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# DMC-ODS Contractor Meeting

## January 10, 2024



# Agenda

- Welcome and Introductions
- CalAIM Opportunities - Dr. Lisa Santora
- Provider Updates/Announcements
- County Updates/Announcements

# CaAIM Opportunities

**Lisa Santora, MD**  
**Deputy Public Health Officer**  
**Marin County HHS**



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# Marin County Public Health CaAIM Update

January 10, 2024

# CaAIM



## **California Advancing and Innovating Medi-Cal**

Reach all Medi-Cal members while focusing particularly on **advancing health equity** by expanding resources available to populations and communities that have been historically under-resourced and under-served

# CalAIM is Medi-Cal

- Behavioral Health Payment Reform
- Medi-Cal for All
- New Providers
- Populations of Focus
- New Services
- Coordinated system of care
- PATH CITED Round 3 ★

# Medi-Cal for All

- Medi-Cal for All (regardless of documentation status)
  - Age 26-49 Adult Expansion Eligibility and Enrollment Plan (Jan. 1, 2024)
- The U.S. Department of Homeland Security and U.S. Citizenship and Immigration Services do NOT consider receipt of health, food, and housing benefits as part of the public charge determination.

# New Providers

- **Community Based Organizations**
- Community health workers (CHW) services
- Doulas
- Peer Support Specialists



# Medi-Cal Populations of Focus

- Persons experiencing homelessness
- High Utilizers
- Serious Mental Health and/or SUD Needs
- Justice Involved
- Child Welfare

ECM Populations of Focus		Adults	Children & Youth
1a	Individuals Experiencing Homelessness: <i>Adults without Dependent Children/Youth Living with Them Experiencing Homelessness</i>	✓	
1b	Individuals Experiencing Homelessness: <i>Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness</i>	✓	✓
2	Individuals At Risk for Avoidable Hospital or ED Utilization ( <i>Formerly "High Utilizers"</i> )	✓	✓
3	Individuals with Serious Mental Health and/or SUD Needs	✓	✓
4	Individuals Transitioning from Incarceration	✓	✓
5	Adults Living in the Community and At Risk for LTC Institutionalization	✓	
6	Adult Nursing Facility Residents Transitioning to the Community	✓	
7	Children and Youth Enrolled in CCS or CCS WCM with Additional Needs Beyond the CCS Condition		✓
8	Children and Youth Involved in Child Welfare		✓
9	Birth Equity Population of Focus	✓	✓

# New Medi-Cal Services

- **Enhanced Care Management (ECM)**
- **Community Supports**
- **Dyadic Care Services**
- **Family therapy**
- **Psychiatric collaborative care management (CoCM)**

# Enhanced Care Management

- A single lead care manager co-creates individual care plan
- Comprehensive care management
- Information and referrals
- Care coordination
  - Physical Health
  - Mental Health / Substance Use Disorders
  - Oral Health
- Social Determinants of Health (SDOH) assessment

# Community Supports

- Housing Transition Navigation Services
- Housing Deposits
- Housing Tenancy
- **Short-Term Post Hospitalization Housing**
- Recuperative Care (Medical Respite)
- Medically Tailored Meals or Medically Supportive Food

# Community Supports (KP)

- Day Habilitation Programs
- Nursing Facility Transition/ Diversion to Assisted Living Facilities or Home
- Personal Care and Homemaker Services
- Environmental Accessibility Adaptations (Home Modifications)
- **Sobering Centers**
- Asthma Remediation

# Community Supports



## **Short-Term Post-Hospitalization Housing**

Members who do not have a residence, and who have high medical or mental health and substance use disorder needs, receive short-term housing for up to six months to continue their recovery. To receive this support, members must also have been discharged from an inpatient clinical setting, residential substance use disorder treatment or recovery facility, residential mental health treatment facility, correctional facility, nursing facility, or recuperative care.



## **Sobering Centers**

Members who are found to be publicly intoxicated are provided with a short-term, safe, supportive environment in which to become sober. Sobering centers provide services such as medical triage, a temporary bed, meals, substance use education and counseling, and linkage to other health care services.

# Coordinated System of Care

- Population Health Management
- Housing and Homelessness Incentive Program (HHIP)
- Student Behavioral Health Incentive Program (SBHIP)

*An equity-centered, trauma-informed, person-centered, data-drive, outcome-focused unified coordinated system of care*

# PATH CITED

- Providing Access and Transforming Health (PATH) Capacity and Infrastructure Transition, Expansion, and Development (CITED)
- *Opens Jan. 15 - Deadline February 15, 2024*
- Funds capacity building and infrastructure (space, stuff, staff and systems)
- Community-based organizations eligible if contracted or intend to contract with MCP
- Learn more on the [PATH website](#).



