DMC-ODS Provider Meeting
October 11, 2023

Agenda

- Welcome and Introductions

- Presentation – Hepatitis C Coalition

- Provider and County Updates/Announcements

- SmartCare Implementation Updates

- Adjourn

About Marin County

- Bay Area (directly north of SF) - the 101 corridor to Sonoma County
- Population ~260,000
- No public health hospital or clinics
- Diverse geography (rural and suburban)
- Demographics:
  - 70% White, 17% Latino, 6% Asian, 3% African American
  - 27% 65+, 19% under 17

HCV Grant Accomplishments

- Developed HCV investigation protocol
- Strengthened collaboration due to COVID response
- Shared line list for case tracking
- Established Marin Hep C Coalition and Service Provider Network
- Developed HCV Data Dashboard
- Launched jail testing
- Media Campaign
- Started Academic Detailing

Marin Hepatitis C Dashboard

- **Marin Hepatitis C Coalition Goal:** At least 100 Marin residents will start treatment for Hepatitis C in 2023

- https://www.marinhhs.org/hepatitis-c-data

Marin County Hepatitis C Treatment Starts
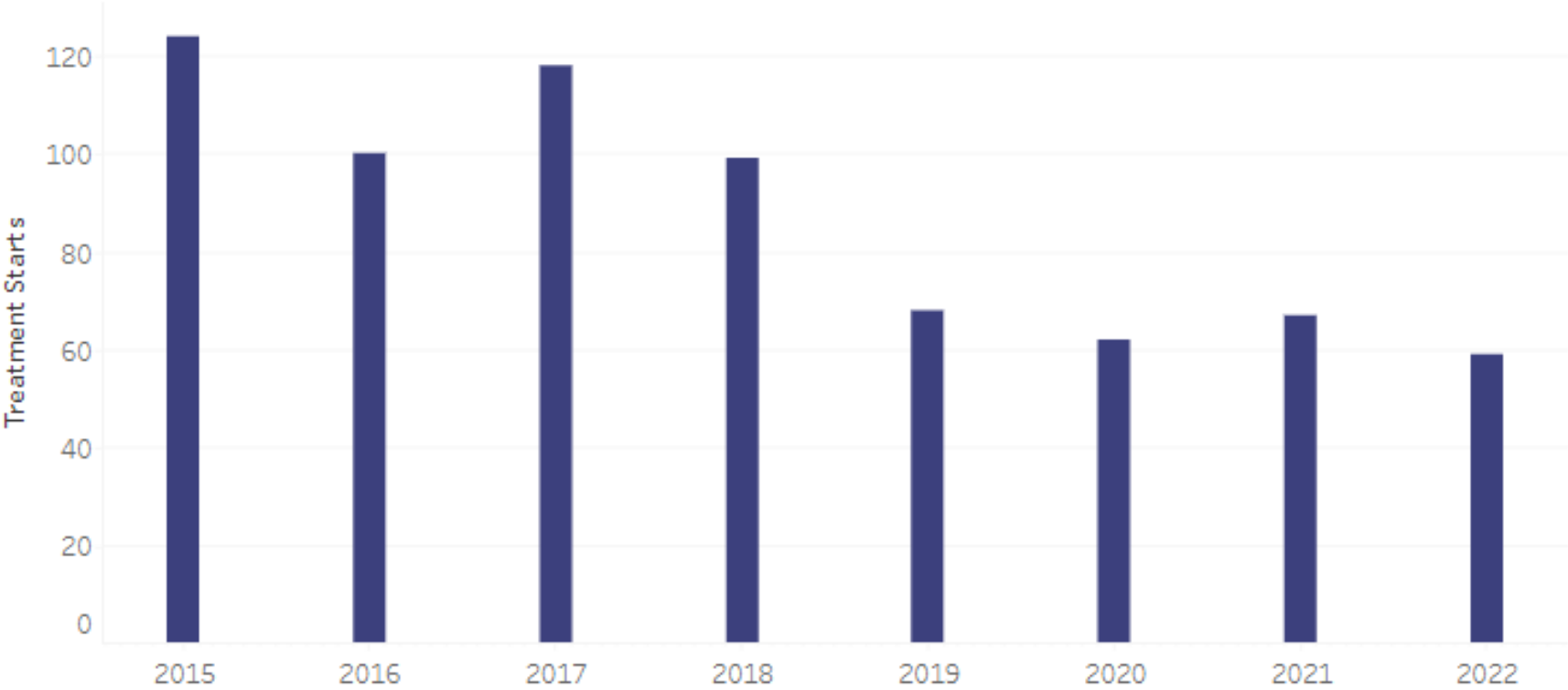
Data Source: Kaiser Permanente, Partnership HealthPlan
San Quentin inmates are not included.

