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DMC-ODS Contractor Meeting

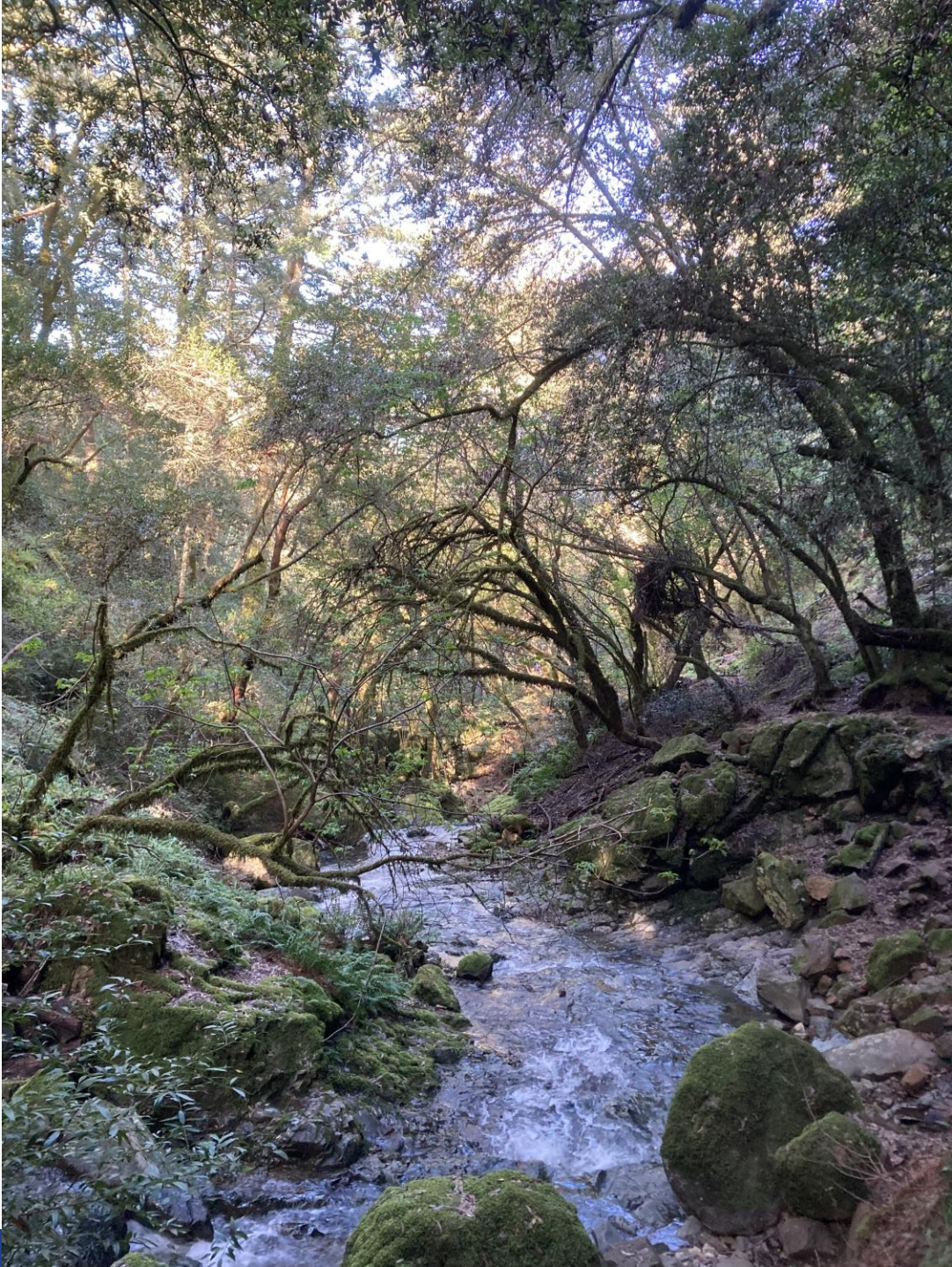
May 8, 2024



Agenda

- Welcome and Introductions
- Provider Updates/Announcements
- Feedback: Zero Overdose Safety Planning Tool & Training
- County Updates/Announcements
 - DHCS, Federal and County Updates
- Discussion – Provider Feedback – MOUs with Managed Care Plans (MCPs)

