MINUTES

Placer County Systems of Care
Network Provider Relations Committee Meeting
Facilitator: Michelle Johnson
June 13, 2012

Attendees: Michelle Johnson, Wally Keller, Jeff Steer, Jamie Lynn, Daphne McKinnon, Betty Readle, Linda Shahin

Announcements/Information:

• Network Provider Satisfaction Survey:

This year's Network Provider survey was sent via email to providers at the end of May and will be open through 06/30/12. This is a simple and brief online survey through Survey Monkey. Please take a few minutes to let us know what you think and how you feel about Placer County. We greatly appreciate your input.

• The Managed Care Unit moving:

On Monday, June 18, 2012 the Managed Care Unit will return to our former location at 11716 Enterprise Dr., Auburn. Our new phone number will be 530-886-5400 and the fax will be 530-886-5499.

• Possible Provider Rate increase:

A rate increase is currently under review by the Board of Supervisors. If Board approved, the new rate will be \$1.00 per minute for licensed providers and $.80\phi$ for interns and will take effect on July 1^{st} .

Discussion/Action items:

• Network Provider Audits Quarterly Report:

Each quarter the MCU compiles the results from the Network Provider audits and reports out to the Placer County Systems of Care Quality Improvement committee. The purpose of the audits is to maximize best practices and compliance with Medi-Cal regulations to minimize error rates and decrease our overall audit risk. The audits provide one-on-one education of Medi-Cal requirements and supplemental training to our annual Billing and Documentation training.

The results of the first quarter 2012 audits were reviewed. Each provider's charts are reviewed using our utilization review indicator tools which cover 9 elements.

The indicators are:

- 1) Is the Network Provider Service Authorization in the clients file?
- 2) Is the current Assessment in the file (within the last 3 years)?
- 3) Does the Assessment contain all the required elements?
- 4) Does the Assessment contain the required signatures/licensure?
- 5) Is there a Treatment Plan in the chart for the review period?
- 6) Does the Treatment Plan contain all required elements?

- 7) Does the Treatment Plan contain the required signatures?
- 8) Does the Progress Note contain all required elements?
- 9) Do Progress Notes contain signature/licensure?

Even though we audit different providers each quarter we still track compliance trends over time. As a result, we are able to target problem areas and have therefore seen consistent improvement in all indicators since we started the audit process in 2008. Our goal is to audit individual providers approximately every two years and organizational providers annually. Long term we will continue to focus on provider education which will create better results for our clients.

• Group List:

The updated group list was passed out and reviewed. (See attachment for list)
Betty Readle is interested in doing a group for adult care givers. Michelle recommended that she contact private home health agencies, speak with Patti Larson in ASOC and contact the IHSS program supervisor Margaret Chambers.

Managed Care New Staff Additions:

MCU has two new staff, Jeffrey Steer and Janet Muehe, both of whom are Client Services Practitioners. Jeff introduced himself and described his former duties which were educationally related mental health services (26.5). Currently, he has been supporting CWS and mental health biopsychosocial assessments. Also, he is the case manager for our Medi-Cal clients at Chapa de Indian Health Clinic.

Janet Muehe has a similar background in educational mental health services. She worked at Secret Ravine and will now be working with some of our chronic teens as well as other duties.

• Provider search in the Stockton area:

CWS staff has a need for providers in the Stockton area. Daphne McKinnon reported that she would be willing to take on Stockton clients as she goes to Stockton one or two days a week. Michelle will communicate this to CWS and CPS supervisors.

Ouestions:

-Is there a possibility that the number of assessment sessions can be increased from three to four?

Likely there will not be an increase at this time.

-What do you do when a client only shows up for the first assessment session?

You can bill for the assessment but you are not required to complete the assessment. You should however document your contact in your notes for the client visit.

-Could the client information sheet be included with the authorization?

We will bring this up for consideration.

Next Meeting:

Our next meeting will be September 12, 2012. All providers are welcome to attend.