Case Surveillance and Follow-Ups

Marin County is funded to conduct case surveillance and follow-up for acute, coinfected HIV/HCV, and 15-29 year olds. Marin County provides in-kind support to follow up with all HCV cases in our efforts to eliminate HCV.

Marin County follows up with cases identified in the following ways:
- HCV AB & RNA screenings at our **county jail**
  - Implementing "opt out" targeted screening
  - Referral and letter to patient left with personal belongings
  - Goal: At least 100 inmates screened in 2023 as of 9/20/23: 70 HCV antibody tests completed
- **Street medicine** screenings
  - Rapport built with CBOs and access to their Electronic Medical Records (EMR) platforms allow easier access to patients and their medical records
  - Lost to F/U patients are often located during community outreach
  - Ritter mobile medicine

Marin County Community Partners – Funded Subcontractors of HCV Grant

Ritter Center (Casa Azul)

- Small FQHC
- Resource center for persons experiencing homelessness
- Mobile medicine / street outreach
- PrEP

Spahr Center

- LGBTQ and HIV+ community-based organization
- Harm Reduction Services / Syringe Access Program

Marin Community Clinics (MCC)

- County's largest FQHC providing primary and specialty health care
- Predominately serving Latinx community
- STI clinic, PrEP

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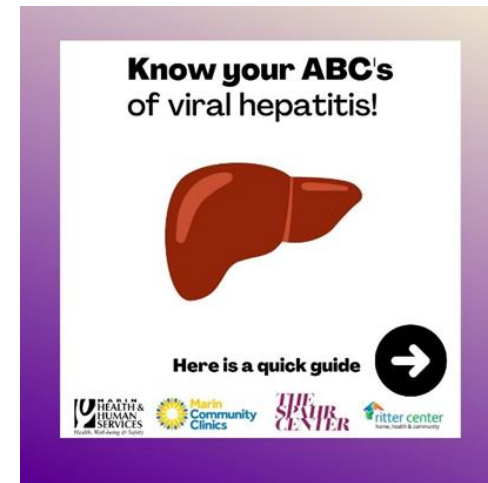*Health, Well-being & Safety*

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2022 HCV Campaign

Launched in June 2022 (HCV Awareness Month)

- Promote HCV testing and prevention in Marin
- Included social media posts, videos, brochures, and bus shelter ads
- HCV Educational Videos 2022, 2023

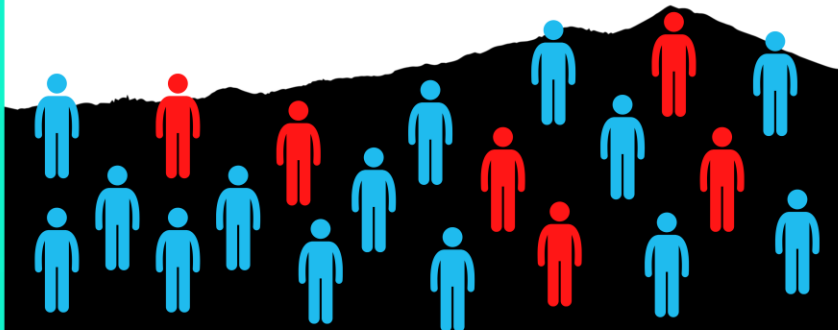"Super spread" Hep ABC's post on IG

- HCV screening at our campus

What is Hepatitis C?

- Hepatitis C (HCV) is a liver disease caused by the hepatitis C virus.
- Not everyone has symptoms.
- It can become a long term condition (chronic), leading to liver failure, liver cancer, or even death.

