



SUPPORT



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# DMC-ODS Contractor Meeting

## March 13, 2024



# Agenda

- Welcome and Introductions
- Presentation – Jennifer Carter, Executive Director, Enterprise Resource Center
- Provider Updates/Announcements
- County Updates/Announcements
  - DHCS, Federal and County Updates
  - CalAIM Justice Overview
  - Discussion – Provider Feedback



ENTERPRISE RESOURCE CENTER  
A MENTAL HEALTH  
DROP-IN CENTER  
IN SAN RAFAEL

[www.mhamarin.org](http://www.mhamarin.org)



A project of Mental Health Advocates of Marin fiscally sponsored by Marin Link and funded by the Mental Health Services Act through Marin County BHRS



# MISSION STATEMENT OF THE ERC



**3270 KERNER BLVD. SUITE C  
THE KERNER HEALTH & WELLNESS CAMPUS IN SAN RAFAEL.  
OPEN 7-DAYS/WEEK 10AM-4PM  
415.457.4554  
WWW.MHAMARIN.ORG**

# A TOUR OF THE ERC

# OUR RECEPTION AREA



PAINTING BY MATT TASLEY, FORMER ERC PARTICIPANT



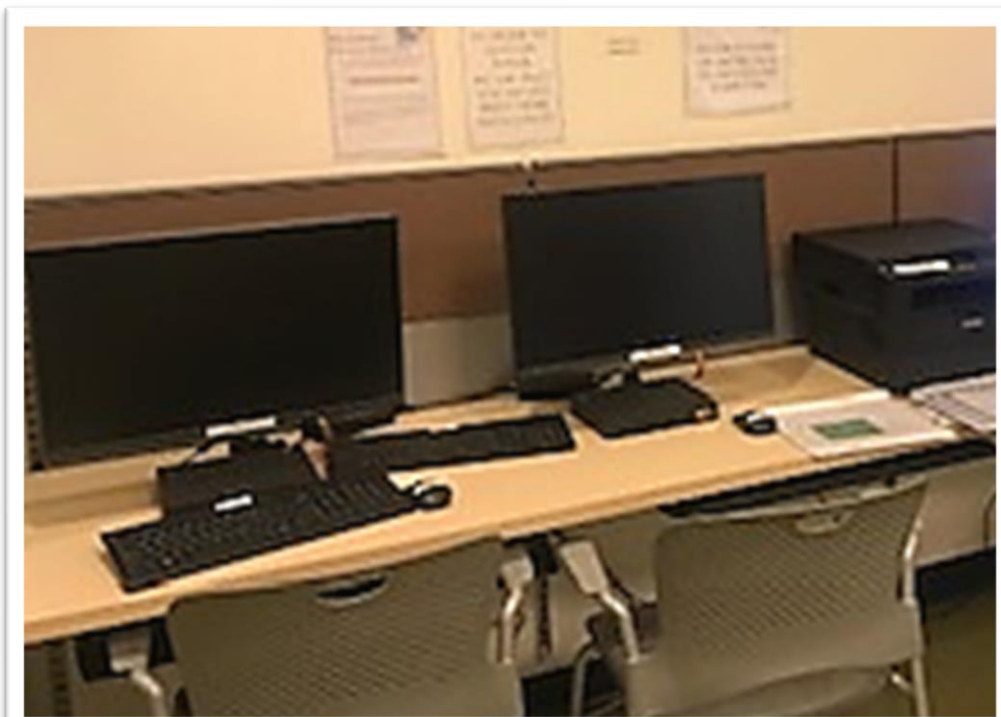
# GROUP ROOM



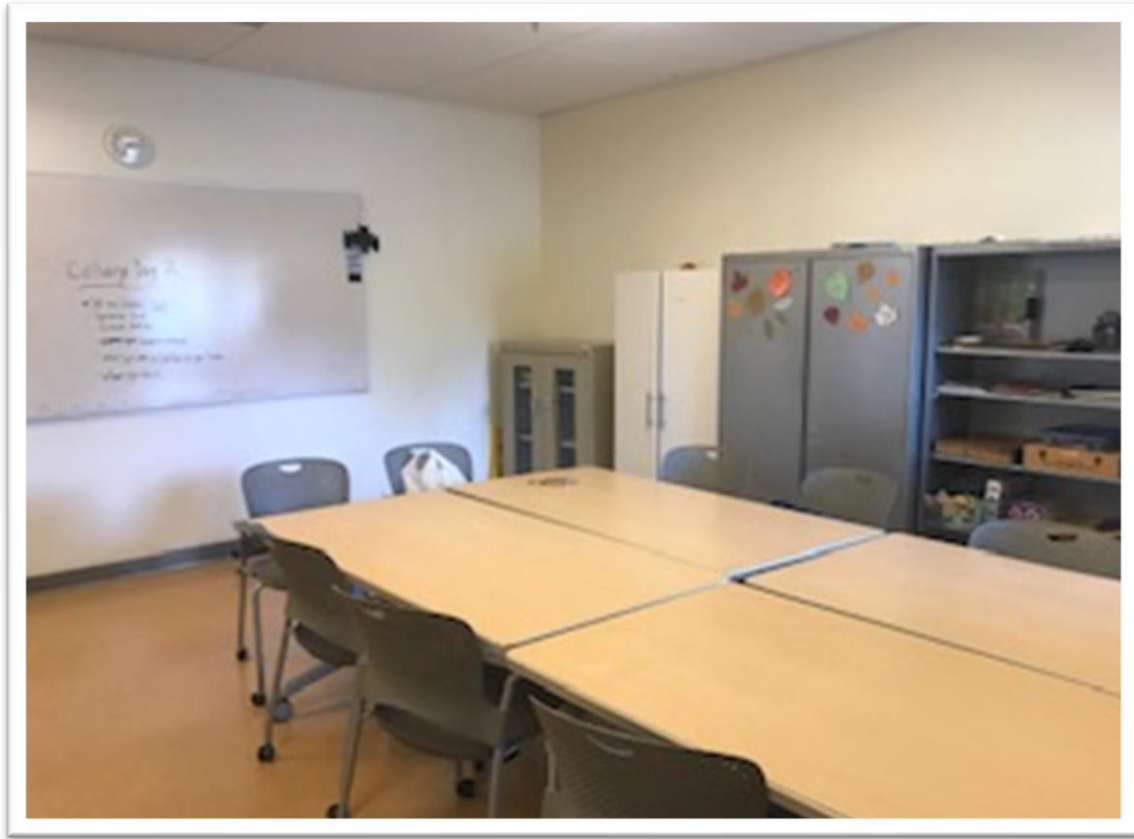
# KITCHEN AREA



# COMPUTERS



# OUR CLASSROOM



# OUR INTAKE PROCESS

## ERC'S CODE OF CONDUCT & EXPECTATIONS

- TREAT EVERYONE WITH DIGNITY & RESPECT
- TREAT COMMUNITY PROPERTY WITH RESPECT (NO VANDALISM OR DESTROYING OF PROPERTY)
- THE CENTER IS MAINTAINED BY STAFF & PARTICIPANTS. PLEASE HELP KEEP IT CLEAN AND PUT THINGS AWAY AFTER USING THEM.
- NO SLEEPING
- NO VIOLENCE IS ALLOWED, NETHER VERBAL OR PHYSICAL
- NO EXPLICIT VERBAL THREATS
- NO WEAPONS ALLOWED IN THE CENTER
- NO ELICIT ILLEGAL DRUG USE IN THE CENTER, INCLUCING ALCOHOL OR MARIJUANA
- NO VISIBLE DRUG PARAPHERNALIA
- NO DRUG DEALING
- NO SEXUAL CONDUCT
- NO SEXUAL HARASSMENT, BOTH VERBAL OR PHYSICAL. (HUGS ARE OKAY WITH MUTUAL CONSENT)
