

April 13, 2018

## COUNTY OF PLACER PROVIDER RELATIONS MEETING MINUTES

Friday, July 13, 2018  
8:30 AM – 10:00 AM

Chris Pawlak, QM Manager SOC

Twylla Abrahamson, Director CSOC

### Attendees:

Twylla Abrahamson, Annie Hoover, Chris Pawlak, DeBora Miller, Diane Murden, Jennifer Ludford, Judi Tichy, Mary Starr, Paul Cecchettini, Roman Montague, Suzanne Skrabo

### Announcements

1. Lorene Noack, newly appointed Network Provider Liaison.
2. Motivational Interviewing Training does not require advanced training: Sept. 12 & 13<sup>th</sup>  
Location: ASOC Cirby Hls, Pacific Room, 101 Cirby Hills Dr. Roseville Time: 8:30AM – 4:30 PM

### Discussion Items

#### 1. **Provider Updates**

##### a. DMC-ODS

In March, Placer County had its review. We are streamlining the process for the providers to get authorizations. The delivery system infrastructure will be accessible to our providers. Going live tentatively in October 2018 based on DHCS and CMS approval. This is strictly a Substance Use system, and will not impact the Placer County Mental Health Network Providers.

##### b. MHSAs Onsite Review

Some of the organizational providers have MHSAs funding. Placer County will be audited by the State for MHSAs this August for FY 16-17. The onsite audit is scheduled for Aug 7 – 10. The State will review how Placer County operates its systems and funds, such as FSP funds. The State will look into billing, 24H status, and how the services impact the clients. Much of Placer County's preparation for this audit will come from our Triennial Review.

#### 2. **Network Provider Agreements/Contracts**

a. The new contracts have gone out to the individual Network Providers. Thanks to those of you who have submitted them to us. If a Network Provider does not do or is not authorized to do services in the home, or does not employ any staff, it is not obligatory to provide the automobile insurance; however, exceptional cases have arisen in the past (client with agoraphobia) requiring this proof of insurance which is the reason it is requested as part of the contract process.

b. Roman Montague brings up that Sacramento County requires their Network Providers to have cyber insurance. Currently, this is not required by Placer County.

#### 3. **Annual MH Clinical Documentation, Billing, Auditing and Compliance Training**

This online training went out in early June. Thanks to those providers who have completed this training. It is an annual requirement. Placer County MH plans on sending out this training earlier next year.



**Placer County Systems of Care  
Network & Organizational Provider Relations Meeting MINUTES**

**April 13, 2018**

**Credentialing**

This policy has been imbedded. Next steps and timeline forthcoming. Each county must verify the valid credentialing status of every Placer County staff and contracted provider who provides Mental Health services.

We are currently in negotiations with an outside vendor to manage the exclusion checks for the County.

**4. Presumptive Transfer Update**

Recently released ACL informs of a change that MH Inpatient Services are now covered in the transfer of children, so there is no motivation for invoking an exemption for children staying six months or less going into a group home. Thus, the inpatient costs for MHSA inter-transfers will fall on the county receiving the transferred child, and may be retroactive as of July 1, 2018.

**5. Network Adequacy Expectations**

March 30, 2018, Placer County submitted its first Network Adequacy tool and geomapping. This requires counties to prove that any client needing services can access their treatment within a 30-mile perimeter. This will impact our providers because it requires regular data status on provider capacity, number of psychiatrists on staff and time and distance standards.

The State has given Placer County a conditional pass, contingent on a error in psychiatry capacity being corrected.

The State has requested that Placer County submit this report every 6 months.

**6. Provider Directory**

This is a newer Federal requirement. This is posted on the Placer County Behavioral Health website at <https://www.placer.ca.gov/departments/hhs/adult/mentalhealthservices>. Providers are requested to inform us of any changes. Any Provider change of address, change of contact info, etc. needs to be posted on our Provider Directory within 30 days so that clients can access this information immediately.

**Open Discussion**

**1. Managed Care Updates**

**2. Questions from our Providers:**

a. Are termination reports required for the file when a client does not return?

Answer: Many times, individual network providers are not authorized to bill unless they provide a termination report. In such cases when the client does not return to complete a termination report, ask for minutes to complete a Plan Development service and write the termination report. Individual Network Providers can bill for a Case Summary that can be billed under a Plan Development which must address the client's MH treatment.

b. Has Anthem pulled out of Medi-Cal?

Answer: Anthem has not pulled out of Medi-Cal. Anthem has pulled out of Medicare in some other states.

**3. Next quarter we should have an update on the NOABs. We are currently putting them in our EHR. Three of the 12 NOABs will be for our providers.**

**Upcoming Provider Relations (Friday) Meetings in 2018:**

- Oct. 12, 2018
- Jan. 11, 2019
- April 12, 2019

**Upcoming Quarterly Provider Newsletters for 2018:**

Published in January, April, July and October. Case studies and article contributions welcomed! Send to [jtichy@placer.ca.gov](mailto:jtichy@placer.ca.gov) no later than the month prior to publishing month.

