cloning of documentation will be considered misrepresentation of the medical necessity requirement for coverage of services according to CMS.

Cloned documentation does not meet medical necessity requirements for coverage of services rendered due to lack of specific, individual information for each unique client. CMS reminds providers that identification of this type of documentation will lead to denial of services for lack of medical necessity and recoupment of all overpayments made.

Documentation of services provided to or on behalf of a client should always contain the specific, individual information for each unique client for that service provided. Suspicion of cloned documentation may lead to further investigation, recoupment of services provided, and/or a formal fraud report to the appropriate governmental oversight agency.



PROVIDER RELATIONS

January 20, 2012 Network Provider Collaborative

Merille Glover, MFT, is a therapist in private practice in Sacramento and Citrus Heights, and a doctoral student in Mythological Studies with an Emphasis in Depth Psychology at Pacifica Graduate Institute in Santa Barbara. Since 2006, she has worked with men individually who are experiencing female-on-male abuse, facilitated discussion in male substance abuse groups, and led traditional survivor domestic violence groups for women from the "gender inclusive" approach (John M. Hamel, LCSW). Here is what she says about the Network Provider training being held January 20, 2012, at Brandman University located in Roseville at 3001 Lava Ridge Court, Suite 250.

Most social workers and providers have had some experience with female-on-male partner abuse, particularly if substance abuse, mental illness, or previous adult domestic violence trauma is present in the female. But the abuse picture is more complex, indicating that women are as much the abusers of their men, with their own distinctive profiles. The challenges to being able to recognize, empathize, motivate, and facilitate recovery for abused men reside less in the provider's skill-set and the resources available, and more in the male-on-female abuse paradigm in which most of us live.

This training is an intermediate-level training for professionals familiar with family violence and partner abuse. In this training participants will 1) gain an update of recent research and statistics on the issue; 2) familiarize themselves with the world of the abused man; 3) recognize the beliefs about men and their family roles which may be a barrier or a facilitator to motivation; 4) hear teaching stories that will support the client's journey; 5) work with a decision-tree to support men's initiation to, rather than paralyzing in the face of, the issues and actions needed to help the family take its new shape, and 5) identify both online and brick-and-mortar resources.

Should you have questions about this training, feel free to contact your Provider Liaison, Tom Lind, at tlind@placer.ca.gov, or by phone at 530-886-1858. All participants must register via our [e-Learning website](#).

Should you have difficulty registering, contact Mary Ann Medeiros at (530) 886-1847 for assistance.

Next Provider Relations 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 December 14th from 10:30 a.m. to 12:00 p.m. We meet at the new location of the Managed Care Unit at 379 Nevada Street, 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, Tom Lind, at tlind@placer.ca.gov, or fax it to (530) 886-1888.



Managed Care Contacts: *Please note our phone extensions.*

Twylla Abrahamson, CSOC Assistant Drctr/ Prgm Manager: (530) 886-1853

Michelle Johnson, Managed Care Unit Supervisor: (530) 886-1854

Linda Helling, Patients' Rights Advocate: (530) 886-1859

Tom Lind, CSOC Ombudsman/Network Provider Liaison: (530) 886-1858

Derek Holley: (530) 886-1868, **Margaret Chambers:** (530) 886-1866

Wally Keller: (530) 886-1871, **Kristin Kolster:** (530) 886-1882

Diane Kato: (530) 886-1869, **Mary Coleman:** (530) 886-1878

Cami Burke: (530) 886-1876, **MCU FAX Number:** (530) 886-1888

Tami Burns, HHS Fiscal Services, Provider Liaison: (530) 745-3136

Erica Collins, HHS Fiscal Services: (530) 745-3111

COMPLIANCE CORNER

The 2011 Provider Satisfaction Survey Results Are In!

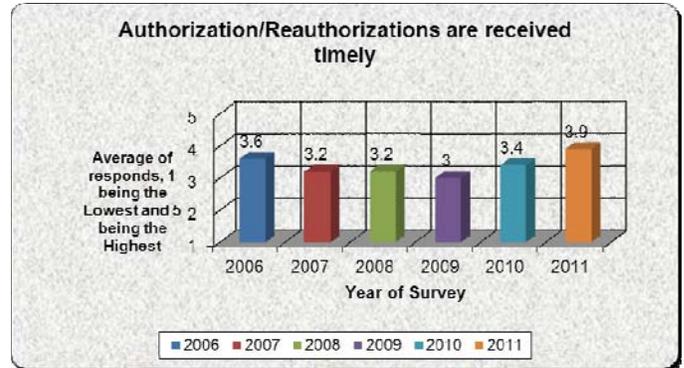
We conducted this survey using Survey Monkey, and intended it as a means to provide feedback about Placer County Customer Services. Notification of the survey was e-mailed to 94 different Provider e-mail addresses. Twenty-four surveys were returned. Of the 24 returned, 22 providers used this as an opportunity 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:

