



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

Placer County System of Care Network & Organizational Provider Relations Meeting

Location: TEAMS Meeting
Meeting ID: 223 907 205 876
Passcode: ENr4KN

COUNTY OF PLACER MH PROVIDER RELATIONS MEETING MINUTES Friday, July 14, 2023, 8:30 – 10:00am

Meeting Facilitator: Kelly Couture

Attendees:

CA Health and Wellness – Anneesha Land
Children’s Receiving Home - Joshua Barlow
Cornerstone / YCCC – Heather Davis
EA Family Services –Kellon Thompson
Garfield / Cirby Ranch – Safaratu Okolo
Gateway – Denise Manandik
Harmony House – Brandon Wautlet
Independent Network Provider – Sue Cirillo
KidsFirst – Christina Hernandez
Koinonia – Stephanie Luke, Jessica Miller
Lighthouse – Diana Linn
Placer County – Twylla Abrahamson, Curtis Budge, Danielle Gold, Kimberly King, Jennifer Ludford, Leslie Medina, Geoffrey Smith, Julia Soto, Susan Stephens, Terry Williams
Psynergy – Jorge Mendez, Lynda Kaufmann
Rite of Passage – Edwina Bailey, Alina Scott
Turning Point – Jennifer Vallin
Unity Care –Deepa Bhat
Wayfinder Family Services – Tanya Fontenot, Julie Tyson, Kaitlyn Green

Introduction and Welcome

1. Provider Updates/Announcements
 - a. Psynergy
 - Received CCE grant for older adult program in Sacramento. It is an RCFE providing clinical services expecting to open in October 2023. Invitations for tours will go out in September.

- b. Wayfinder
 - Partnered with Center on Adoption, Support and Education (CASE) to offer a comprehensive yearlong training for adoption competency for any interested clinicians. There is a cohort beginning in September 2023.
 - Only provider to offer adoption competency training in California.
- c. Placer County
 - Julia Soto announced that Derek Holley, QA program supervisor, is retiring on July 28, 2023.
2. Managed Care Updates
 - a. Placer County is transitioning from 3 managed care plans to 2 MCPs beginning Jan. 1, 2023: Kaiser and Partnership.
 - CA Health and Wellness and Anthem clients will transition to Partnership.
 - A flyer went out last week with information on the change.
 - Partnership is hosting several webinars for providers so they can learn more about their managed care plan and the different benefits that will be available to Placer beneficiaries.
3. County Updates
 - a. MHP Consumer Perception Survey completed in May 2023.
 - Total of 269 surveys were returned with 40% refusal rate.
 - Tabulated results will come from UCLA in 6-8 months.

Announcements

1. Training Calendar
 - a. Classes and trainings offered through the end of October are listed on the agenda and in the summer edition of the MH Provider Newsletter.
 - b. All providers must first register for PlacerLearns.

Discussion Items:

1. Medi-Cal Eligibility AEVS
 - a. Reminder to providers that they need to verify client Medi-Cal eligibility before providing services.
 - b. There are a few ways to verify eligibility:
 - If the individual comes to services through one of the county screening clinics, County staff will verify eligibility for Medi-Cal prior to sending any referrals over to our providers.
 - If the individual goes directly to one of our access point providers (i.e., our org providers), that provider staff needs to verify Medi-Cal eligibility prior to providing services through the [Automated Eligibility Verification System \(AEVS\)](#), available to all California counties.

2. Payment Reform

- a. Authorizations - With the implementation of Payment Reform plus our county transition to a new EHR, our current authorization process has shifted. However, the new process is not quite available yet in SmartCare.
 - Until the new process is developed, we have established an interim process utilizing paper authorizations.
 - The authorization process is different for INPs and organization providers.
 - For INP providers, you may direct questions about the authorization process to [Megan Jones](#), and she will be able to answer your questions or give you direction.
 - For organization providers, please reach out to your contract monitor with any questions.
- b. CPT Codes – As of January 1, 2023, we started the use of new CPT codes statewide to help prepare for Payment Reform implementation.
 - All MH provider direct service staff should have completed the CalMHSA LMS Moodle training on Payment Reform and CPT codes (modules 1-12).
 - Placer QM hosted several webinars that provided information on the changes regarding the use of CPT codes.
 - Crosswalks for CPT codes are posted on our website under [SmartCare EHR](#).
 - Pushing the crosswalks down to all staff is highly recommended.
 - PlacerQM@placer.ca.gov is always available if you have any questions.
- c. Compliance Monitoring – Compliance plan training through PlacerLearns for external staff was delayed due to some technical issues that have since been resolved.
 - Expect these trainings to be pushed out in the next several weeks.
 - All MH provider direct service staff must complete these trainings in addition to the CalMHSA LMS trainings to ensure that our services are compliant with State requirements.
 - All MH provider staff must complete the compliance series, even if they are not providing services.
 - New staff need to complete the compliance series within 30 days of their employment start date.
 - In the future, the CalMHSA LMS trainings will not be needed. Placer QM will issue all our own trainings through PlacerLearns.

3. EHR SmartCare

- a. Phase 1 – It was a successful launch on July 1, 2023 with 23 counties now using SmartCare.
 - Several of Placer County’s external contracted providers joined us in adopting SmartCare.

- QM staff, Danielle, Susan and Adrienne, were great supports to our external providers and helped them get set up.
- b. Phase 2 – In Fall 2023, more providers can join SmartCare if they are interested.
 - Email PlacerQM@placer.ca.gov if you have any questions or want to get on the list to join.
 - We are taking names until September 2023 with implementation in October.
- 4. Reviews
 - a. EQRO is August 29-31, 2023 – This year will be a combined review of SUDs and Mental Health simultaneously.
 - Some providers will be contacted to participate in some of the EQRO sessions.
 - b. FY23-24 Audit Schedule will be created and posted to our website by July 31, 2023.
 - Audit notification letters will go out a month prior to each audit.
 - Let us know if your audit date will not work so we can reschedule the date.
 - Audit tools will also be updated and posted.

Upcoming Provider Relations (Friday) Meetings:

- October 13, 2023
- January 12, 2024

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>