**JAN 12th**

09:00 AM to 10:00 AM

### CITED Round 3 Informational Session

Webinar

The Informational Session webinar will provide applicants with an overview of the CITED Round 3 funding opportunity, the application process, and resources and tips for applicants.

[Register](#)

**JAN 16th**

10:00 AM to 11:00 AM

### How to Improve Your Grant Application Part 1

Webinar

How to Improve your Grant Application Part 1 will cover application tips, eligibility and evaluation criteria, and Round 3 priorities.

[Register](#)

**JAN 22nd**

12:00 PM to 01:00 PM

### CITED Round 3 Application Office Hour

Webinar

CITED Round 3 Office Hours will be a drop-in space for applicant Q&A. Office Hours will be held Mondays, Wednesdays, and Fridays at 12 PM PST beginning on January 22 and ending on February 12.

[Register](#)

**JAN 23rd**

10:00 AM to 11:00 AM

### How to Improve Your Grant Application Part 2

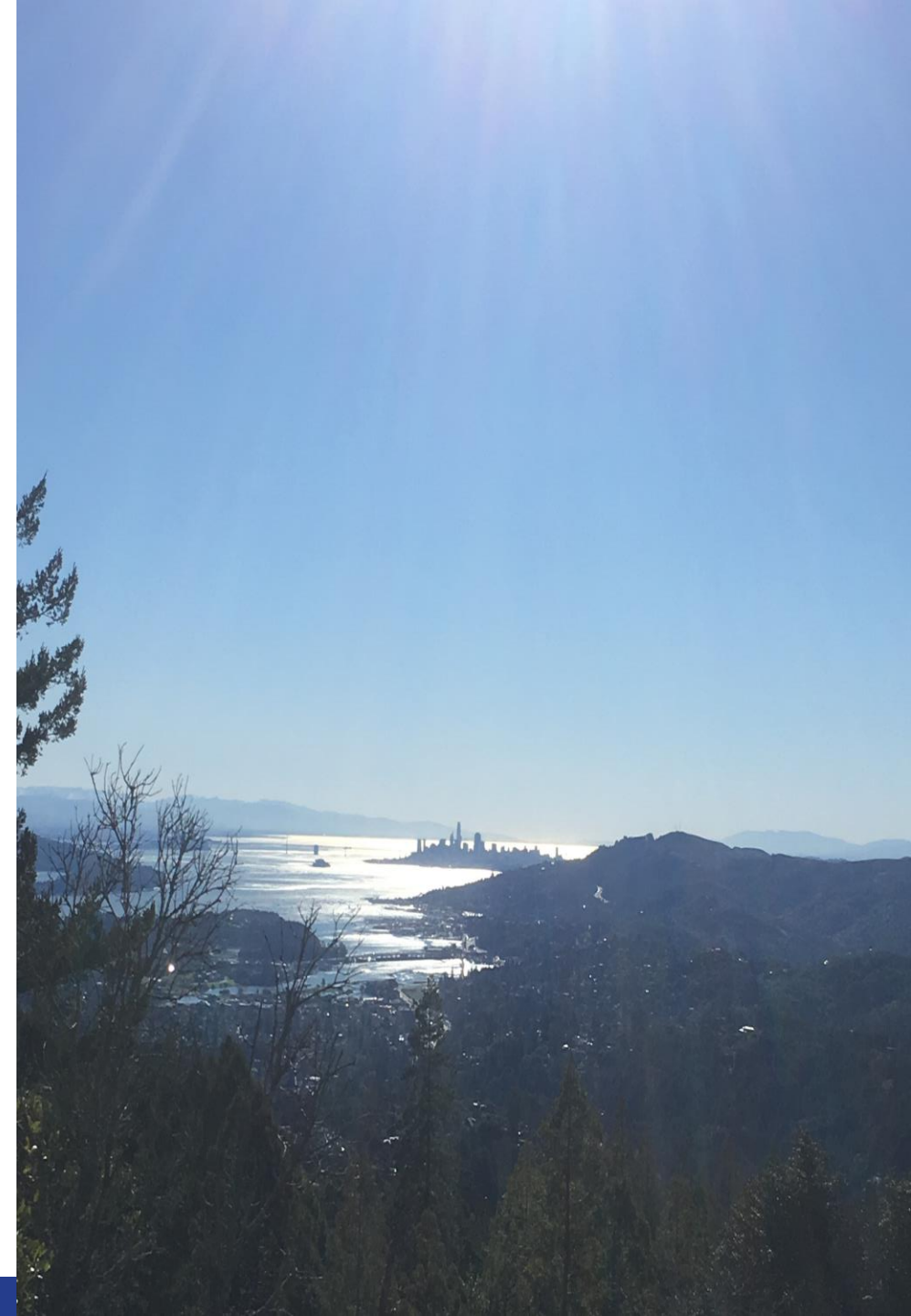
Webinar

The How to Improve your Grant Application Part 2 will focus on how to create a clear strong funding request (budget), including allowable use categories, funding types, and budget guidelines.

[Register](#)

# Provider Updates and Announcements

- **Contingency Management**
- **Other**



# County Updates and Announcements

- EQRO: Thank you!
- SB 43: BOS Approved implementation deferral to not later than January 1, 2026
- Reporting Reminder: Reach 90%+ Capacity
  - Notify your contract manager and DHCS within seven (7) days by sending an e-mail to [DHCSPerinatal@dhcs.gov](mailto:DHCSPerinatal@dhcs.gov) and copying your contract manager
  - Complete applicable fields in DATAR (due by the 10th)
- *Reminder: Resource slides at the end of the slide deck. Please share with Staff. The slide deck will also be posted here: [BHRS SUD Contractor Meetings](#)*

# Updates and Announcements

- **Self-Audit and Site Visits:** *Project Issuing 1/19 and Due 2/23*
- **Save the Date:** Annual DMC-ODS/SABG Compliance Training – 2/14 (10-11am)
  - Registration Link (please also share with staff)
- **Practice Guidelines – January 2024 Update**
  - Guidelines: [www.marinbhhs.org/providers/substance-use-providers](http://www.marinbhhs.org/providers/substance-use-providers)