- NO DISRUPTIVE BEHAVIOR TOWARD INDIVIDUALS
- ALL MUST RESPECT GROUPS IN PROGRESS. DO NOT DISRUPT GROUPS UNLESS YOU PLAN TO JOIN
- NO THEFT
- NO SELLING OR TRADING OF ANY PRODUCTS IN THE CENTER
- NO DISTURBANCES IN THE CENTER OR THROUGHOUT THE HEALTH & WELLNESS CAMPUS
- THE HEALTH & WELLNESS CAMPUS IS A SMOKE-FREE ENVIRONMENT. NO SMOKING OR VAPING IN THE CENTER OR ANYWHERE ON THE HEALTH & WELLNESS CAMPUS, INCLUDING MARIJUANA AND TOBACCO.
- NO PETS ARE ALLOWED INSIDE THE BUILDING EXCEPT FOR SERVICE ANIMALS. ANIMALS MUST REMAIN UNDER SUPERVISION AND CONTROL AT ALL TIMES IN THE CENTER
- NO BUMMING CIGARETTES OR ASKING OTHERS FOR MONEY
- PLEASE STAY OUT OF STAFF OFFICES UNLESS INVITED
- NO SITTING ON TABLES
- NO SPITTING

THE SERVICES  
&  
PROGRAMS WE OFFER



MONDAY

10AM-11AM Support Group for People of Color  
 11AM-12PM Anxiety Support Group  
 12PM-1PM ERC Advocacy Team  
 1PM-2PM Life Skills Group  
 2PM-3PM Ted Talks Group  
 2:30PM-3PM ½ Hour Walking Group  
 6PM-8PM Spanish Support Group  
*\*First & Third Monday of the month*

TUESDAY

10AM-11AM Women’s Support Group  
 11AM/11:30 Palabra Check In  
 12:30-1PM ½ Hour Walking Group  
 1PM-2PM Men’s Support Group  
 2PM-3:30PM SMART Recovery Group  
 2PM-4PM WRAP *\*Dates vary call for details*  
 4PM-5:30PM Peer Education *\*Sign up required*  
 6:30-7:30PM Co-Occurring Support Group

WEDNESDAY

11AM-12:30PM Hearing Voices & Negative Thoughts  
 Support Group *\*Zoom & In-person*  
 1PM-2PM Depression Support Group  
 2PM-2:30PM ½ Hour Walking Group

THURSDAY

10:30-11AM ½ Hour Meditation  
 11AM-12PM Bipolar Support Group  
 12PM-1PM Peer Companion Group  
 1PM-2PM Trauma Process Group  
 2PM-2:30 PM ½ Hour Walking Group  
 4PM-5:30PM Peer Education *\*Sign up required*

