

CARE MANAGEMENT Provider Services Newsletter



Spring is in the air!

We are excited for new growth. Over the past few months, CMU has added 10 new providers to the panel and are working on adding more each day. We want to welcome those of you who have recently joined the panel and thank the providers who have been working with us over the years for your continued service. CMU is here to offer you support and guidance in serving the beneficiaries of Contra Costa County. Please do not hesitate to call CMU with any questions and/or concerns.

Capacity, Contract Renewals, and Rate Increases

We continue to have a shortage of network providers open for new referrals, particularly in West County. Please let us know if you have openings. It's even helpful if you periodically let us know you're still full. If you let us know how many slots you have, we try to not inundate you with referrals, as that results in the need to re-refer the beneficiaries.

Provider Services is still awaiting approval from Finance--which is waiting for the budget to be approved by the Board of Supervisors--for a potential rate increase for contractors renewing this July. The county expenditures and budget have grown, while the revenue has decreased. Therefore it's unclear at this time if the rate increase is approved, if we'll be able to issue contract amendments for rate increases for providers renewing July 2020 beforehand, or if we'll have to wait for the new fiscal year in 2020.

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If you are renewing this July, please return your application packet ASAP. This will save us outreach attempts, which slows down our processing of all the renewals.



CEUs are back!

CMU can once again offer CEUs for documentation trainings. Our next **Documentation and Audit Preparation** training is coming up on **May 3rd, from 9:00 am to 12:30 pm**. This is an opportunity to deepen your understanding of best practices in documentation. Understanding the basic principles of Medi-Cal treatment documentation will allow you to readily maintain client charts in audit-ready shape. Call CMU at 925-372-4400, option 6, for more information or to register. This training qualifies for 3 CEUs **for licensees covered by the BBS**.

*Go to the CMU web page to see the full list of upcoming trainings and for other resources:
<https://cchealth.org/mentalhealth/network-provider>*

Notification Letters

CCMHP is engaged in an ongoing effort to ensure timely access to care for our beneficiaries. As part of this effort, and in compliance with Federal and State requirements, we will be sending notices to beneficiaries whenever there is a delay, modification, or denial in approving requests for treatment. Providers are copied on these notices.

In many cases, the need to send delay or denial letters can be avoided when providers respond promptly to CMU requests for missing, corrected, or clarified documentation.

Reminders – Reminders – Reminders - Reminders

Interpreter Services

This service is only available for clients who are managed by CCHP. Clients eligible for interpreter services will be referred to providers through the Access line. See the updated tip sheet on the CMU web page.

Client Signatures on Partnership Plans

It's essential to obtain client signatures on Partnership Plans as soon as possible. If you submit an intake or annual before the client has signed the plan, be sure to document the reason in a progress note. Then, be sure to enter the date of the progress note in the appropriate space on the Partnership Plan. In the event of an audit, this will allow the auditor to quickly find the progress note that documents your efforts to obtain the signature, or whether you will obtain it at the next session. Continue documenting in your progress notes in the unlikely event that you cannot obtain the signature at the next session (for instance, for a child under 12 when the legally responsible party does not bring the client to session).

Timeline for Completion of Intake Forms

Per Medi-Cal regulations and county policy, client intake forms must be completed and signed **no later than sixty days** after the admission date. Late signatures will result in gaps in authorization.

Please keep in mind that the initial authorization is only a placeholder so that providers can submit claims during the assessment phase. At times, initial authorizations have been inadvertently created with a 90-day length of authorization. This does not change the requirement to complete intakes within 60 days.



Survey Question of the Month

One of your colleagues on the Network Provider panel asked the question: “How do other providers handle the logistics of scheduling when adult clients switch to every other week sessions?”

We have created a survey to capture suggestions from our experienced providers as to how they manage their schedule for adult clients who are transitioning to every other week sessions. We hope you will share your expertise with your colleagues. Here is the link to the survey:

<http://tinyurl.com/CMUAdultSched>

Please also submit your suggestions for future surveys! We will leave the survey open for 30 days. Please check our new web page for the results in 1-2 months.

You will find other resources on our web page, such as the most current clinical forms, training schedules, updated DSM-5 crosswalk and more!

DSM5 → ICD-10 Crosswalk Update

Keep your eyes open for a separate email that will include the updated list of included Medi-Cal diagnoses. This crosswalk will include additional diagnoses that will now be available as primary for treatment.



Qmetrix Provider Survey Calls

Some of you may have been contacted last fall by a company called Qmetrix for a survey related to Timely Access to Care. If so, thank you for your participation in this process, which helps us confirm that our Contra Costa beneficiaries are receiving services in a timely manner. They will ask you for the dates of your next routine and urgent appointments, if applicable.

This survey is typically conducted once a year, usually in the Spring or Summer, using a sample of our network providers.

CCMHP

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Find us on the Web:

<https://cchealth.org/mentalhealth/>
Network Provider Resources Tab



Upcoming CMU Review Trainings

CMU Review trainings are designed to inform Network Providers who are new to the CCMHP panel, as well as seasoned providers who want a refresher, about CMU processes and procedures. We cover workflows, basic documentation requirements, claims, and Provider Portal.

- Friday, May 10th, 9 am - 12 pm
- Friday, June 21st, 9 am - 12 pm

Trauma-Informed Systems Initiative

Contra Costa County is part of a seven-county initiative to transform our system of care into a trauma-healing organization. The goal is for all behavioral health staff to receive the training and to practice implementing the principles on a daily basis.

Our Trauma Informed Principle of the month is Cultural Humility and Responsiveness. Go to <http://traumatransformed.org/about/principles/> to learn more about this initiative and trauma informed principles.

Thank You!

Our Network Providers are an essential component of the mental health care system for Contra Costa County beneficiaries. We appreciate your time, expertise, and genuine caring for your clients.

With Gratitude,

Katy White and the Care Management Unit