

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

Location: Zoom Meeting
Meeting ID: 843 8257 3474
Passcode: 6JuT\$&XJ

**COUNTY OF PLACER
MH PROVIDER RELATIONS MEETING MINUTES
Friday, January 8, 2021
Start Time: 8:30 AM/ End Time: 9:45 AM**

Attendees

Meeting Facilitator: Julia Soto

Placer County – April Carew, Danielle Gold, Janna Jones, Jennifer Ludford, Julia Soto, Kaitlyn Brown, Leslie Medina, Megan Jones, Stacie Dunn, Sue Compton, Twylla Abrahamson

Sierra County - Monique Koch

Gateway - Daniel Clements, Denise Manandik

INPs - Anita Cooper-Marquez, Deborah Stevenson, Paul Cecchetti, Roman Montague

Koinonia - Bill Ryland, Jessica Miller, Stephanie Luke

Lighthouse - Deborah Duell-Stephens

Turning Point - Amy Gutierrez, Annie Hoover

Uplift - Amy Flores-Johnson, Vivian Aizpuru

Yolo Community Care Continuum – Michelle Kellogg

Introduction and welcome

1. Janna Jones is the new Administrative Technician on the QM team and will be making phone calls to the Independent Network Providers for missing credentialing information and for PAVE registration.
2. Twylla Abrahamson acknowledges all the hard work our providers do for our beneficiaries and has extended her thanks.
3. Uplift has hired a male family partner and he will start in a few weeks. Former Sacramento Uplift employee and excited to have him back.
4. With new funding, Lighthouse will be opening a satellite office in February in Auburn. They are looking to hire MFTs.
5. Anita Cooper-Marquez has opened another day for services and is looking for more adult referrals.
6. Transportation, LogistiCare, is available through Managed Care Plans for medical and behavioral health appointments.
7. Megan Jones is the new liaison to all Independent Network Providers for contract and provider's needs.
8. Kaitlyn Brown is the new QA supervisor.

Discussion Items

1. **New Year's Goals.** Goals and excitement include, being back in the office and away from home distractions, daycare being open full time, managing a few offices instead of

all the home offices, bringing teams back together, getting staff vaccinated, providing direct face-to-face services, having a human connection, and traveling.

2. **PAVE.** PAVE is the DHCS answer to tracking who has been certified for Medi-Cal services through the Provider Enrollment Division (PED). All independent and Fee-for services providers that do services for Medi-Cal, Medicaid, or Medicare services need to register. It is required by the CURES Act as part of the Affordable Care Act. If billing is submitted into any of those systems and NPI is not correct the system will deny the claim. The MHP is required to monitor and prove that this is complete to DHCS. All individuals must be submitted by April 1, 2021.
 - a. Placer County has finished data entering all Placer County Staff into PAVE.
 - b. Placer County will be offering assistance to Independent Network Providers in completing the application and entering it into the PAVE system. This requires the social security number, date of birth, residential address, California identification/driver's license, and professional license.
 - i. Independent Network Providers should reach out to Placer County now if wanting help.
 - ii. Janna Jones will be reaching out to all Independent Network Providers.
 1. An encrypted email will be sent with the application so that the completed form can be returned to Placer County encrypted.
 - c. Organizational Providers should reach out to Jennifer Ludford for assistance in creating a plan to enroll licensed staff. This can be done in one of two ways:
 - i. Be the central source for all staff or
 - ii. Have staff complete on their own and ask them to provide proof of submission/approval. Staff can also be checked on the open data portal.
 - d. The PAVE application will be included with the credentialing application starting February 1, 2021.
 - e. Jennifer's learning:
 - i. Need color copies of identification and licenses (no BREEZE screenshots),
 - ii. Make sure NPI has correct address and taxonomy,
 - iii. Once logged in use the pencil icon to make edits in NPPES,
 - iv. There is a hyperlink that needs to be clicked to sign (for PAVE), and
 - v. Attend a webinar or read the slides included in the Provider newsletter.
3. **EQRO.** EQRO is scheduled for January 19 and 20, 2021. DHCS gave the option to postpone all compliance issues and reviews. Placer County made the decision to move forward since all preparation work is complete. This is the opportunity to show that we are using funds appropriately and highlight our unique services and what is different about Placer/Sierra counties.
 - a. An agenda is being prepared and will contain some of the elements below:
 - i. Virtual site review,
 - ii. Sierra County session,
 - iii. Focus groups including, CSOC line staff, TAY staff and providers, and prescribers (Psychiatrists).
 1. Please do not forward any invite received. Contact Placer County if you do not feel like you are the correct person to attend. There is a limited amount of people attending each session.

