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# DMC-ODS Provider Meeting June 14, 2023



# Agenda

- Welcome and Introductions
- Provider and County Updates/Announcements
- Presentations/Updates and Q&A: Electronic Health Record Update
- Discussion: Relationship Building and Collaboration (Charis Baz, Marin BHRS)
- Update: Discussion: FY 2023-24 Contract Renewal
- Adjourn

# Updates and Announcements

## Provider Updates/Announcements

## County Updates/Announcements

- BHRS SUS Staff Updates
- DHCS Information Notices:
  - [BHIN 23-023](#): Elimination of Cost Reporting Requirements (DMC-ODS)
- Changes to the Partnership HealthPlan Transportation Benefit
- Update: Medi-Cal Eligibility Re-determination / Continuous Coverage
- Trainings/Events:
  - Reminder: **June invoicing due by July 10<sup>th</sup>**
  - [Reminder: CalMHSA Documentation Trainings](#) – New CPT Code Training
  - BHRS Training Distribution List: If you do not receive these emails, please contact jenn Moore - [jmoore@marincounty.org](mailto:jmoore@marincounty.org) to be added
  - June is **Pride** Month



MARIN COUNTY  
BEHAVIORAL HEALTH & RECOVERY SERVICES

# PRIDE &

# ANTI-PREJUDICE FORUM

**JUNE 23, 2023 11:00 AM - 3:00 PM**

## About this Forum:

An in-person tabling event focused on LGBTQ+ individuals/clients and resources from community partners for individuals and families.

The tabling event will be from 11am-1pm and from 1:30-3pm, Dr. Lori Watson will provide a keynote speech on "The Both/And: Recognizing the Impact or Role of Race in the LGBTQIA+ Community".

Food will be provided throughout the event and Spanish interpretation will be provided.

## Presenting Our Partners and Keynote Speaker:



**Dr. Lori Watson**  
Key Note Speaker

## REGISTER NOW !

<https://marincountyhc.jotform.com/231286433489868>



Marin Health & Wellness Center 3240 Kerner Blvd Room 109/110 San Rafael, CA 94901

For disability accommodations please phone 628-313-0139 (Voice), CA Relay 711, or e-mail EKim@MarinCounty.org at least five business days in advance of the event. The County will do its best to fulfill requests received with less than five business days' notice. Copies of documents are available in alternative formats, upon request.





# SmartCare – Electronic Health Record Update

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## SmartCare approach is different

- This is good news and bad news
- It's a clinical record more than a practice management system
- Entering services for others is hard – designed for people enter their own services.





# SmartCare – Electronic Health Record Update

- **Don't Panic!**
- We will pay you
- Reconciliation may be more “interesting” than usual



# SmartCare – Electronic Health Record Update

Links to training your staff should be doing now:

- Required: <https://moodle.calmhsalearns.org/login/index.php> (Code: 03127)
- Best quick resource: <https://2023.calmhsa.org/>

## CalMHSA Training Tool Links

Resource	URL	Passcode
Link to SmartCare System Administrator user guide: Includes SmartCare system configuration instructions	<a href="#">SmartCare-System-Administrator-User-Guide-v1-2.1.23.pdf (pdf document)</a>	N/A
Link to SmartCare Learning Management System: Course offering file attached, see lessons Life Cycle of a Client: Services / Life Cycle of a Client: Discharge	<a href="https://moodle.calmhsalearns.org/">https://moodle.calmhsalearns.org/</a>	Use enrollment code 03127
Link to CalMHSA EHR training tools 2023 Site:	<a href="#">2023 CalMHSA – CalMHSA Electronic Health Record Training Tools</a>	N/A
Link to Moodle Dashboard to track EHR Training Completion	<a href="#">EHR LMS Dashboard – 2023 CalMHSA</a>	Password: calmhsaehr2023
Link to CalMHSA FAQ	<a href="https://2023.calmhsa.org/frequently-asked-questions/">https://2023.calmhsa.org/frequently-asked-questions/</a>	Password: calmhsaehr2023
Link to Smartcare Billing Documentation	<a href="#">Billing Documentation – 2023 CalMHSA</a>	N/A
Link to CalMHSA Payment reform 2022 webinar series	<a href="https://www.calmhsa.org/calaim-payment-reform-webinars/">https://www.calmhsa.org/calaim-payment-reform-webinars/</a>	N/A



