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DMC-ODS Contractor Meeting

March 12, 2025



Agenda

- Welcome and Introductions
- Presentation – Amber Davis, MPH – Public Health Preparedness
- Provider Program Spotlights
 - Center Point, Inc.
 - Ritter Center
- Provider Updates/Announcements
- County Updates/Announcements

Public Health Preparedness

Amber Davis, MPH, Marin HHS Program Manager
Public Health Preparedness



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Marin County Healthcare Preparedness Program Overview



Wednesday, March 12, 2025

Hospital Preparedness Program (HPP) Overview

- Federally funded program supporting regional healthcare system preparedness
- Promotes a sustained national focus to improve patient outcomes
- Minimizes the need for supplemental state and federal resources during emergencies
 - Enables rapid recovery



[ASPR's Hospital Preparedness Program \(HPP\) webpage](#)

HPP Funding Overview

Approximate Yearly Allocation: \$176,000

- \$212,000 to 12 partner agencies to support surge planning
- Rainbow Guide formatting, printing, and mailing
- ReddiNet subscription fees
- ReddiNet computer terminals for Hospitals, SNFs & FQHCs
- Facility evacuation trainings and Tabletop exercises
- One-on-one consultant time for facility EOP review
- Supports HPP Sr. Program Coordinator, Program Manager and Administrative Services Technician



Marin Healthcare Coalition (HCC) Big Picture Overview

- Coalition membership managed by Marin County Health & Human Services, Public Health Preparedness Program
- Provides a safe space for sharing and learning of best practices
- Relationship building
- Improves level of emergency preparedness and community resiliency in Marin
- Provides facilities access to subject matter experts, trainings, collaborative partnerships and community-based exercises

[Healthcare Preparedness Program Coalition webpage](#)

Healthcare Coalition Members

Hospitals:

- Kaiser Permanente, San Rafael
- Kentfield Rehabilitation Hospital
- MarinHealth Medical Center
- Sutter's Novato Community Hospital

Clinics:

- Marin City Health and Wellness Clinic
- Marin Community Clinics
- MarinHealth Medical Network
- Petaluma Health Center Clinic
- Ritter Center
- Satellite Healthcare
- Sutter Pacific Medical Foundation

Long Term Care:

- Canyon Manor
- Marin Post Acute
- NeuroRestorative
- Northgate PostAcute Care
- Novato Healthcare Center
- Pine Ridge Care Center
- Professional Post Acute Center
- The Redwoods
- San Rafael Health & Wellness Center
- Smith Ranch Skilled Nursing & Rehabilitation Center
- South Marin Health & Wellness Center
- The Tamalpais Marin
- Tiburon Hills Care Center
- Villa Marin

County Partners:

- Office of Emergency Management
- Health & Human Services

Surgery Centers:

- Bon Air Surgery Center
- Greenbrae Surgery Center
- Marin Ophthalmic Surgery Center
- Marin Specialty Surgery Center

Other Partners:

- Brightstar Care
- By the Bay Health
- Cedars of Marin
- DaVita San Rafael Dialysis Center
- Golden Gate Pharmacy
- Golden Gate Regional Center
- Lifehouse
- Marin Center for Independent Living
- Vivalon

Marin Healthcare Coalition (HCC)

What do we do?

- Host a monthly PH update with the Marin County PH Officer
- Hold quarterly HCC Meetings
- Collect data from HCC members to create a yearly Coalition Hazard Vulnerability Assessment (HVA)
- Provide ongoing trainings
- Host a yearly coalition-wide Medical Response Surge Exercise (MRSE)
- Support HCC member agencies with their planning
- Maintain Marin CAHAN system and run semi-annual drills

Marin Healthcare Coalition (HCC)

What do we expect?

1. Participate in at least three HCC activities each year
2. Maintain an emergency response plan for your agency
3. Participate in regular communications drills (CAHAN, ReddiNet, etc.)
4. Participate in community-wide drills and exercises to practice emergency response procedures
5. Help us keep CAHAN information updated for your agency
6. Participate in the annual HCC Hazard Vulnerability Assessment survey
7. Provide updated staff e-mail and phone contact information



Questions?
HPPCoordinator@MarinCounty.gov

Provider Spotlight – Center Point



Provider Updates - Program Spotlight #1

- Center Point

CENTER POINT, INC.

Changing Lives... Connecting Communities



www.cpinc.org

Maurice Lee, MBA
CEO

ABOUT

CENTER POINT, INC.

Center Point, Inc. offers evidence-based services to homeless individuals, substance users, women with children, families, those who are unemployed, and those involved with the criminal justice system. Our comprehensive programs include assessment, outpatient and residential treatment, job training, vocational programs, job placement assistance, and transitional and permanent housing.





VISION

Center Point, Inc. believes that individuals, families and communities can flourish when the cycles of poverty, illiteracy, abuse, neglect, unemployment, homelessness and crime are interrupted by specialized and effective rehabilitation services

MISSION

Center Point, Inc.'s mission is to provide comprehensive social, educational, vocational, medical, psychological, housing and rehabilitation services to combat social problems such as substance abuse, poverty, unemployment and homelessness.

AGENCY GOALS

- To provide a range of cognitive, behavioral and psychosocial skills training aimed at enhancing personal, moral and social responsibility;
- To develop educational, vocational and interpersonal skills to promote personal and social productivity;
- To create value-based opportunities which maximize successful pro-social community integration;
- To improve the quality of life.

CENTER POINT, INC. PROGRAMS

OUTPATIENT PROGRAMS	RESIDENTIAL SERVICES	CRIMINAL JUSTICE SERVICES	OTHER SERVICES
<ul style="list-style-type: none">• Outpatient Services• Intensive Outpatient Services• Contingency Management• Recovery Services	<ul style="list-style-type: none">• Women and Children's Program• Men's Program	<ul style="list-style-type: none">• Integrated SUD Treatment Program• Day Reporting Center	<ul style="list-style-type: none">• Certified Community Behavioral Health Clinic• Homeless Outreach• Alameda Call Center• MAT Services• Day Services Center

OUTPATIENT AND INTENSIVE OUTPATIENT SERVICES - OS/IOS

Center Point, Inc. offers structured Outpatient (OS) and Intensive Outpatient Services (IOS) to help clients overcome addiction, achieve education and vocational goals, support family reunification, and maintain long-term recovery, health, and independence.