  - Key Changes:
    - **Documentation Redesign** Updates (BHIN 23-068)
    - Added references to **SmartCare** and related policies
    - Added **Payment Reform** language from Exhibit B
    - Updated services descriptions and policy clarifications outlined in BHIN 24-001 (**DMC-ODS** for 2022 – 2026), BHIN 23-040 (**Contingency Management**) and BHIN 23-054 (**MAT**)

# DHCS Information Notices

- **BHIN 23-048: MHP and DMC-ODS Beneficiary Handbook.** Updated Handbooks Here: <https://www.marinbhrs.org/clients-caregivers/>
- **BHIN 23-068: Documentation Requirements**
  - **DHCS Webinar:** Slide Deck will be posted here: [DHCS CalAIM Webpage](#)
  - **Updated BHRP P&P:** [BHRS-25 Documentation Requirements](#)
- **BHIN 24-001: DMC-ODS Requirements for 2022-2026** (Supersedes 23-001)
- ***Key Changes (23-068 & 24-001): Timely Assessments, ASAM Assessment Tools, Care Plan Requirements, CalAIM Justice Involved Initiative***



# SmartCare Updates & Tips

- **DMC Timely Access to Services – New Forms in SmartCare**
  - Links to Instructions:
    - <https://2023.calmhsa.org/how-to-complete-the-dmc-outpatient-timeliness-record/>
    - <https://2023.calmhsa.org/how-to-complete-the-dmc-opioid-timeliness-record/>
  - This is required for State Reporting and important for assessing access to care and for continuous quality improvement
  - There will be a “flag” set-up in SmartCare to prompt staff to complete this form when a client is enrolled
  - Implementation:
    - Use for all new admissions for **January 1, 2024** forward
    - You do not need to enter data retroactively (July 1 – December 31, 2023) at this point

# SmartCare Updates & Tips

- **Health Questionnaire**
  - FYI: CalMHSA added a scanned document type for this document
- **SmartCare – Addresses**
  - If the beneficiary does not have an address, enter “20 North San Pedro Road, San Rafael, CA 94903”
  - No address will trigger a DMC denial (even if services shows as Completed)
- **New Users and Staff Updates** (e.g. role change, updated certification/ licensure dates, etc.)
  - Link to: [Staff User Access Form](#) (can be found at [www.marinbhhs.org/providers](http://www.marinbhhs.org/providers))