Provider Updates and Announcements





Feedback – Zero Overdose Safety Planning Tool & Training

Fay Zenoff, OD Free Marin



- Allocation of Opioid Settlement Funds
- Utilization of Approved Abatement Strategies
- Informed by CDPH & Marin County Priorities
 - **Promote Harm Reduction Services**
 - **Promote Public Education & Awareness**
 - **Promote Safe Prescribing**
 - **Increase Access to Naloxone**
 - **Reduce Stigma & Barriers to Care**
 - **Expand Access to Treatment (MAT)**
 - **Implement Drug Prevention Activities**

67% of overdose deaths present at least one intervention opportunity

Overdose Safety Planning Tool

- Brief Collaborative Intervention
- Harm Reduction Focus
- Motivational Interviewing
- Adapted from Evidence Based Suicide Prevention
- Informed by People Who Use Drugs (PWUD) / Lived Experience
- Available in English / Spanish

Step One: Things which put me at risk of accidental overdose
(Risks are often use of medications or illicit drugs, methods of use, history, and health factors)

- _____
- _____
- _____
- _____
- _____

Step Two: Actions I can take to reduce my risk of overdose
(Consider steps that address the risks found in step one, example: Changing method of use)

- _____
- _____
- _____
- _____
- _____

Step Three: Things I do regularly (or want to do more) to stay well
(Consider ways you take care of your physical and mental health)

- _____
- _____
- _____
- _____
- _____

Step Four: People who support my wellness and I can ask for help

| | |
|-------------|--------------|
| Name: _____ | Phone: _____ |
| Name: _____ | Phone: _____ |
| Name: _____ | Phone: _____ |

Step Five: Professionals and agencies I can call in a crisis

| | |
|--------------------|--------------|
| Name: _____ | Phone: _____ |
| Program: _____ | Phone: _____ |
| Urgent Care: _____ | Phone: _____ |

Local Crisis Hotline: _____

988 Suicide and Crisis Hotline: 988 24/7 confidential crisis support

Step Six: The number one reason I want to live today

- _____

Step Seven: The next step I am willing to take to reduce my risk

- _____



Training participants will be able to administer an Overdose Safety Plan, identify as a community champion in O/D prevention and receive a pin.

www.zerooverdose.org

Overdose Safety Planning Specialist Training

- Interactive small group sessions
- In depth training in use of overdose risk screening and safety planning
- Applying harm reduction principles and motivational interviewing skills
- Development of overdose risk formulations
- Considerations for implementation and use of overdose prevention care pathways
- 2.5 hour training with practice cases
- Ongoing access to Zero Overdose tools and post training supports



- Do you regularly talk with clients about overdose risks?
- Do you currently utilize a standardized safety planning tool?
- Are you interested in such a training & resource?

Please complete the
[Questionnaire](#)

Questions? Comments? Contact:

Fay Zenoff, Sr. Program Coordinator, OD Free Marin

fay.Zenoff@marincounty.gov

Odfreemarin.org

County Updates and Announcements

- **Upcoming Events**

- May is Asian American and Pacific Islander Heritage Month & Mental Health Awareness Month
- May 20th – Seeds of Hope Luncheon & Service Fair (11-1 @ SR Community Center)
- Training Opportunities
 - Access to PESI
 - 42 CFR Part 2 Updates – Coming Soon (3.5 hours)
 - MHP and DMC-ODS Clinical Documentation training via Zoom on May 9, at 9:30am-11:30. E-mail BHR SQM@marincounty.gov to register

- **WITS & SmartCare**

- Sunsetting WITS – Please download any needed data by 5/31/24
- Feedback: SUD SmartCare Office Hours
- Reminder: SmartCare Resource slides at the end of the slide deck
 - ****Reminder: Please Set- Up Payor Plans and Check Medi-Cal Eligibility**

Updates and Announcements (cont'd)

- **DHCS Info Notices**

- Draft BHIN 24-xxx: Standards for Specific BH Provider Types and Services

- **FY 2024-25 Contract Renewal**

- Projected Timeframes – Allocations & Manual
- Highlights of Changes:
 - Updated Exhibits – Align with BHINs
 - Levine Act



Simplifying Staff Information Collection

- **Various Reporting Requirements:** *e.g. Provider Directory | NACT | 274 | Training/Certification Log | SmartCare access*
- **SmartCare will serve as primary source**
- **What does this mean?**
 - Ensure completion of [Staff User Change form](#) for all clinical staff - new/departing staff, role changes, updated license/certification dates, etc. *(Note: Form may be updated to reduce elements needed for clinical staff not charting in SmartCare – 274 only)*
 - BHRS will incorporate Staff Training into Self-Audit and stop requesting the Staff Training log in May and November
 - Modernize the Monthly Attestation Form



