

COUNTY OF PLACER PROVIDER RELATIONS MEETING MINUTES

Friday, October 12, 2018

8:30 AM – 10:00 AM

Chris Pawlak, QM Manager SOC

Twylla Abrahamson, Director CSOC

Attendees:

Twylla Abrahamson (PC), Marie Osborne (PC), Chris Pawlak (PC), Annie Hoover (Turning Point), Bill Richardson (Koinonia), DeBora Miller (NP), Jennifer Ludford (PC), Jessica Miller (Koinonia), Lorene Noack (PC), Paul Cecchetti (Uplift), Roman Montague (NP), Susan Stephens (PC)
*PC = Placer County; NP = Network Provider

Announcements

1. Telecare and Placer County ended their contract on Sept. 30, 2018. Telecare provided psychiatric inpatient services. North Valley operating in Yuba City is the new PHF provider working under the name Cirby Hills Behavioral Health PHF.
2. Motivational Interviewing Training: Sept. 12 & 13th
Location: ASOC Cirby Ills, Pacific Room, 101 Cirby Hills Dr. Roseville Time: 8:30AM – 4:30 PM

Discussion Items

1. Provider Updates

- a. Triennial Review update
 - i. Every 3 years Placer County gets audited by the State agency DHCS. This review is broken into a site review, systemic review of Placer County MH's systems and processes and a clinical chart review.
 - ii. A notification email was sent out to all Providers to give them a heads up that DHCS would be randomly selecting 20 charts.
 - iii. The 20 selected charts consist of 10 adult charts and 10 children charts dated between October 1st 2015 – December 31, 2017. Full records are pulled for each client and consolidated. This includes coming from different providers.
 - iv. We received the list from DHCS on October 5th and we contacted the appropriate providers. About half of the selected charts concern clients who are currently being seen.
 - v. Thank you to those Providers who have communicated the selected charts to us in a very timely manner. We plan on returning charts on or around December 7th following DHCS onsite portion of the Triennial Review.
 - vi. Difference to this review from 2015, is this is a hybrid review: desk review and an on site review (Dec. 3-4, 2018). Documents are uploaded to the DHCS website for review.
 - vii. As part of the Final Rule, every county is required to provide a Documentation Manual that included Provider feedback. Marie asks those Providers interested in reviewing the draft of the Documentation Manual and providing feedback, to please place a star next to your name on the sign-in list or contact her. MOsborne@placer.ca.gov



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- b. Placer County implementing WorkDay
 - i. Placer County is implementing a new, countywide HR & Payroll Software called Workday. This will eventually replace our current PAS system.
 - ii. This impacts Providers because it changes how Provider invoices are received, approved, processed and paid.
 - iii. Due to the complications of this implementation, we apologize to our Providers who have not been getting paid. If you are experiencing delayed payments of more than 30 days, thank you for bringing it to our attention. You can call or email Lorene Noack. lnoack@placer.ca.gov / 530.889.6701

- c. Network Provider Agreements/Contracts
 - i. A large number of contracts have been signed and returned. Thank you!

- d. Organizational Provider Contracts
 - i. Draft is under review at County Counsel before being communicated to our Organizational Providers.

- e. Credentialing/Recredentialing/Avatar Staff Registration Packet
 - i. This is one of our Final Rule compliance requirements that went into effect this year. Thank you to both our SU and MH Providers who have filled out, signed and returned this packet. We will contact Providers individually should any additional information be required due to incomplete packet submission.
 - ii. We will be requiring Providers to recredential when they renew their license or their registration. Renewals will be required every two years or at the time of the renewal of your license, whichever dates comes first.
 - iii. To simplify the process, please save the soft copy of the packet. This will allow you to simply change the date and check the box: re-credential the following time your Credential/Recredential packet is due, as long as no other changes have incurred during the year.

- f. Placer County Definition of the "Mental Health Worker" Classification
 - i. For Organizational Providers, the billing services for Mental Health Workers (MHW) classification I, II or III and for Mental Health Rehabilitation Specialists (MHRS) are the same; however, an MHRS requires formal education (AA, BA, MA, etc.) in a specific area related to Behavioral Health. For example, you can be an MHRS with a BA and 4 years of BH experience. The classification of a Mental Health Worker (MHW) requires only a high school diploma or a GED. It is dependent on the Mental Health Plan to determine the requirements for the three classifications of Mental Health Worker.
 - ii. To address the need to ensure that MHW are equipped to deliver MH services, we have decided to create a Placer County Core Skills Training via PowerPoint.
 - iii. Once the current draft is finalized, the training will be uploaded to our eLearning system. We will track and reassign this training to all MHW. MHWs cannot provide services under our contract without taking this training or a Placer County-approved training of similar content.
 - iv. Anticipate a few additional requirements for the MHW in addition to this training, such as co-signatures on all Progress Notes.
 - v. A Scope of Work grid will be communicated to all Organizational Providers.



