



**Placer County Systems of Care**  
 Provider Relations Meeting  
 Facilitators: Marie Osborne and Twylla Abrahamson  
 Location: 11716 Enterprise Dr. Auburn, CA 95603  
 January 12, 2018

**MINUTES**

**ATTENDANCE**

<b>Name</b>	<b>Title</b>	<b>Organization</b>
Annie Hoover	Assistant Program Director	Turning Point
Chris Pawlak	Interim QM Manager	Placer County
Jeffrey Steer	MFT, CSP II	Placer County CSOC
Jennifer Ludford	Staff Services Analyst	Placer County
Jennifer Wellenstein	Program Director	Turning Point Coloma
Judi Tichy	QA Sr. Admin Clerk	Placer County ASOC
Mary Starr	MFT	Network Provider
Paul Cecchettini	Clinical Director (Placer and Solano)	Uplift
Roman Montague	LMFT	Affordable Counseling – Network Provider
Susan Yett	Admin Technician	Placer County ASOC QA
Twylla Abrahamson	Director	Placer County CSOC

**MEETING LOCATION**

Building: Placer County CSOC, 11716 Enterprise Dr., Auburn, CA 95603  
 Conference Room: Large Conference Room

**MEETING START**

Meeting Schedule Start: <8:30 AM>  
 Meeting Actual Start: < 8:36 AM>

**MEETING END**

Meeting End Time: <10:00> AM  
 Meeting Actual End: <9:25> AM

**MEETING SCRIBE:** <Judi Tichy, Sr. Admin Clerk>

**1 INTRODUCTIONS**

**2 PROVIDER UPDATES**

- I. Twylla Abrahamson, Placer County Director CSOC, facilitates meeting, and opens with announcement of Placer County's newly-appointed CEO, Todd Leopold, expected to start January 22nd, following the retirement of former CEO, David Boesch.
- II. On behalf of the Placer County MH Audit team, Placer County MH Auditor, Jeffrey Steer thanks the Providers for their audit readiness in 2017. Thank you to all Providers audited last year for having charts prepared for the audit. Jeffrey also commended Providers for the quality of their Medi-Cal compliant documentation throughout the 2017 audits.
- III. Network Provider, Roman Montague, shares client feedback. He continues to get compliments from his Placer County-referred clients for the timely and appropriate services authorized by Placer County HHS.
- IV. State budget for 2018 – The State budget for 2018 appears to remain stable, meaning a stable budget on the County-level; however, we continue to analyze resources. Placer County will continue to watch the developments at the Federal level regarding the Administration's move to allow states for the first time to impose work requirements on Medicaid recipients, which might impact the number of clients being referred to Providers and the number of clients who will continue their treatment with Providers.
- V. 2017 Provider Satisfaction Survey – Ten 2017 Provider Satisfaction Surveys came back to Placer County MH last year. QA Staff Analyst, Jennifer Ludford, reminds Providers that the surveys serve also as a means to update any contact

changes during the year. She asks Providers to note, in particular, the last 3 pages of the survey dealing with culturally specific services (foreign languages, culturally specific clients and date of your last Cultural Competence training (question 29).

- VI. Providers are reminded that the State requires all Providers who provide services to Medi-Cal and Medicaid beneficiaries to take an annual Cultural Competency training. These trainings do not need to be CEU trainings. Counties are now under State mandate to track that their contractors are in compliance with the State requirement for annual Cultural Competency training.
  - 1. These trainings are broad, and deal with a specific population such as: Veterans Affairs, LGBTQI, cultural humility, Native Americans, Homelessness, etc.
  - 2. Placer County MH will be offering a free 2-day CEU training January 16/17 on "Personality Disorders – Comorbidity of Homelessness and Substance Abuse." (13 CEU)
- VII. Placer County Trainings open to Providers
  - 1. Providers are invited to inform Placer County MH of trainings they would be interested in taking. If you do not see a particular training listed on our [training schedule](#), please propose possible trainings to [Chris Pawlak](#).
- VIII. Network Provider, Mary Starr, has noticed that there appeared to be a marked decline in Placer County referrals coming into her office in 2017. Twylla Abrahamson responds that of the 75% of CPS cases that are primarily fee-for-service, there is a part managed by the client's Managed Care Provider and a fraction managed by private insurance. Due to the arrival of new staff at CSOC, Twylla will report this to her team, but ensures Network Providers that there has been no shift in Placer County MH referral policy. Mary also noted that she almost never receives any adult referrals any longer from ASOC.