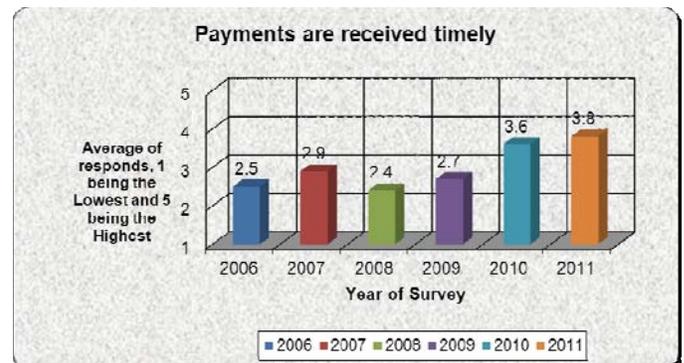
1. Sessions authorized for Assessment are adequate
2. Sessions authorized for Treatment are adequate
3. Authorization/Reauthorizations are received timely
4. Payments are received timely
5. Managed Care staff are responsive/available
6. Overall, I'm satisfied with my involvement as a member of the Placer 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:

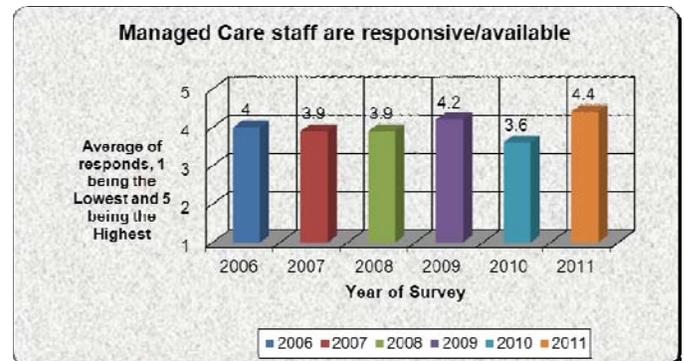
3 Authorizations/Reauthorizations are received timely increased over the past three years and exceeded the percentage results found in 2006. This may be due to refining the Request for Authorization form to make it very quick and easy for providers to complete, as well as our clerical staff processing re-auth requests in a timely and efficient manner.



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.



GROUP CORNER

Moving Through Loss

Art therapy for children can be a viable solution for communication, even more so than simply having a conversation and talking about things. This is especially true when it comes to children and traumatic events. Art therapy helps the child bring these suppressed emotions to the surface.

An ongoing expressive arts modality group for children ages eight to twelve, began Monday, November 7th at 4:00 PM until 5:30 PM. This group meets for a minimum of ten weeks at the Children's System Of Care office located at 11716 Enterprise Drive, Auburn. To register contact either group facilitator: Kristin Kolster, MFT, at (530) 886-1882, or Diane Kato, MFT, at (530) 886-1869.



Children's Bereavement Arts Groups

Several Children's Bereavement Art Groups in the Sutter Auburn Faith Hospital area will begin soon. Groups forming will target the 9 to 12 year old and the 13 to 17 year old age range. This program is sponsored by generous donations from our community through Sutter Auburn Faith Hospice and is available for children, ages 4 to 17 years, who have suffered a significant death of a loved one within the last year. This 10-session program is available at no cost. The program allows the children and teens to express their loss through a variety of creative art activities.

Dee Turner, MSW, and Clinical Art Therapist, leads the groups. Participants are placed in groups by age, type of loss, and developmental level. The goal of the program is to provide a safe place for children to process grief and loss through creative outlets that facilitate healing. If you have a child or teen that might benefit from this program in the Auburn area, please contact: Trish Caputo, Bereavement Coordinator, at (530) 886-6650.

Maintaining Healthy Brains During Our Senior Years

As we age, our brains change. Practicing living-in-the-present-moment changes our brains in good ways, helping us rejuvenate and reconnect. This 2.5 hour workshop will cover: What scientists are saying about aging and the benefits of exercise, both physical and mental; *Mental-Mindfulness* exercises that reduce stress and build brain connectivity; Brain mindfulness exercises for at-home practice.

This is an educational workshop and not medical or psychological treatment. If you have a medical or psychological disease or disorder, please consult with a licensed medical doctor, counselor, or psychologist.