Common Symptoms:

- Lack of appetite
- Dark urine
- Joint pain
- Fatigue
- Yellow skin or eyes
- Upset stomach
- Nausea
- Fever

How is HCV spread

Shared drug injection equipment.

Tattoos or piercings in non-sterile environments (prisons or unlicensed).

Sharing personal items such as razors, straws, and pipes for snorting, with people who have HCV.

Blood transfusions and organ transplants prior to 1992.

Non-sterile, contaminated medical items.

Contact with blood during sex.

Mother to baby transmission.

MarinHHS.org/Hepatitis-C

Looking for HCV testing and / or treatment?

There are plenty of options in Marin County!

Here are testing sites around you:

Marin County Health & Human Services
HCV Treatment Coordination
3240 Kerner Blvd, San Rafael, 94901
Appt. only. Phone: 628.667.5600

The Spahr Center
Harm reduction, HCV Treatment Coordination
150 Nellen Ave #100, Corte Madera, 94925
Phone: 415.457.2487 or 415-573-5407

Here are the testing & treatment sites around you:

Marin Community Clinics / Primary Care
HCV Treatment Coordination
3260 Kerner Blvd, San Rafael, 94901
Phone: 415.448.1500

Ritter Center
HCV Treatment Coordination,
Mobile Medical Services
16 Ritter St, San Rafael, 94901
Phone: 415.457.8182 ext. 111

Center Point
Drug Rehabilitation
135 Paul Dr, San Rafael, 94903
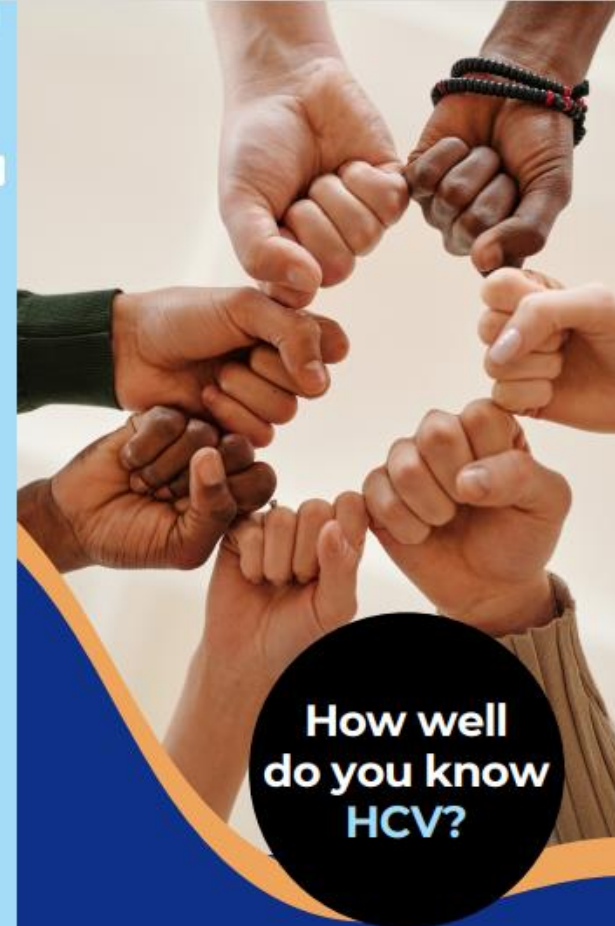Phone: 415.492.4444

Marin City Health and Wellness Center
Medical & Behavioral Health
630 Drake Avenue, Marin City, 94965
Phone: 415.339.8813

Marin Treatment Center
Drug Rehabilitation
1466 Lincoln Avenue, San Rafael, 94901
Phone: 415.457.3755

Kaiser Permanente / Primary Care
1033 3rd St, San Rafael, 94901
Phone: 415.482.6800

How well do you know HCV?

Hepatitis C

✓ Prevent
✓ Test
✓ Treat

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Testing

Millions of Americans have HCV. Many don't know it!

Who Should Get Tested?

- All adults aged 18+ should get tested at least once in their lifetime.
- People with risk factors noted on previous page of brochure.
- Women during pregnancy.

Testing Process

- HCV antibody test (by blood draw or fingerstick) is the most common test to determine HCV exposure. A positive antibody test result does not mean that you have the virus.
- A confirmatory viral test will find out if you have active infection and need to seek treatment.