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- g. Monthly Staff License Professional Board Checks moving to Quarterly Checks
 - i. This concerns the Organizational Providers: your monthly checks may now be reported quarterly. We ask that you submit these checks with your quarterly QA Reports.
 - ii. Staff Exclusion Checks will continue to be reported on a monthly basis.

- h. No CEUs were given this year for the annual Placer County Documentation and Billing Training.
 - i. Providers keep abreast of your CEUs because BBS auditing oversight on this has significantly increased over the years, especially with waived staff trying to become licensed and with the ongoing, every-two-year renewal process.

- i. Network Adequacy Expectations Reiteration
 - i. Network Adequacy involves DHCS certification of counties who have demonstrated they can provide services in compliance within time and distance and timely access standards throughout the geographic region, and in services related to MH, SU, psychiatric and for all age ranges.
 - ii. The Network Adequacy lists ALL providers and ALL staff of Organizational Providers.
 - iii. We submitted by the March 30th deadline. About 95% of the counties in California did a resubmission in April. We recently received our results and did a resubmission on September 30th.
 - iv. Placer County received a conditional pass. Placer needs to increase its children's psychiatry by 0.6 FTE (full time equivalents). This requirement was met because we had neglected to include 2 psychiatrists. We anticipate to be certified shortly.

- j. Provider Directory
 - i. Any changes to the Provider Directory, such as addition or deletion of staff of an LPHA status and above, waived or licensed staff, please inform Placer County who needs to update this information on our website. We are required to update our website within 30 days of receiving the change notification.
 - ii. This allows us to provide up-to-date copies to clients of our Provider Directory.

- k. Presumptive Transfer Updates
 - i. They are steadily increasing
 - ii. There have been some issues getting consent. If you experience any issues, please reach out to the case worker because we strive to keep presumptive transfers moving and to get these children the services they need.
 - iii. For intensive service kids, we will need to hold a CFT so expect the case managers to be requesting this.
 - iv. This is being tracked.
 - v. Profile codes for Presumptive Transfer children have been created in Avatar: Presumptive Transfer 292 and 291.

- l. Challenges Encountered Signing up to become an Anthem or CA Health & Wellness Provider
 - i. Following the email Judi Tichy had sent out, we received feedback from just one provider.



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- ii. We are not sure if this means that there are less issues.
 - iii. Providers present at the meeting shared a common frustration w Anthem: impossibility to talk to a live person and Anthem's inability to return calls.
 - iv. One provider shared that it appeared the only way to get a response from Anthem was to cc Placer County staff on the email.
 - v. Some providers experienced confusion applying on the Anthem website which took them to the Medi-Cal online application as well.
 - vi. Reminder: Providers must be Medi-Cal certified before applying.
 - vii. Marie will work on getting reps from Anthem and CA Health & Wellness to attend a future quarterly Provider meeting to address questions and issues.
- m. Organizational Providers Updates
- i. Koinonia reports that Placer County referrals are down.
 - ii. Keep eye on kids that are being hospitalized many times in a month re: TARs.
 - iii. Koinonia has homes for foster children and targets concurrent planning. All of their group homes are converting to STRTPS. They have had private pay and hospital funded group home beds.
 - iv. State-wide, many group homes are going out of business. Many of the lower group homes had a choice to become a Foster Family agency (FFA) and train families to become Foster Families or did they want to step up to become an STRTP. We have seen some FFAs converting to the intensive care Foster Care model. They would treat the mid-level kids.

Upcoming Provider Relations (Friday) Meetings in 2018:

- Jan. 11, 2019
- April 12, 2019
- July 12, 2019

Upcoming Quarterly Provider Newsletters for 2019:

Published in January, April, July and October. Case studies, article contributions and announcements are welcomed! Send to jtichy@placer.ca.gov no later than two weeks prior to publishing month.

