***County Representatives****:* ***Marcy Black****, Jennifer Beck, Laura Luna, Natalie Armistead, Kathy Rexroat, Jon Rogers, Ana Art, Sandra Nelson, Joseph Rangel, Laura Romero, Jefferson Kuoch-Seng*

***Individual/Group Providers:*** *Bio Behavioral Medical Clinic, Blanca Godinez, Vanessa House Psychiatric, Gerardo Madrigal, Victoria Cole, Curtis Donovan, Victoria Montufar, Rohina Fazil*

1. **Purpose:**

To communicate to Individual/Group Providers the status of updates due to CalAIM and Payment Reform. We will discuss a few recent/past topics and allow for a Q&A.

1. **Executive/Leadership Statement: *Marcy Black -***

*We would be to thank you again for coming to our meetings for partnering with us and continuing to complete the work that we need to do to be able to serve our community.*

**Introduction:**

Thank you for partnering with DBH to continue providing SMHS to County beneficiaries and coordinating with MC team members to meet the BOS, Board date of June 20, 2023. Two things to emphasize on behalf of the Department: ***County Payments*** & ***Claims Submission:***

***Payments*:**

* + DBH Finance would like to emphasize to all individual/group providers that approved claims for treatment services will be paid accordingly and timely without disruption. The Department would like to encourage individual/group providers to continue to focus on serving clients.

***Claims Submission***

* **Option 1 – Limited EHR User**
	+ Only applies to Bio Behavioral Health Medical Clinics
	+ County will provide, a “How To Guide”, training and technical support to access SmartCare and enter claims.
	+ DBH, IT requires, IT Contact person to act as a liaison between County and Bio
	+ Workgroup currently in process and information will provided as soon as available
* **Option 2 – CMS 1500 Forms**
	+ ***CMS 1500 Forms:*** effective July 1, 2023, Individual/Group Providers are to continue utilizing CMS 1500 Forms.
	+ CMS 1500 Forms – determination has been made to utilize SmartCare Procedural Codes; **DBH will provide instruction at the next Office Hours July 7, 2023, at 8:15 AM.** Our Finance team developed an Avatar to SmartCare crosswalk of frequently used procedural codes and Managed Care is currently obtaining information regarding back-end claiming functions to share with providers.
	+ **Option 3 – MCO Module** *Mechanism that allows Individual/Group Providers to enter claims into County’s EHR – SmartCare.*
	+ ***Anticipation Date:*** Operational mid-July 2023.
	+ ***Testing & Approval:*** will require testing and approval prior to being released/accessible to Ind/Group Providers. DBH, Finance, Contracts, Managed Care, and IT will assess for approval.
	+ ***Individual/Group Provider Transition:*** Once approved and implemented, Managed Care team members will assist and provide technical support to individual/group providers to transition from CMS 1500 Forms to SmartCare – MCO Module.

***Continued Meetings*:**

* DBH, Managed Care Division, will continue Individual/Group Provider meetings on a regular basis to communicate with all providers. Topics may include *payment for claims*, *claims process*, *technical support*, *credentialing*, *site certifications, contracts,* and other ancillary items related to deliverable services. **Our Office Hours meeting schedule has been updated to bi-weekly meetings at 8:15 AM Friday mornings. There will no longer be a 4 PM option. Invitations have already been sent out. DBH will record meetings and send out to providers weekly with the Office Hours notes and list of Office Hours questions.**
1. **Board Agenda Item/Amendment I to Agreement No. 20-236**
* BOS Date: The BOS approved Amendment 1 to Agreement 20-236. Providers were emailed a copy of the executed agreements 6/22/2023.
* Beginning July 1, 2023, there will be a total of 41 Individual/Group Providers; (four (4) discontinued and three (3) new providers added to Amendment).
* Amendment
	+ Extends the agreement for an additional 12 months (7/1/23 - 6/30/24)
	+ Includes new BHQIP, CalAIM, and County contract language
	+ New rates (revised exhibit B)
1. **Questions & Answers**

***Send Questions To:***

Questions related to the contract: mcare@fresnocountyca.gov

Questions related to CPT coding: DBHCompliance@fresnocountyca.gov

**Q**: I have been trying to get a CPT fee schedule or rate sheet. Has the County made on yet**?**

**A**: The rates are no longer based on service being provided, the rates are based on the type of practitioner or license and location. The rate sheet is listed below on this agenda and is an attachment to the Amendment to your Agreement.

**Q**: How will the county interpret the minutes when I send CPT code 99213 or 99214**?**

**A**: Based on the CPT codes given, 99213 is for 20-29 min and 99214 is for 30-39 minutes and that's for an established patient.