Discussion: MOUs with Managed Care Plans

(MCPs = Kaiser and Partnership HealthPlan (e.g. primary care through FQHCs, such as Ritter, MCC, MCHW)



MOU Requirement:

- Process to accept referrals from MCP staff/providers/self-referral for assessment and a mechanism for communicating acceptance to the MCP staff/provider/self-referred member

Questions/Considerations

- Are you aware of receiving referrals? If so, how happy are you with how it is working?
- Do you let the referring party know the outcome of the referral? What is working well and what could be improved?
- If you had a magic wand, how would you like to receive referrals from MCPs and how would acceptance be communicated back?



Feedback – Future Meeting Topics

- **Reminder:** Beginning in June, Provider meetings are scheduled for 1.5 hours – Extended time for specific topics with all or a subset of Providers
- Feedback Requested: Future Meeting Topics



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RESOURCE SLIDES

Please share with applicable staff

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 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 data:

- Marin County
- Medi-Cal DMC
- Medi-Cal MH
- SABG

Each row has an 'Add' button to its right. The 'Insured Id' column contains redacted information.

Below the table, 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 plans for the date '07/01/2023 - No End Date'. It includes a 'Change COB Order...' button and three rows of data:

- Medi-Cal DMC
- SABG
- Marin County

Each row has a 'Set End Date' button and a calendar icon to its right. The address '1500 Capitol Avenue MS 2704 Sacramento, CA 95899-...' is visible in the background of the first row.

**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:
 - The first row has 'Interpreter has been scheduled' with radio buttons for 'Yes' and 'No', and 'Language' with a dropdown menu.
 - The second row has 'Interpreter Agency Scheduled' with a text input field.

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

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)