FRIDAY

10:30AM-11AM ½ Hour Meditation  
 1PM-2PM Making Friends Group  
 2PM-2:30PM ½ Hour Walking Group  
 2PM-4PM Massage Group  
*(very other Friday)*

SATURDAY

12PM-1PM Peer to Peer Support Group  
 1PM-2PM Movies In the Group Room  
 2PM-3PM Spanish Support Group  
 1PM-4PM Art Group  
 3PM-4PM Movies in the Group Room

SUNDAY

1PM-2PM Peer to Peer Support Group  
 2PM-4PM Movies in the Group Room





# THE MATT TASLEY SOCIAL ACTIVITIES CLUB

**MONDAY, WEDNESDAY, FRIDAY 10:15AM-2:15PM**



## SCHEDULE

**10AM**

**10:30AM-11AM**

**11AM-11:30AM**

**11:30AM-12PM**

**12PM-12:30PM**

**12:30PM-1:00PM**

**1PM-2PM**

**2PM**

**PICK UP**

**MEDITATION GROUP**

**PALABRA CHECK IN**

**LUNCH**

**WALK/GARDEN**

**BOARD GAMES/BINGO**

**SUPPORT GROUP**

**RIDES HOME**

# PEER EDUCATION PROGRAM

Our education program, FUNDAMNTALS OF peer support, prepares people who are, or who have been, consumers of mental health services for roles in the mental health system as employees or volunteers. This course prepares people for employment or volunteer positions as peer support specialists.

***\*NOTE: THIS CLASS DOES NOT LEAD TO PEER CERTIFICATION***





# Our Warmline



**(415) 459-6330**

**HOURS**

**7 DAYS A WEEK**

**9AM - 9PM**



# PEER COMPANION PROGRAM



# OUR STAFF & VOLUNTEERS

















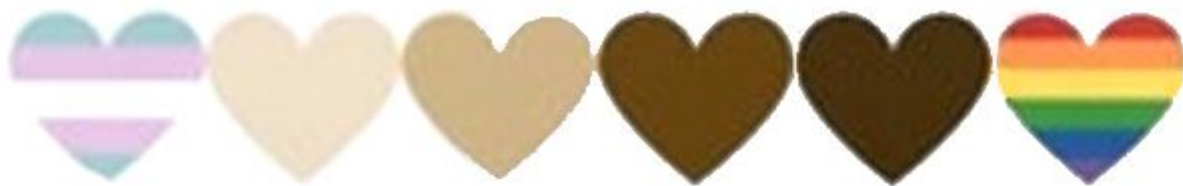




EVERYONE



*is welcome here*



THANK YOU!

[www.mhamarin.org](http://www.mhamarin.org)

MENTAL ILLNESS  
IS NOT A CHOICE,  
BUT RECOVERY IS.



COMMENTS?

OR

QUESTIONS?



# Provider Updates and Announcements

- Contingency Management Update:  
Rory Rieger, Ritter Center
- Other



# County Updates and Announcements

- Training Opportunities – Cultural Humility Trainings and Access to PESI
  - Interpreter Training FYI: Train to Agency Policy on Interpreter Services and maintain staff sign-in sheet
- SUD SmartCare [Office Hours](#):
  - 2<sup>nd</sup> Wednesday of the month (3/13, 4/10) | 1:00-2:00 pm
  - Input Questions in [Office Hours Q&A Template](#) **at least 2 days in advance**
- Reminder: SmartCare Resource slides at the end of the slide deck.
  - **\*\*SmartCare Technical Assistance slides have been updated\*\***
  - Please share with Staff. The slide deck will also be posted here: [BHRS SUD Contractor Meetings](#)

# DHCS Information Notices and State/Federal Updates

- DHCS Info Notices
  - BHIN 24-007: Effective Communication, Including Alternative Formats, for Individuals with Disabilities
  - BHIN 24-009: County of Responsibility and Reimbursement for DMC-ODS and SMHS
- **274 Project** – Eventually will be Provider Directory and for Network Adequacy Reporting
- Update to **42 CFR Part 2** – Fact Sheet
- ASAM Criteria – Fourth Edition