Time between exposure and when virus produces antibodies:

Date of exposure	6 weeks later	3 months later
	Earliest signs of HCV antibodies	Everyone infected will have antibodies

Note: Some people will clear the virus on their own.

Did you know?

Easy testing options are available.

Hepatitis C can be cured. Treatment is easier than ever.

Hepatitis C is a leading cause of liver cancer.

Prevention

There is no hepatitis C vaccine to prevent infection, so protect yourself with these simple steps:

- Avoid sharing needles or other injection equipment. Syringe access services are available.
- Avoid sharing snorting or smoking equipment.
- Avoid personal care items that have come into contact with infected blood.
- Avoid getting tattoos or body piercings from an unlicensed facility or informal setting.
- Ask your provider for hepatitis C testing.

MarinHHS.org/Hepatitis-C

Cure

Hep C treatment in most cases leads to full recovery

- One antiviral pill a day.
- Fast & effective (8-12 weeks).
- Few side effects.
- Liver biopsy rarely needed.

Hep C positive? Protect your liver

- Ask your doctor about treatment.
- Get vaccinated against Hep A & Hep B.
- Limit or fully stop drinking alcohol.
- Check with your doctor before taking any prescription pills, over-the-counter medications, herbs, or supplements.
- Get tested for HIV. Co-infection with HIV is more likely to cause liver disease (liver cirrhosis).

If you have Hep C, resources are available.

YOU'RE NOT ALONE !

Find HCV treatment:
MarinHHS.org/Hepatitis-C

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Academic Detailing

- Providing clinics with the option to participate in academic detailing to learn more about:
  - HCV screening recommendations
  - Performing HCV RNA test and ordering HCV lab work-up
  - Presenting HCV treatment options
- Tailored to clinic preference: in-person or via Zoom, training length, etc.
- Post-survey/evaluation
- Ongoing communication and support – relationship building with providers in the county
- We are also utilizing the UCSF ECHO Hepatitis C Program resources and referring providers to this resource beyond our County resources.
- Dr. Andrew Desruisseau, Infectious Disease Doctor, available for consultation.

Thank you!

- Please feel free to contact us with questions, comments or concerns at:

  - **Alejandra Garcia, Public Health Investigator II:** algarcia@marincounty.org 628-667-5600
  - **Nga Le, Senior Program Coordinator:** nle@marincounty.org 415-473-3037
  - **Linda Dobra, Senior Registered Nurse:** ldobra@marincounty.org 415-473-7468
  - **Cicily Emerson, Division Director:** cemerson@marincounty.org 415-720-7753
  - **Jasmine Soriano, Epidemiologist:** jsoriano@marincounty.org 425-577-8101
  - **Marin County Public Health:** 415-473-4163

Updates and Announcements

Provider Updates/Announcements

County Updates/Announcements

- <u>Treatment Perceptions Survey</u> – Survey Week is Next Week! (10/16 – 10/20)

- EQRO Save the Date: November 29-30, 2023

- November Provider Meeting – Joint SUD/MH Contractors

- December Provider Meeting – Special Session: *Managing Burnout and Building Resilience*

Updates and Announcements

County Updates/Announcements

- DHCS Information Notices

  - BHIN 23-054: MAT Services Requirements for Licensed and/or Certified Substance Use Disorder (SUD) Recovery or Treatment Facilities.

  - BHIN 23-048: MHP and DMC-ODS Beneficiary Handbook

- Update on FY 2023-24 Reimbursements and Reconciliation

  - Reminder: Please correct all errors

- Feedback: Preferred method for information sharing with other agency staff

- *Note: Resource slides at end of Slide Deck*

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Utilization Review (UR) Team Feedback

- The UR team is not consistently seeing documentation related to the counselor and LPHA meeting to review the ASAM and other information to establish medical necessity.

- For providers that have adopted to use the full clinical functionality of SmartCare: The UR team is not consistently seeing all pertinent documents that are part of the client chart in SmartCare. They are/will be following-up with applicable providers.

