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DMC-ODS Contractor Meeting

February 12, 2025



Agenda

10:00am – 11:00am

- Welcome and Introductions
- Presentation – Partnership HealthPlan of California
- Provider Updates/Announcements – Program Spotlight
- County Updates/Announcements

11:00am – 11:30am

- MAT Prescriber Grant Check-In

Partnership HealthPlan of California

Mild to Moderate Mental Health Services

- Nicole Escobar, Senior Manager, Behavioral Health
- Eric Rushing, Project Manager II, Behavioral Health
- Jaymee James, Manager, Mental Health Administration





Mental Health Services

Partnership HealthPlan of California – Carelon Behavioral Health
Marin County Provider Meeting
February 12, 2025

About Us

Regional Offices



Mission:

To help our members, and the communities we serve, be healthy.

Vision:

To be the most highly regarded managed care plan in California.

Partnership & Carelon

- Partnership has been contracted with Carelon Behavioral Health Services (formally known as Beacon) to deliver non-specialty mental health services since 2014
- There is no wrong door when accessing mental health services. Carelon will screen the member to determine the best service based on their needs. There is not a requirement to assess the member as part of the connection to services
- Case management is available to address barriers to care and complex cases
- A formal referral (RAF) is not required



Accessing NSMHS- No wrong door

Carelon services can be accessed in several ways:

- Direct referral: Carelon Provider Locator

<https://plan.carelonbehavioralhealth.com/find-a-provider/>

- Call Carelon directly at **855-765-9703** for screening and referral

- Submit a provider referral form for case management support:

<https://www.carelonbehavioralhealth.com/content/dam/digital/carelon/cbh-assets/documents/ca/partnership-health-plan-of-california/pcp-referral-form-updated-phpc.pdf>



Contracting with Carelon

Becoming a Carelon provider:

- Enroll in Provider Application and Validation for Enrollment (PAVE)
<https://www.dhcs.ca.gov/provgovpart/Pages/PAVE.aspx>
- Complete Carelon Application
<https://www.carelonbehavioralhealth.com/providers/join-our-network>

Questions?

If you need assistance with Carelon, please reach out to Jaymee James at jjames@partnershiphp.org



County Updates and Announcements



Provider Updates - Program Spotlight

Marin HHS Updates

- [Marin HHS Strategic Plan](#)
- Marin HHS – Highlights from Dr. Warhuus
 - Public Health is Local
 - Public Health is a Right
 - Science-Based Decision-Making
 - Preventive Health
 - Equity and Inclusion
 - Preparedness and Response