**99212** - Office or Other Outpatient Visit of an Established Patient, 10-19 Min

**99213** - Office or Other Outpatient Visit of an Established Patient, 20-29 Min

**99214** - Office or Other Outpatient Visit of an Established Patient, 30-39 Min

**99215** - Office or Other Outpatient Visit of an Established Patient, 40-54 Min

Please see calculations from the Business Office based on the list of Fresno County rates provided to us from DHCS:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Provider Type | Procedure Code | Modifier | Type of Service | Service Description | Whole CPT Unit Mins | Per Min Rate | Amount Paid | Effective Start Date | Effective End Date |
| Licensed Physician | 99212 |   | Medication Support Codes | Office or Other Outpatient Visit of an Established Patient, 10-19 Minutes | 15 | 4.88 | $     73.20 | 07/01/2023 | 06/30/2024 |
| Licensed Physician | 99213 |   | Medication Support Codes | Office or Other Outpatient Visit of an Established Patient, 20-29 Minutes | 25 | 4.88 | $ 122.00 | 07/01/2023 | 06/30/2024 |
| Licensed Physician | 99214 |   | Medication Support Codes | Office or Other Outpatient Visit of an Established Patient, 30-39 Minutes | 35 | 4.88 | $ 170.80 | 07/01/2023 | 06/30/2024 |
| Licensed Physician | 99215 |   | Medication Support Codes | Office or Other Outpatient Visit of an Established Patient, 40-54 Minutes | 47 | 4.88 | $ 229.36 | 07/01/2023 | 06/30/2024 |

**New Q&A as of June 23, 2023**

**Q:** **Are Organizational providers going to use CPT codes or Smart Codes or both for claim submission**

A: Validation of the flat file format is being finalized.

**Q:** **Are provider IDs from Avatar coming over to Smart Care?**

A: Yes, they are in the system already.

**Q:** **A youth client came to me with medical and now needs a psychiatrist, what can I do to get them services?**

A: You can refer them to the County for psychiatry services

Access Line - 800-654-3937

Youth Wellness Center - 2719 N Air Fresno Drive, Fresno CA 93727. Phone is 559-600-8918.

**Q: July 1t is coming fast, I am unsure of the process, will we be able to take the training on July 7th to have more clarification.**

A: Yes, we will be training everyone to use the Smart care procedural codes. We will provide all information needed to claim for July services.

**Q: For those of us completing the CMS-1500 form, it would be helpful to see how to calculate one claim. For example, what would be the claimable amount for a 52-minute individual psychotherapy session, a 71-minute psychotherapy session, etc.? The table we just viewed for licensed physicians, the table we just viewed for licensed physicians, it appears that the claim was paid per minute and not per unit.**

A: This information will be provided to you on July 7th, to make sure the information is complete and accurate.

**Q:** **Can we please have clarification on what Provider IDs from Avatar means? Is this regarding usernames or the actual Provider ID number in Avatar?**

A: The 9xxxxx numbers were pulled to SmartCare. That number likely won't be displayed on the service screen since we are now able to lookup by name. Your program/organization/practice is tied to your name, and you would be able to select which one you are working under (if you are working for more than one agency/org).

1. **Rate Sheet**
* Payment is based on the type of license, program type, and select the code
* Rates are by licensure and program Type – Face-To-Face Time (Transportation/Documentation services is already built into Rates)

|  |  |  |
| --- | --- | --- |
| **Provider Type** | **Provider Rate Per Minute** | **Provider Rate Per Hour** |
| Psychiatrist | $4.88 | $292.95 |
| NP (Nurse Practitioner) | $4.65 | $279.00 |
| Psychologist (Licensed/Registered/Waivered) | $2.01 | $120.33 |
| LICENSED - LCSW/ASW, LMFT/AMFT, LPCC/APCC, RN - MS | $2.01 | $120.33 |
| UNLICENSED - LCSW/ASW, LMFT/AMFT, LPCC/APCC, RN - MS | $1.71 | $102.60 |

1. **Trainings**
* ***May 4, 2023 Training*** – Service Coding and Documentation Coding – General Power Point
* ***May 11, 2023 Training*** – Introduction to Procedural Codes
* ***Expert User Training*** – SmartCare Self-Paced/Moodle Training for Super User Trainings (now available) Expert Users to go back and refresh as needed.
* ***June 1, 2023 – CalMHSA*** CPT Trainings
* CPT Codes Moodle training is now available and can be accessed at:

<https://moodle.calmhsalearns.org/login/index.php>

* ***End User Training*** – to begin ***June 6, 2023***
1. **Additional Resources**

***Individual/Group Provider******Q&A***

For up to date Individual/Group Provider Q&A please go to the Department of Behavioral Health, web page CalAIM section click on the link: [Cal AIM | County of Fresno](https://www.co.fresno.ca.us/departments/behavioral-health/providers/calaim) Office Hour Recordings can be found at: <https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/CALAIM>

***DHCS Library of Resources****:*

<https://www.dhcs.ca.gov/services/MH/Pages/MedCCC-Library.aspx> (contains latest billing manual) or [Billing Manual](https://www.dhcs.ca.gov/services/MH/Pages/MedCCC-Library.aspx)

**Transportation:**

Transportation is transporting the person served. The Managed Care Plan (CalViva and BlueCross) are responsible for transportation. MCP’s contact info: <https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/transportation.html>

[How-to-Get-a-Ride-for-Health-Care-Services-Brochure.pdf (calvivahealth.org)](https://www.calvivahealth.org/wp-content/uploads/2022/08/How-to-Get-a-Ride-for-Health-Care-Services-Brochure.pdf)

<https://www.calvivahealth.org/wp-content/uploads/2022/08/How-to-Get-a-Ride-for-Health-Care-Services-Brochure_SPA.pdf>

<https://www.calvivahealth.org/wp-content/uploads/2022/08/How-to-Get-a-Ride-for-Health-Care-Services-Brochure_HMG.pdf>

**Documentation Manual:**

<https://www.fresnocountyca.gov/Departments/Behavioral-Health/Providers/Contract-Provider-Resources>