Instructor: Dr. Marty Cottler, Ph.D. (CA LMFT 6833) for more info see www.martycottler.com.

When: Wednesday, December 7, 2011 from 3:00 PM to 5:30 PM.

Where: Sierra Nevada Memorial Hospital, Grass Valley.

For reservation information contact Robyn at (530) 274-6124.



PROVIDERS' CORNER

Equine Assisted Psychotherapy: An Adjunct to Traditional Office Therapy

Equine Assisted Psychotherapy (EPA) can be used as an adjunctive service with your clients. On several occasions, with only one or two EAP sessions, we have helped therapists and clients move through those periods of “stuckness” that frequently happen during the therapeutic process. Here are seven ways EAP can help you and your clients succeed!

1. Interactive sessions with horses allow clients and therapists to “see” where the problems are and find ways to solve them. In the sessions, the focus is on doing, being active in-the-moment, and finding solutions that provide faster, more permanent change. It is effective for clients of all ages and conditions.
2. Uncovers the REAL client quickly. Through experiential activities, EAP helps you immediately see how couples and individuals act and react to different situations, giving you a clearer picture of what you need to do to help.
3. Professionalism with flexibility. Our treatment team is certified by EAGALA- Equine Assisted Growth and Learning Association. EAGALA certification requires intensive training, continuing education, and adherence to a high standard of practice and ethics. The EAGALA model provides a frame work of practice, but within the framework, there are infinite opportunities for creativity and adaptability to various therapeutic and facilitating styles.
4. Makes the process more engaging. Because EAP is active and effective, the process is more engaging for both you and your clients. Once a horse enters the equation, everyone is instantly attentive and engaged in the process.
5. Gets clients past the sticking points. Everyone can hit a wall in therapy where the client remains stuck in old patterns and attitudes. The EAP session(s) can help you and your clients get out of the rut and back on track.
6. Great for individuals and groups. Whether working with individuals or groups, the horses provide powerful opportunities to address social skills, communication issues, and other dynamics necessary for healthy, meaningful relationships.
7. Provides real solutions. In EAP, therapists and clients alike are excited by the process. Whether used for treating all forms of addiction, trauma, social and behavioral disorders, or other issues; clients find the sessions meaningful-leading to real and long lasting change.

(Some content from EAGALA publication)

“EAP is a wonderful adjunct to in-office sessions. I observed my client processing and problem solving in a new setting, full of metaphor. She benefited from the mirroring the animals offered, and I saw her through new eyes. The approach is very strength based, and can safely take a client into a core, primal place where their connection to the animals and their core self can be very healing.” Nicole Laubach, LCSW

[In the Presence of Horses](#) and Susan Byrne, Marriage and Family Therapist, serves children, adolescents and adults, offering the highly effective modality of *Equine Assisted Psychotherapy (EAP)* to address a variety of mental health and human development needs. Located between Auburn and Grass Valley, *In the Presence of Horses* is able to serve clients in both Nevada and Placer Counties. For more information, please contact Susan Byrne, MFT at (530) 205-8197 or susan@presenceofhorses.com.

PROVIDERS' CORNER - Continued...

Excited to announce, I am now an LCSW!

My first letter of introduction appeared in the winter 2010 Network Provider Newsletter. I would like to take this opportunity to reintroduce myself. My name is Toni McCormick and I am an LCSW clinician, practicing with Auburn Child and Family Counseling. I provide individual, family, child and adolescent therapeutic services, with a focus on children, adolescents and the family system.

I received my MSW degree from the University of Nevada, Reno, with a bachelors and dual degree in elementary and special education. I am very excited to have recently completed my licensure requirements in the state of California and to be a network provider for Placer County.

Much of my career has been working with children and families, focusing on a broad range of mental health needs, including; depression, abuse and trauma issues, attention deficit disorders, anxiety, grief, adjustment disorders, and behavioral/relationship problems. I also enjoy working with adults and couples. With the goal of licensure behind me now, I will be pursuing certification as a registered play therapist through the Association for Play Therapy. I look forward to bringing new skills and techniques into the playroom.

As a certified mental health provider of Equine Assisted Psychotherapy (EAP), I am excited for the upcoming national EAGALA (Equine Assisted Growth and Learning Association) conference to be held in Las Vegas, March 2012. Susan Byrne from, In the Presence of Horses, and I will be presenting on Equine Assisted Psychotherapy in the treatment of survivors of sexual abuse. EAP is exciting work and I look forward to sharing more about this emerging field of practice.