Updates and Announcements

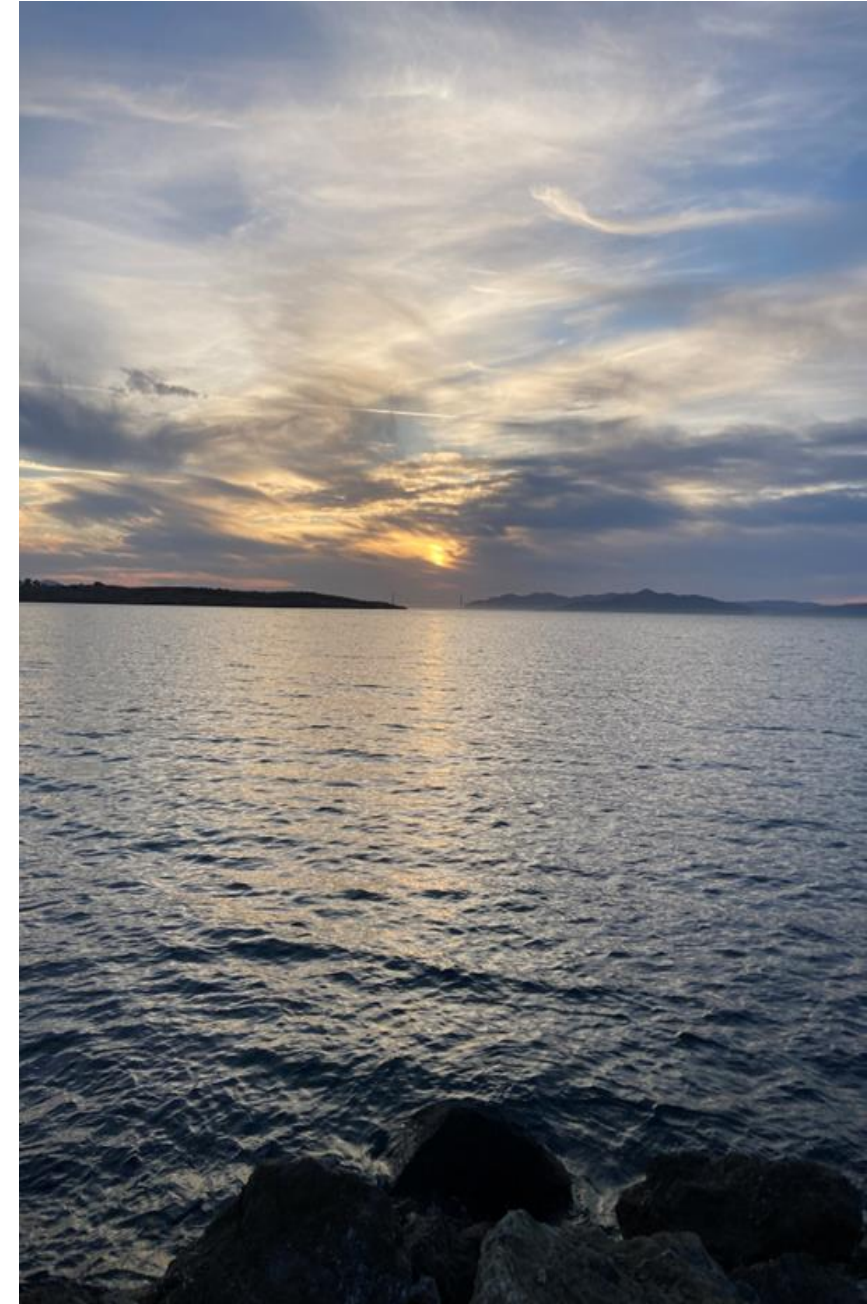
Resource Reminders:

- **Immigration-Related Resources**

- [Marin Immigrant Rights and Justice Workgroup](#)
- [Immigrant Legal Resource Center](#)
- [Red Card](#) (*Available in multiple languages*)
- Marin Rapid Response Network (Report ICE Activity): 415-991-4545
- You Tube Video: [Know Your Rights](#)

- **DHCS Behavioral Health Information Notices (BHINs)**

- [25-003](#): Certification of AOD Programs
- [25-001](#): Updated Reporting of CalOMS Discharge Data



CalOMS Discharge Protocol Update

Highlights of Updates (Not Exhaustive):

- Updates terminology, adds some timeframes, and includes references to telehealth
- When discharge interview is scheduled, but client experiences a life circumstance that prevents completion of discharge interview and/or last treatment service, program may complete standard discharge in certain circumstances.
 - *Note: Must have documentation necessary to accurately complete without having to guess responses*
- Updates Discharge Status definitions
 - Status 1-3: Factors in scenarios of not being able to complete discharge interview due to life circumstance



CalAIM Justice Involved Re-Entry Initiative - Four Major Components of JII

Medi-Cal Screening and Enrollment

[Go-Live: 1/1/23]

- Individuals are screened for Medi-Cal & Pre-release service eligibility

90-day pre-release services

[Go-Live: 10/1/24-9/30/26]

- Assessments are completed to determine appropriate pre-release services
- Physical health and Bx services are provided, re-entry plan created

*Behavioral Health Links

[Go-Live: 10/1/24]

- Referral to a provider for Bx treatment post-release

Enhanced Care Management

[Go-Live: 1/1/24]