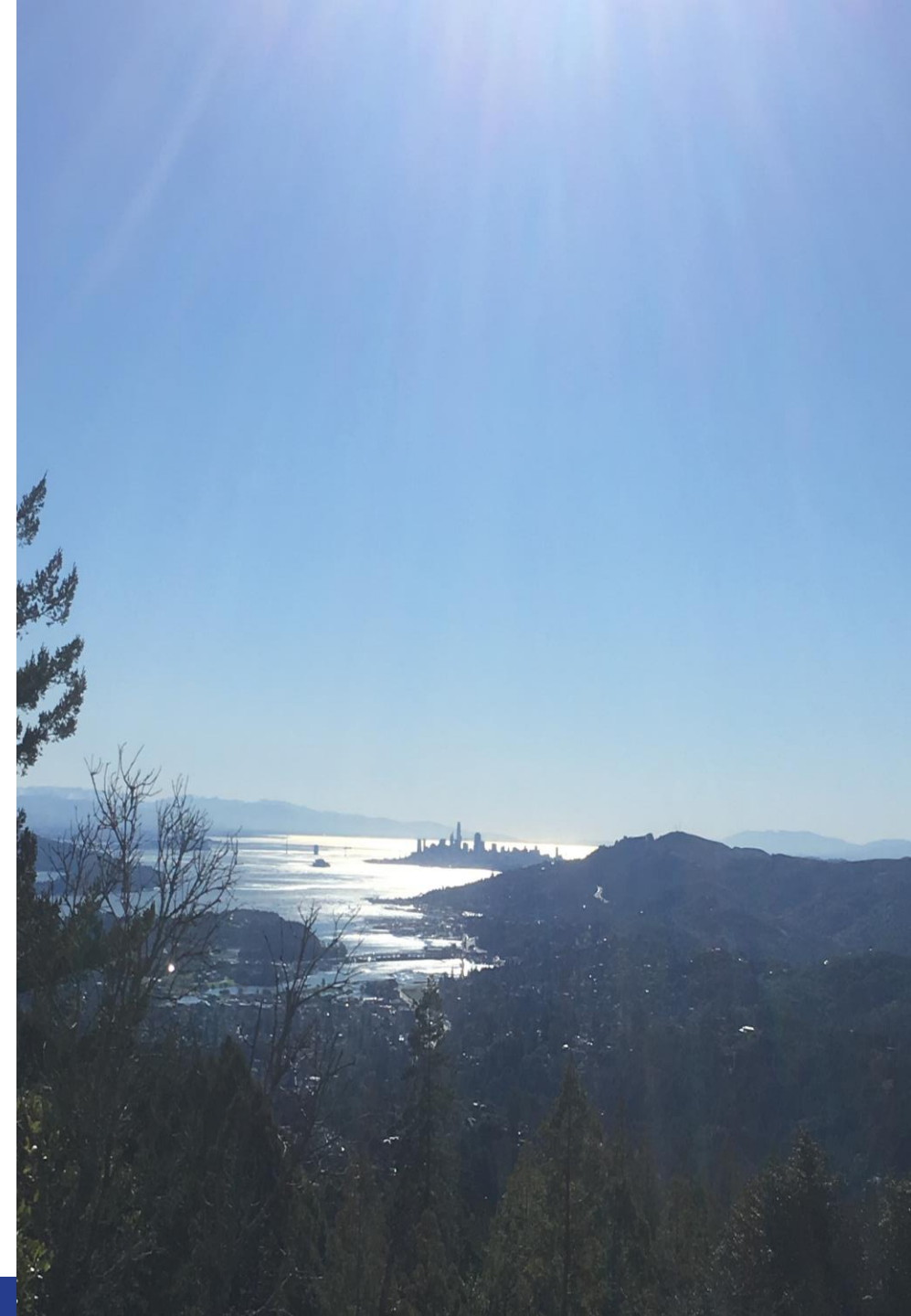
SmartCare - Seeking Help

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 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:

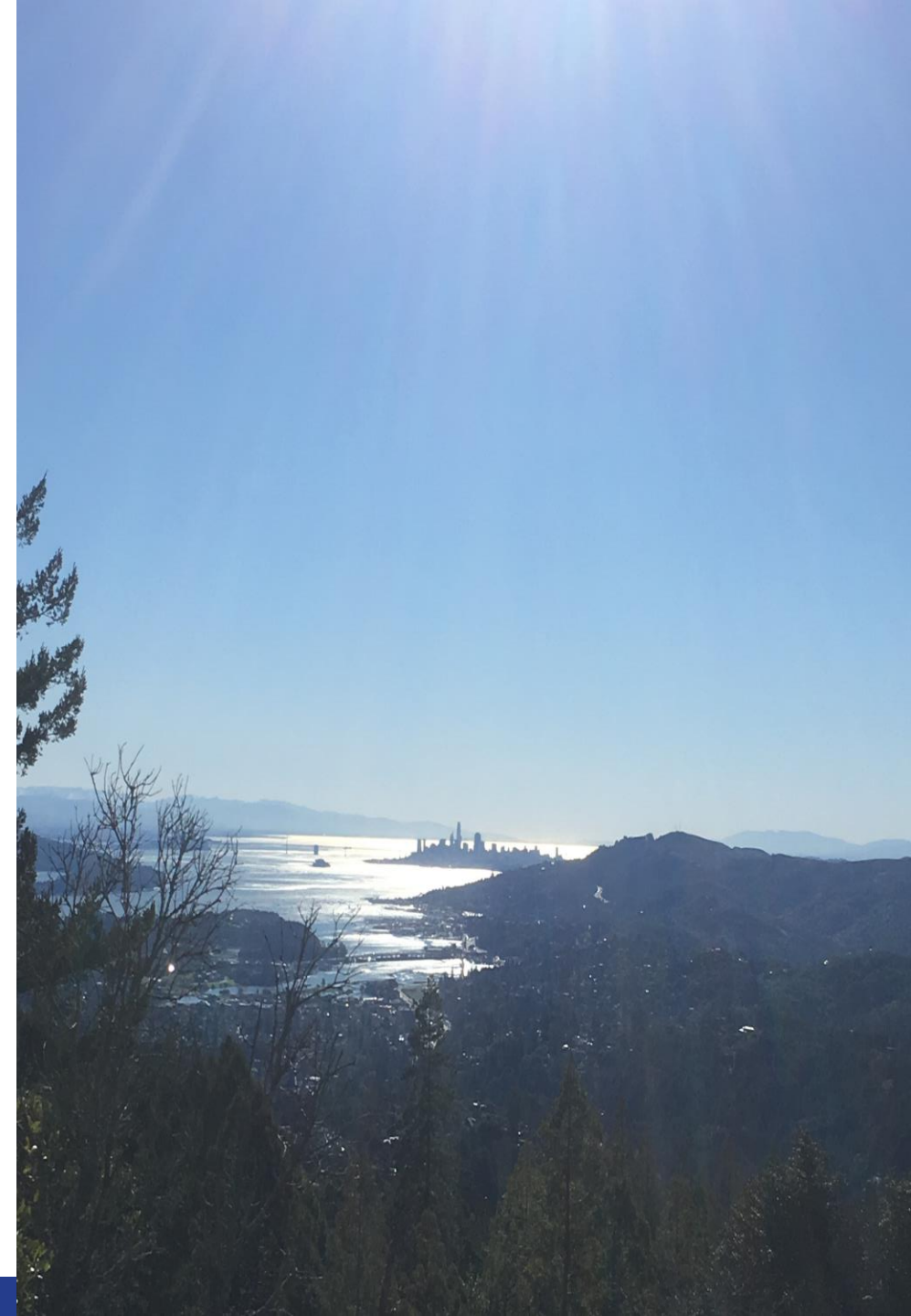
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

