



HEALTH & HUMAN SERVICES  
SYSTEMS OF CARE  
Quality Assurance  
Evaluations and Outcomes

## **Placer County System of Care Network & Organizational Provider Relations Meeting**

Location: Zoom meeting  
Meeting ID: 891 8485 3648  
Passcode: iUG#E=8H

### **COUNTY OF PLACER MH PROVIDER RELATIONS MEETING MINUTES Friday, January 13, 2023, 8:30 – 10:00am**

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**Meeting Facilitator:** Julia Soto

**Attendees:**

Anthem Blue Cross – Emely Arienza  
CA Health and Wellness – Annesha Land  
Children’s Receiving Home - Joshua Barlow  
Cirby Ranch – Ifeanyi Ezeani  
Cornerstone / YCCC – Heather Davis, Daniel Kinsman, Enrique Tamayo  
EA Family Services – Erica Baltezare  
Garfield – Safaratu Okolo  
Gateway – Denise Manandik  
INPs – Sue Cirillo, Roman Montague, Dianne Murden  
KidsFirst – Carolyn Indreboe, Lindsay Henry  
Koinonia – Stephanie Luke, Jessica Miller, Bill Ryland  
Lighthouse – Diana Linn, Gary McDonald  
Lilliput – Tanya Fontenot  
Pacific Clinics – Amy Flores-Johnson, Lisa Paulson  
Placer / Sierra County – Curtis Budge, Amy Ellis, Jamie Franceschini, Danielle Gold, Russell Graham, Megan Jones, Kimberly King, Jennifer Ludford, Leslie Medina, Leslie Roth, Andrew Scott, Geoff Smith, Susan Stephens, Terry Williams  
Psynergy – Laura Nadel  
Rite of Passage - Alina Scott  
Turning Point – Katy Pruitt  
Unity Care – Micheala Garza, Chan Saelee

### **Introduction and Welcome**

1. Provider Updates/Announcements
  - a. Pacific Clinics – New communications department in Capitol region.
  - b. Koinonia – Recovering from staffing issues post Covid
  - c. Unity Care – New regional director, Jeffrey Jefferson
  - d. Lilliput – Merged with Wayfinder
  - e. Affordable Counseling – INP Roman Montague connected with Susan Stephens for setting up organization as Medi-Cal provider.
2. Managed Care Updates
  - a. External Quality Review Committee (EQRO) - Annual review of County's Medi-Cal MH Plan on January 18-19, 2023.
    - i. Derek Holley will reach out to provider volunteers for 5 focus groups: Adult, Families, Peers, Placer/Sierra County Internal Staff, and Contracted Organizations' Leadership.
  - b. Reminder to complete LMS training where applicable.
3. County Updates
  - a. Triennial Findings (every 3 years) – CAP accepted by State.
  - b. Additional chart review will occur in July 2023 due to CalAIM documentation changes.
    - i. It will be a more collaborative approach (Technical Assistance).
    - ii. County will contact providers when we get more information.

### **Discussion Items:**

1. CalMHSA LMS Trainings (replaced Golden Thread Training)
  - a. Mandatory completion of Modules 1-6 for contracted providers and INPs. Internal staff must also complete Modules 7-9.
  - b. County must submit completion records to DHCS by 3/1/2023.
  - c. LMS and Attestation CAPs were issued December 2022 to those who have not completed trainings. New letters will be issued for outstanding CAPs.
  - d. When registering for trainings, use legal names and not nicknames.
2. New Informing Materials
  - a. Language Taglines, Non-Discrimination Notices, and Beneficiary Handbook have been updated by DHCS.
  - b. County is currently formatting the new informing materials, and they will be issued out by the end of January 2023 with instructions on implementation.
3. Telehealth/Telephone Services
  - a. County wrote a new policy to capture new requirements identified in information notices, including BHIN 22-019 (documentation changes).
    - i. Verbal and written consent must be obtained at least once before initiating services. Consent must state that:

- Beneficiaries have the right to access services via Telehealth, telephone services or face to face in person visits.
  - Use of Telehealth/telephone services is voluntary and may be withdrawn at any time without affecting ability to access services in the future.
  - Transportation to in-person services is available with Medi-Cal coverage when all other available resources have been reasonably exhausted.
  - There are limitations/risks of Telehealth/telephone services as compared to in-person visits as identified by the provider.
- ii. Best practice guidelines are included with the policy.
  - iii. Consent forms are included with the policy (optional). Providers can use their own consent forms.
  - ~~iv. Policy and consent forms are being reviewed by County Council. Once approved, they will be made available to all providers. REMOVE~~
4. Alternative Communication
- a. Requirement of County's MH contract with DHCS. **Providers will need to ensure that they are capturing and responding to requests for alternative communications.**
    - i. Form Care 015A (Supplemental to Bio-Psychosocial Assessment Form) has been updated to include a yes/no question asking if client has alternative communication needs such as braille, TTY, large print, etc. and a text box to explain their need. Once approved, form will be made available to all providers. **Providers may use this form or capture the information in another way.**
    - ii. Document all requests for alternative communication.
  - ~~b. Audit was performed by the Federal government to see if counties were compliant with ADA requirements.~~
5. Data Sharing Agreement
- a. Julia shared PowerPoint presentation:  
<https://www.placer.ca.gov/DocumentCenter/View/66422/CalAIM-Data-Exchange-Framework-Jan-2023?bidId=>
  - b. **Placer is analyzing the policies to decide to sign the DSA, which is tied to the BHQIP. Signing the DSA as a Placer/Sierra MHP will have implications for all providers of the MHP.**
  - c. Invitation for providers to join SmartCare with Placer County. **More information to come in 2/2023.** Contact Julia Soto if interested.
  - d. Agencies can sign DSA regardless of whether Placer County signs (implementation 1/31/2024). **Anthem is considering signing the DSA.**
  - e. If Placer does not sign the DSA, it could affect funding tied to BHQIP milestones.
  - f. More information can be found at: <https://www.chhs.ca.gov/data-exchange-framework/>
6. Payment Reform

- a. Julia shared PowerPoint presentation:  
<https://www.placer.ca.gov/DocumentCenter/View/66423/CalAIM-Payment-Reform-SMHS-Jan-2023>
- b. First wave of payment reform focuses on outpatient.
- c. County is partnering with providers to learn together.
  
- d. CalMHSA will provide LMS training on use of CPT codes for staff payment reform to come.
- e. Effective 7/1/2023.
- f. Invitation for providers to join SmartCare with Placer County. ~~More information to come in 2/2023.~~ Contact Julia Soto if interested.
- ~~g. Cost of SmartCare to providers is not available currently. Details on joining SmartCare for providers will be coming out soon including cost to join and parameters.~~
- h. There will be future discussions to define provider rates, as we learn more.

**Upcoming Provider Relations (Friday) Meetings:**

- April 14, 2023
- July 14, 2023

Visit our Placer County Network Provider page to find important information such as:

- CalAIM Launch
- CalAIM BH Changes and Improvements
- Placer Clinical Documentation Guidelines
- MH Network Provider Manual
- Referral Process
- Billing Information
- Quality Improvement/Assurance Reporting
- NOABDs
- Documents and Templates
- And Much More!

<https://www.placer.ca.gov/7453/Network-Providers>