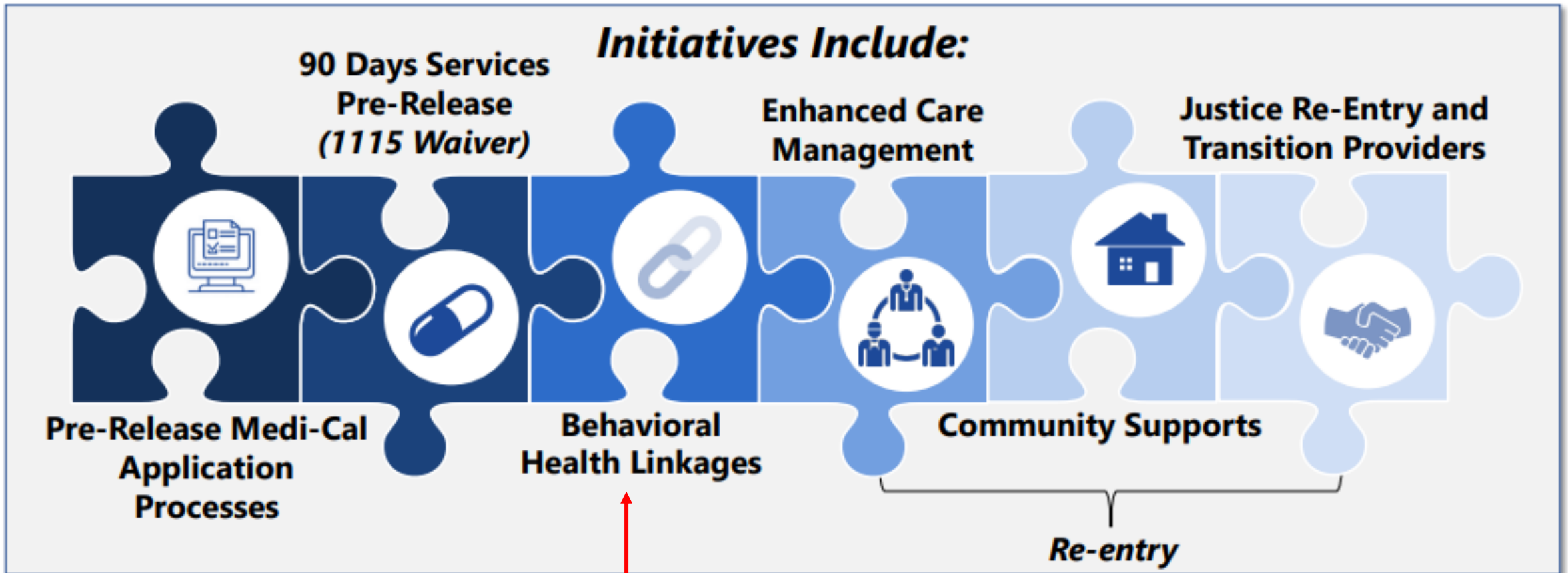


# Reminder: DMC Timely Access to Services

- Links to Instructions:
  - **For Non-OTP:** <https://2023.calmhsa.org/how-to-complete-the-dmc-outpatient-timeliness-record/>
  - **For OTP:** <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 is a “flag” set-up in SmartCare to prompt staff to complete this form at enrollment
- **Implementation:**
  - For Outpatient and OTP LOCs: Use for all new admissions for January 1, 2024 forward (no change from guidance issued on 1/10/2024)
  - For Residential and Residential WM: Use for all new admissions for January 22, 2024 forward (updated guidance issued 1/18/2024)
  - You do not need to enter data retroactively from the above noted timeframes at this point

# What is CalAIM Justice Involved?

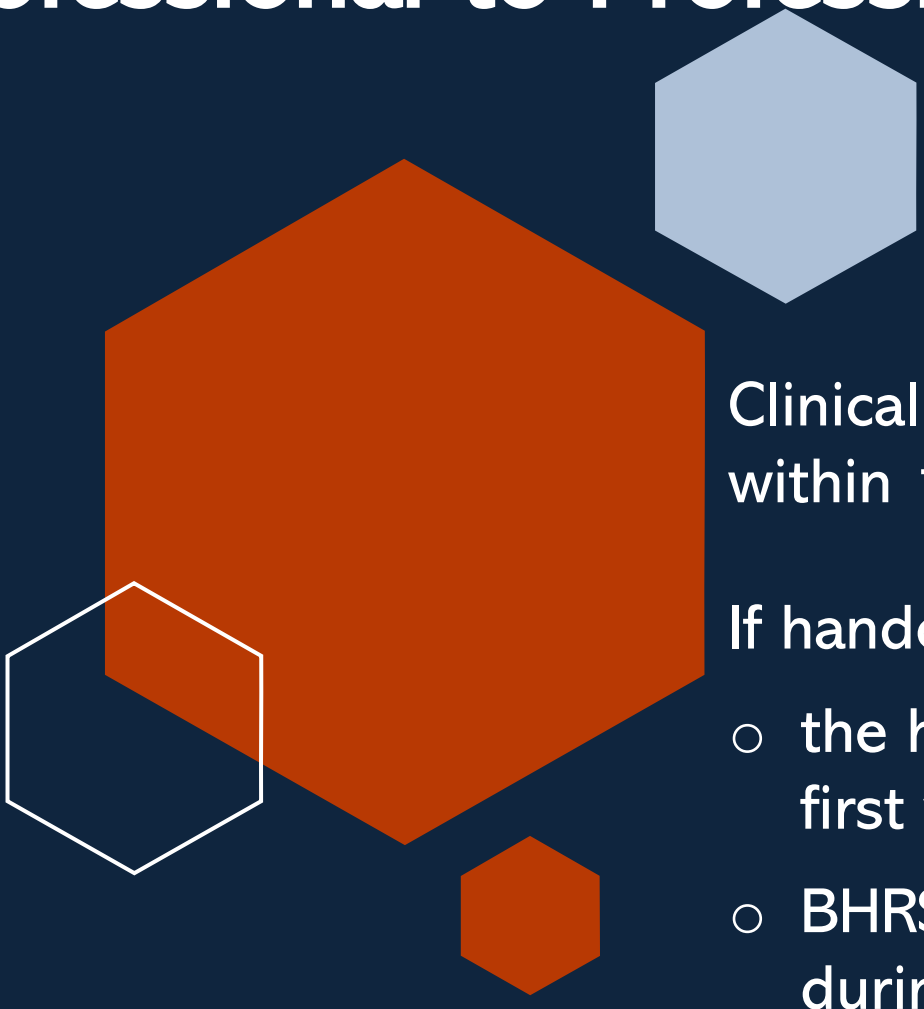
CalAIM justice-involved initiatives support justice-involved individuals by providing key services pre-release, enrolling them in Medi-Cal coverage, and connecting them with behavioral health, social services, and other providers that can support their re-entry.