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

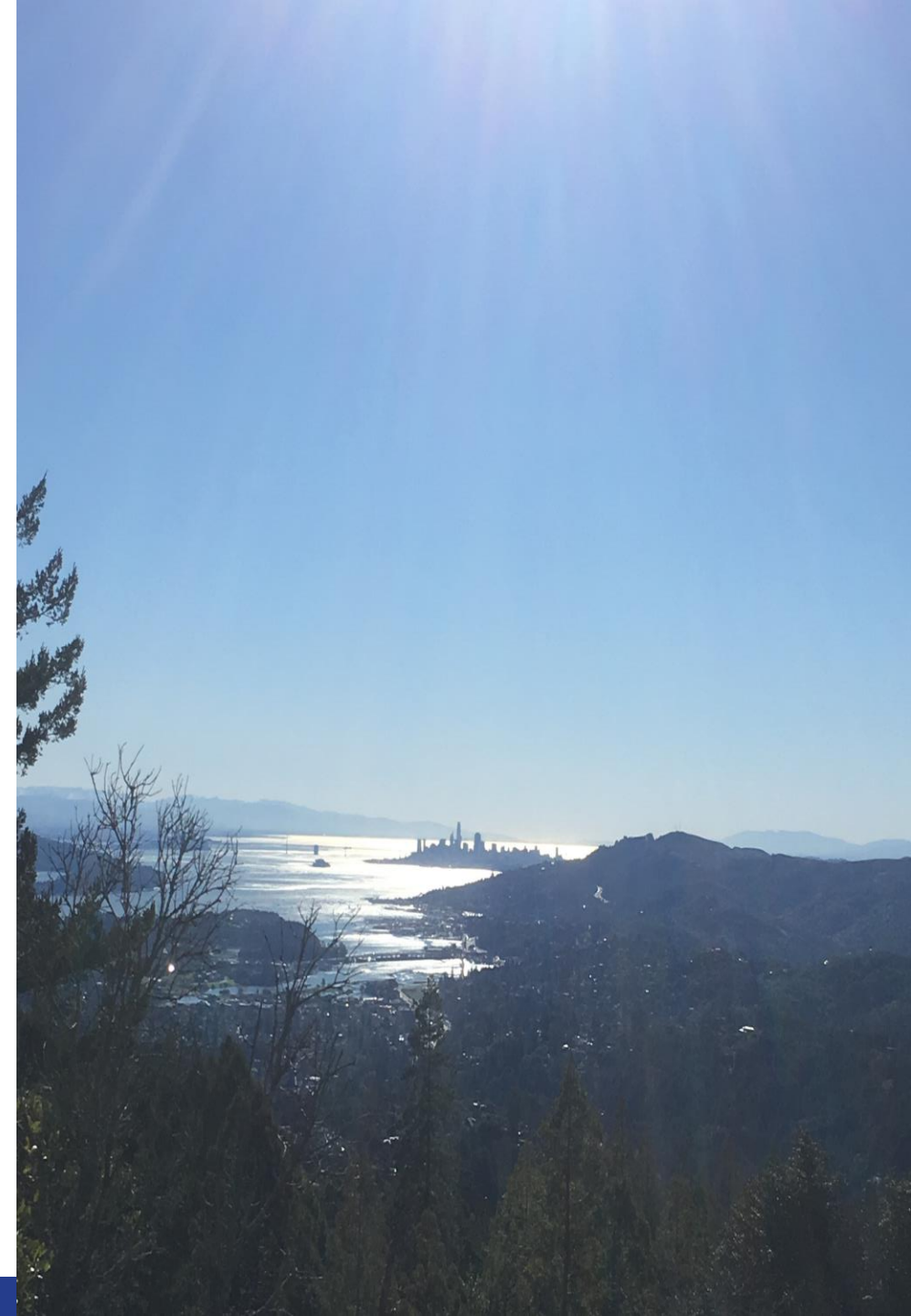
Ongoing Clinical Support:

BHRMQM@MarinCounty.org

- BHRM 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.