# SmartCare – Electronic Health Record Update

- Need help before July 1? Email:

[BHRSEHRSupport@marincounty.org](mailto:BHRSEHRSupport@marincounty.org)

- If all else fails, ask your contract manager



# SmartCare – Before go live support (**now**)

## SmartCare Overview / Training Session – Tuesday, June 27

- Register for one of the two sessions below
  - Morning Session (9am – 12pm): [AM Registration Link](#)
  - Afternoon Session (1pm – 4pm): [PM Registration Link](#)

## SmartCare Office Hours (After you have completed training and practice)

- Office Hours Zoom Link: <https://us02web.zoom.us/j/86830910913>
- Office Hours Dates/Times:
  - Monday, June 12: 9:00 - 10:00 / 12:00 - 1:00
  - Wednesday, June 14: 9:00 - 10:00 / 12:00 - 1:00
  - Friday, June 16: 9:00 - 10:00 / 12:00 - 1:00
  - Friday, June 23: 9:00 - 10:00 / 12:00 - 1:00

Questions: Please reach out the [BHRSEHRSupport@marincounty.org](mailto:BHRSEHRSupport@marincounty.org)

# SmartCare – After go live support (July on)

CalMHSA

## How will County Interface with EHR Support?

### Communication Channels



**Via Live Chat** — (Preferred) Single Chat Point of Contact  
Prescriber users will be able to select a prescriber- specific support team



**Via Phone** — Single Phone # Point of Contact  
Prescribers will be routed to a prescriber- specific support team



**Via Email** — Single Email Point of Contact  
Prescribers will be routed to the “prescriber support team”

### Hours of Operation

Monday-Friday  
7AM-7PM PST

*Enhanced Hours are being investigated*

# SmartCare – Electronic Health Record Update

- What are your questions today?
- We will research and send out an FAQ







# Updates and Discussion

- Discussion: Relationship Building and Collaboration (Charis Baz, Senior Department Analyst, Marin BHRS)
- Feedback: Monitoring Processes



# FY 2023-24 Contract Renewal

- **FY 2023-24 Allocations and Contract Renewal Manual**
  - Documents Due 6/30/2023 [*Note: Allocations still in development will have a different due date*]
  - Questions: Contract Manager and/or Drop-In Office Hours
    - June 20<sup>th</sup> and June 27<sup>th</sup> @ 10:30am – 11:00am – [Zoom Link](#)
- **Key Documents to Submit:**
  - Exhibit A – Face Page for Each Site (**New**: Contractor Overview)
  - Exhibit B – Budget Detail
  - Insurance Documents
  - Forms Requiring Signatures
- **No Longer Required to Submit:**
  - Policies & Procedures do not need to be submitted if no updates from the FY 2022-23 Site Visit/Self-Audit process
  - Exhibit A Supplemental
  - Revenue & Expense Summary not needed for most contracts

# Contract Exhibit I – Key Changes

- Requirements are largely the same – Changes reflect adding language from:
  - Exhibit A: Scope of Work (Removed language if added to Exh. I)
  - DHCS BHIN 23-001: DMC-ODS Requirements for 2022-2026
  - DHCS BHIN 22-019: Documentation Requirements
  - DHCS BHIN 22-060: Beneficiary Handbook
  - Other applicable DMC-ODS BHINs
  - DMC-ODS Intergovernmental Agreement and SABG Performance Contract - Feedback from DHCS Compliance Monitoring

# Contract Exhibit I – Key Changes

- Beneficiary Informing Materials: Provider Directory, Handbook, NOABDs, Language Assistance Taglines, Grievances/Appeals, Advance Directives
- Contract Termination: Voluntary Termination of DMC-ODS services; Probationary Status
- Reasons for Recoupment: Overpayments; Fraud, Waste and Abuse
- Screening & Enrollment: PAVE
- Integrity Disclosures: Ownership and Controlling interests
- Quality Improvement Program: TPS, PIPs, NACT, Capacity Reporting
- Access to Services: Assessment, Medical Necessity, ASAM LOC, Coordination of Care, Authorization
- Documentation Requirements

# Contract Exhibit B – Key Changes (Outpatient)

- Key Changes – CPT Codes and Rates by Rendering Provider Type
- Electronic Health Record Incentive (if applicable – please let us know)
- Review Examples/Scenarios





**THANK YOU!**



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