- Reminder: <u>NOABD Policy Memo</u> (New)

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SmartCare Electronic Health Record Updates and Tips

- <u>How to Run Real Time Eligibility (270/271) Screen -</u>
  <u>2023 CalMHSA</u>
  - Tip: If the client is not showing, you can either do an Inquiry or go back to the previous method used to check Medi-Cal eligibility.
  - Reminder: Ensure you click "Update Coverage"
  - Reminder: The End Date is the date of eligibility being searched for

- For <u>Marin County Payor Plans </u>(Non-Medi-Cal): Please make sure the Plan is at the top and bottom (this will happen automatically for Medi-Cal when clicking "Update Coverage")

- Reminder: Coverage plans are not specific to the program – they are specific to the client. As such, if they are Medi-Cal eligible, DMC should be listed as a payor, even if the service is not Medi-Cal eligible, as the client may access DMC-eligible services elsewhere.

The plan for SUD is Medi-Cal DMC. Please ensure that is at the bottom - the top will have both Medi-Cal DMC and Medi-Cal MH

SmartCare Electronic Health Record Updates and Tips

- New Office Hours Series: <u>Tuesday's @1:00–1:30 </u>(through 10/31)
  - Ideal: Please send any questions in advance so that we can prepare (e.g. prep screenshots)
  - Tip: If not able to attend, please send in advance to your contract manager and we will ask

- Reminders
  - SmartCare <u>Policy Memos</u>
  - Timely Access Data (see Resource Slides)

*   **Request: Please share this information with applicable staff****

RESOURCE SLIDES

SmartCare - Seeking Help

CalMHSA:

Live Chat is available and preferred - 2023 CalMHSA Site

　　*　* This help is available from 7am – 7pm PST*

EHR@calmhsa.org

(833) 686-6801

Generally quick response time

- System issues
  - When you click on a button, and nothing happens, or it doesn't seem to be working the way it should.
  - Can't find groups that have already been created.
- Navigating the EHR
- Training Videos & Guides
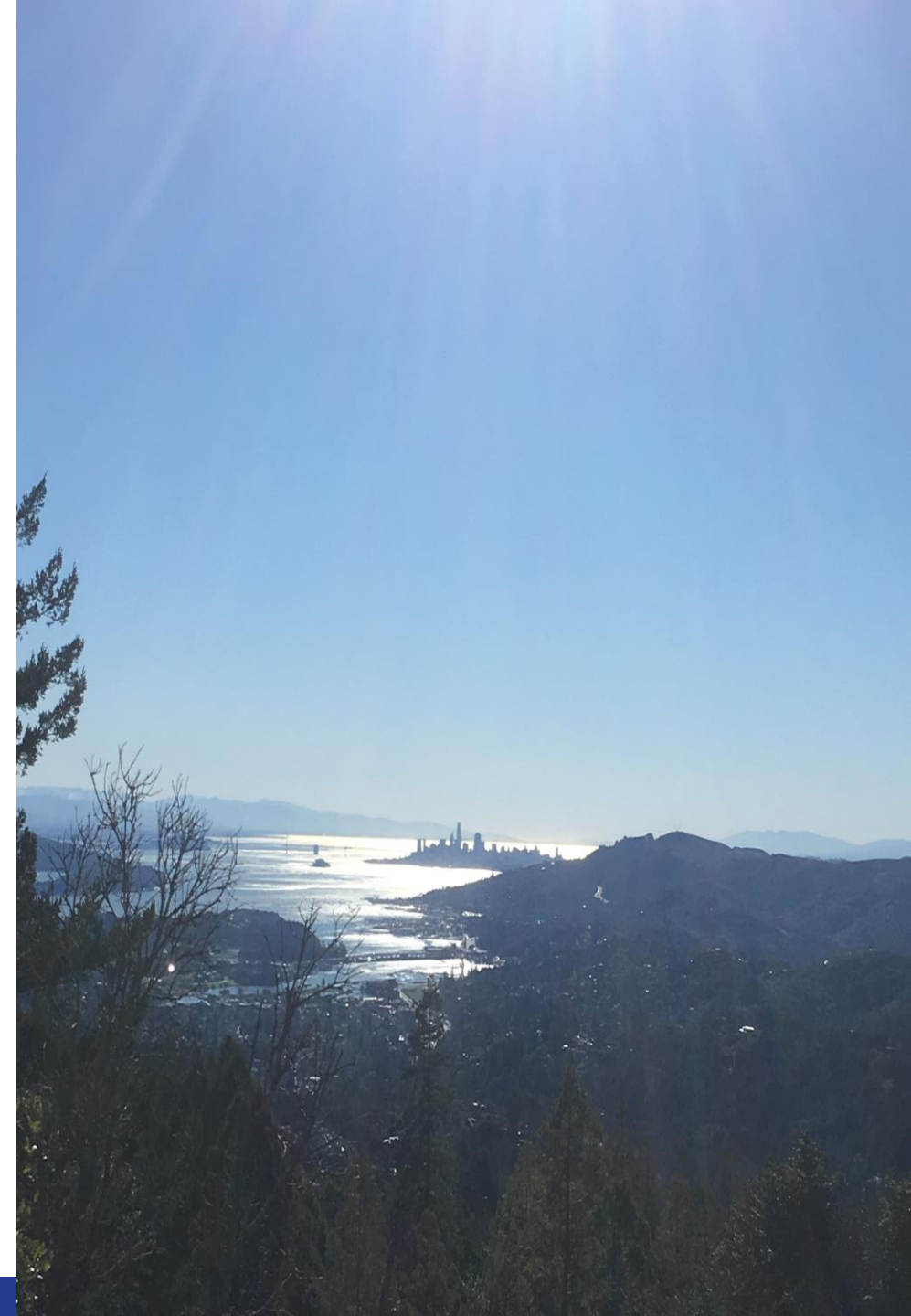
SmartCare - Seeking Help