KEY FEATURES OF BOTH PROGRAMS

FLEXIBLE SCHEDULE with case-by-case treatment planning based on multidimensional assessments

COMPREHENSIVE SERVICES:

- Assessment/Evaluation
- Care Coordination & MAT Referrals
- Individual & Group Counseling
- SUD Crisis Intervention & Discharge Planning
- Family Therapy & Reunification Support
- Recovery, Aftercare, and Educational Services
- Alcohol/Drug Screening (random and routine).

OUTPATIENT SERVICES

- **Focus:** Motivational enhancement, relapse prevention, and behavioral modification
- **Frequency:** Up to 9 hours per week with 2-hour weekly meetings

INTENSIVE OUTPATIENT SERVICES

- **Focus:** Close monitoring for individuals needing structured support multiple times a week
- **Frequency:** 9+ hours per week, with 3-hour sessions, three times a week



RECOVERY SERVICES

Recovery Services are available during or after SUD treatment, focusing on empowering clients to manage their health and recovery. These services are integrated with other care levels, allowing ongoing support without requiring a period of abstinence.

KEY SERVICE COMPONENTS

- **Counseling:** Individual and group sessions
- **Recovery Monitoring:** Includes coaching and monitoring
- **Relapse Prevention:** Alumni groups and recovery-focused activities
- **Education & Job Skills:** Linkages to employment, job training, and life skills
- **Family Support:** Childcare, parent education, and family services
- **Support Groups:** Access to self-help, spiritual, and faith-based support
- **Ancillary Services:** Housing assistance, transportation, and case management

Services are based on **self-assessment** or **provider assessment** of relapse risk.



RESIDENTIAL WOMEN AND CHILDREN'S PROGRAM - RWC

RWC Program is for women in need of an intensive, structured treatment environment. Priority admission is given to pregnant women. The program provides 3 to 6 months of treatment, with ongoing assessments to address clinical, mental health, legal, family, and medical needs.

KEY FEATURES

- **Individualized Treatment Plans** based on intake interviews and assessments
- **Voluntary Placement** and mutual treatment planning with clinical teams

FACILITY HIGHLIGHTS

- **40-bed facility** in San Rafael, CA
- **Integrated treatment** for women with children
- Emphasis on **vocational preparation, relapse prevention, and continuing care planning**

FOCUS ON POSITIVE RE-ENTRY

- **Pro-social Development & Community Reintegration**
- **Rehabilitative Services:**
 - Cognitive & Life Skills Training
 - Parenting Education & GED Preparation
 - Pre-employment & Job Readiness Training
 - Health, Nutrition, & Substance Abuse Education
 - Money Management & Benefits Counseling
 - Housing Services & Community Support



MEN'S RESIDENTIAL PROGRAM (MANOR)

The Men's Program at CPI provides 24-hour, nonmedical, residential alcohol and drug treatment services. Established in 1971, it offers intensive support for men (ages 18+) in a structured environment aimed at developing recovery skills to avoid relapse and promote self-sufficiency.

PROGRAM FOCUS

- **Stabilization and Reintegration** into the community
- Developing **coping skills** for sustained recovery, employment, and pro-social norms

PHASED TREATMENT SERVICES

1. **Initial Assessment & Stabilization**
2. **Intensive Treatment & Care Coordination**
3. **Re-entry Services:** Job placement, housing, discharge planning
4. **Continuing Care:** Aftercare & recovery support

COMPREHENSIVE SERVICES INCLUDE

- Assessment/Evaluation & Care Coordination
- Medication Services & MAT Referrals
- Individual & Group Counseling
- Educational & Vocational Training
- SUD Crisis Intervention & Discharge Planning
- Family Therapy & Reunification
- Random & Routine Drug Screening

The program uses **Cognitive Behavioral Therapy (CBT)** to address SUD challenges and foster personal growth, dignity, and self-esteem.



CRIMINAL JUSTICE SERVICES

Since 1971, CPI has provided rehabilitative and community reintegration services, utilizing therapeutic community treatment and cognitive-behavioral interventions for correctional populations in California.

KEY SERVICES:

- **In-Prison Treatment:** Evidence-based practices to modify thinking and behavior
- **Post-Release Case Management:** Ensuring smooth placement and follow-up to community-based programs

PROGRAM GOALS

- **Reduce** substance abuse, relapse, and recidivism
- **Promote** positive social behavior
- **Support** successful reintegration into the community



INTEGRATED SUBSTANCE USE DISORDER TREATMENT (ISUDT) PROGRAM

A comprehensive approach to treating Substance Use Disorder (SUD) in California prisons, focusing on evidence-based interventions and care coordination.

PROGRAM GOALS

- **Reduce** SUD-related morbidity and mortality
- **Enhance** rehabilitative environment, improving safety for inmates and staff
- **Reduce** recidivism
- **Promote** successful reintegration into the community
- **Improve** public safety and strengthen families and communities

ELIGIBILITY FOR ISUDT PROGRAM

- EPRD or Board of Parole Hearing (BPH) within 15-24 months
- Currently undergoing **MAT**
- High-Risk SUD factors, including:
 - History of overdose
 - SUD-related hospitalization
 - Opioid use for chronic pain
 - Pregnant with SUD

OAKLAND DAY REPORTING CENTER (DRC)

Operated by Center Point under CDCR, the DRC provides evidence-based services for parolees at 3333 Telegraph Ave, Oakland.

SERVICES INCLUDE

- Assessments & Service Planning
- Job Preparation & Placement
- Relapse Prevention
- Life Skills Training
- Supportive Referrals (Housing, etc.)
- Gender-Responsive Programs for Men & Women



PROGRAM PHASES

Phase I (up to 30 days): Orientation & Assessment (7 days/week, 4 hours/day)

Phase II (up to 120 days): Program Delivery (5 days/week, 4 hours/day)

Phase III (up to 60 days): Community Re-entry & Aftercare Planning

Aftercare: Weekly groups focused on relapse prevention, job retention, and peer support (up to 60 days).

