

QM CORNER

Dispatches from the desk of Quality Management



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BHRS Welcomes New Division Director of Quality Management

Steve Jones (he/him), LCSW is the new Division Director for Quality Management. Steve comes to Marin County from San Diego County. Steve worked for 18 years with Behavioral Health Services for the County of San Diego. Most of his career has been in Quality Management. He also served as the lead System Administrator to help San Diego County implement it's own Electronic Health Record. Steve is excited to bring his knowledge and experience to BHRS. He looks forward to partnering with all County and Contracted providers to advance our mission of continuous quality improvement and to improve the quality of care for our mental health plan beneficiaries. One of Steve's values is providing the best customer service and value to our BHRS partners. Feel free to contact Steve anytime to say hello or to reach out for any quality related consultations. His email is SJJones@marincounty.org.

Client Plans

- Client plans must document client participation and agreement with the plan.
- Signature is evidence of participation by client
 - Use Client Signature Addendum if program doesn't have electronic signature pads
- During Covid 19, document client involvement and agreement with plan via telehealth (phone or video) and state no client signature due to Covid 19. Must document that client participated and agrees with the client plan.
- DHCS allows statement of acceptable reason why signature not obtained to be documented on Client Plan (in CG) (client in hospital, client too symptomatic, etc)
- Document further attempts to obtain signature on progress notes
- Missing client signatures responsible for many services that can't be claimed = No Revenue
- Client plan is valid and authorization starts once it is finalized in CG.



PAVE - Provider Application and Validation for Enrollment

Department of Health Care Services

dhcs.ca.gov

Need help with Clinician's Gateway? Contact:

BHRSEHR@MarinCounty.org

PAVE

Credentialing and Provider Application and Validation for Enrollment (PAVE)

BHRS, as a Mental Health Plan provider, is required to credential our providers and our providers must also enroll with the State of California. Here's what you can expect in the very near future.

A Streamlined Provider Application Process



PAVE

1. You MUST be Credentialed If you are a licensed, registered, waived, or certified provider. While we know you have graduated with advanced degrees, and you have begun or completed rigorous licensing requirements, it is mandated that you be credentialed. This process will require you to fill out an application and submit important documents such as licenses, certifications, proof of education, work experience (resumes/CVs), National Provider Identifier (NPI) numbers, etc. We are currently credentialing providers in groups and will contact you soon if we have not done so.

2. You MUST also enroll in PAVE. Provider enrollment with the State is different, yet similar (but still different) from credentialing. QM is “paving” the way for your success with Provider Enrollment, so be on the lookout for instructions coming soon! Please keep your important documents for this process too (e.g., licenses/certifications, NPI numbers, Social Security Numbers, etc.). The deadline for enrollment is July 1, 2021. Stay tuned!

For more information visit [DHCS PAVE](#).

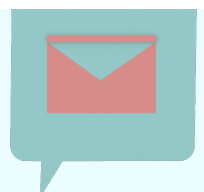
Stay in Touch!

The BHRS Quality Management team is pleased to announce a new email address for our QM partners. Use this email to send your questions, comments, requests to the Quality Management Team. We hope this helps to improve our communication, outreach and connection to our MHP Partners. Our goal is to keep you informed and respond to your emails in a timely manner. Make sure to save this email in your contacts! When in doubt, reach out. BHRSQM@marincounty.org

NACT

The next Network Adequacy Certification report is due to DHCS on June 1, 2021. CBOs and program supervisors - expect to receive the NACT spreadsheets with rendering providers information for your review in the next couple of weeks. We appreciate your timely response and continued support in ensuring that BHRS meets federal and state requirements.

Quality Management:



BHRSQM@MarinCounty.org



Have You Heard About CalAIM?

California Advancing & Innovating Medi-Cal

CalAIM is a multi-year initiative by DHCS to improve the quality of life and health outcomes of our population by implementing broad delivery system, program and payment reform across the Medi-Cal program. The major components of CalAIM build upon the successful outcomes of various pilots (including but not limited to the Whole Person Care Pilots (WPC), Health Homes Program (HHP), and the Coordinated Care Initiative) from the previous federal waivers and will result in a better quality of life for Medi-Cal members as well as long-term cost savings/avoidance.

CalAIM has three primary goals:

1. Identify and manage member risk and need through whole person care approaches and addressing Social Determinants of Health;
2. Move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility; and
3. Improve quality outcomes, reduce health disparities, and drive delivery system transformation and innovation through value-based initiatives, modernization of systems, and payment reform.

Please [subscribe](#) to DHCS' stakeholder email service to receive CalAIM updates and information about upcoming stakeholder meetings. For other comments, questions, or concerns, please contact CalAIM@dhcs.ca.gov.

Alphabet or Acronym Soup? We spell it out for you!

DHCS = Department of Health Care Services
MHP = Mental Health Plan
DMC-ODS = Drug Medi-Cal Organized Delivery System
CBO = Community Based Organization
MCP = Managed Care Plan
ECM = Enhanced Care Management (think CalAIM)
ILOS = In Lieu of Services (think CalAIM)
CCR = California Code of Regulations
CFR = Code of Federal Regulations
WIC = Welfare and Institutions Code
ASOC = Adult System of Care
CSOC = Children's System of Care

Brought to you by your QM
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