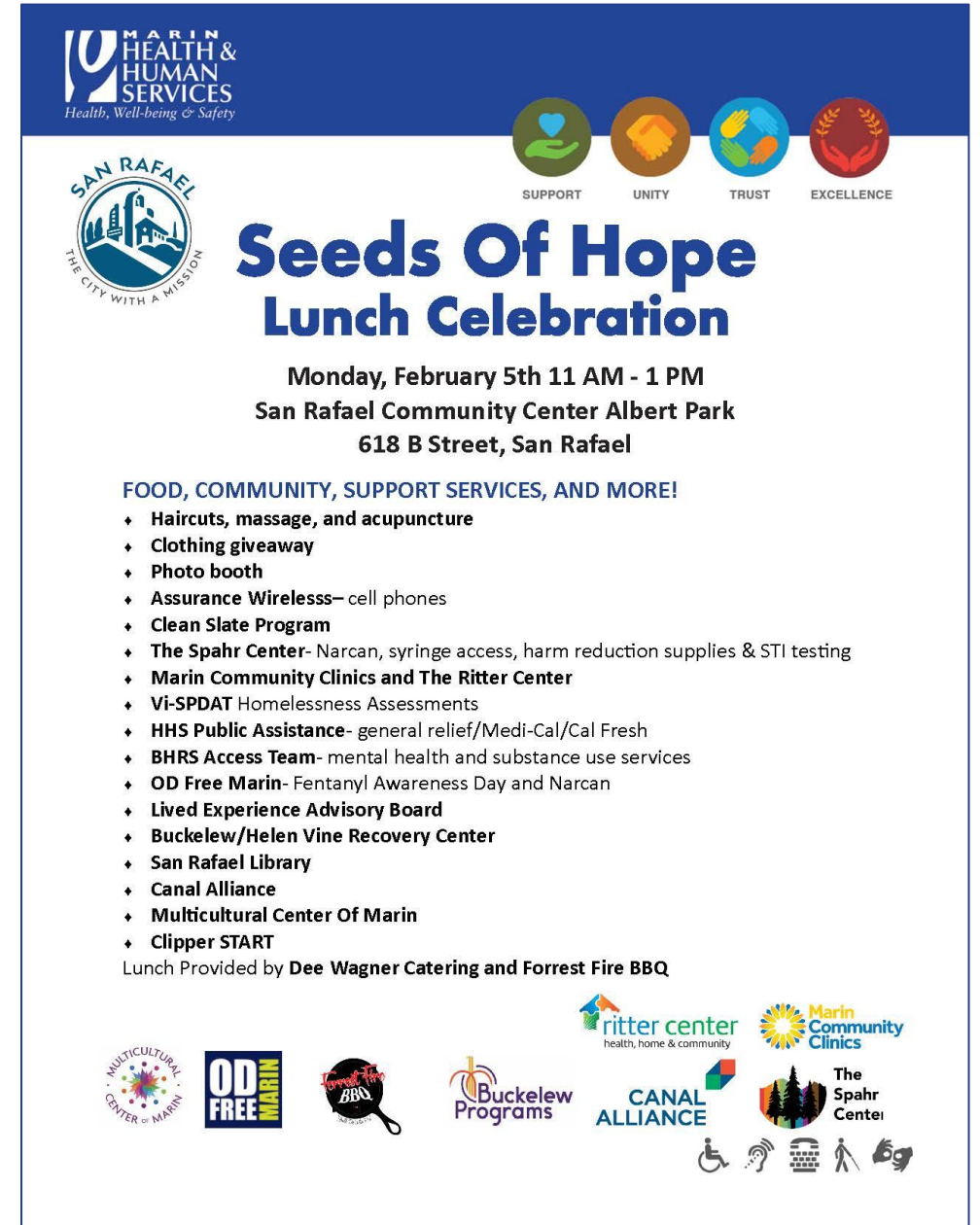
# Save the Date – Seeds of Hope

February 5<sup>th</sup> | 11am – 1pm

*Seeds of Hope lunch/service fair for the community currently or formerly experiencing homelessness (and those who serve them)*

## Requests:

- Please print, post, and/or distribute the flyer to the community, and encourage folks to come
- Please bring folks you serve



The flyer features a blue header with the Marin Health & Human Services logo and four circular icons representing Support, Unity, Trust, and Excellence. The main title 'Seeds Of Hope Lunch Celebration' is in large blue font. Below it, the date and location are listed: Monday, February 5th 11 AM - 1 PM at San Rafael Community Center Albert Park, 618 B Street, San Rafael. A list of services and partners follows, including haircuts, clothing giveaways, photo booth, wireless services, clean slate program, Spahr Center, Marin Community Clinics, Vi-SPDAT assessments, HHS Public Assistance, BHRS Access Team, OD Free Marin, Lived Experience Advisory Board, Buckelew/Helen Vine Recovery Center, San Rafael Library, Canal Alliance, and Multicultural Center of Marin. Lunch is provided by Dee Wagner Catering and Forrest Fire BBQ. The footer contains logos for the Multicultural Center of Marin, OD Free Marin, Forrest Fire BBQ, Buckelew Programs, Ritter Center, Canal Alliance, Marin Community Clinics, and The Spahr Center, along with accessibility icons.