### 1. FINAL RULE

- I. Tag Lines - In compliance with State regulation, Placer County is required to post notices in English and the top 17 threshold languages.
  - 1. Placer County MH will soon have tag line posters available to Providers to post in their offices in addition to the current Placer County MH [posters](#) in English (Care 020) and in Spanish (Care 020sp).
  - 2. A soft copy draft will be emailed to Provider. If you do not receive this tag line poster with these minutes, please contact [Judi Tichy](#)
- II. Provider List Requirements – we have almost all of these on our provider list, but a couple of new requirements (5, 7, 9).
  - 1. Provider Name
  - 2. Group Affiliations
  - 3. Street addresses
  - 4. Telephone numbers
  - 5. Website URLs (if any)
  - 6. Specialty/Specialties (if any)
  - 7. Whether the Provider will accept new enrollees
  - 8. The Provider's cultural and linguistic capabilities, including languages/ESL or a skilled interpreter at the Provider's office
  - 9. Whether the Provider has completed Cultural Competence training
  - 10. Whether the Provider's office facility has accommodations for people with physical disabilities, including offices, exam rooms and equipment

**2. PRESUMPTIVE TRANSFER UPDATE –** concerns the transfer, provisions and payment of MH services by outside counties placing children in their resident county. May have some impact on the Organizational Providers due to their contracts with Placer County and the services they provide County children.

- I. Note to the Org Providers: if you are contacted by Probation or another agency that they want to transfer a child to you directly, please call CSOC.

**3. EQRO UPDATE (Jan. 31/Feb. 1) –** is an annual State-mandated external quality review of Placer County's MH's clinical and non-clinical services, programs and processes. Generally, EQRO requests sessions with our Organizational Providers.

- I. Purpose of the EQRO annual audit: result of California's 1915(b) Medi-Cal Specialty MH Services Waiver allows the State to delegate the Federal provision of MH services to the counties. The Feds have the responsibility of reviewing the State's compliance of providing MH services. California, having diffused this responsibility down to the counties, is responsible for ensuring that the counties are improving MH program integrity, monitoring and ensuring compliance



**4. BBS (BOARD OF BEHAVIORAL SCIENCES) CHANGES EFFECTIVE 1/1/18**

- I. Effective January 1, 2018, the titles for marriage and family therapist interns and professional clinical counselor interns will change, as follows:
  - 1. Marriage and family therapist registrants must use the title "Associate Marriage and Family Therapist" or "Registered Associate Marriage and Family Therapist."
  - 2. Professional clinical counselor registrants must use the title "Associate Professional Clinical Counselor" or "Registered Associate Professional Clinical Counselor."
  - 3. BBS Title Change handout emailed to Providers on 1/11/18, supplied at today's meeting and can be found on the [BBS website](#).

**5. MANAGED CARE UPDATES**

- I. Network Providers are encouraged to reach out to the Managed Care Plans and sign up with them as they are still low on Provider capacity, especially due to their current obligation to meet new State standards respecting Time & Distance regulations. Counties will be required to adhere to the new State requirements set forth in the Time and Distance standards effective in July.

**6. FUTURE TOPIC/DISCUSSION/PRESENTATIONS**

- I. For the April Meeting:
  - 1. EQRO Updates
  - 2. ODS System Review Update
  - 3. Mega Regs Update

**7. PROVIDER QUESTIONS**

- I. To whom do Providers refer clients for an AOD evaluation? ANSWER: Placer County Screening Clinic is open every day for adults. Times and locations (Auburn and Roseville) are set. Screening Clinic Schedule here attached, but can also be found on the [Placer County website](#).

POST MEETING ACTION ITEMS

Action	Assigned to
Providers kindly requested to fill out the Provider Satisfaction survey via email to update their contact info and profile information	Placer County MH Providers
Providers kindly requested to send Judi Tichy any topics/discussions/presentations for April's meeting	Placer County MH Providers
Communicate draft of TAG LINE poster to Providers	Placer County MH
Communicate Placer County's Screening Clinic schedule to Providers	Placer County MH

**8. NEXT MEETING**

- I. Next Meeting: Friday, April 13, 2018 / 8:30 AM – 10:00 AM / Placer County CSOC, 11716 Enterprise Drive, Auburn, CA in the Large Conference Room