- Referral to MCP ECM provider for physical health case management post-release

Counties Currently Live with Pre-Release Services

Inyo

Santa
Clara

Yuba

Going live by February 2025

CDCR- All 33 facilities

Siskiyou

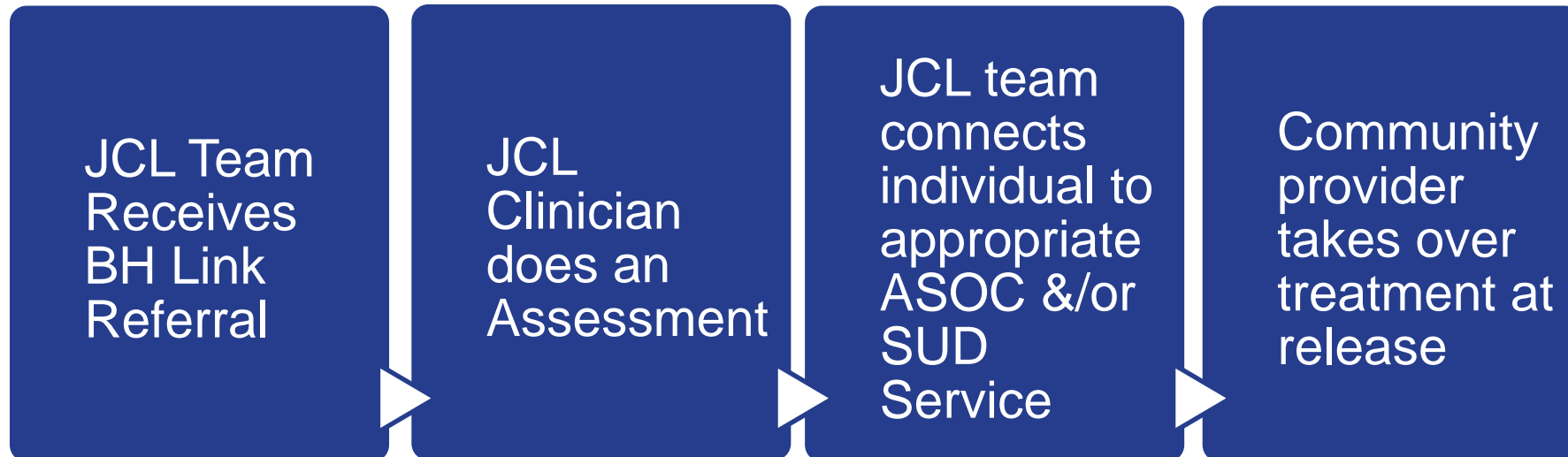
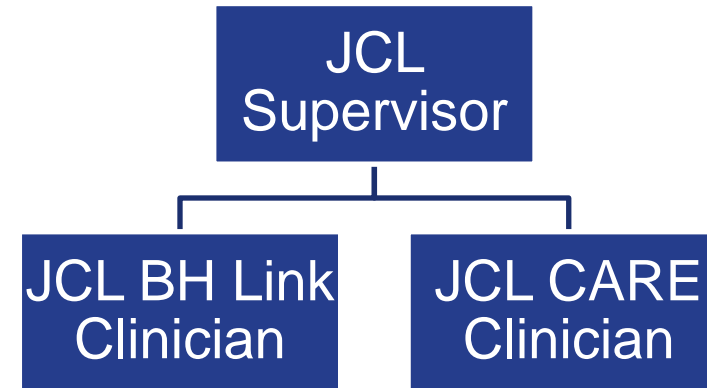
San Mateo

San Joaquin

Sacramento

Marin Team & Current Process

Justice Care Links (JCL) Team





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RESOURCE SLIDES

Please share with applicable staff

County Updates and Announcements

- **Service Entry and Billing Submission**

- Ensure all services in SmartCare have been moved from Scheduled and Show status each month with submission of billing.
- All services should be in Complete, Cancel, No Show or Error **status**.
- Use the Services (My Office) List page and filter the All Service Statuses dropdown by Scheduled and Show to review outstanding services.
- Services with Warnings or Errors will remain in Show status until the errors are resolved.



Services (3551)

All Services	Scheduled	Include Do Not Complete	All Programs	Financial Assignment...	Apply Filter
All Locations	All Procedure Codes	All Clinicians	All Service Entry Staff	All Service Areas	
Service Id	Entered From	Entered To	DOS From 07/01/2023	DOS To 06/30/2024	
<input type="checkbox"/> Include Services created from Claims	<input type="checkbox"/> Only include Services with Add On Codes	<input type="checkbox"/> Only show Non-Billable Services	<input checked="" type="checkbox"/> Show Only Active Clients		

County Updates and Announcements



Payer Plan Entry and Maintenance

- All services must have an active payer plan on the date-of-service.
 - Non Medi-Cal services also require an additional payer plan that is appropriate for the service.
- All payer plans must have an ID number.
 - For Marin County, SB678, AB109, ADC, etc. add the client's account number.
- All payer plans should have a “Start Date” of the first of the month that services were rendered.