MARIN HEALTH & HUMAN SERVICES  
Health, Well-being & Safety

SAN RAFAEL  
THE CITY WITH A MISSION

SUPPORT UNITY TRUST EXCELLENCE

## Seeds Of Hope Lunch Celebration

Monday, February 5th 11 AM - 1 PM  
San Rafael Community Center Albert Park  
618 B Street, San Rafael

**FOOD, COMMUNITY, SUPPORT SERVICES, AND MORE!**

- ♦ Haircuts, massage, and acupuncture
- ♦ Clothing giveaway
- ♦ Photo booth
- ♦ Assurance Wireless— cell phones
- ♦ Clean Slate Program
- ♦ The Spahr Center- Narcan, syringe access, harm reduction supplies & STI testing
- ♦ Marin Community Clinics and The Ritter Center
- ♦ Vi-SPDAT Homelessness Assessments
- ♦ HHS Public Assistance- general relief/Medi-Cal/Cal Fresh
- ♦ BHRS Access Team- mental health and substance use services
- ♦ OD Free Marin- Fentanyl Awareness Day and Narcan
- ♦ Lived Experience Advisory Board
- ♦ Buckelew/Helen Vine Recovery Center
- ♦ San Rafael Library
- ♦ Canal Alliance
- ♦ Multicultural Center Of Marin
- ♦ Clipper START

Lunch Provided by **Dee Wagner Catering and Forrest Fire BBQ**

MULTICULTURAL CENTER OF MARIN OD FREE MARIN Forrest Fire BBQ Buckelew Programs ritter center health, home & community Marin Community Clinics CANAL ALLIANCE The Spahr Center

Accessibility icons: wheelchair, hearing aid, telephone, person with cane, person with dog.





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# RESOURCE SLIDES

*Please share with applicable staff*

## SmartCare - Seeking Help

### CalMHSA:

[Live Chat is available and preferred - 2023 CalMHSA Site](#)

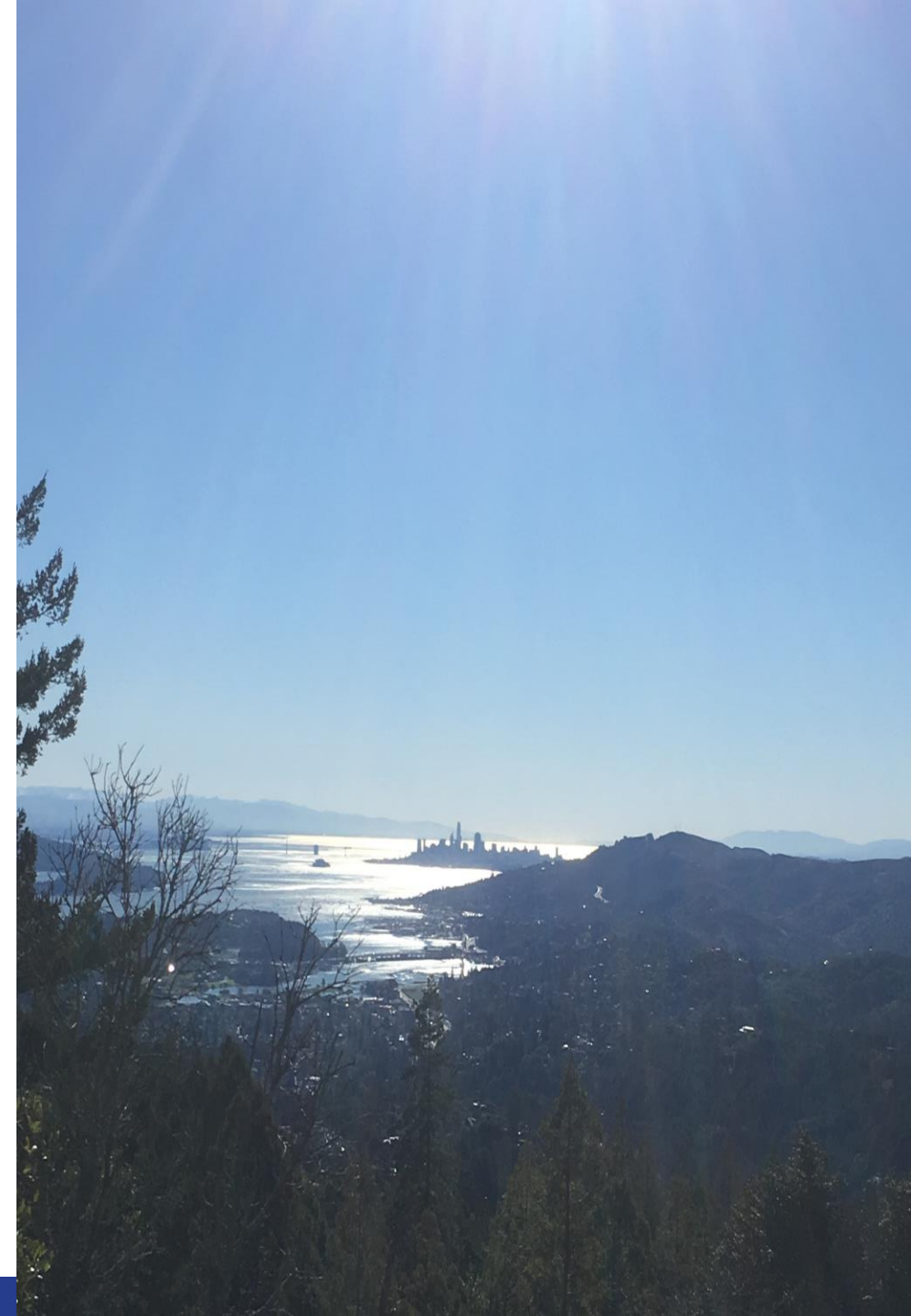
*\* This help is available from 7am – 7pm PST*