# BHRS Responsibilities for Behavioral Health Links Pre & Post-Release

- Data Sharing With Managed Care Plans (Kaiser and Partnership HealthPlan) & Correctional Facilities (CFs)
- Participating in Re-entry Planning & Warm Handoff with ECM if requested
- Participating in Professional-to-Professional Clinical Handoff 14 days prior to release
- Follow-up services Post-Release
- Behavioral Health Links Go Live: 10/1/2024
- Resources: CalAIM Justice Involved (JI) [Fact Sheet](#); CalAIM JI [Policy and Operations Guide](#)

# Professional-to-Professional Clinical Handoff



Clinical handoff meetings should occur within 14 days pre-release

If handoff doesn't occur pre-release:

- the handoff should occur within the first week post-release
- BHRS will serve the individual during the “gap period” after release & prior to the handoff

## 4. Professional-to-Professional Clinical Handoff

Established process to:

- Provide in-person/telehealth warm handoff between CF provider and BHRS
- Ensure BHRS is able to participate in care transition meetings

# Provider Feedback | Discussion

- Self-Audit and Site Visit Processes
- Providers Meetings
  - Host a Tour
  - Other
- Other







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# RESOURCE SLIDES

*Please share with applicable staff*

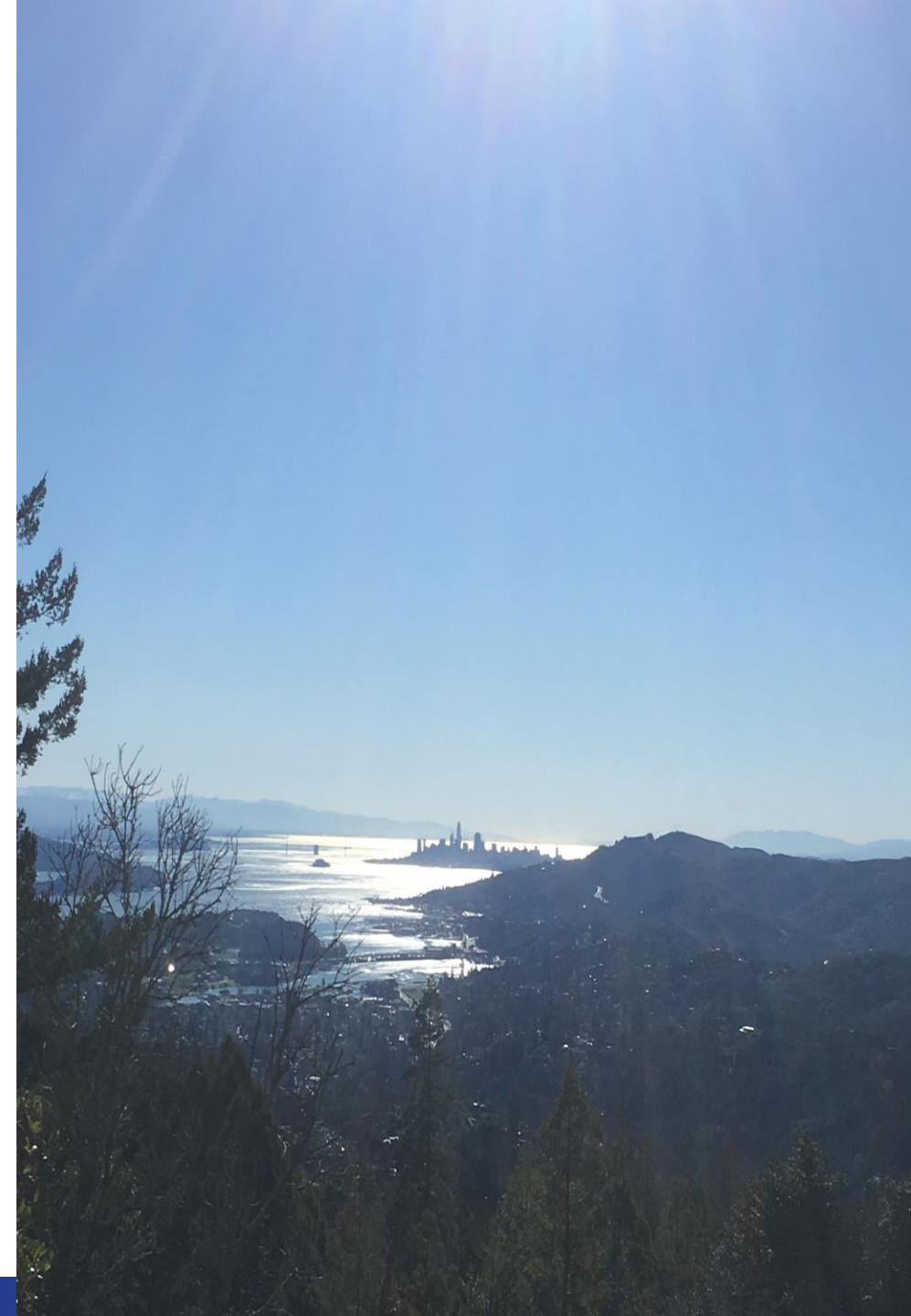
## SmartCare - Seeking Help

### CalMHSA Support:

- Navigating the EHR (Procedures & Workflows)
  - Use the “**Walk Me**” function by clicking the question mark icons  in the upper and lower right corners wherever you see it displayed.
  - Review Training Videos & Guides on the CalMHSA website: <https://2023.calmhsa.org/>

### For additional support

- [Live Chat is available and preferred - 2023 CalMHSA Site](#)
- [EHR@calmhsa.org](mailto:EHR@calmhsa.org) or by phone at (833) 686-6801
  - \* *This help is available from 7am – 7pm PST*
  - Additional help with procedures and workflows
  - Troubleshoot system related errors
  - Report system issues (glitches, bugs, etc.)



## SmartCare - Seeking Help

### Marin County BHRS EHR Support Team:

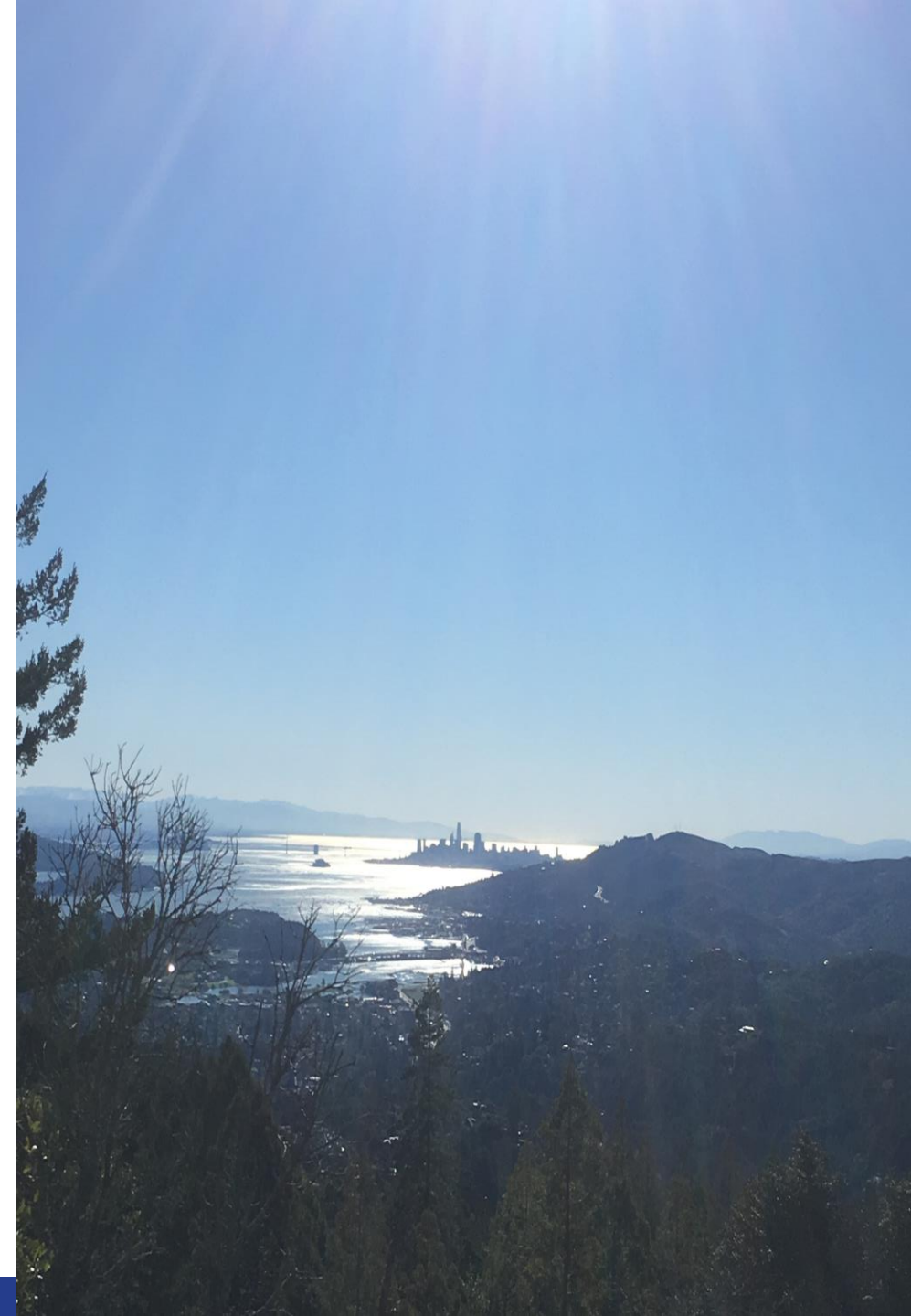
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

*Response time in/up to 3 days*

- Can't log in/locked out of account.
- There are missing programs, procedure codes or other options from drop downs.
- Can't add a problem to the problem list.
- Error messages that have to do with permissions.