County Updates and Announcements

- **Payer Plan Entry and Maintenance (cont.)**
 - Enter payer plans only once in the coverage screen
 - If the payer is already present in the “Client Plans” (top) box, use the “start/end dates” and “Service Area” fields to “Add” the payer to the “Plan Time Spans” (bottom) box.

Coverage (4) i

Client Plans Notes

Client Plans

Plan Name	△	Insured Id	Co-Pay	Start Date	End Date	COB	Service Area	
<u>Marin County</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	Add
<u>Medi-Cal DMC</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	Add
<u>Medi-Cal DMC</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	Add
<u>Medi-Cal MH</u>				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	MH	Add

Resource Reminder: Medi-Cal Eligibility Re-determinations

Who:

- Public Assistance (PA) Contact for SUD Providers: **Peter Funk** (peter.funk@marincounty.gov)

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 the SmartCare system. It is divided into two main areas: 'Client Plans' and 'Plan Time Spans'.

Client Plans: This section 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:

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

Below the table, there are filters for 'Show Current Plans Only' (checked) and 'Maximize Time Spans'. A dropdown menu is set to 'DMC'.

Plan Time Spans: This section shows a list of active plans for the date 07/01/2023. It includes a 'Change COB Order...' button and a 'Set End Date' button for each plan.

Plan Name	Address	Action
Medi-Cal DMC	1500 Capitol Avenue MS 2704 Sacramento, CA 95899-...	Set End Date
SABG		Set End Date
Marin County		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. It features three tabs: **Service Detail** (selected), **Billing Diagnosis**, and **Authorization(s)**. The **Service Detail** tab contains the following fields:

- Documentation Time:** A text input field followed by a **Days** label.
- Evidence Based Practices:** A dropdown menu.
- Transportation Service:** A dropdown menu with the value **No**.
- Override Charge Amount:** A checkbox.
- Override Errors:** A checkbox.
- Interpreter Services Needed:** A checkbox.
- Overridden By:** Two text input fields.

Below these fields is a section titled **Warnings / Errors**, which contains a table with the following columns: **Date**, **Error Type**, **Error Message**, and **Next Step**. The table is currently empty, displaying the message "No data to display".

At the bottom of the form is a section titled **Custom Fields**, which includes the **Interpreter Service** section. This section contains the following fields:

- Interpreter has been scheduled:** Radio buttons for **Yes** and **No**.
- Language:** A dropdown menu.
- Interpreter Agency Scheduled:** 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)