CERTIFIED COMMUNITY BEHAVIORAL HEALTH CLINIC

Established in October 2022 with SAMHSA funding, CCBHC serves as the central hub for screening and assessment within CPI's substance use disorder (SUD) and mental health (MH) programs in Marin County.

SERVICES OFFERED

- Comprehensive Outreach & Care Coordination
- Screening & Assessment
- Individualized Treatment Plans
- Recovery Support

OBJECTIVES

- Enhance access to quality behavioral health services
- Support recovery for diverse populations
- Address health disparities and social determinants of health

KEY FEATURES

- Psychiatric consultations and medication management
- Evidence-based practices:
 - Targeted Case Management
 - Crisis Intervention
 - Integrated Treatment for Dual Diagnosis
 - Motivational Interviewing
 - Cognitive Behavioral Therapy (CBT)
 - Dialectical Behavioral Therapy (DBT)

MAT SERVICES AT CENTER POINT, INC. (CPI)

Medication-assisted treatment (MAT) combines FDA-approved medications with counseling to effectively treat substance use disorder (SUD), particularly opioid use disorders.

CPI MAT SERVICES INCLUDE

- Transportation to MAT providers
- Evidence-based assessments to determine MAT needs
- Staff training on MAT benefits and risks

REFERRAL PROCESS

1. Client assessment or request for services
2. Identification of potential candidates from client lists
3. Comprehensive MAT assessments and referrals
4. Ongoing support for compliance with prescribed MAT



ALAMEDA COUNTY SUBSTANCE USE ACCESS AND REFERRAL HELPLINE

Operated by Center Point, Inc. under contract with Alameda County Behavioral Health Care Services use disorders.

SERVICES PROVIDED

- Substance use disorder screenings
- Assessments
- Referrals to treatment
- Coordinated care management

ELIGIBILITY

- Adults (18 and older)
- Alameda County residents
- Seeking residential treatment or recovery residence with outpatient treatment
- Medi-Cal eligible

WHAT TO EXPECT WHEN YOU CALL:

- Participate in a 15-minute phone screening with clinical staff.
- Discuss your concerns and receive an assessment for appropriate treatment.
- In-person screening can be requested.
- Ongoing care navigation for those admitted into residential treatment

HOURS OF OPERATION

- Monday – Friday, 08:00 AM – 06:00 PM
- **Toll-Free Number:** 1-844-682-7215

HOMELESS OUTREACH PROGRAM

Center Point, Inc. is dedicated to supporting homeless individuals in our community through compassionate outreach and essential services.

OUR APPROACH

- **Initial Engagement:** Outreach counselors assess needs and provide immediate support.
- **Ongoing Case Management:** Continuous support tailored to individual needs.
- **Service Linkages:** Access to mental health care, medical care, and educational support.
- **Public Benefits Assistance:** Help with applications for benefits.

SUBSTANCE USE DISORDER TREATMENT:

- **Screenings & Assessments:** Identify substance use issues and unique challenges.
- **Tailored Referrals:** Connect to inpatient, outpatient, and MAT (medication-assisted treatment) programs.
- **Coordinated Care Management:** Ensure holistic support access.

VOCATIONAL, HOUSING, AND SUPPORTIVE SERVICES

Center Point, Inc. offers essential vocational, housing, and supportive services as part of its continuum of care.

SUPPORTIVE SERVICES INCLUDE

- Low-income housing
- Vocational and life skills training
- Employment and income enhancement services
- Relapse prevention and recovery management

SUPPORTIVE SERVICES INCLUDE

- Scattered Sites Low-Income Housing, Marin County, CA
- Mary Street Housing for Women with Dependent Children, San Rafael, CA
- Hamilton Meadows Low-Income Housing

VOCATIONAL SERVICES

- Skill development for job attainment and retention
- Pre-employment skill building (personal and social)
- Vocational preparation and assessment
- Resume and interview preparation
- Job development and placement assistance
- Coordination with case management services
- Post-employment follow-up and retention support



Updates and Announcements

- **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)**

- **Feedback: Credentialing and Re-Credentialing**

- **Behavioral Health Services Act – Please Provide Feedback:**
[Survey Link Here](#)



