

**Placer County Systems of Care  
Network Provider Relations Committee Meeting  
Facilitator: Michelle Johnson  
Location: 1000 Sunset Blvd, Suite 140, Rocklin  
Yellowstone room  
June 11, 2014**



**MINUTES**

**Announcements/Information:**

- Announcements from attending Network Providers & Community Partners:
- Questions, issues or comments from attending Network Providers & Community Partners: Managed Care Plans, Anthem Blue Cross and California Health and Wellness; increased demand for mental health providers. Individual Providers interested in providing services through these new plans should contact them directly.
- Newsletter:  
We have finished this quarter's newsletter which was distributed this week. Articles for future Network Provider Newsletters are always greatly appreciated.

**Discussion Items:**

- Managed Care Plan Services:  
Managed Care plans, Anthem Blue Cross and California Health and Wellness started serving clients as of January 1, 2014, provider networks have been in development. Originally, the Memorandum of Understandings (MOU's) were supposed to be completed and signed by April 1, 2014, however, this has been delayed. The MOU will define Placer and Managed Care plan responsibilities, where patient care starts, as well as defining less intensive and of Specialty Mental Health services. Placer County Medi-Cal beneficiaries will access care through their Managed Care plan and be referred to the County only when Specialty Mental Health services are needed. Specialty Mental Health Services are for post 5150 and high risk clients. Specialty MH services include TBS and Wrap and can be in conjunction with individual and family therapy. As the intensity of need declines the client could be referred back to their individual Managed Care plan.
- Provider Psychiatry requests:  
When providers have clients who need medication the client must schedule an appointment with their primary care physician to complete certain requirements prior to scheduling the psychiatry appointment. These requirements include; a physical within the last three months, an EKG, labs and possibly toxicology labs. It would be helpful to the respective client if Providers informed them that the above mentioned items must be completed before an appointment can be scheduled with the psychiatrist.
- External Quality Review Organization (EQRO): Important notes  
In this year's EQRO review a recommendation was made to improve our Client Service Information (CSI) data error rate. The reviewers noted that client demographic information was not always fully completed, with excessive unknowns. This information is gathered from a variety of sources one of which is from Network Providers who complete the CARE-015a as part of an assessment. The information contained on the CSI is used to update client demographic information in our Avatar

database. It is also uploaded to the State of California on a regular basis. When reviewing the CARE-015a please make sure all areas are filled in, ensuring there are no blanks.

- 1<sup>st</sup> Quarter Provider audit results

Michelle shared the results of last quarter's Network Provider audits. In total, twenty seven charts from four individual and one organizational provider were reviewed.

**Next Meeting:** Our next meeting will be 09/10/14 in the CSOC Enterprise office.