### 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.
- If the inquiry is client related, please provide the client account number, DOS or other service-related info to research and recreate the issue.
- Examples:
  - *Please add the following services/programs for the providers below: Provider First/Last, Comprehensive Community Support or add counseling to program A*
  - *Services have rate errors: Client ID #555xxxx for DOS 7/1/2023 has a rate error*



## SmartCare - Seeking Help

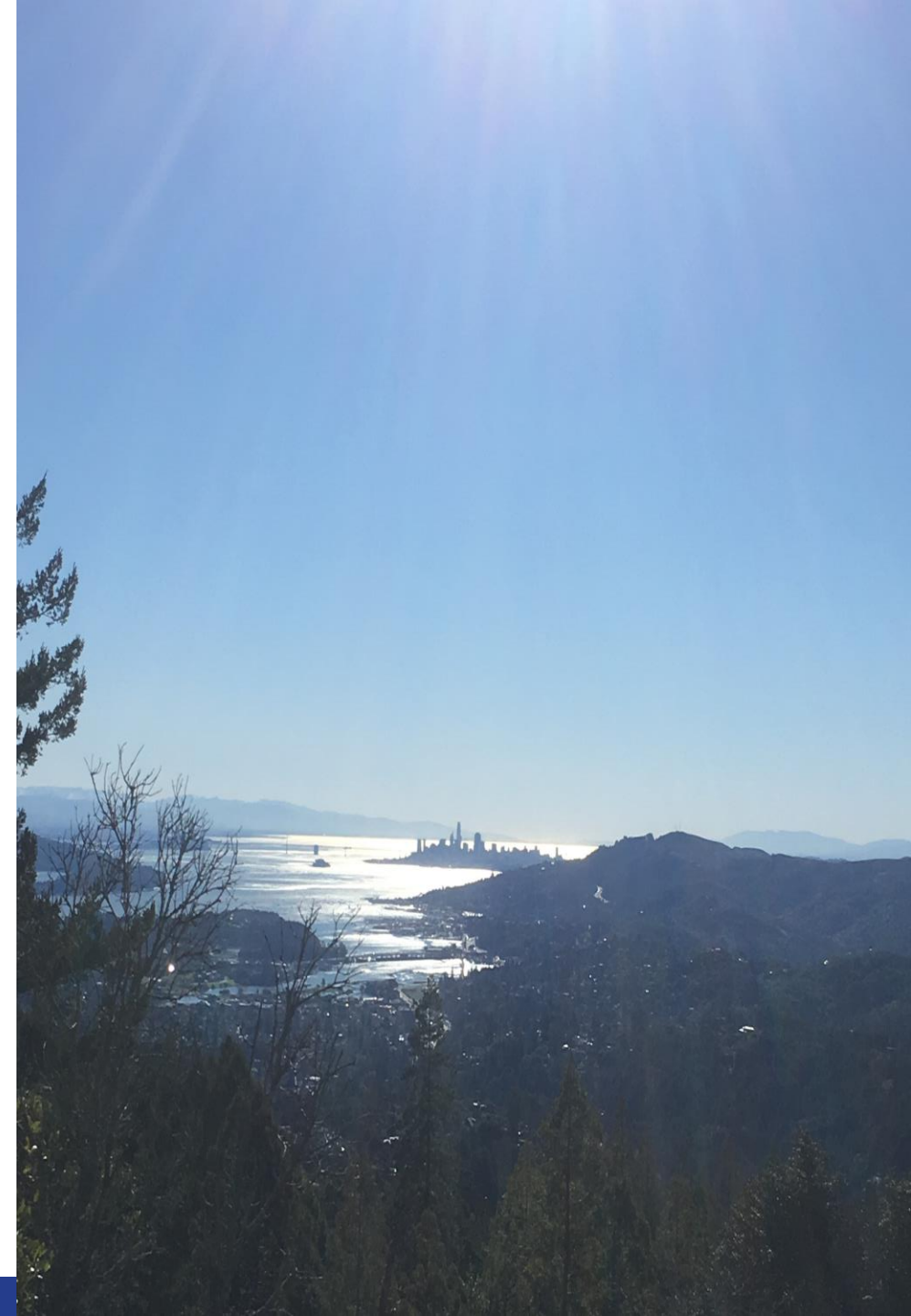
### Ongoing Clinical Support:

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

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

### Contract Manager Support:

- 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.