I am committed to a strengths based perspective and believe all clients have innate strengths and qualities that can be used to assist them in exploring solutions to challenges or problems in their lives. I strive to provide a safe and nurturing environment for my clients, a playful therapeutic place for children to express themselves in accordance with their developmental stage. And really, I love working with those "challenging" adolescents. I am very interested in the "change" process and respect and support the "individual" journey for each client.

Throughout the New Year, I look forward to the opportunity to meet even more of you. I am currently accepting new clients and can be reached at: Auburn Child and Family Counseling, at (530) 823-7701.

Office Space Available in Auburn - Nevada Station

Newly renovated office space is available in *Nevada Station* located at 265 Nevada Street, Auburn. Excellent location, with easy access. This office suite is shared with three licensed therapists and is adjacent to public transportation. Offices have a common lobby, and an additional space for office equipment and supplies. May be rented furnished or unfurnished. Monthly rent is \$375.00, plus deposit. A six month commitment is required.

For further information please contact Linda Shahin at (530) 888-8170 or by mail at the following address: 265 Nevada Street, Auburn, CA 95603.



PROVIDERS' CORNER - Continued...

A New Resource: CoRR's Placer Mothers In Recovery!

Community Recovery Resources, following a recent merger with Sierra Council on Alcoholism and Drug Dependence (SCOADD), has opened a new recovery program for pregnant and parenting women in partnership with First 5 Placer. The program, located in a beautifully renovated building in Placer County's Dewitt Center, includes a fully equipped child development center and outdoor play area with lawn, garden, and children's play structures.

The goal of Placer Mothers in Recovery is to support women to recover from drug or alcohol dependencies and help them develop the tools and resources to nurture their children. This day-treatment model allows women to fully participate in recovery services while continuing to parent their children. A children's program supports the growth and development of young children. "We support the success of the child while working closely with the mother to educate, support and embrace the wonders of being a parent as they learn to negotiate parenting while in recovery", says Cindy Santa Cruz-Reed, who oversees family services for the organization. "We focus on 5 protective factors, identified to strengthen families and prevent child abuse." These are:

- Parental resilience- the ability to cope and plan ahead
- An array of social connections with peers and community
- Adequate knowledge of parenting and development and the ability to implement the information into daily life
- Concrete support in times of need, including access to necessary services, such as mental health
- Social and emotional competence of children-working with children to develop empathy, learn friendship skills, increase self confidence and the ability to work through issues in a way that fosters kind, caring relationships

A fully bilingual Spanish/English alcohol and drug counselor, a licensed Marriage and Family Therapist, and a child care provider comprise the core service team. Women also have access to an MD specializing in addiction, as appropriate. The program runs five days per week and includes group and individual therapy. The Placer Mothers in Recovery program also provides referrals to connect children and families with appropriate support services, and collaborates with other local non-profit agencies for cross-referrals.

Now open for two months, the program already has seven women engaged in services. A partnership with Placer County Children's System of Care, and Placer County Adult Systems of Care support referrals, and women may also self-refer to the program. Funding from First 5 supports ready access to services.

HHS FISCAL SERVICES

Dear Providers,

Please, **do not** staple multiple claims together in a single invoice packet. Staple only one claim + one authorization together.

This is important because there has been several occurrences, recently, where this was not caught until after the fact. The additional claim, stapled to the back of another claim, caused those claims to be processed in two separate checks for the same client, a costly and redundant process.

Thank you for your assistance with this,

Erica Collins, Tami Burns, and HHS Fiscal Services Staff



Social Networking Sites' Impact

Forty percent of U.S. youth report seeing pictures of kids getting drunk, passed out, or using drugs on Facebook, Myspace, or other social networking sites, according to data from a 2011 survey by National Center on Addiction and Substance Abuse at Columbia University (NCASA). Of these youth, approximately 90% had first seen such pictures at age 15 or younger. While the majority reported that their first exposure was at age 12 or 13 (36%) and 14 or 15 (42%), more than one in ten reported that their first exposure was as young as 10 or 11. These findings corroborate those of another study that found that much of the alcohol-related content on Facebook is easily accessible by those under the age of 21.

