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| Project Meeting Name: **Individual/Group Provider Monthly Meeting** | | Date:  **May 3, 2024** |
| Meeting Location: Virtual | Start Time: 8:15 AM | End Time: 9:09 AM |
| Facilitator: Marcy Black | Note Taker: Jennifer Beck | Sponsor: Marcy Black |
| Meeting Attendees: Marcy Black, Francisco Escobedo, Jennifer Beck, Peggy Elisalde, Victoria Montufar, Sarah Thomas, Lisa Criswell, Nadereh Fanaeian, Melinda Garcia, Amanda Sayers, Jon Rogers, Jeffrey Elliot, Lori Lopez, Kathy Lee, Elizabeth Aquirre, Joseph Rangel, Karla Boyd, Rohina Fazil, Blanca Godinez, Cori Rains, Meng Moua, Mike tucibat, Justin Jimenez, Sarah Wiens, Duke Doulphus | | |

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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:**  * Amendment III - Board of Supervisors date: May 21, 2024. Signature pages were due May 21, 2024. If signature pages were not received, you will not be part of the agreement. * Contracts team: Elizabeth Aguirre has been making calls – five providers still have not submitted signature pages   + On May 21, 2024, will not be party to the agreement if signatures pages are not received by 12 PM today.   + There are processes that need to be completed   + Amendment 3 changes payment method (CTP/HCPCS codes), retroactive to July 1, 2023, extends into FY 24-24   + DBH will have no authority to pay for services after May 21, 2024, if not signed onto the Amendment   + DBH will not be able to add providers back to the network until July/August when the new Individual and group agreement goes to the board of supervisors   + Why was the quick turn around time needed on signature pages? Elizabeth: due to multiple county department review needed, and the need to make the board date of 5-21-24, the timeframe was short. Additionally, funding was added to ensure there are enough funds to pay providers  1. **New Agreements:**     * New Agreement for **Individual and Group Providers** and a separate Agreement for **Inpatient Professional Fees** targeted for July/August2024. The new agreement will be effective upon execution, although rate changes from DHCS may affect this.    * 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. 2. **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 for Amendment 3 |
| **Action Item(s)** | * Please submit signature page by noon today directly to Elizabeth Aguirre [eaguirre@fresnocountyca.gov](mailto:eaguirre@fresnocountyca.gov); phone (559)600-7132 |
| **II. Consumer Perception Survey** | **Lead Presenter** | **Quality Improvement Team – Peggy Elisalde & Lizzy Thomas** |
| **Status/Update** | * Excited to be able to capture surveys from our individual and group providers this year * QI team has been sending emails to you regarding the survey   + please add your email and indicate whether you are an ind or grp provider to the chat if you have not been receiving emails from DBH QI team * Survey week: May 20-24, 2024 – only for persons served on behalf of DBH * Telehealth – link can be added to the chat * QR code for Individual and Group Providers * Available 12 languages * Can use paper survey or QR code; please include person served (client) ID   + What ID should providers use? Needs to be a unique number – something short; use provider initials and a number. For example, MB 1, MB 2, MB, 3 etc. * Please disregard the non-participation portion of the survey * Paper forms are optional and can be used; QR code cards were created to make it easier to administer the survey * DBH has packets of QR codes ready for pick up. You can pick up the survey packets wahen you drop off claims. |
| **Action Item(s)** | * Ind and group providers to contact MC to arrange pick up of cards * Ind and grp providers can practice getting into the survey * DBH wants to emphasize that this is an opportunity to include the person served by our individual and group providers * Providers to conduct the survey week: May 20-24, 2024; QI sending weekly emails and available to support/answer questions |
| **III. Q & A** | **Lead Presenter** | **All Participants** |
| **Status/Update** | **Q. Will providers receive updated rates?**  **A. DHCS has not released rate updates. DBH will advise when new information is available.**  **Q. DBA option – would that impact the contract, payment schedules (e.g., change name of group practice, open new location with different name but same tax ID)?**  **A. DBH would contact County Counsel to determine impact. Request that OMID send information to Elizabeth Aguirre** [eaguirre@fresnocountyca.gov](mailto:eaguirre@fresnocountyca.gov); **phone (559) 600-7132.**  **Q. When submitting claims, providing a receipt of how many claims, but no one verifies that receipt. Why is it necessary?**  **A. Two levels of verification: DBH has record of what was submitted and provider has record of submitted. Second level do not go that in depth for the sake of time. We can count if the provider would like us to.** |
| **Action Item(s)** |  |
| **IV. OTHER Items** | **Lead Presenter** | **Francisco Escobedo** |
| **Status/Update** | 1. **Call for Agenda Items:** 2. **Next Scheduled Meeting:**  * **Friday, June 7, 2024, 8:15 am** |
| **Action Item(s)** |  |