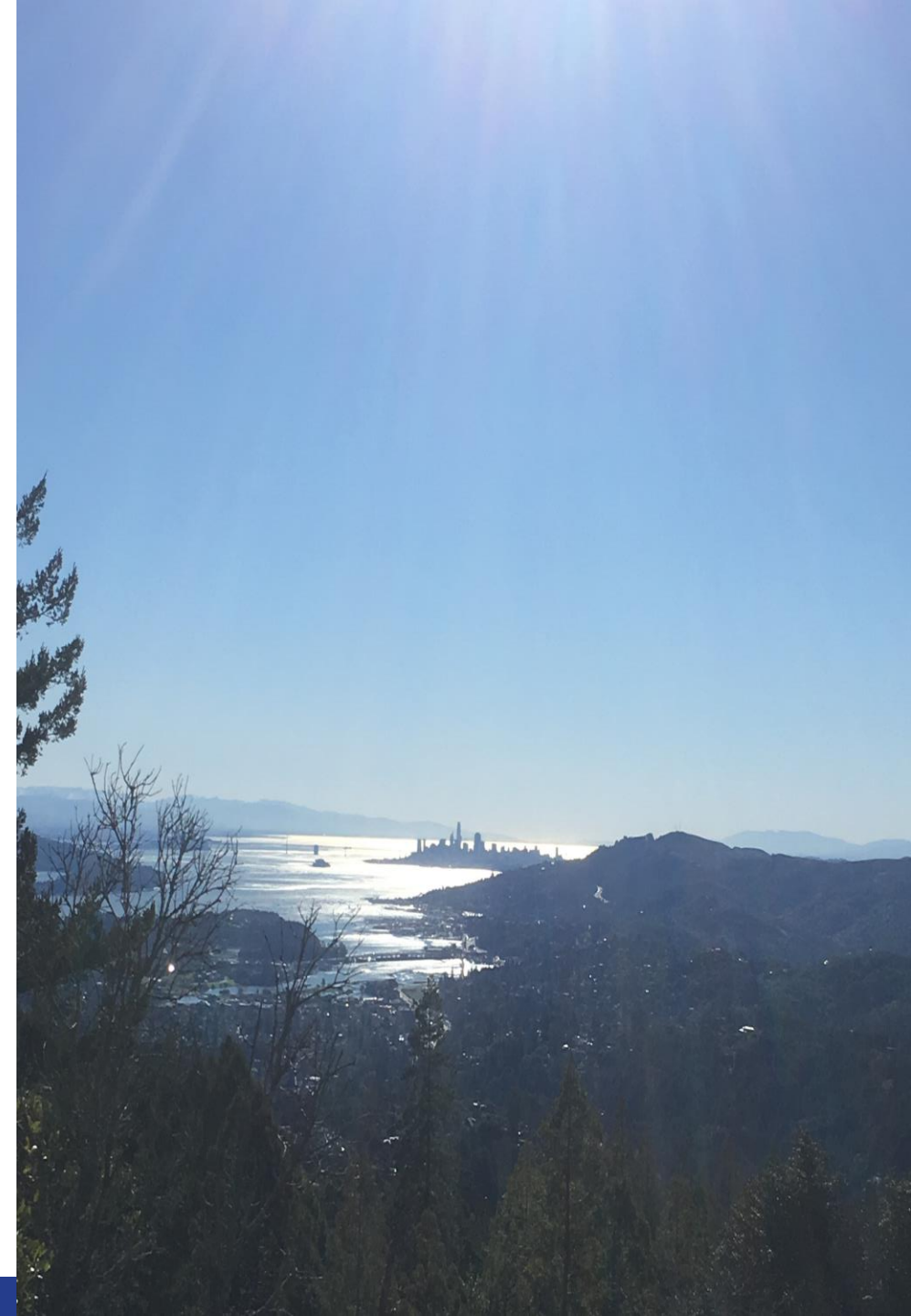
## SmartCare - Seeking Help

### EHR Support Resources:

- Please route inquiries to the resources provided on previous slides
- If you are unsure where to route your inquiry and are unable to find the answer to your question on the CalMHSA website/chat, please submit a ticket to BHRS EHR Support and they will coordinate with your Contract Manager and others as needed.
  - *Example: I know how to enter this service, but for this client and DOS, I am receiving this error that I haven't seen before and don't know how to resolve.*

### SUD Office Hours:

- We have resumed [SUD Office Hours](#) on the 2<sup>nd</sup> Wednesday of the month (2/14, 3/13, 4/10) from 1:00-2:00 pm
- Please input any questions in the [Office Hours Q&A Template](#) at **least 2 days in advance** so that we have time to review and research.
- Please be prepared to share examples including screenshots, background information and specific clients, services or other details to assist in resolution during Office Hours.



# 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 SmartCare. It features two main panels: 'Client Plans' and 'Plan Time Spans'. The 'Client Plans' panel contains a table with columns for Plan Name, Insured Id, Co-Pay, Start Date, End Date, COB, and Service Area. Three plans are listed: Marin County, Medi-Cal DMC, and Medi-Cal MH, each with an 'Add' button. The 'Plan Time Spans' panel shows a list of plans for the date 07/01/2023, including Medi-Cal DMC, SABG, and Marin County, with 'Set End Date' buttons for each. A blue arrow points from the text in the first list item to the 'Set End Date' button for the Medi-Cal DMC plan in the Plan Time Spans section.

Plan Name	Insured Id	Co-Pay	Start Date	End Date	COB	Service Area	
Marin County						DMC	Add
Medi-Cal DMC	[REDACTED]					DMC	Add
Medi-Cal MH	[REDACTED]					MH	Add
SABG						DMC	Add

Plan Name	Insured Id	Co-Pay	Start Date	End Date	COB	Service Area	
Medi-Cal DMC	[REDACTED]					DMC	Set End Date
SABG						DMC	Set End Date
Marin County						DMC	Set End Date

*\*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.

# 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))



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