[EHR@calmhsa.org](mailto: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:

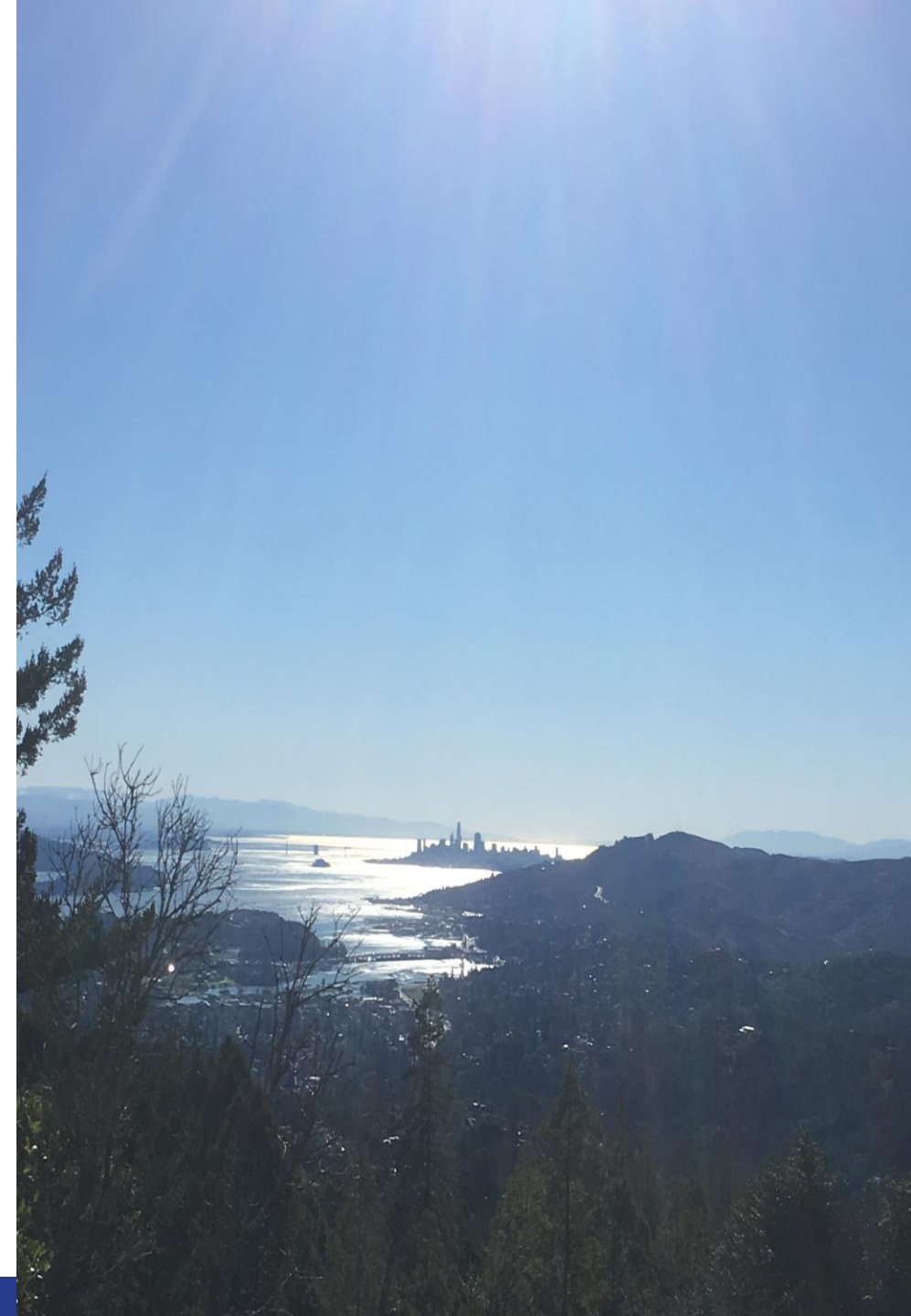
Use this form to put in a support request: [Marin BHRS EHR Support Request](#)