Provider Spotlight – Ritter Center



Provider Updates - Program Spotlight #2

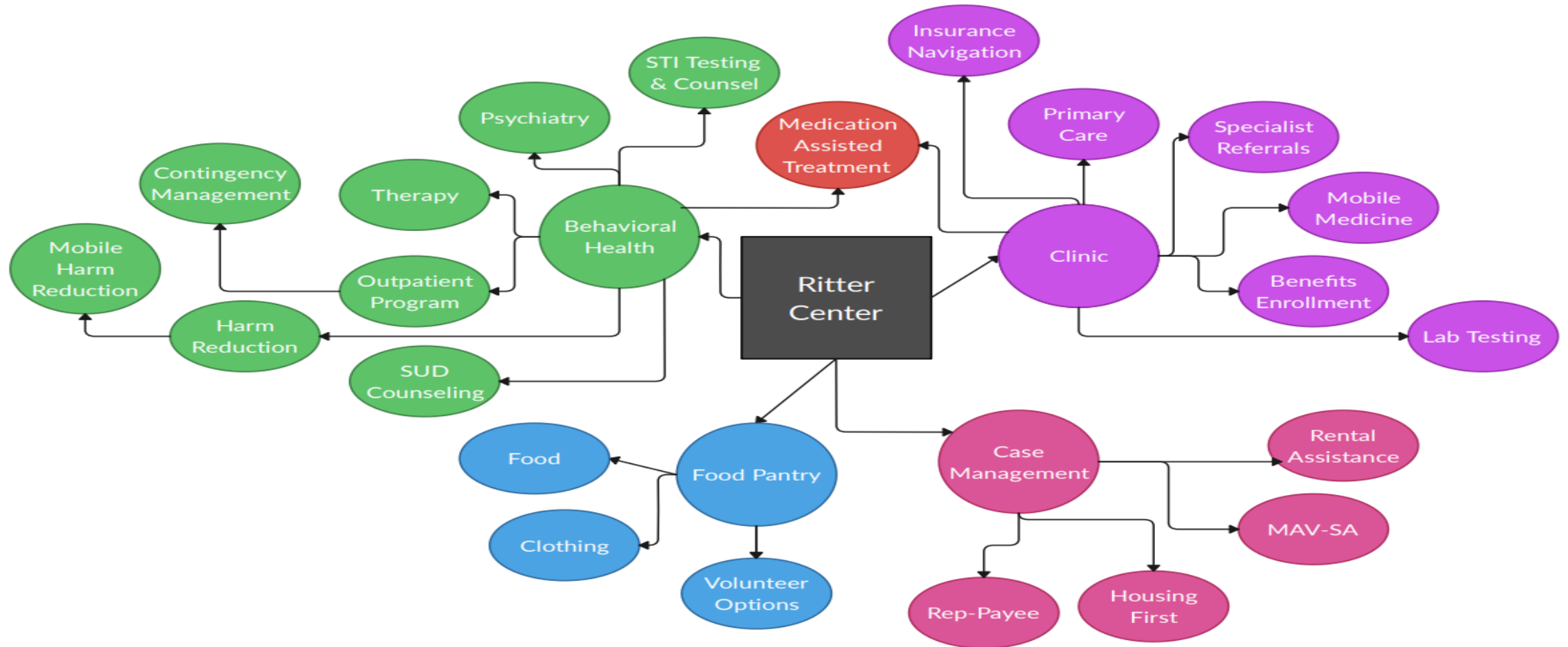
- Ritter Center



Organization Overview



Organizational Map



Safety Net Outpatient

Group Schedule

Mondays: Relapse Prevention Group (In Person) 1 pm-3:15 pm

Tuesdays: Acceptance and Commitment Therapy (In Person)

6pm-8:15pm

Wednesdays: Mindfulness (In Person) 10 am-12:15 pm

Thursdays: Cognitive Behavioral Therapy (Telehealth*) 6 pm-

8:15 pm

Fridays: Seeking Safety Group (In Person) 1 pm-3:15 pm

Intensive Outpatient: To meet DHCS and level of care standards you will need to attend (4) groups per week and individual session weekly.

DO YOU OR SOMEONE YOU KNOW USE COCAINE, METHAMPHETAMINE, OR OTHER STIMULANTS?

**Please call
415-457-8182 x124
to schedule a
confidential
assessment to
enroll in the
program.**

WHY USE THIS PROGRAM?

Giving someone money or a gift card can trigger the same feeling of reward in their brain as cocaine or meth. This can help them replace their stimulant use with the rewards.

Research shows many benefits to treating stimulant use with programs like this, including:

- ☑ Reduced stimulant use
- ☑ Reduced stimulant cravings
- ☑ Increased number of days in treatment

An effective new treatment can help you or someone you know stop using and recover from stimulant use disorder.

It's called the
Recovery Incentives Program.

- ☑ If you are enrolled in Medi-Cal, you may get up to \$599 in gift cards for not using meth, cocaine, and other stimulants.
- ☑ The program measures changes in stimulant use with negative drug tests.

Contingency Management/ Recovery Incentives Program



Harm Reduction and Rapid Testing



Navigating the Process of Opioid Treatment

Compassionate care coordination for opioid use disorder bridges the gaps in support and services.

Our Care Coordinators Can Help You

A Substance Use Care Coordinator acts as a main point of contact, linking individuals to internal, external, and community-based resources. They identify areas of need, recognize service barriers, and help navigate the following:

- Opioid use disorder screening/assessment
- Insurance navigation
- Connection to harm reduction services
- Connection to treatment, including detox, residential, outpatient, and medication-assisted treatment (MAT)
- Connection to community supports

Need help or know someone who does?
Contact us today to connect with a **Care Coordinator** and start receiving the support you need.



Ritter Center provides Care Coordination support for adults 18+.

Contact our Substance Use Care Coordinator **Brianna Doyle, BA, RADT** at 415-847-3102 or bdoyle@rittercenter.org.



Marin Community Clinics provides Care Coordination support for Youth 12-17 and adults. Services provided in Spanish and English.

Contact **Samantha Paniagua Diaz** at (415) 521-1541.

BEHAVIOR HEALTH VAN SCHEDULE

Monday:

- Mornings: Kit making at Kerner
- Afternoons: Mahone Path/Anderson Dr (1:00 PM - 3:00 PM)

Tuesday:

- New Beginnings (1:00 PM - 4:00 PM) - Testing & Behavioral Health (BH) sign ups
- Ritter Center (6:00 PM - 8:00 PM) - Harm Reduction & Testing

Wednesday:

- **1st & 4th Wednesdays:** West Marin Sanctioned Encampment (10:00 AM - 1:00 PM) - Testing and BH sign ups
- **2nd Wednesday:** Jonathan's Place (10:00 AM - 1:00 PM)
- **3rd Wednesday:** S. Eliseo (10:00AM - 1:00 PM)

Thursday:

- Outreach

Friday:

- Hamilton Field (11:00 AM - 1:00 PM)
- Binford Rd (1:00 PM - 3:00 PM)

Harm Reduction Services Offered:

- HIV, HEP C, STI rapid testing
- Syringe exchange
- Naloxone Distribution (Narcan)
- Safe smoking and injection kits
- Hygiene and first aid supplies
- Registration for behavioral health services

Contact:

Brianna Doyle, Harm Reduction Manager
415-847-3102, bdoyle@rittercenter.org



Psychotherapy and Psychiatry



Psychotherapy



-We currently have 4
LCSW/ASW therapists.



-On our team, we have
trauma-certified and
DBT-certified therapists.



Psychiatry



-We have two Psychiatric
Mental Health Nurse
Practitioners providing
medication management.



-One PMHNP is EMDR
certified.

Medication Assisted Treatment


We have a no-wrong-door policy with MAT and have care coordinators who review screenings and identify those with SUD-positive screens to work to engage them despite what department they may enter.

