

CARE MANAGEMENT

Provider Services Newsletter

We hope you all are taking advantage of the summer to get some well-deserved R&R. As always, we can't thank you enough for all that you do!

We wanted to let you know about some staffing updates.

Katy will be out on maternity leave starting in July, returning the end of November.

Regina "Gina" Griffiths who is a clinician with CMU has been promoted to Acting Supervisor over CMU and Provider Services.

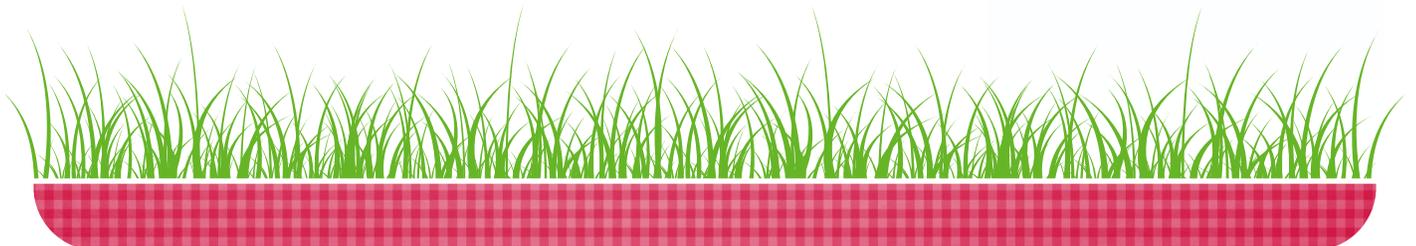
We've had some other Access clinicians recently join the CMU team – Beth Myers a couple months ago and Teisha Levi is in the process of getting trained so you may see or hear from some new "faces."

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Important Dates

7/1/19 Contract Renewals
6/30/19 End of fiscal
year—all claims due



Rate Increase Approval

Good news! — Finance and the Board of Supervisors approved our request for a rate increase for providers agreeing to see a specified number of minimum Medi-Cal clients per year. This is to incentivize providers to increase their caseloads and to encourage providers with high caseloads to continue their current caseloads.

The rate increases will be rolled out according to your contract renewal date. About half our providers are renewing this July 2019 and the other half next July 2020.

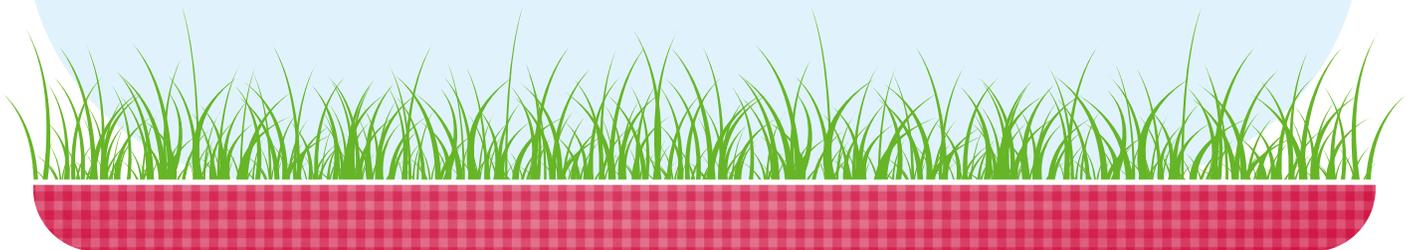
Those renewing this fiscal year will see the rate increase reflected in your contract on the rate sheet, if you are eligible. Contracts are in process and should be going out to providers throughout this month and into July.

For those renewing 2020, we have tentative approval to issue contract amendments to amend your current rate sheets. This will most likely happen after the first batch of contracts are processed, around September or October.

You do not need to reach out to us to request a raise. We are analyzing caseloads and will be making calls to providers who are possibly on the cusp of meeting their caseload minimums or appear to have had low caseloads. If you've met your minimum or are exceeding, we will likely not reach out to you (as it will be assumed you will get a raise).

