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The Webinar is being recorded.

Before starting, following are a few housekeeping items and tips about how you can participate in this webinar.

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Thank you for attending today's webinar.

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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.

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CITRIX

Talking: PHCPR Trainer



12:03 PM
9/15/2015



Wellness and Recovery Benefit Provider Training

Drug Medi-Cal Organized Delivery System

September 9, 2019

Agenda

- Welcome and Housekeeping
- Updates from Wellness and Recovery Leadership
- DMC-ODS Case Management training
- Q&A
- Next Training

Wellness and Recovery Updates

Liz Leslie MPA
Program Manager
Wellness and Recovery Program



Case Management Services

Michelle Gazzigli LCSW

What is Case Management?

Services that assist beneficiaries in **accessing** needed medical, education, social, prevocational, vocational rehabilitative or other community services.

- case management services focus on coordination of substance use disorder care, integration around primary care especially for beneficiaries with a chronic substance use disorder, and interaction with the criminal justice system, if needed.

Who can provide case management?

A Licensed Practitioner of the Healing Arts (LPHA) or a certified/registered Alcohol and Other Drug Counselor (AOD) may provide case management services.

The individual providing case management services must be linked, at a minimum, to a DMC certified site/facility.

Where can case management be provided?

- Face-to-face
- By telephone or telehealth with the beneficiary
- Anywhere in the community.
- Case management in the community must be confidential and adhere to HIPAA and 42 CFR guidelines.

Case Management Services Includes

- Comprehensive assessment and periodic reassessment of individual needs to determine the need for the continuation of case management services
- Transition to a higher or lower level of substance use disorder care
- Development and periodic revision of a beneficiaries plan that includes service activities
- Communication, coordination, referral, and related activities
- Monitoring service delivery to ensure beneficiary access to service and the service delivery system
- Monitoring the beneficiary's progress
- Beneficiary advocacy, linkages to physical and mental health care and retention in primary care services
- Transportation case management

Who is eligible for case management?

- Services will be available to all Medi-Cal beneficiaries, including Medi-Cal Fee For Service (FFS) and Medi-Cal beneficiaries who are not yet assigned to PHC.
- Member must meet the medical necessity criteria as determined by the American Society of Addiction Medicine (ASAM) scale. The initial medical necessity determination must be performed by a medical director, licensed physician, or Licensed Practitioner of the Healing Arts (LPHA).
- The Provider shall ensure case management services are provided to all eligible beneficiaries, based on the frequency documented in the individualized treatment plan.

Eligibility cont..

Beneficiaries who have a history of:

- Involvement with the criminal justice system
- Substance related criminal offences
- Mental Health difficulties
- High utilizers of services
- Multiple episodes of substance use treatment
- Other beneficiaries identified as needing access and linkage to community services.

Identification of case management needs

During the assessment process, consider what services may need to be addressed within the six ASAM dimensions.

Has the beneficiary been seen by primary care in the last 12 months?

Is there a history of depression or mood dysregulation?

Does the beneficiary have safe and stable housing?

Case Management-Documentation

- Who can document?
 - LPHA or certified or registered counselor
- Timeframe
 - Within 7 calendar days of the service
- Progress notes shall include all of the following:
 - Beneficiaries name
 - The purpose of the service
 - A description of how the service relates to the beneficiaries treatment plan problems, goals, action steps, objectives, and/or referrals.
 - Date, start and end times of each service.
 - Identify if services were provided in-person, by telephone, or by telehealth.
 - If services were provided in the community, identify the location and how the provider ensured confidentiality.

What about billing?

Eligibility for case management services is determined during the intake process or at a later time if the need for case management comes to light later in the treatment episode.

If a LPHA/counselor believes case management is appropriate, they are required to verify that the beneficiary meets the eligibility criteria and document the information in a progress note.

The beneficiary's treatment plan must include one or more goals describing the case management services which will be provided and updated as needed.

Case management services are provided based on the frequency documented in the treatment plan.

Same day services?

Yes but refer to DMC Billing manual for more information

When does case management end?

- Upon discharge from SUD treatment
- When moving to Recovery Services
- When assistance accessing community and other services is no longer needed.

What if ...

For biomedical complications or accessibility issues:

PHC Care Coordination

(800) 809-1350

For emotional, behavioral or cognitive conditions:

Beacon

(855) 265-9703

Member Services

(800) 863-4155

Summary

- Who can provide case management and where
- What is included in case management services
- Who is eligible for case management service and some characteristics
- When and how to identify the need for case management services
- What needs to be included in case management documentation
- Key things to remember when documenting for case management services
- Important phone numbers



Questions?

Resources

IGA

[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)

MHSUDS Information Notice NO.: 18-005

<https://www.dhcs.ca.gov/provgovpart/Documents/MHSUDS-Information-Notice-18-005.pdf>

Center for Substance Abuse Treatment. Comprehensive Case Management for Substance Abuse Treatment. TIP No. 27

<https://store.samhsa.gov/system/files/sma15-4215.pdf>

DMC-ODS Toolkit

https://www.cibhs.org/sites/default/files/file-attachments/master_qa-c_toolkit_3.12.2019-kw_lw4.11.19_complete_rev.6.12.19.pdf

DMC-ODS FAQ

[https://www.dhcs.ca.gov/provgovpart/Documents/DMC-ODS_Waiver/DMC ODS Case Management FAQ 06.30.16.pdf](https://www.dhcs.ca.gov/provgovpart/Documents/DMC-ODS_Waiver/DMC_ODS_Case_Management_FAQ_06.30.16.pdf)

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Care Coordination	CareCoordination@partnershiphp.org
Provider Learning Portal	http://www.partnershiphp.org/Providers/Medi-Cal/Pages/ProviderEducationTrainingMaterials.aspx

Save the Dates

Upcoming Webinars Wellness and Recovery Benefit

October 7, 2019-Recovery Services
November 4, 2019-Transition of Care