Now Available

Our trained medical and behavioral health staff are now offering Medication-Assisted Treatment for opioid and alcohol use which includes the following:

- Suboxone
- Naltrexone
- Vivitrol

We have a staged program which includes behavioral health therapy for the best possible outcomes.

 **Call (415) 457-8182 ext.111 to schedule a confidential assessment!**



Clinic Hours: Monday through Friday | 8:00am – 4:30pm | Closed for lunch between 12:00pm – 1:00pm.

Walk-ins are always welcomed. Scheduling appointments is encouraged.

Our doctor and nurse practitioners provide primary medical care services for our clients, often treating chronic diseases like hypertension, diabetes and asthma. Whenever our clients need help from a specialist, we provide referrals to medical professionals in the community and then oversee their ongoing treatment via a nurse case manager. A nurse case manager develops, implements, and reviews healthcare plans for patients that are geriatric, recovering from serious injuries, or dealing with chronic illnesses.

Services provided

- Physical medical exams
- Women's health services
- COVID-19 testing & vaccines
- Cancer screenings and preventive medicine for cervical cancer and colon cancer
- Counseling and referrals for breast cancer screening
- Blood tests
- TB screening, vaccines for Influenza and Pneumonia,
- Prescriptions and medications
- Hep A, Hep B vaccines and Hepatitis C testing & treatment
- Hypertension testing & treatment
- Chronic disease & medication management
- Specialty referrals including x-ray and mammogram

Medical Clinic



Street Medicine

- The Street Medicine team consists of a Family Nurse Practitioner, a Medical Assistant, and a therapist.
- We also have a contracted relationship with Community Action Marin for case management services.

Food Pantry

Hours of Operation

Monday: 8:30 AM to 12:00 PM / 1:00 PM to 3:00 PM

Tuesday: 8:30 AM to 12:00 PM / 1:00 PM to 3:00 PM

Wednesday: 9:30 AM to 12:00 PM / 1:00 PM to 3:00 PM

Thursday: CLOSED

Friday: 8:30 AM to 12:00 PM

CLOSED on Saturday and Sunday



Case Management

Case Management Services

Homelessness Prevention and Rapid Re-Housing

The vast majority of homeless individuals and families fall into homelessness after an economic or health crisis. Ritter Center can help prevent individuals and families from becoming homeless due to non-payment of rent and can also help those who are experiencing homelessness to be quickly re-housed and stabilized. This program provides a variety of services including rental assistance when available, security deposits, and moving assistance. Our Homelessness Prevention and Rapid Re-Housing services are funded by both federal and local governments, and they enable Ritter Center to offer financial assistance and housing stabilization services for qualified individuals and families.

Representative Payee Services

For some of our clients, managing day-to-day finances can be a real challenge. Social Security requires that some recipients engage a payee to help manage their income. In those situations, our Case Management team is available to help people budget their fixed income and ensure that all of their bills, such as rent and utilities, are paid on time. Representative Payee participants are given weekly spending money to ensure that their fixed income lasts the whole month.

Custody to Community

We work with individuals incarcerated in the local county jail who are about to be released. Ritter Center helps connect people to medical care, substance use treatment, and shelter/housing resources to successfully reintegrate back into the community.

Hours of Operation:

Drop In Hours:

Tuesday / Friday: 9:30am - 12pm and 1:00pm - 3:30pm

Wednesday: 9:30am - 12pm

Appointment Hours:

Wednesday: 9:30am - 5pm

To make an appointment, visit Case Management during drop-in in hours or contact us:

(415) 457-8182 ext.130 | generalCM@rittercenter.org

Updated AOD Certification Standards

Reference: [DHCS BHIN 25-003](#): Certification of AOD Programs

Key Changes:

- Required reporting to DHCS (Serious Incidents and P&Ps)
- Expanded staff and program director requirements
- Personnel record and maintenance timeframes
- Updated requirements for Admission Agreements, Client Rights and Code of Conduct
- Residential detox/WM vital signs and documentation related requirements
- Utilization of the Health Questionnaire form
- Discharge Summaries



FY 2025-26 DMC-ODS Contractor Incentives

Draft Sample Incentive Metrics Under Discussion



#1: Improving Care Coordination

- At least x% of patients have at least x care coordination claims
- At least x% of patients with an alcohol use disorder (AUD) or opioid use disorder (OUD) served in a non-OTP setting either receive MAT education and/or Medication Services (H0034) that include MAT.

#2: Workforce Development

- **Reminder - Current incentive:** 10% higher rate if more than 20% of services are delivered in Spanish in the prior year.
- Note: BH-CONNECT Workforce Initiatives (Coming Soon!)
 - Loan Repayment and Scholarship Opportunities



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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	
Marin County				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	Add
Medi-Cal DMC				<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	DMC	Add
Medi-Cal DMC				<input type="text"/> 	<input type="text"/> 	<input type="checkbox"/>	DMC 	Add
Medi-Cal MH				<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 204. 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' interface in SmartCare. It features two main sections: 'Client Plans' and 'Plan Time Spans'. The 'Client Plans' section 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. The 'Plan Time Spans' section shows a list of plans with checkboxes and 'Set End Date' buttons. A blue arrow points from the text in the first list item to 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 Time Spans					
07/01/2023 - No End Date	Change COB Order...				
X Medi-Cal DMC	[REDACTED]	1500 Capitol Avenue MS 2704 Sacramento, CA 95899-...		Set End Date	[Icon]
X SABG				Set End Date	[Icon]
X Marin County				Set End Date	[Icon]

