

Minutes

Network Provider Relations Meeting

Facilitator: Cara Lucero
June 13, 2007

Check-In: Attendees

Twylla Abrahamson, Cara Lucero, Tom Lind, Honey Cowan, Kathleen Toland, Betty Readle, Kathryn Silvestri, Nicole Paul, and Mary Coleman

Review of Minutes: Minutes approved.

Announcements/Information

- Honey and Kathleen will both be on vacation in June. Honey will be in Africa from June 19 – July 7. Neither will be able to attend the Billing and Documentation Training on June 19.
- Welcome to Twylla Abrahamson, PhD. She is the new Program Manager to Managed Care, the Quality Improvement Coordinator, and the chair to the Network Provider Relations Committee. Welcome Twylla!
- Introduction by all.
- Network Provider Billing and Documentation Training for Network Providers has been scheduled for Tuesday, June 19 from 9:00 a.m. to 12:00 p.m. The location is the Loomis Veteran's Memorial Hall at 5925 Horseshoe Bar Road in Loomis. The training is mandatory. Three CEUs will be provided for participants. This is our attempt to get as many providers to get together to meet each other and our staff. It will be offered two times a year, spring/summer and fall/winter. Surveys will be sent out after the training to all attendees. The CAPP Unit will provide training on billing.
- The revised draft of the new Network Provider Manual is still in development and will be mailed to all providers when complete, hopefully by the end of July.
- The DMH Review took place May 14 through May 18. The auditors asked to review three Network Providers' clients' charts. The review went well and there were only a couple of items on the protocol that will require a corrective plan of action. Twylla explained auditors are looking for are items to disallow.
- Network Provider Mixers – Auditors would rather the mixers were named something other than mixers. Kathleen suggested holding a contest to select a new name. Betty suggested Network Provider Collaboration. At the upcoming training authorizations and exception documents will be discussed.
- Discussed training topics for next Network Provider Collaboration. Suggested bringing in a therapist who could train to the Depth Oriented Brief Therapy (DOBT) or solution focused Therapy Model in keeping with fewer sessions being authorized. This will provide network Providers with the necessary tools for brief therapy.
- Authorizations are being tightened to be more short term and solution focused. Exception documents are being scrutinized in line with SOC current budgetary constraints.
- Kathleen questioned why it is so difficult for interns to get referrals from Managed Care. Cara explained Medi-Cal will not reimburse for interns, but there is a new funding source for behavioral health services only (no alcohol/drug services, etc) called Supportive Therapeutic Options Program (STOP) available for clients meeting the following required criteria: children under age 18, child is not in group home care or hospitalized.

- In addition the client **must meet** at least one of the following criteria: The child does not have Medi-Cal, service provider is an intern, or the case is a family preservation case.
- Law and Ethics training will be offered in October and open to providers. CEU's will be offered. Jennifer Cook is working on the location and will create the flyer.
 - Systems of Care is implementing AVATAR-MSO as of July 1, 2007 as the new provider database and accounting system. The transition to this system may cause some delay in provider payments initially but will expedite payments in the near future. Thank you in advance for your patience and understanding.
 - Nicole stated Sierra Family Services Auburn has not yet moved into their new building but will be in by July 1, 2007. She will write a letter to reflect this and fax it to Managed Care. When they are officially in the building she will notify Barbara MacDonald so they can schedule a site certification.
 - Nicole can no longer do the Managed Care Network Provider Newsletter and asked for volunteers to take it over. She will do the upcoming newsletter and asked everyone to get their submissions to her as soon as possible.
 - Nicole will attend the QI Committee Meeting and take a proposal for a rate increase. Cara will get a copy of the previous proposal for Nicole.
 - Kathryn will fax her renewed license and insurance to Managed Care (Fax number is 530-886-5499).

Action Items/Information

- Cara will check with Derek re: billing for progress report, and AMACK. Information is for Betty Readle.
- Continue to brainstorm ideas for recruiting new members to the Network Provider Committee.
- Continue to discuss additional areas of specialized practice to be added to credentialing packet.
- Continue to discuss credentialing criteria; cleanliness of private practice office, willingness to do next day assessments, submitting current license and insurance on yearly anniversary date to re-credential.
- Nurtured Heart website: www.difficultchild.com

Next Meeting: July 11, 2007 at 10:30 a.m., Nevada Street Conference Room