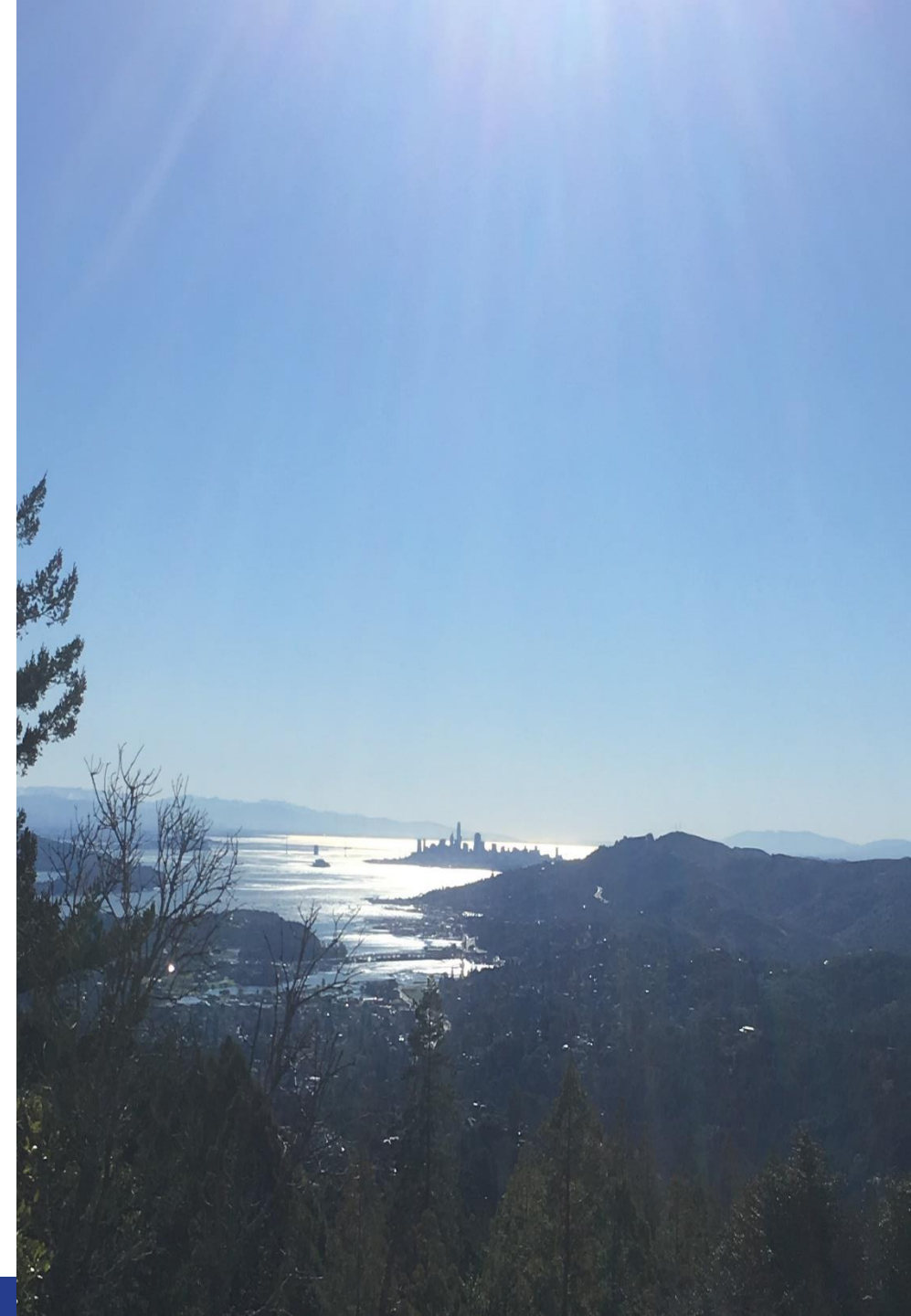
SmartCare - Seeking Help

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:

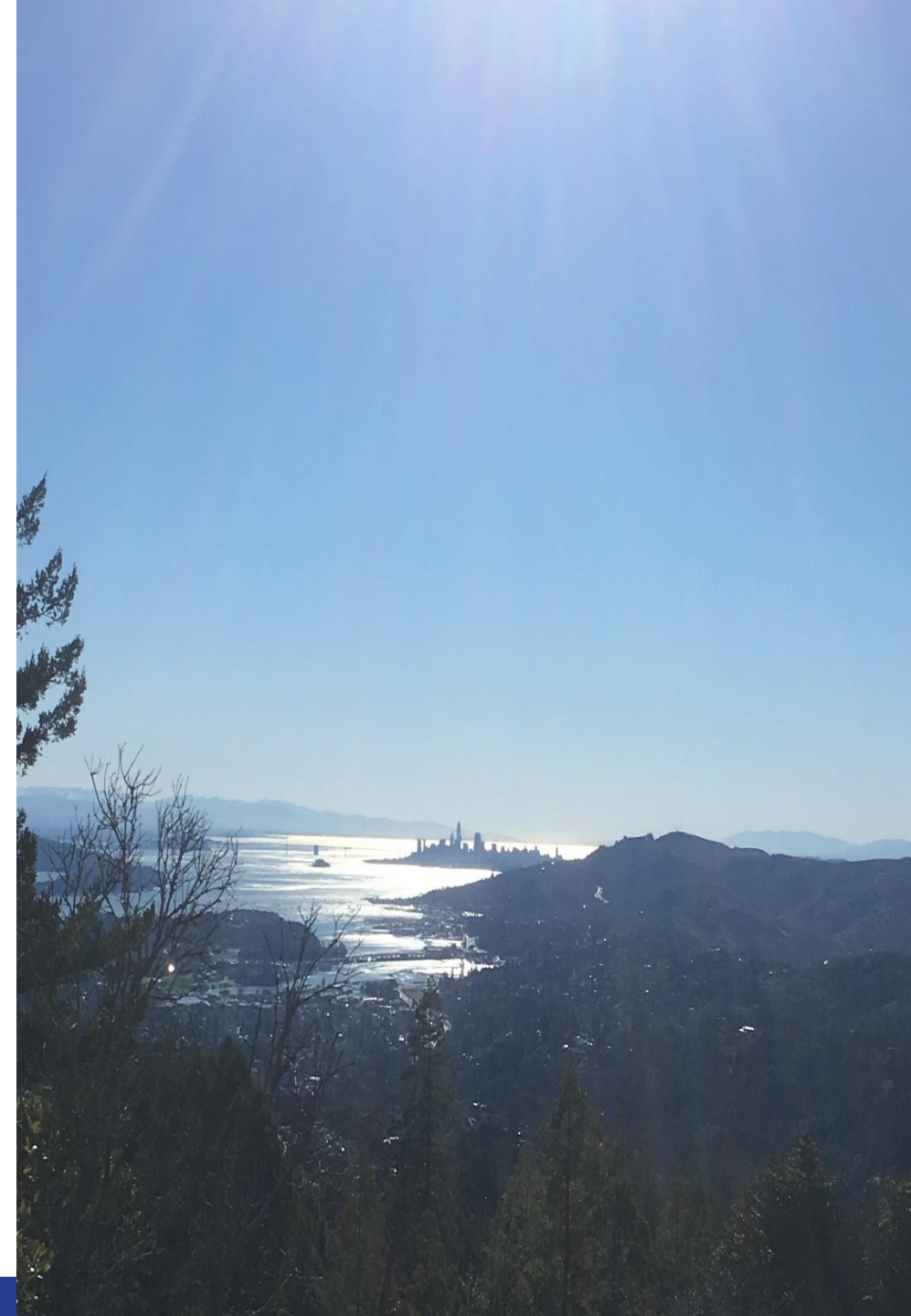
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