**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)

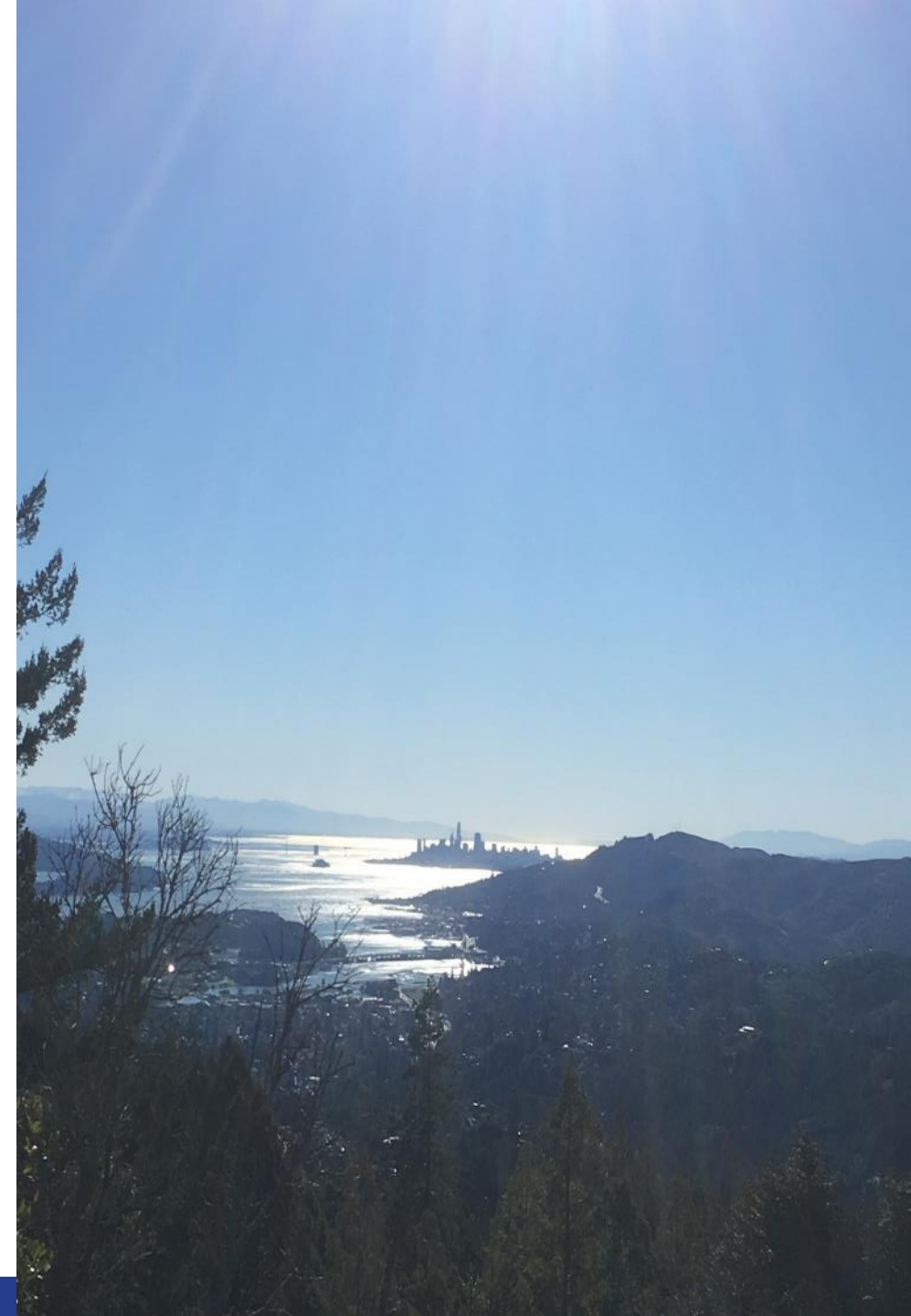
SmartCare - Seeking Help

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:

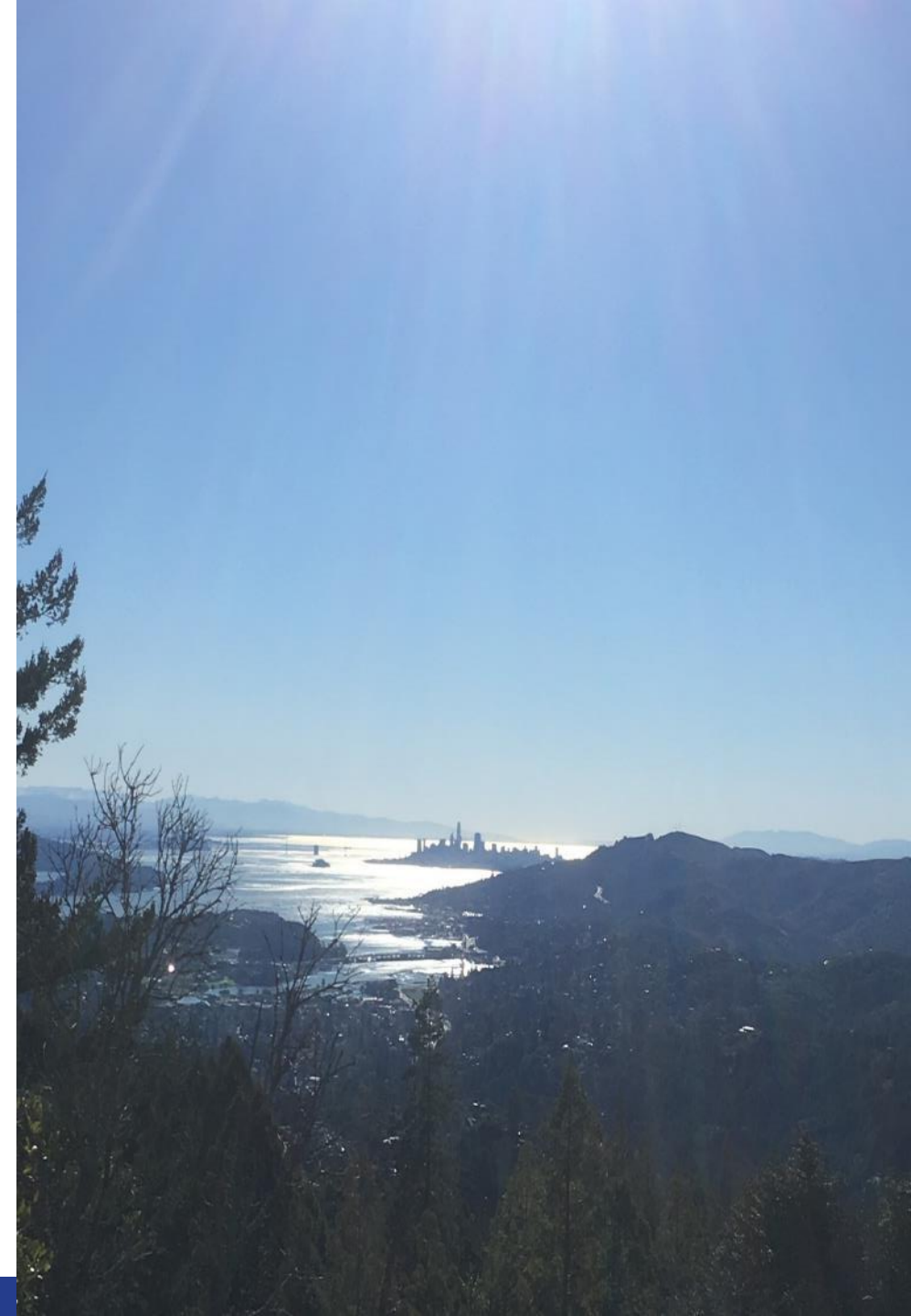
Use the [Marin BHRS EHR Support Request](#) /ticketing system to submit all new inquiries. The BHRS EHR support email should be used to respond to additional EHR requests to previously submitted tickets.

