



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, April 14, 2023, 8:30 – 10:00am

Meeting Facilitator: Kelly Couture

Attendees:

Ana Ramirez
Anthem Blue Cross –James Wilson
Children’s Receiving Home - Joshua Barlow, Kari Hanson
Cornerstone / YCCC – Heather Davis
EA Family Services –Kellon Thompson
Garfield / Cirby Ranch – Ifeanyi Ezeani, Safaratu Okolo
Gateway – Denise Manandik
Harmony House – Brandon Wautlet
INP – Deborah Stevenson
KidsFirst – Carolyn Indreboe, Lindsay Henry, Christina Hernandez
Koinonia – Stephanie Luke
Lighthouse – Diana Linn
Pacific Clinics – Lebriz Abali, Amy Flores-Johnson, Jessica Parks
Placer / Sierra County –Sue Compton, Scott Genschmer, Danielle Gold, Amy Haynes, Sara Hery, Kathryn Hill, Monique Koch, Esther Kung, Jennifer Ludford, Leslie Roth, Julia Soto, Susan Stephens, Terry Williams
Rite of Passage – Edwina Bailey, Alina Scott
Sierra Mental Wellness Group – Nicole Vanneman
Stanford Sierra Youth and Families – Ontson Placide
Turning Point – Katy Pruitt, Kevin Schleiger
Unity Care – Micheala Garza, Chan Saelee
Wayfinder Family Services – Tanya Fontenot

Introduction and Welcome

1. Provider Updates/Announcements
 - a. Wayfinder
 - Yearlong adoption competency training for clinicians is beginning in May 2023. See flyer [HERE](#).
 - b. Sierra County
 - Administrative Director, Leah Salas is retiring in May 2023.
 - County is moving to new EHR (Credible) on 7/1/2023.
 - c. Cornerstone
 - Switched over to new EHR so all their paperwork will be formatted differently.
 - Hoping to switch to SmartCare when Placer releases it.
 - d. Garfield/Cirby Ranch
 - Shortage of staff and staff retention. Administering Client Satisfactory Survey to see how it affects their clients.
 - e. Anthem
 - New focus for Enhanced Care Management for children and youth population is going live on 7/1/2023. Currently looking for ECM providers to serve this population which includes children and youth who are:
 - Experiencing homelessness,
 - At risk for hospitalization and emergency room utilization with serious MH and SUD needs,
 - Transitioning from incarceration,
 - Enrolled in CCS services or whole child model,
 - Involved in child welfare with intellectual or developmentally disabilities, and
 - Pregnant and postpartum individuals at risk for adverse perinatal outcomes.
2. County Updates
 - a. MHP Consumer Perception Survey 2023 on May 15-19, 2023.
 - For outpatient clients served during the survey week.
 - State mandated survey for all counties administered by UCLA.
 - Placer will survey agencies who have a minimum of 10 Placer clients (Pacific Clinics, Koinonia, Lighthouse Counseling, Turning Point, and Sierra Mental Wellness Group). If your agency is interested in participating, contact Jennifer Ludford, jludford@placer.ca.gov.
 - Electronic or paper format. Please return paper originals to Jenn.
 - Last day to return survey is one week past the survey end date.
 - b. Placer CCW Meeting (MHSA stakeholder committee) on April 28, 2023 at PCOE Seavey Center, 10:00am-12:00pm. There is also a Zoom option.

- Swag will be handed out for Mental Health Awareness Month in May.
- There will be discussions about Statewide initiative to modernize the behavioral health system/MHSA.
- c. NAMI-Walk on May 6, 2023 at William Land Park, 8:00am-12:00pm
 - May is Mental Health Month
 - Click [here](#) to join the Placer County NAMI-Walk Team.
- d. CCW is launching a campaign for the community to take pledge to be the change in helping mental health stigma in Placer County. Postings for the campaign are on CCW website and on social media, and posters are available to hang at places of work.
- e. PlacerLearns Training. More information can be found at [Take Action for Mental Health](#).
 - All providers and staff must register for PlacerLearns. Create your account [HERE](#).
 - Annual mandatory compliance training will be issued through PlacerLearns.
 - Make sure all staff are registered and are maintaining their account. If you don't register, you will not be aware of what trainings are issued until you receive a CAP for noncompliance.
 - PlacerLearns has been using a new system since February 2022 which requires self-registry. Contact PlacerQM@placer.ca.gov if you need assistance.

Discussion Items:

1. Informing Materials
 - a. DHCS released updated informing materials in December 2022 and have been finalized by Placer. The following items can be found on Placer County's [QM Network Providers Quick Links](#). Please ensure that new materials are being used immediately.
 - **Beneficiary Handbooks** in Spanish, English, and Large Print. Changes were made to align with CalAIM initiatives, including Access Criteria, Documentation Redesign, and No Wrong Door.
 - **Language Taglines** have been updated to include Mein and Ukrainian. These should be posted in your lobby.
 - **Nondiscrimination Notice** has been updated to include additional protected classes. This should be posted in you lobby.
 - **NOABD Templates** have been updated to include the new language taglines and nondiscrimination notice.
2. Payment Reform begins 7/1/2023 – [Presentation](#) can be found on our website
 - a. Authorizations and referral process
 - Changes will take place in the next months, and we will roll out changes as soon as they are available.
 - Contact your Contract Monitor with any questions.

- b. Rates
 - Our fiscal team is working on completing logic and projection models with the cost projections providers supplied to help us understand and create rates for the upcoming contract years.
 - We are also looking at our internal billing, workflows, and business practices.
 - There will be future discussions to define provider rates, as we learn more.
 - CalMHSA will be issuing formal training for Placer staff on new CPT code system. We will then train our providers.
- c. Billing/Taxonomy
 - Placer QM will be reviewing all providers' staff and taxonomy codes to match with new ones.
 - Providers will be notified if their staff will need to update their taxonomy codes in NPPES system.
 - Updating in NPPES system is very important as this will impact how providers' staff bill in new system.
 - Placer will provide reference guide of taxonomy codes.
- 3. Electronic Health Record (EHR)
 - a. QM and Leadership are actively attending meetings with CalMHSA to learn about new EHR.
 - b. Parts of EHR are still being built and adjusted as counties bring up different needs. Both Placer's and our providers' workflows are being considered.
 - c. Working with CalMHSA to align with SmartCare at go live.
 - d. Training for providers' staff will be available after go live date.
 - e. Email PlacerQM if interested in joining SmartCare. Providers will be onboarded to new EHR after counties are up and running after 7/1/2023.
 - f. Perks of joining EHR are interoperability and data exchange.
- 4. DHCS Ongoing Monitoring and Enforcement Activities and quality performance measures. Susan presented PowerPoint: [DHCS Ongoing Monitoring and Enforcement Actions](#)

Other:

- 1. Providers need to remind their Medi-Cal clients to make sure their contact info is up to date. With the end of COVID benefits, DHCS will be notifying beneficiaries if there are any issues regarding their Medi-Cal coverage.
- 2. Email PlacerQM@placer.ca.gov with any case studies and topics you want to share in our quarterly MH Provider Newsletter.
- 3. This meeting will change from ZOOM to Teams format. Invitation to new meeting series will be sent out.

Upcoming Provider Relations (Friday) Meetings:

- July 14, 2023
- October 13, 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>