July 2019—Contract renewals for contracts ending June 30, 2019

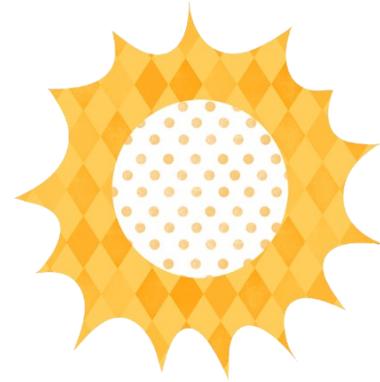
Sept/Oct 2019—Contract amendments for contracts ending June 30, 2020 (if approved)



Contract Renewals

It's critical you sign your contract and notarize/return it as soon as possible to avoid delays. Free notarization is available at Contracts and Grants located at 50 Douglas, 3rd floor. You can drop in Mon-Fri 8:00-4:30pm.

There will be some minor updates to the contract language to incorporate some of the regulations from the Medicaid Managed Care Final Rule that went into effect July 1, 2017 (phase one of the roll out).



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Capacity Issues & Use of Interpreters

CAPACITY

We continue to have a shortage of available providers, so we appreciate periodic updates from you, even if you're still full.

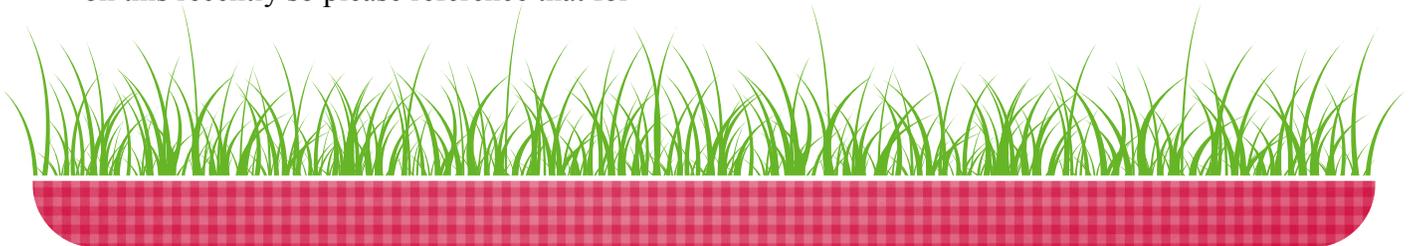
To those providers who have been in regular communication with us in regard to your current availability, we sincerely thank you. Your communication has assisted in meeting the needs of numerous clients.

INTERPRETERS

To also assist in meeting the needs of CCHP Medi-Cal beneficiaries in Contra Costa County, we have a dire need for providers willing to use the interpreter line. We sent out an email on this recently so please reference that for

more info and let us know if you are open to accept clients who speak languages other than English.

As a reminder, within your contract it indicates that providers should not discriminate against Medi-Cal beneficiaries based on a variety of factors, including language, so all providers really should use the interpreter services. We understand it's ideal for a client to get services in their native language but if this is not an option, we need to meet their needs through an interpreter. It can be clunky and sessions can take longer, but you do get to bill a higher rate to account for a longer session (90837).

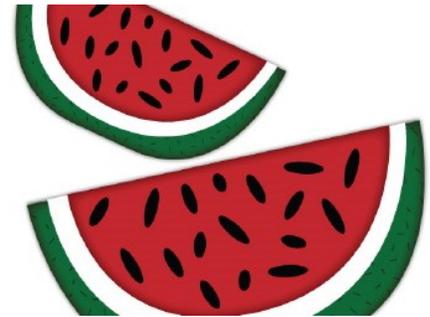


June/July Billing: New Fiscal Year Starts 7/1/19

As a reminder, you must separate out your June and July billing regardless if you are re-newing in July, and get your billing in for June ASAP – ideally the last day of the month.

Our fiscal year reconciles at the end of June and we need to process all claims in a timely manner. The way our billing system is built, any claims that have dates of services for June and July on the same claim will pend and

cause extra work and delays for us. We may deny these claims and ask you to resubmit, so please be proactive and separate out the claims by month.



SUBMIT JUNE AND JULY CLAIMS SEPARATELY AND GET YOUR BILLING IN FOR JUNE ASAP.

Provider Training

As a reminder, providers should be attending trainings through CMU, **annually**. This is a great opportunity to get caught up on all of the documentation requirements and any changes in Policies and Procedures. 3 CEUs are available for the “CMU Documentation” training.

