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| Project Meeting Name: **Individual/Group Provider Monthly Meeting** | | Date:  **April 5, 2024** |
| Meeting Location: Virtual | Start Time: 8:15 AM | End Time: 9:03AM |
| Facilitator: Marcy Black | Note Taker: Jennifer Beck | Sponsor: Marcy Black |
| Meeting Attendees: Susan Holt, Marcy Black, Francico Escobedo, Meng Moua, Jon Rogers, Jeff Elliot, Joseph Rangel, Xia Vue, Blanca Godinez, Cori Rains, Duke Doulphus, Laura Romero, Rohina Fazil, Harjas Rakhra, Esmeralda Fernandez, Kathy Lee, Mike Tucibat, Sarah Thomas, Victoria Montufar, Lisa Criswell, Elizabeth Aguirre | | |

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| **Meeting Summary** | | |
| **Topic/Deliverable** | CalMHSA EHR | |
| **I. Announcements** | **Lead Presenter** | **Francisco Escobedo/Marcy Black** |
| **Status/Update** | **Purpose of Meeting:** To communicate to Individual/Group Providers any new and upcoming events/significant system and process changes to our delivery system and address and issues/concerns that impact persons served and/or providers.   1. **Amendment No. III to Agreement:**  * Recently, it came to the attention of DBH that there was mutual oversight of the language in the rate sheet of the Agreement. DBH is targeting the second Board of Supervisors (Board) date at the end of May for approval of an amendment retroactive to July 1, 2023, to acknowledge the mutual oversight of the intent of the Agreement to be based in CPT methodology and correct the rate sheet. * Until the Board considers and approves the contract change, DBH must pay according to the current contract language. * Upon approval of the Board, DBH will reconcile payments that were paid outside of CPT methodology. * Providers delivering hospital-based professional services, commonly known as "pro fees," should expect a separate contract for those services. The current contract is not a sustainable mechanism for non-Medi-Cal claimable services, which was an unanticipated impact of the conversions of payment reform. Providers of hospital-based services will remain on the Agreement short-term until DBH develops a new contract specifically for providers of inpatient psychiatric services and will be formally removed from the Individual and Group Master agreement at that time. * Providers will need to sign as soon as possible when the amendment is ready - the ONLY change in Amendment 3 is the change to the payment methodology to align with mutual intent and understanding of CPT.  1. **DBH Contacts:**  * **Compliance** – questions related to Payment Reform; CalAIM [DBHCompliance@fresnocountyca.gov](mailto:DBHCompliance@fresnocountyca.gov) * **Managed Care** * If you need to reach out to Managed Care, please call (559) 600 – 4645. * Questions can be sent via email at [MCare@fresnocountyca.gov](mailto:MCare@fresnocountyca.gov) .  1. **Board of Supervisors** – Target date May 21, 2024 |
| **Action Item(s)** | * DBH will notify providers when Amendment 3 is ready for signatures. * Providers will need to return signatures pages as soon as possible to make the anticipated Board date. |
| **II. Consumer Perception Survey** | **Lead Presenter** | **Quality Improvement Team – Jeff Elliot** |
| **Status/Update** | * Purpose: All Medi-Cal Specialty Mental Health Services (SMHS) outpatient providers are required to offer this annual survey to persons served on behalf of DBH. * The expanded Consumer Perception Survey will be distributed May 24th for one week. * This will be the first time Individual and Group Providers have been included in the survey. * Jeff shared a draft version of the Consumer Perception Survey flyer which contains a QR Code for persons served to use to complete the survey. |
| **Action Item(s)** | * Reminder and additional information will be presented during May’s Individual and Group Provider meeting |
| **III. Q & A** | **Lead Presenter** | **All Participants** |
| **Status/Update** | Q. Are there are any changes to claiming for group services? Per the recent email that went out to all providers, I understand that the County is no longer rounding up/down for services. How has this change affected our process for claiming for groups? Do we need to go back to the old group formula, or divide by 4.5 per CalAIM? Please advise.  A. There is no change to how you report. The division by 4.5 will take place on our end.  Q. La Familia inc. has changed names and is concerned about reimbursement.  A. Managed Care team advised that a name change is a process that takes place across multiple divisions within DBH and cross-departmentally with Auditor Controller’s office, Board approval of contract amendment, etc. Name changes are a process that takes time, and La Familia is almost through the process. A check is being processed under the new name.  Q. Letter recently sent on Prop. 1, will we need to change services based on this?  A. A Public Stakeholder Meeting will be held on 4/29/24. Everyone is welcome to attend if you would like to learn more about how Prop 1 will impact the behavioral health system. Prop 1 will not change SMHS services provided by Individual and Group Providers.  Q. When onboarding, providers are noticing a challenge to recruit based on payments, will there be adjustments made?  A. DBH will be looking at market competition and cost of living rates and will adjust accordingly.  Q. Medi-Cal takes a long time to reimburse. Will that ever change?  A. Please reach out immediately when there is a payment delay. We are available to assist and want to know if there are delays so we can investigate and address the issue.  Q. Regarding the amendment what will the process be for any corrections. How will the corrections be addressed?  A. There is a report in SmartCare that DBH can use to convert services paid by the minute into CPT code methodology. We will be able to reconcile services paid per minute versus payment based on CPT methodology. Upon Board approval, DBH will reconcile services paid by minute for each provider and each service, analyzing under/overpayments for each service based on the conversion. The reconciliation will be shared with providers, and we will determine whether supplemental payments are necessary.  \* Since the amendment is a Master Agreement, when we go to the Board if we do not have your signature page you will not be on the agreement. |
| **Action Item(s)** |  |
| **IV. OTHER Items** | **Lead Presenter** | **Francisco Escobedo** |
| **Status/Update** | 1. **Call for Agenda Items:** 2. **Next Scheduled Meeting:**  * **Friday, May 3, 2024, 8:15 am** |
| **Action Item(s)** |  |