4. **COVID-19 Vaccines.** The information is changing daily, and it is encouraged to go to the Placer County website for the most up-to-date information from Public Health. [Novel Coronavirus COVID-19 | Placer County, CA](#)
 - a. Placer County has reach out to providers for the number of staff to give to Public Health. Organizational Providers will receive an email from Public Health over the next several weeks asking for a list of their staff with contact information. Public Health will then email each person offering an appointment to receive the vaccine.
 - b. Public Health has received the Moderna Vaccine. The quantity of vaccines being received is unknown until the shipment is received.
 - c. If you can receive the vaccine through your healthcare provider faster, then it is encouraged to go that route.
 - d. Currently vaccines are for staff and not residence, they will get the vaccine in the tier they fall into.
5. **Quality Improvement Committee (QIC).** Placer County has expanded the QIC meeting with new Organizational Providers and Substance Use Providers. This is a forum to report on QI/QA activities over the last quarter and what is learned from those activities. Quarterly reports should be submitted to PlacerQM@placer.ca.gov and contract monitors. If you did not receive an invite and feel that you should have, reach out to Stacie Dunn at sdunn@placer.ca.gov. The next QIC meeting is on Wednesday January 27, 2021.
6. **Performance Indicators and Outcomes (Independent Network Providers).** DHCS will be diligently monitoring deferred diagnosis being updated within 30 days. This important for submitting claims/billing. If the diagnosis is not updated into AVATAR the billing is being denied. Placer will be making some changes in procedure to make sure that diagnosis is returned and updated. There will be reminder emails for all re-authorizations, and it will include the appropriate outcomes form for child/adult.
 - a. **On authorizations for educational services, is a diagnosis required?** This is being taken back to leadership for an answer.
 - a. **Is a diagnosis required on all axis?** The new forms will only require a primary and secondary diagnosis.

Announcements

1. **All BH-Provider Call.** An email went out for information on the weekly All BH-Provider Call. This call is for all thing provider related and to hear your needs. Use the link in the email each week.
2. **Training calendar all** changes discussed during the meeting are bold:
 - a. Motivational Interviewing - Basic
 - i. Date: February 24th & 25th, 2021 at 8:30 am – **1:00 pm via Zoom**
 - ii. Date: May 19th & 20th, 2021 at 8:30 am – **1:00 pm via Zoom**
 - iii. Date: September 15th & 16th, 2021 at 8:30 am – **1:00 pm**
 - b. NEW! Motivational Interviewing – Refresher (one half-day)
 - i. Date: March 24th, 2021 at 8:30 am – 1:00 pm via Zoom
 - ii. Date: October 6th, 2021 at 8:30 am – 1:00 pm via Zoom
 - c. Implicit Bias 101: Awareness
 - i. Date: March 10th, 2021 at 9:00 am – 12:00 pm via Zoom

- d. Implicit Bias **201**: Mitigation
 - i. Date: March 11th, 2021 at 9:00 am – 12:00 pm via Zoom
 - e. Cultural Broker Dialogue Series (8 sessions)
 - i. Date: March 24th - July 14th, 2021 at 12:30 am – 2:00 pm via TBD
 - f. Clinical Supervision 6-Hour Webinar
 - i. Date: March - June 2021 Webinar
 - g. Clinical Supervision for New Supervisors
 - i. Date: March 30th - April 1st, 2021 at 1:00 pm - 4:15 pm via Zoom
3. Upcoming Quarterly MH Provider Meetings
 - a. April 9th – Zoom Meeting
 - b. July 9th – **Zoom Meeting**
 - c. October 8th – TBD

Open Discussion

7. **Logisticare**, Providers would like more information sent out. Placer County will send out a brochure.
8. **Uplift Family Service**, Recruiting for a clinician to serve adults in the North Tahoe Region.
9. **Placer READI**, Cultural and Linguistic Competence (CLC) has been renamed to Placer READI (Race, Equity, Access, Diversity, Inclusion). Placer County encourages provider and consumer participation. For more information contact Connie Falconer at cfalcone@placer.ca.gov or 916-787-8990.
10. **Release of Information**, Reminder to make sure there is a signed release of information between the providers and Placer County CSOC staff to collaborate about clients.

Upcoming Provider Relations (Friday) Meetings 2021

- April 9, 2021
- July 9, 2021
- October 8, 2021

Upcoming Quarterly Provider Newsletters (end of mo.) for 2021:

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