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

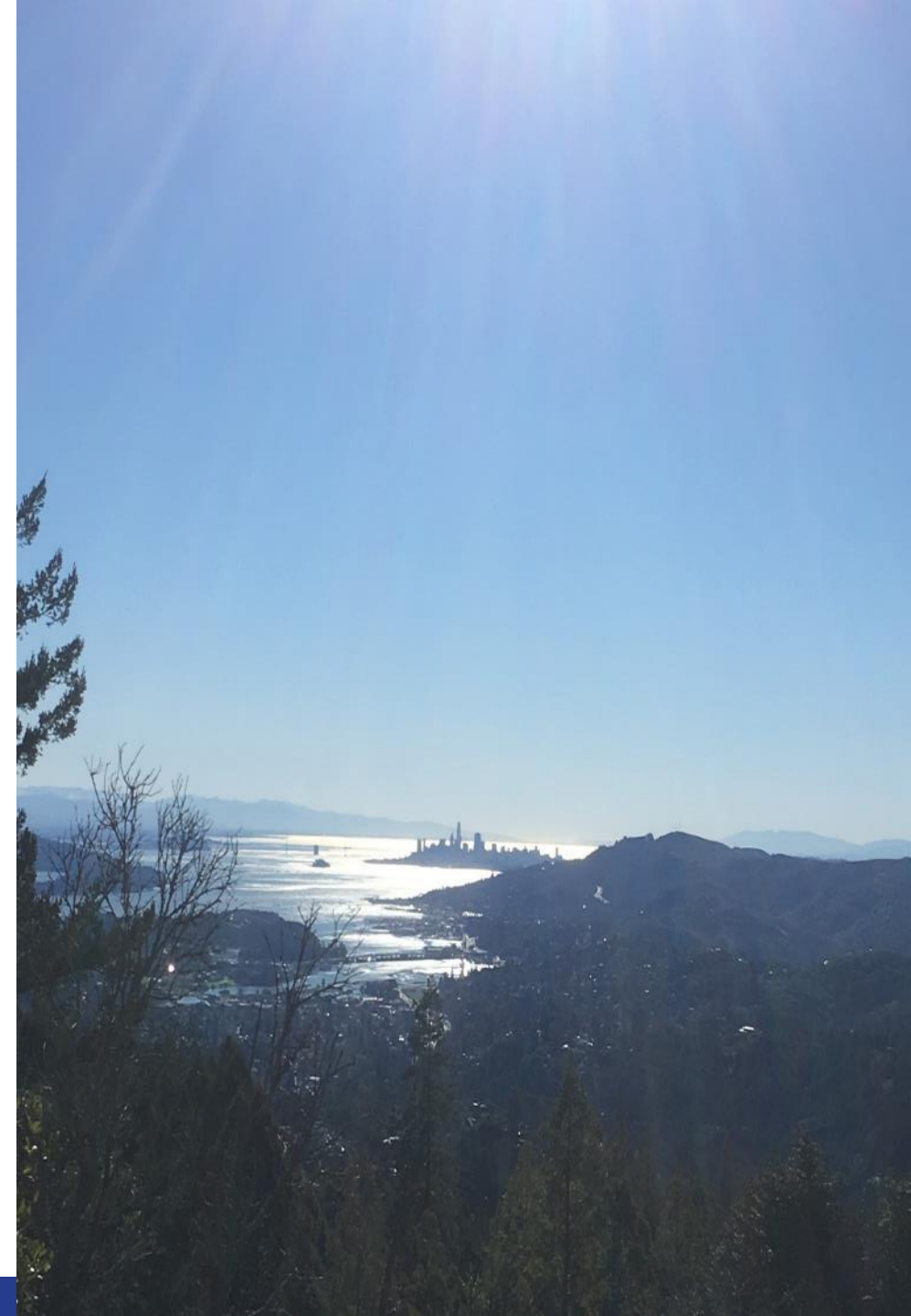
Ongoing Clinical Support:

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.