Marin County BHRS EHR Support Team:

Use this form to put in a support request: Marin BHRS EHR Support Request

Response time in/up to 3 days

- Can't log in/locked out of account.
- There are no programs to select from the program drop down.
- There are no procedure codes to select from the procedure drop down.
- Codes are missing from the procedure drop down.
- Can't add a problem to the problem list.
- Error messages that have to do with permissions.
  - Include the exact wording of the error message.

Submitting a Support Request:

- *Please provide the specific screens that you were on and the buttons that you clicked that led to the error and the exact error message so the EHR team can troubleshoot.*
- *Examples:*
  - *Please add the following services for the providers below: Provider First/Last: Comprehensive Community Support, etc.*
  - *Please add the following programs for the providers below: Provider First/Last: Name of missing programs she should have access to*
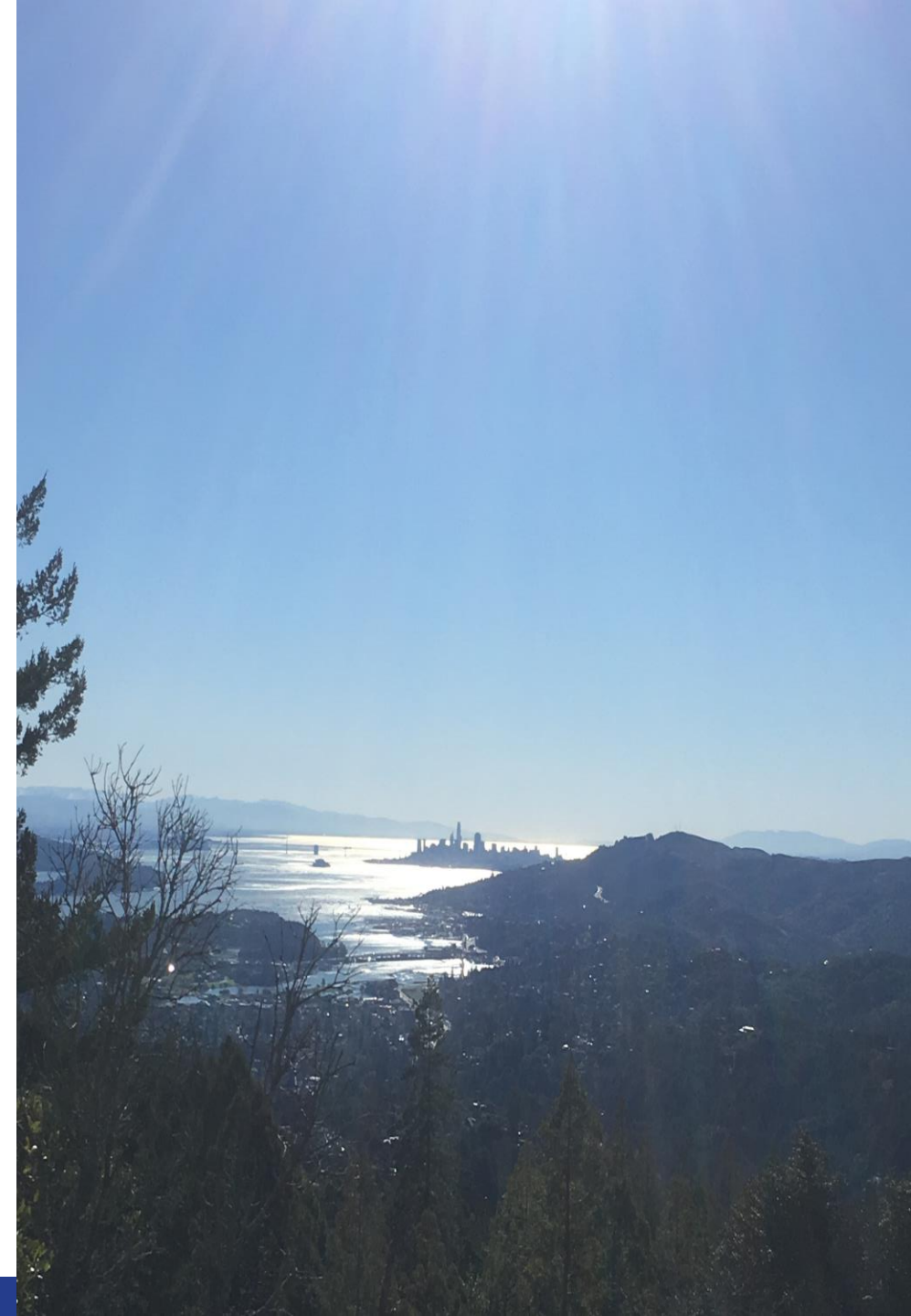
SmartCare - Seeking Help

