

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

Location: Children's System of Care (CSOC), 11716 Enterprise Dr., Auburn, CA 95603

Phone: 530 886 2894

Room: Large Back Conference Room

**COUNTY OF PLACER
MH PROVIDER RELATIONS MEETING MINUTES**

Friday, April 12, 2019

Start Time: 8:35 AM/End time: 9:41 AM

Marie Osborne, Assistant Director ASOC • Twylla Abrahamson, Director CSOC • Chris Pawlak, QM Manager, SOC

Attendees:

Twylla Abrahamson – Meeting Facilitator (PC), Chris Pawlak – Meeting Facilitator (PC), Bill Ryland (Koinonia), Jennifer Ludford (PC), Jennifer Wellenstein (Turning Point), Jessica Miller (Koinonia), Leslie Medina (PC), Mary Starr (NP), Paul Cecchetti (Uplift), Roman Montague (NP), Stephanie Luke (Koinonia), Susan Stephens (PC), Vernell Shaw III (CA Health & Wellness)

*PC = Placer County; NP = Network Provider; PP = Private Provider

Announcements

1. Network Adequacy Certification is required by the State on a quarterly basis.
2. Please note that around mid-June we will be gathering Network Adequacy information for the new quarter.
 - a. Placer County's annual Network Adequacy to the State was turned in this month.
 - b. Two required pieces of information needed for the Provider Directory and Network Adequacy reporting:
 - i. Hours of Operation
 - ii. Cultural Competency Trainings
 - c. Contact for Network Adequacy is Jennifer Ludford jludford@placer.ca.gov.
3. Introduction of the new Placer County CSOC Manager: Leslie Medina
4. Cultural Competency Trainings
 - a. Placer County MH will continue to offer throughout the year cultural competency trainings.
 - b. An annual Cultural Competency training is required for all service providers.
 - c. Providers are asked to please send an email to [Placer Quality Management](mailto:PlacerQM@placer.ca.gov) at PlacerQM@placer.ca.gov to communicate your Cultural Competency Trainings so that we can record them.
 - d. Annual Cultural Competency trainings are posted on the Provider Directory on the Placer County website. This info is recorded to meet the State's Network Adequacy standards.
 - e. <https://www.placer.ca.gov/DocumentCenter/View/3008/Provider-Directory-PDF?bidId=>
 - i. The State has not defined the specifications of the Cultural Competency trainings.
 - ii. We unable to report out to Providers the kinds of Cultural Competency trainings, the number of trainings or the number of hours required or any other specifics until further instructions from the State.
 - iii. Currently, the Cultural Competency training year is a rolling year, defined as 12 months from your last Cultural Competency training.
 - iv. If Providers post a link to their website that records their Provider Directory trainings, then Placer County can report to the State that weblink without having to regularly request from you your updates.



Systems of Care, Quality Assurance, Evaluation and Outcomes

☐ 11512 B Ave, Auburn, CA 95603 ▪ 530-886-2929 ▪ Fax (530) 886-2940

☐ 11716 Enterprise Drive, Auburn, CA 95603 ▪ 530-889-6700

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5. Credentialing – Mental Health Worker (MHW) Classification Training
 - a. This training is for all non-licensed Mental Health Workers, who are at least 18 years old with a high school diploma or a GED and who are delivering services. Does not include MHRS level staff.
 - b. It is a comprehensive overview of the Placer Mental Health Plan.
 - c. The training has been finalized and is communicated via PowerPoint composed of 13 modules over some 600 slides.
 - d. The 72-question exam is via SurveyMonkey.
 - e. Minimum score to pass the exam is 80%.
 - f. No limit of times the exam can be taken.
 - g. Progress Notes written by staff in the classification of Mental Health Worker must be co-signed by a supervising or designated senior staff with minimum qualifications as a LPHA or LPHA-waived.
6. We may want to reconsider systematizing on a quarterly basis sending out to Placer County social workers/clinicians on Provider Openings to ensure that are not always referring Placer County clients to the same providers.
7. Some Network Providers report a falling off of ASOC client referrals. This is partly due to Placer County referring out the mild to moderate level of adults to the Managed Care Plans. In addition, the adult population (20 yrs +) is often served in-house through Placer County's MH out-patient team composed of 14 clinicians.
8. Provider Updates
 - a. Individual Network Providers have recently been contacted to sign their new 3-year term contracts. Contact for this: [Adrienne Taylor](#)
 - b. NOABD Request Forms
 - i. The Notices of Adverse Benefit Determination Forms impacts the Organization Providers.
 - ii. Placer County MH is in the process of completing the NOABD form for MH. Once completed, this form will be sent to Organization Providers along with our policy and timelines.
 - c. Complaint Reporting
 - i. Must be submitted by a Placer County Medi-Cal beneficiary or by someone who has legal authority over that individual and who is receiving Mental Health (MH) billable services.
 - ii. New federal regulations have rehailed the Medi-Cal beneficiary complaint reporting process.
 - iii. A complaint is now considered any kind of written or verbal expression of dissatisfaction.
 - iv. There are strict timelines. All grievances/complaints that can be resolved in-house by no later than the next business day, please log it on your internal log forms.
 - v. All grievances/complaints that cannot be resolved by the end of the next business day, please communicate them immediately to the Placer County Patients' Rights Advocate: [Lisa Long](#) at 916.787.8979.
 - vi. All Substance Use (SU) grievances/complaints that cannot be resolved by the end of the next business day, please communicate them immediately to the Placer County Program Supervisor, [Julia Soto](#) at 530.889.7272.

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- d. Exclusion Checks
 - i. Placer County is going through the vendor ZEBU for exclusion checks. We are using this vendor for our internal staff and individual Network Providers. Some Organization Providers have opted to use them as well.
- e. Vernell Shaw from California Health & Wellness informs CA Health & Wellness Network Providers that they are changing their pharmacy network to Advance Choice Pharmacy Network. The new list of pharmacies was included on the communication that went out to CA Health & Wellness Network Providers the second week of April. If you did not get the CA Health & Wellness communication contact [Vernell Shaw](#).
 - i. CA Health & Wellness working on an MOU with Sierra County
 - ii. Vernell assisting Sierra County with some LogistiCare issues, re: transportation
 1. LogistiCare can reimburse drivers
 - iii. CA Health & Wellness has suffered from some turnover since last quarter and are in the midst of interviewing and hiring
- f. For those Providers who had their client files randomly selected by the State for the Triennial audit back in December, we have had no feedback from them. Audited providers are waiting to know if there will be any State recuperation of money. We will inform Providers as soon as the State sends us their Findings Report.

Upcoming Provider Relations (Friday) Meetings in 2019/20:

- July 13, 2019
- Oct. 11, 2019
- Jan. 10, 2020

Upcoming Quarterly Provider Newsletters (end of mo.) for 2019:

Published in January, April, July and October. Article contributions welcomed! Send to jtichy@placer.ca.gov no later than the month prior to publishing month.