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

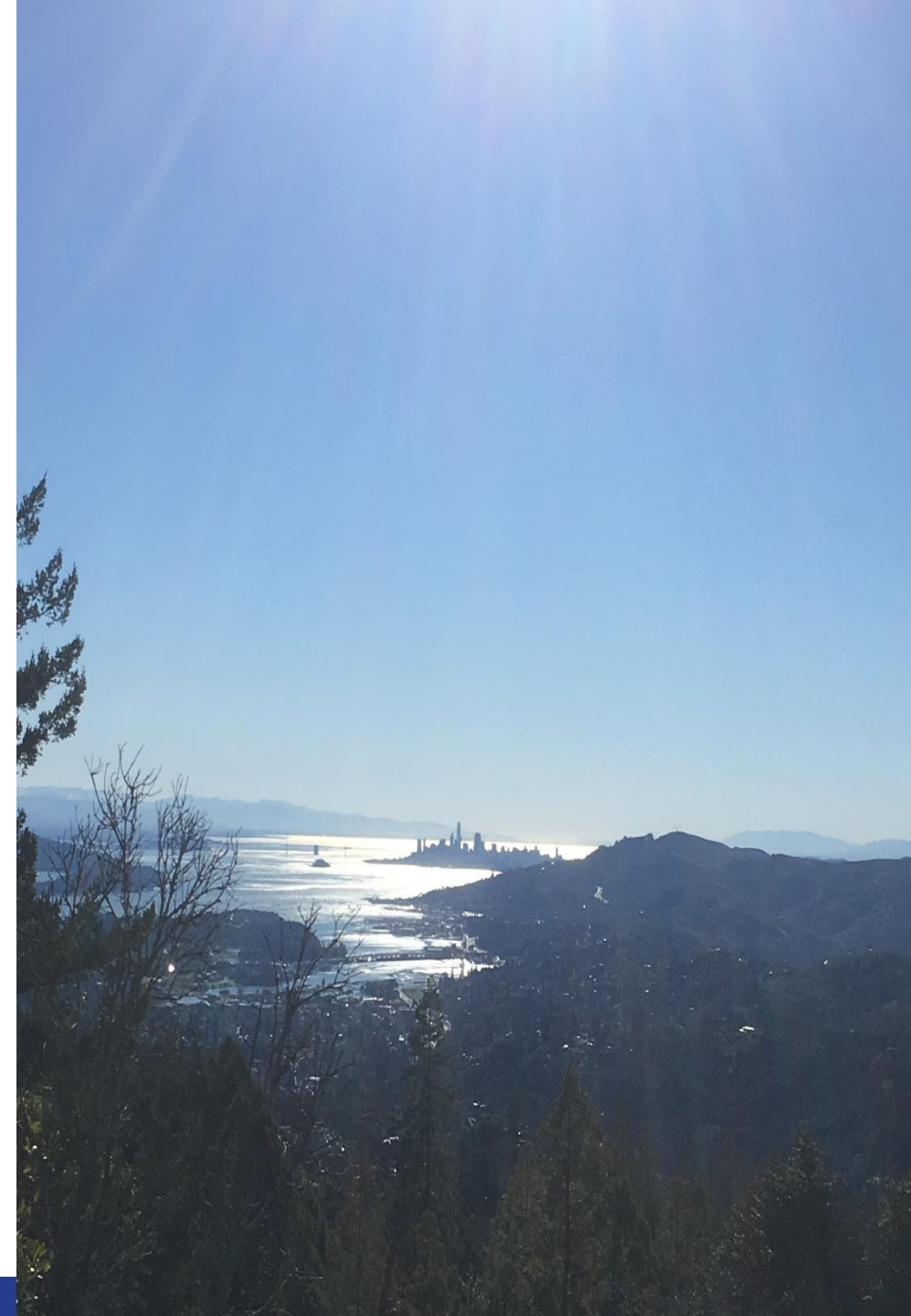
Ongoing Clinical Support:

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.



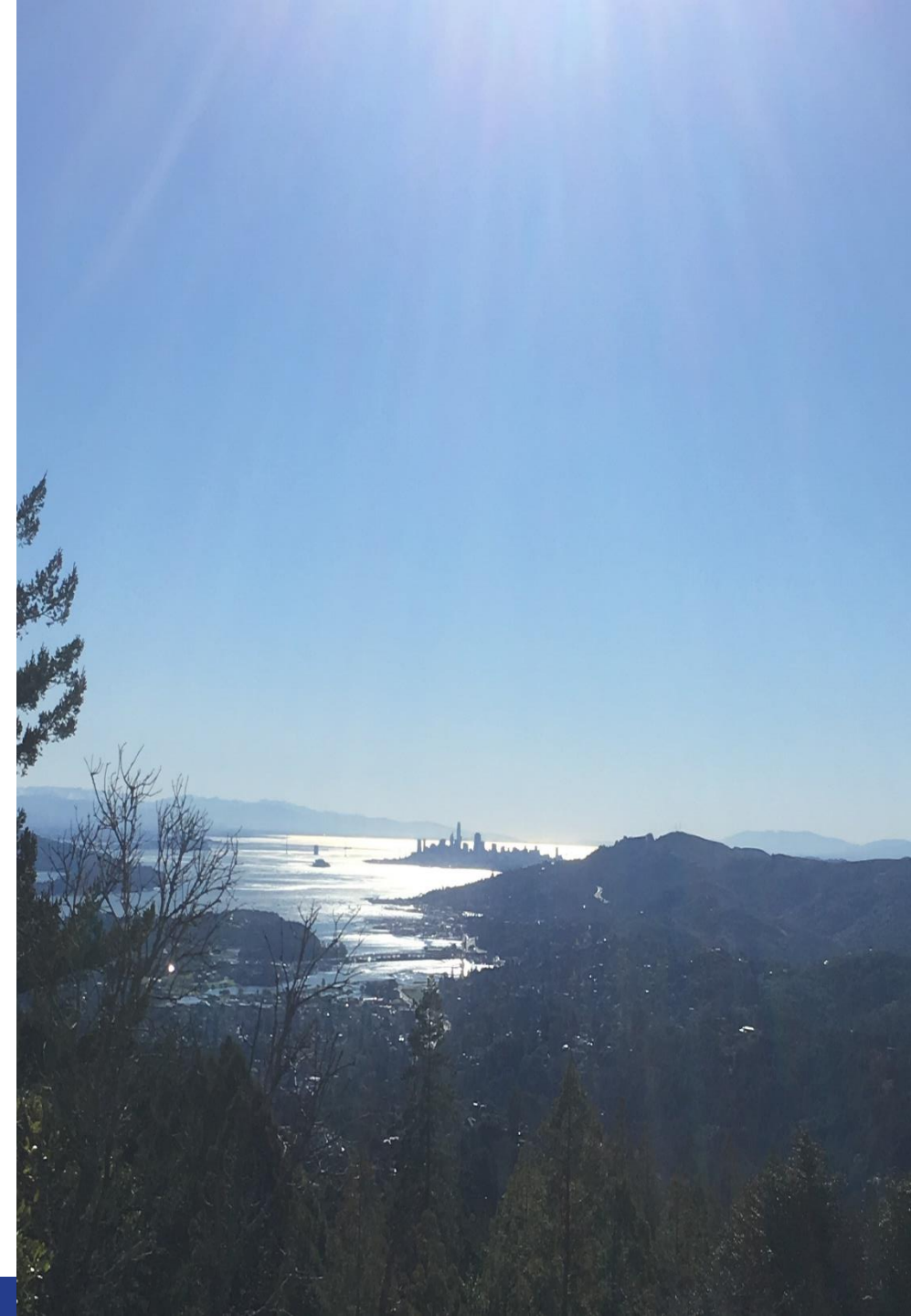
SmartCare - Seeking Help

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.*

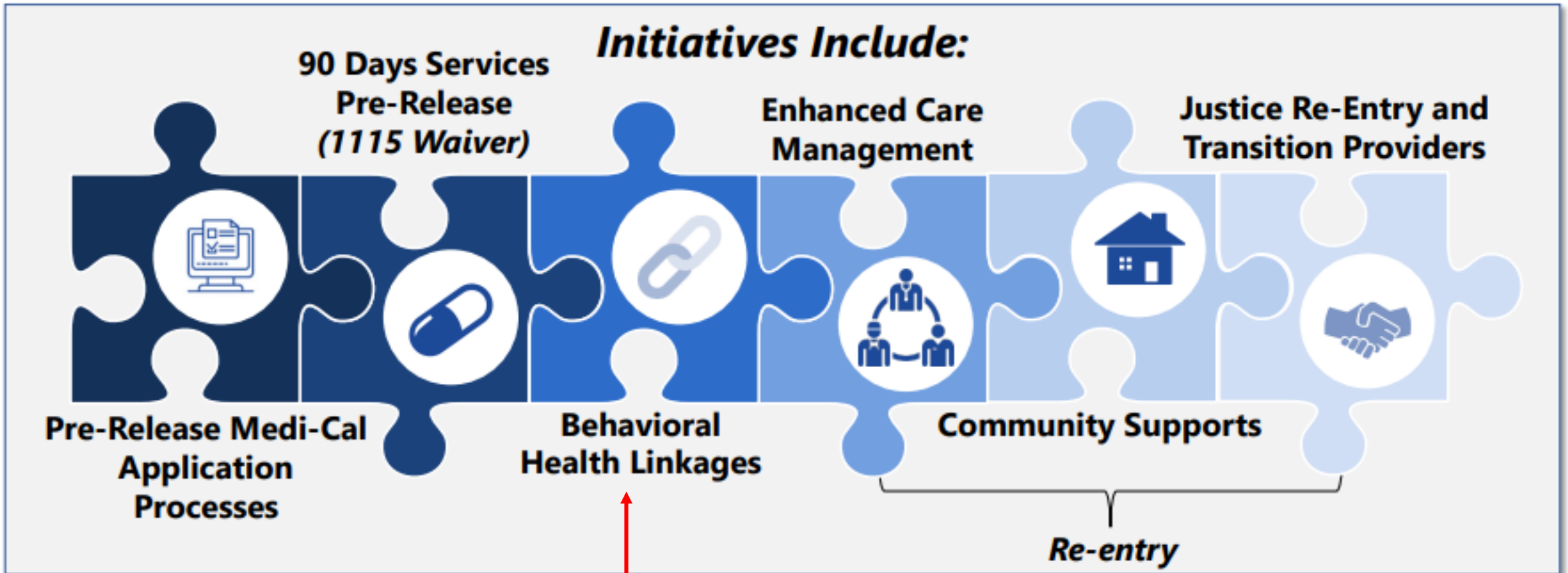
SUD Office Hours:

- We have resumed [SUD Office Hours](#) on the 2nd Wednesday of the month from 1:00-2:00 pm
- Please be prepared to share examples including screenshots, background information and specific clients, services or other details to assist in resolution during Office Hours.



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](#)



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