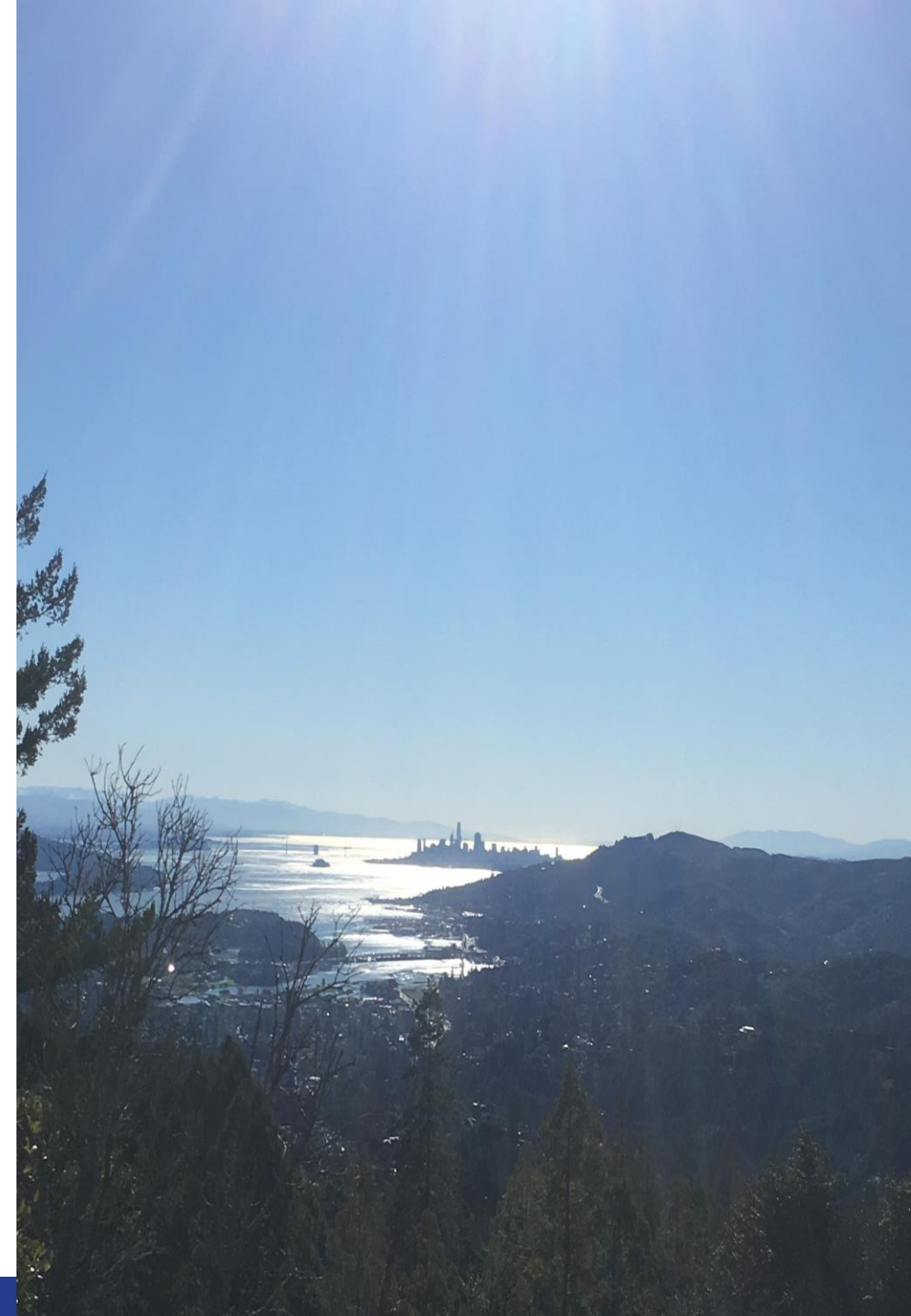
SmartCare - Seeking Help

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 2nd 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.





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