

# Welcome

## The Webinar Will Begin Shortly.

Before starting, please note the following:

- All lines are muted to minimize background noises
- You can ask questions at any time during the presentation
  - Use the **Questions Pane Chat Box**
  - Enter your questions then click the **Send** button
    - We will review questions as they come in
  - There will be Q&A sessions periodically throughout the presentation.

*Thank you for attending today's webinar,*  
**PHC Provider Education Team**



# **Wellness and Recovery Benefit Provider Round Table**

Drug Medi-Cal Organized Delivery System

March 4, 2019

# Agenda

- Updates from the Wellness and Recovery Leadership Team
- Additional items to consider in the new benefit
- Upcoming Events
- Resources

# Downloading Handouts

## Downloading Handouts

1. From the side panel **click** the name of the handout you want to download.
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Talking: PHCPR Trainer

Handouts - 1

How To Navigate Training Webinar- PHC O...

Questions

Welcome to PHC Online Services Website Redesign "How to Navigate" Training Webinar

The webinar will begin shortly.

Before we get started, we would like to review a few housekeeping items, and let you know how you can participate in today's webinar.

We have muted all files in order to keep...

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PHC Online Services Website Redesign "How to Navigate" Training Webinar

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CITRIX

Talking: PHCPR Trainer



12:03 PM  
9/15/2015

# Wellness and Recover Updates

**Liz Leslie**

Program Manager, Wellness and Recovery

Partnership HealthPlan of California



**Additional Items to  
Consider in the  
Wellness & Recovery  
Benefit**

# Timely Access

## Accepting Referrals

- Most referrals will be made by phone
- Someone needs to be available to answer the call

## Data Requirements

- Screened LOC vs. Assessed LOC (Beacon/CalOMS)
- Time from initial request to first face to face (Beacon/CalOMS)
- Time from ASAM assessment to first clinical service (Provider)
- Bed availability for residential service (Provider)
- Demonstrate effort to connect with no-shows (Provider)

# Quality

## Annual Treatment Perceptions Survey

- One week per year
- Everyone in treatment that week is asked to participate

## Quality Improvement Initiatives

- One administrative PIP and one clinical PIP (EQRO)
- Yearly EQRO Review
- PHC quality program
  - Substance Use Services Provider Advisory Group (SUPAG)
  - Substance Use Internal Quality Improvement Subcommittee (SUIQI)



# Transitions / Referrals

Care transitions expected for all LOC except recovery services

Discharge Plan to accompany all planned transitions

Care Coordination

Compliant Releases

- Other LOCs
- Mental Health Providers
- Primary Care

# Staffing Considerations

## Administrative Functions

- Answering phone calls
- Providing data
- Completing documentation within standards
- Responding to grievances

## Funding Sources – DMC vs. SABG (Block Grant)

- Verifying Medi-Cal eligibility in a Regional Model County
- Determining how you will serve others

## Documentation Expectations

# Changes in Treatment Access – DMC Services

# Changes in Treatment Access - CalOMS

# Changes in Treatment Access – Unique Beneficiaries

# Changes in Treatment Access - Residential

# Documentation Expectations

Documentation Element	IAB	Counties
<b>Assessment Appointment</b> - Time from referral by the beneficiary access line to appt. at the provider		PHC – 15 calendar days (all LOC)
<b>Intake</b> - History (Drug & Alcohol, Medical, Family, Psych, Social, Financial, Educational, Employment, Criminal, prior SUD episodes) - ASAM	30 days	PHC – History – Day Entering Treatment (all LOC)  PHC – ASAM – In OP and IOP, within 15 days of admission. In Res and WM, within one business day of admission.
<b>Physical Exam</b> - Proof of completed exam, or; - Treatment Plan Goal	30 days	PHC – Same standard as IAB unless it is a treatment plan goal in which case it needs to be completed within the Treatment Plan standard.
<b>Diagnosis</b> - Based on DSM-5 - Separate from the Treatment Plan	30 days	PHC – In OP and IOP, with 15 days of admission. In Res and WM, within one business day of admission.
<b>Medical Necessity</b> - Evaluate assessment and intake - Includes face-to-face - Document medical necessity	30 days	PHC – In OP and IOP, with 15 days of admission. In Res and WM, within one business day of admission.
<b>Treatment Plan</b>	30 days	PHC – In OP and IOP, within 30 days of admission. In Res, within 15 days of admission. In WM, within one business day of admission.
<b>Ongoing Treatment Plan</b>	90 Days	PHC – Same standard as IAB except for Residential which will be based on previous approval.
<b>Progress Notes</b>	7 days or within a calendar week	PHC – Same standard as IAB
<b>Continuing Services Justification</b>	Between 5 – 6 months from day of intake	PHC – Same standard as IAB
<b>Discharge Plan/Discharge Summary</b>	Within 30 days after last face-to-face	PHC – Discharge Plan – at time of transfer if moving to another level of care. PHC – Discharge Summary – Same standard as IAB

# Important Dates

## Trainings

- May 10, 2019 – Motivational Interviewing (Redding and Eureka)
- May 29, 2019 – Thriving in the new DMC Managed Care Environment (Fairfield, Santa Rosa, Eureka, Redding)

Provider Webinar – April 1, 2019





# Links to Important Documents

## Special Terms and Conditions (STC)

<https://www.dhcs.ca.gov/provgovpart/Documents/Medi-Cal2020STCsAmended060718.pdf>

\*\*\*Refer to pages 96-128 and 384-415 for the DMC-ODS system

## Alcohol and/or Other Drug Program Certification Standards

[https://www.dhcs.ca.gov/Documents/DHCS\\_AOD\\_Certification\\_Standards.pdf](https://www.dhcs.ca.gov/Documents/DHCS_AOD_Certification_Standards.pdf)

## Title 22, Section 51341.1 +

[https://www.dhcs.ca.gov/services/adp/Pages/CA\\_Code\\_Regulations.shtml.aspx](https://www.dhcs.ca.gov/services/adp/Pages/CA_Code_Regulations.shtml.aspx)

## Updated Intergovernmental Agreement Boilerplate can be found here

[https://www.dhcs.ca.gov/provgovpart/Documents/DMC-ODS\\_Waiver/Exhibit\\_A\\_Attachment\\_I\\_ODS\\_final\\_11\\_13\\_18.pdf](https://www.dhcs.ca.gov/provgovpart/Documents/DMC-ODS_Waiver/Exhibit_A_Attachment_I_ODS_final_11_13_18.pdf)

# Contact Us

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[DrugMediCalPHC@partnershiphp.org](mailto:DrugMediCalPHC@partnershiphp.org)

Facility Site Review

[FSR@partnershiphp.org](mailto:FSR@partnershiphp.org)

Care Coordination

[CareCoordination@partnershiphp.org](mailto:CareCoordination@partnershiphp.org)

Provider Learning Portal

<http://www.partnershiphp.org/Providers/MediCal/Pages/ProviderEducationTrainingMaterials.aspx>