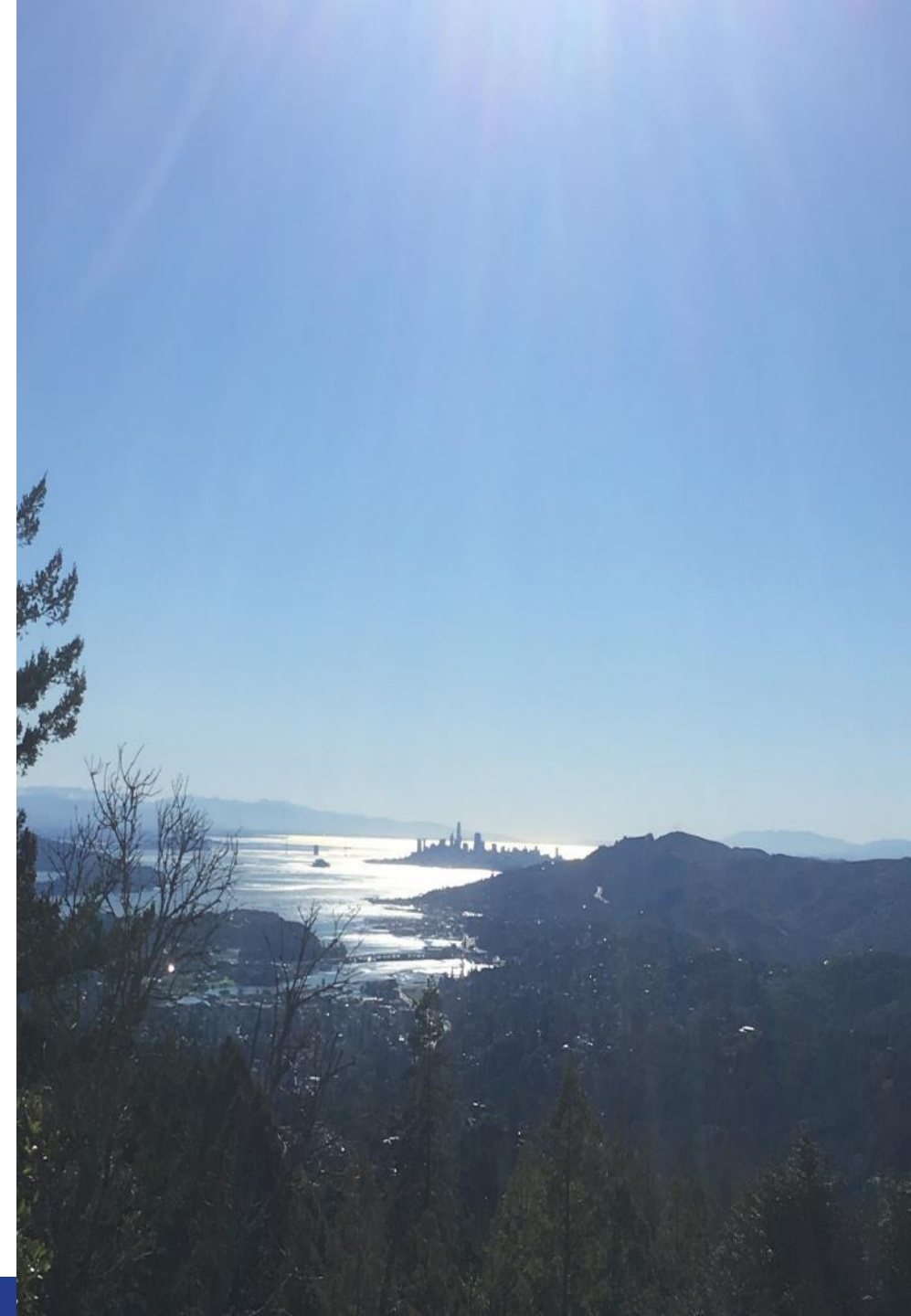
SmartCare - Seeking Help

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.*

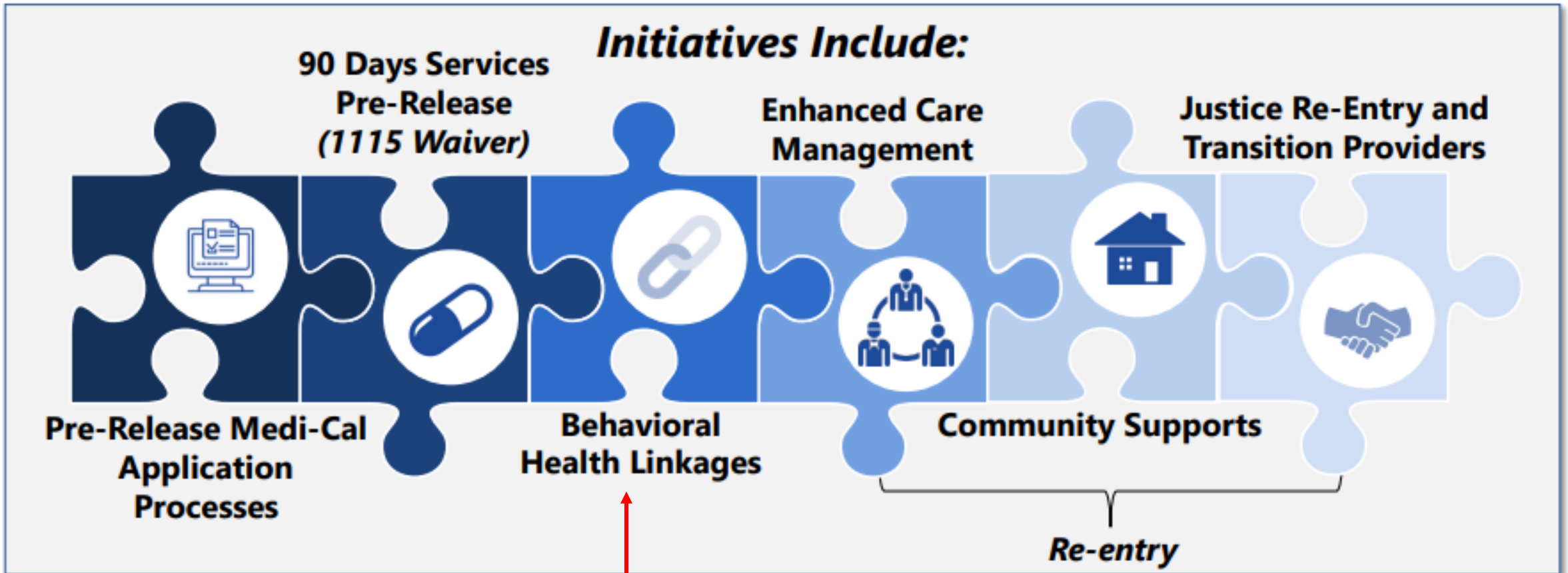
SUD Office Hours:

- 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](#)



SUPPORT



TRUST



UNITY



EXCELLENCE