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

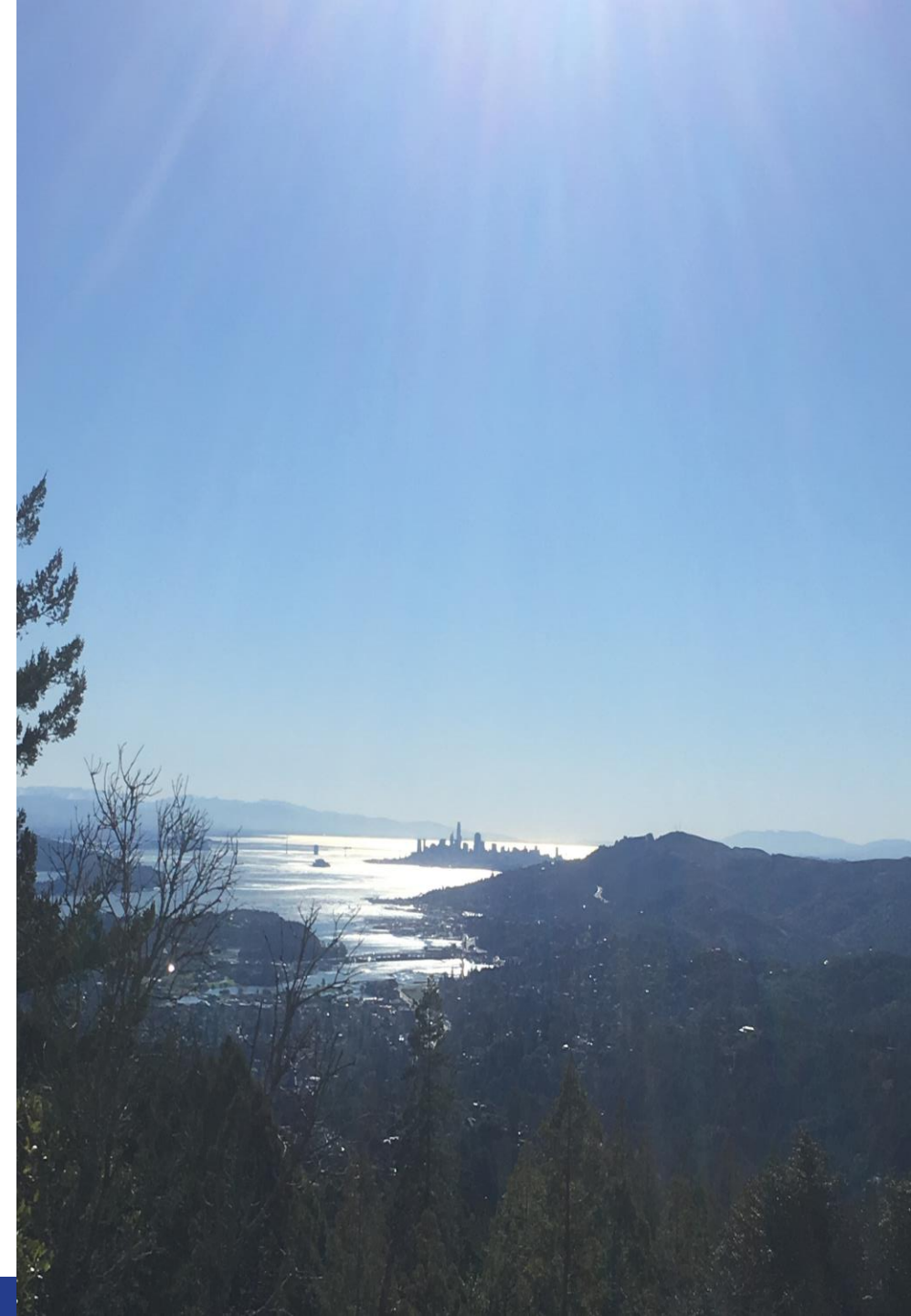
## Ongoing Clinical Support:

[BHRMQM@MarinCounty.org](mailto:BHRMQM@MarinCounty.org)

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

## Contract Manager:

- Policy questions
  - CPT codes in contract
  - Which procedure codes to pick
- Billing questions
  - *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](mailto: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 Electronic Health Record Updates and Tips

- How to Run Real Time Eligibility (270/271) Screen - 2023 CalMHSA

- 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 (e.g. first day of month)
- Reminder: Please verify that you are double checking the Plan Time Span start date. We are seeing more MCAL start dates of 2032 or 2024. Ideally, most clients should have their MCAL start date be 7/1/23.
  - If you notice an incorrect start date, changing the end date of eligibility to 7/1/23 will solve
- Reminder: If client’s insured ID is blank, use the SSN for that field to run eligibility

The screenshot displays the 'Coverage' section in a software interface. It is divided into two main panels: 'Client Plans' and 'Plan Time Spans'.  
The 'Client Plans' panel contains a table with the following columns: Plan Name, Insured Id, Co-Pay, Start Date, End Date, COB, and Service Area. There are four rows of plans listed: Marin County, Medi-Cal DMC, Medi-Cal MH, and SABG. Each row has an 'Add' button to its right. A blue arrow points from the text in the list to the 'End Date' column in this table.  
Below the 'Client Plans' panel, there are filters for 'Show Current Plans Only' (checked) and a dropdown menu set to 'DMC'. A 'Maximize Time Spans' button is also present.  
The 'Plan Time Spans' panel shows a list of active plans starting on '07/01/2023 - No End Date'. It includes a 'Change COB Order...' button and three rows of plan details. Each row has a 'Set End Date' button and a printer icon. The first row is for 'Medi-Cal DMC' with a partially visible address '1500 Capitol Avenue MS 2704 Sacramento, CA 95899-...'. The second row is for 'SABG' and the third for 'Marin County'. A blue arrow points from the text in the list to the 'Set End Date' buttons in this panel.

*\*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

- For Marin County Payor Plans (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”)
  - *Note: The “Marin County Plan” should only be added to the DMC service area.*
- 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.
- Tip: If the County of Responsibility is not Marin, though the eligibility shows County of Residence is Marin, then the Medi-Cal Plan will need to be added every month. Note: You can use the 270/271 for this.

# SmartCare Electronic Health Record Updates and Tips

- Reminder: **Interpreter Services** (All Providers)
  - If needed, click the box – **AND** – complete the Custom Fields
- **New:** The **CA ASAM** will now pull any responses from a CA ASAM completed for the same client in the last 180 days (EXCEPT for the LoC and Risk choices for each dimension)

The screenshot displays the SmartCare Electronic Health Record interface, specifically the 'Service Detail' tab. The interface is divided into several sections:

- Service Detail:** This section contains fields for 'Documentation Time' (with a 'Days' label), 'Evidence Based Practices' (a dropdown menu), and 'Transportation Service' (a dropdown menu currently set to 'No'). There are also three checkboxes: 'Override Charge Amount', 'Override Errors', and 'Interpreter Services Needed'. To the right, there are two 'Overridden By' fields, each with a text input box.
- Warnings / Errors:** This section features a table with the following columns: 'Date', 'Error Type', 'Error Message', and 'Next Step'. The table is currently empty, displaying 'No data to display'.
- Custom Fields:** This section is titled 'Interpreter Service' and contains two rows of information:
  - 'Interpreter has been scheduled' with radio buttons for 'Yes' and 'No', and a 'Language' dropdown menu.
  - 'Interpreter Agency Scheduled' with a text input field.



## 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.



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