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| Project Meeting Name: **Individual/Group Provider Monthly Meeting** | | Date:  **September 1, 2023** |
| Meeting Location: Virtual | Start Time: 8:15 AM | End Time: 8:48 |
| Facilitator: Francisco Escobedo | Note Taker: Jennifer Beck | Sponsor: Marcy Black |
| Meeting Attendees: Marcy Black, Francisco Escobedo, Jennifer Beck, Kathy Rexroat, Dolores Amato, Victoria Montufar, Meng Moua, Karla Boyd, Justin Jimenez, Jon Rogers, Rohina Fazil, Sarah Thomas, Cori Rains, Arlene Liles, Mor P, Blanca Godinez, | | |

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| **Meeting Summary** | | |
| **Topic/Deliverable** | CalMHSA EHR | |
| **I. Training:** | **Lead Presenter** | **Managed Care Team** |
| **Status/Update** | 1. **Law & Ethics and Telehealth (August 2023)**  * Law & Ethics health care providers Wednesday Sept 13th, 2023, 9:00am-12:15pm. * AB1759 Telehealth Law & Ethics Wednesday Sept. 13th 1:15pm.- 4:30pm.      1. **Collateral/Group Services**  * CalMHSA to release an FAQ, TBD. |
| **Action Item(s)** | **No Action Required** |
| **II. Q&A** | **Lead Presenter** | **Managed Care** |
| **Status/Update** | **Q: Substance Abuse Disorders service claims, SmartCare Codes, are identified as errors?**  **A: Secondary substance use disorders can be listed on the problem list, but specialty mental health diagnoses and codes should be used, as the mental health disorder will be the primary focus of treatment under Specialty Mental Health Services.**  **Q: Will we have access to a video recording of the training (Law and Ethics above), for those of us who may not be able to attend?**  **A: Most likely not but we will look further into it.**  **Q: When submitting claims, will it be returned for errors?**  **A: Yes, a claim will be returned if there are errors.**  **Q: Can I submit claims the day after a service or do I need to wait until the end of the month?**  **A: Yes, claims can be submitted after provision of the service. You do not have to wait until the end of the month.**  **Q: When submitting credentialing it is asking for SSN after entering EIN #. Do I have to submit my SSN?**  **A: Yes, SSN must be provided in the initial application and used for the National Practitioner Databank check.**  **Q: Can we get more information on the payment processes, turn around and invoices for a better understanding?**  **A: Team members, PRS's and our staff analysts now have access to our PeopleSoft system so Managed Care (MC) can identify when payments were made, payments are pending to individual group providers, and identify when DBH Finance division approves payment for a voucher at the Auditor’s office. MC is still working with our own internal Finance division; once DBH MC and Finance have approved the claims, claims are sent over to the Auditor's office. That's the point at which MC will be able to start releasing the Explanation of Payment. Once our processes have been finalized, we will provide more information.**  **Q: How long should I wait to call if I don't get reimbursement?**  **A: Call when you feel you have not been paid timely and we will tell you the status. We would like to be made aware if you are not paid within the timeframe of 45 days once the claim is confirmed payable.**  **Q: Recently the State released guidelines on utilizing student interns master level interns to provide psychotherapy in the clinical portions of the assessment, is Fresno County going to participate in this?**  **A: It will most likely need to be done in an organizational provider setting. DCHS will be releasing the guidelines soon. We’ve been working on that aspect for a while, so we're happy to get the DCHS guidance.** |
| **Action Item(s)** | **No Action Required** |
| **IV. OTHER Items:** | **Lead Presenter** | **Francisco Escobedo** |
| **Status/Update** | 1. **Call for Agenda Items:** 2. **Next Scheduled Meeting:**  * **Friday, October 7, 2023, 8:15 am** |
| **Action Item(s)** | **No Action Required** |