Seventy percent of U.S. teens spend at least some time on a social networking site in a typical day and 29% spend more than an hour on-line, according to the NCASA data. While many of the teens visiting these sites report seeing pictures of substance use, they also are more likely to use tobacco, alcohol, and marijuana themselves. Teens who spend any time* on a social networking site are five times more likely to have ever used tobacco, three times more likely to have ever used alcohol, and nearly twice as likely to have ever used marijuana. These findings may be due to differences between social networking site users and nonusers, such as age or socioeconomic status. The survey also found that more than one-third (36%) of parents of teens with a social networking page say that they do not monitor it, suggesting that another difference between the groups may be the degree of parental monitoring

*The survey did not find significant differences in substance use among teens spending 1 to 30 minutes, 31 to 90 minutes, or more than 90 minutes on a social networking site in a typical day.

NOTE: Data were collected from an internet-based survey of a nationally representative sample of 1,037 teens and 528 of their parents from March 27 to April 27, 2011. Sampling error is +/- 3.1 for teens, and +/- 4.4 for parents.

SOURCES: Adapted by CESAR from National Center on Addiction and Substance Abuse at Columbia University, *National Survey of American Attitudes on Substance Abuse XVI: Teens and Parents*, August 2011.

Pearls Before Swine by Stephan Pastis – 21 August 2011

Rat – “Well, should we try it?”

Pig – “I don’t know. Listen to this. Do not attempt to operate before reading this manual. Never leave this product unattended when in use. Always keep hands and hair away from moving parts. Steel cutting methods used to manufacture product could result in sharp edges. Take care in handling. Use extreme caution when moving the product. Very high temperatures are reached during use. Take extreme care when product is in use. Do not operate near drapes, curtains, or walls, as fire and substantial property damage may result. Failure on the part of the user to adhere to these warnings could result in serious injury or death of the user.”

Rat – “I’ve never been so afraid of a toaster.”

You may be inclined to disregard comic “messages.” But, in this instance at least, that could prove too hasty. Discounting product safety warnings could place you in jeopardy. No, let’s make that SERIOUS jeopardy. Rat’s sudden enlightenment places the toaster in the position of respect that it deserves, that of a sleeping tiger which, when awakened, can unexpectedly turn on us ripping our very lives to shreds.

We should thank McDonalds for reminding us that coffee may be hot, or Werner for alerting us to the to the fact that the top rung of a ladder isn’t a step. Did you know that you could choke on an ice cube? Maybe we should have that etched on all of our glasses.

OK, perhaps things have gone a little overboard. As Stephen Pastis is quick to point out, if we keep it up, we may soon be afraid to live. The reality is that things can happen. Life itself is a risk (hopefully one worth taking). Jokingly, just getting out of bed in the morning is one of the most dangerous things we can do. Surely that doesn’t mean that we should all stay in bed.

Don’t let our over regulated world make you afraid of life or living to the max. Rather, see all of these messages as a general reminder that being aware of what you are doing will help keep you safe.

ANNOUNCEMENTS



Network Provider/SOC Staff Collaborative **Presenter: Merille Glover, MFT**

Friday, January 20, 2012 from 8:30 AM — 12:00 PM
Brandman University Campus
3001 Lava Ridge Court, Suite 250
Roseville, CA 95661

For details please see Page 2!

Call Mary Ann Medeiros at (530) 886-1847 to register.
Please provide your license number for CEU certificate.

“Cultural Humility” Training

December 14, 2011
9:00 AM—4:00 PM
Maidu Community Center, Room 1
1550 Maidu Drive
Roseville, CA 95661

Through this workshop you will improve practice skills of engagement and collaboration with clients, including skills of assessment, that demonstrate improved cultural understanding of self and clients. Topics include:

- Differentiating cultural competence and cultural humility
- Recognizing and implementing cultural inclusion
- Framing cultural humility in the context of assessment and intervention

Instructor, *Robert Ortega*, MSW, PhD, has served on the faculty at the University of Michigan, School of Social Work since 1991, and is a clinical consultant to the School’s Family Assessment Clinic.

This course meets the qualifications for 6 CEU hours for MFTs, LCSWs, and RN’s. You must provide your license number for CEU certificate.

All participants must register via our [e-Learning website](#). Should you have difficulty registering, contact Mary Ann Medeiros at (530) 886-1847 for assistance.

NOVEMBER

November 11 — Veteran’s Day, County offices closed

November 24/25 — Thanksgiving Holidays, County offices closed

DECEMBER

December 14 — Cultural Humility Training, See Announcements for more information

December 26 — Christmas Day, County offices closed

JANUARY

January 2 — New Years Day, County offices closed

January 16 — Martin Luther King, Jr. Day, County offices closed

January 20 — Network Provider Collaborative, 8:30 am to 12:00 pm. Brandman University Campus

FEBRUARY

February 13 — Lincoln’s Birthday, County offices closed

February 20 — President’s Day, County offices closed