CMU REVIEW—scheduled monthly

This training provides an overview of our CMU system reviewing: documentation timelines, documentation requirements, claim submission, and Provider Portal. This is essential for new providers and a good refresher for providers who have been with the system for a period of time.

CMU DOCUMENTATION & UTILIZATION REVIEW—scheduled quarterly

CMU Documentation Guidelines & Utilization Review expands on the documentation reviewed during the CMU Review training. The emphasis of this training is to ensure providers’ documentation meet all State/Federal guidelines/requirements.

Treatment Planning—coming soon!!



Updates

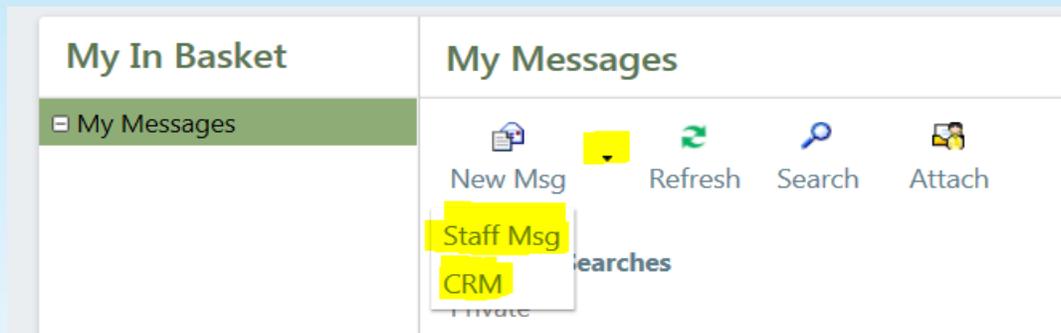
Provider Portal

Provider Portal users may have recently noticed an update to the messaging feature. You now have a choice of the type of message to send.

“Staff Message” allows you to send an individual message to a specific staff member

“CRM” is the type of message that you have always been able to send, and allows you to attach your documents for review.

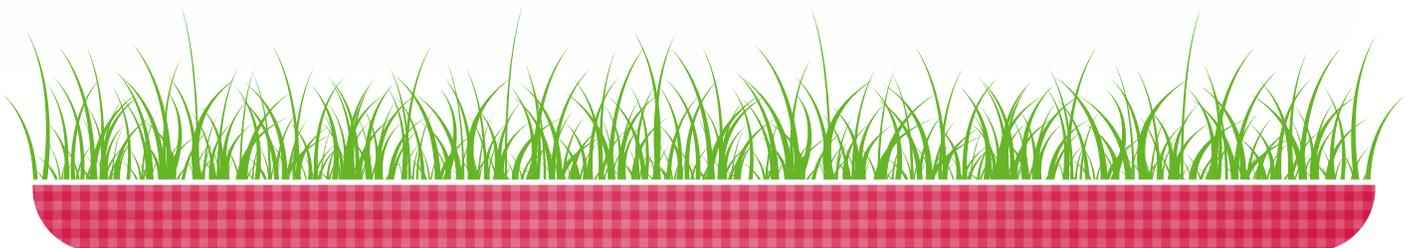
Click the small triangle to select the type of message:



We ask that you primarily use CRM messages to communicate with Access, CMU, and Provider Services. These messages are routed to work pools so that the next available staff member can address the message.

However, the Staff Message function might be very helpful to you for coordination of care, because you can message other providers who are on Tapestry and/or ccLink. For instance, if a client’s PCP is part of our System of Care, you can send a direct message through Provider Portal.

CMU Website: New Provider Training Manual will be released soon!





Network Provider Survey Question

Thank you to those providers who responded to the survey in our Spring 2018 newsletter. Responses to how providers handle every other week scheduling for adult clients are posted on the CMU web page: <https://cchealth.org/mentalhealth/network-provider/>

Our survey question for this quarter relates to one of the most challenging aspects of serving Medi-Cal beneficiaries: when clients no-show for sessions. Please share your wisdom about how you handle this situation by going to

<https://tinyurl.com/CMUNoShow>

Check back in a month for the results!

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*Again, thank you for all of your
hard work and dedication while
serving Medi-Cal
beneficiaries in
Contra Costa
County.*