Ongoing Clinical Support:

BHRSQM@MarinCounty.org

- BHRS Quality Management provides clinical support for services and required documents, etc.

Contract Manager:

- Policy questions
  - o CPT codes in contract
  - o Which procedure codes to pick
- Billing questions
  - o *Note: currently we do not have billing functionality and we anticipate possibly 3-6 months for submission. In the interim, we have plans for how to pay contractors and payment will not be delayed.*
- Barrier to time sensitive work (contact Contract Manager in addition to above resources)
- Notify them of reoccurring issues to keep them in the loop so they can provide support.
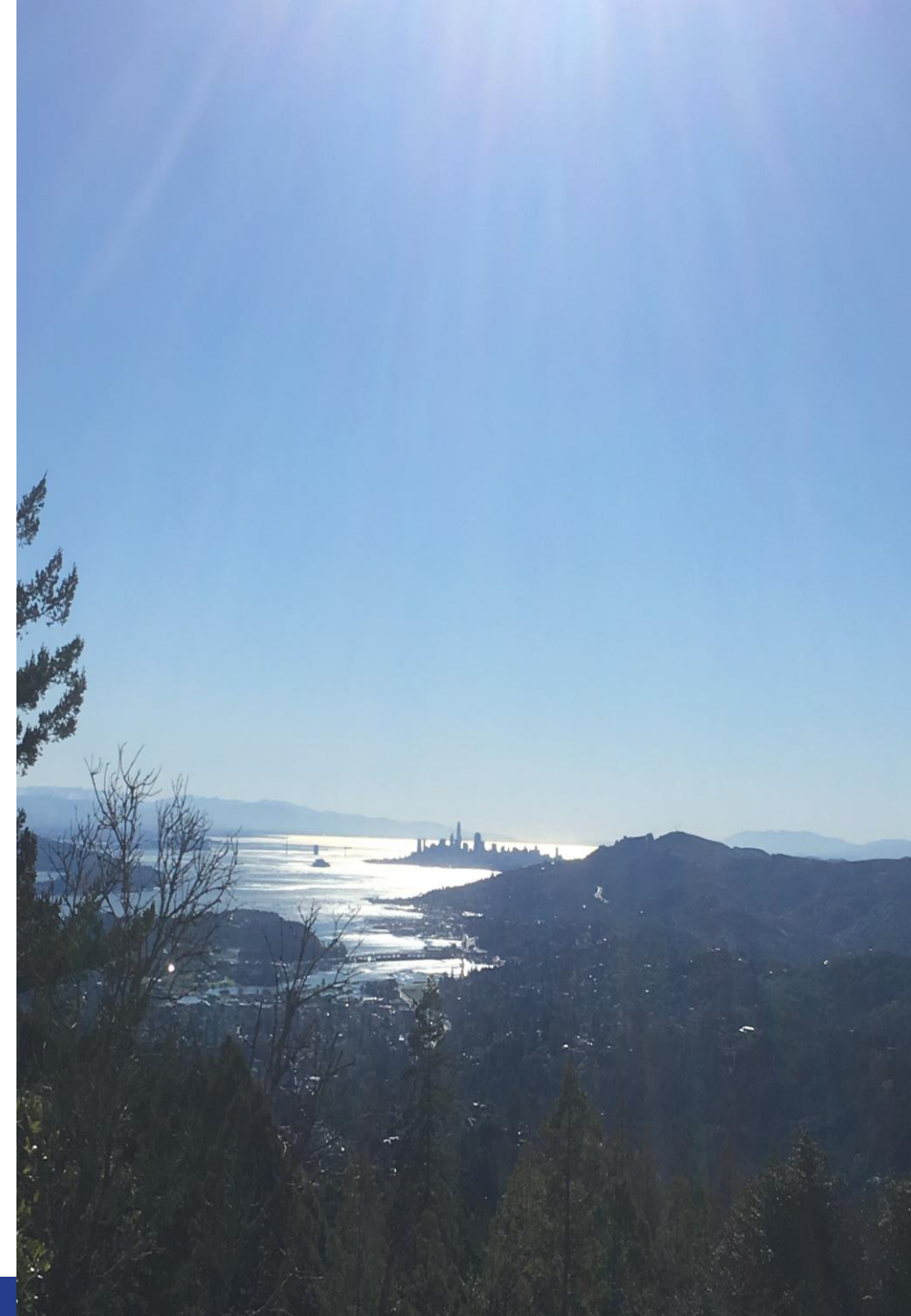
Resource Reminder: Medi-Cal Eligibility Re-determinations

Who:
- Public Assistance (PA) Contact for SUD Providers: **Peter Funk** (pfunk@marincounty.org)

What:
To assist with continuous Medi-Cal coverage given return to regular Medi-Cal rules, this pilot was developed to provide a direct point of contact in PA for SUD Providers to inquire about Medi-Cal, including:
- Ascertaining eligibility status (active, denied, discontinued, pending)
- Troubleshooting Intercounty Transfer issues
- Troubleshooting Managed Care and access to care issues
- Receiving change reports for Medi-Cal eligibility, including but not limited to redetermination paperwork
- Navigating and remedying discontinuances and Medi-Cal restorations

How:
- For PA and SUD to discuss, the client will need to **complete the *Authorization for Release of Protected Health Information to Third Parties* (DHCS 6247) and return it to the Peter. It** can be emailed, mailed, dropped off, faxed, or completed by phone by the client with Peter.
- *Note: Peter aims to respond within 48 hours and please encrypt emails.*

SmartCare - CalOMS

- Issue: The FSN number is required to ensure that the CalOMS Discharge information is accurately transcribed to State reporting. The FSN numbers did not get transferred during the initial client data conversions – and only started to populate in SmartCare around 8/10/23. This is a known issue with CalMHSA.

- Action: If an FSN number does NOT auto populate on the CalOMS Discharge Data:
  - Step #1: Complete the CalOMS Discharge Data as thoroughly as possible and save as draft.
  - Step #2: Submit a BHRS EHR Support Ticket with the name of the client, program and type of update (e.g. Discharge, Annual Update) and they will look up and enter it in SmartCare.

SmartCare – Timely Access Data

- Data is **required for reporting to DHCS** and important to evaluate timely access
- Search for SUD Timeliness on the Search screen (magnifying glass)

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