



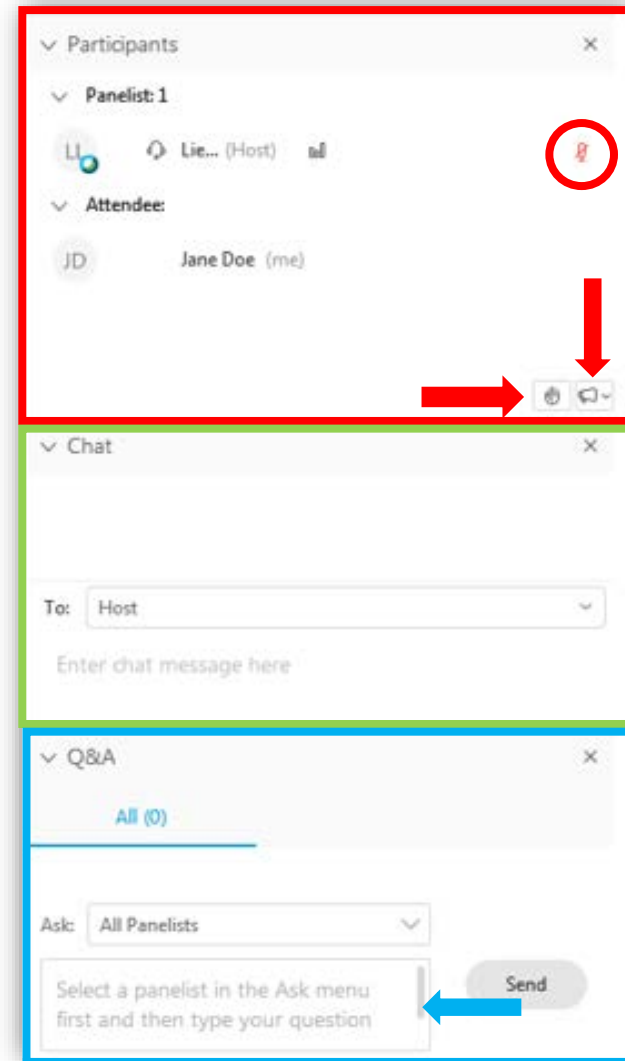
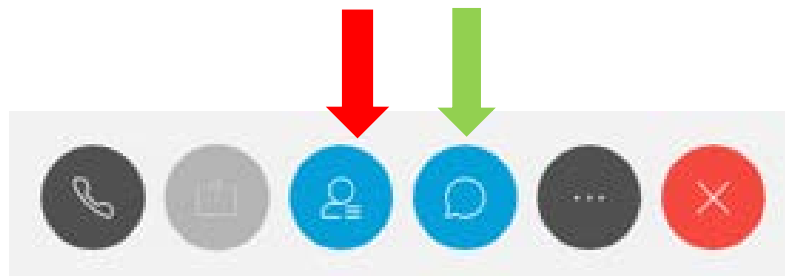
Wellness and Recovery Provider Roundtable

June 1, 2020

We will be starting momentarily.

Housekeeping

- This webinar will be recorded.
- All participants have been muted to eliminate any possible noise interference/distraction.
- If you have a question or would like to share your comments during the webinar, **please type your question in the “Q&A” box or click on the “raised hand” icon located in the Participants box.**





Agenda

Introductions and Housekeeping
Cutover Checklist
Who to Call
Training Schedule
Provider Questions
Wrap-up
Residential Cutover Process



Cutover Checklist

- All staff who review or complete assessments need to complete the online ASAM courses. Follow up with Wendy Millis if you need a license for this training. wmillis@partnershiphp.org.
- CalOMS records must be clean at the time of cutover.
 - No Open Admissions for clients who have been discharged.
 - No late Annual Updates.
- Provider onboarding must be completed. Reach out to your Provider Relations contact to schedule your onboarding or contact esystemssupport@partnershiphp.org
- Release of Information forms must state, “Partnership HealthPlan of California.”
- Have appropriate staff attend upcoming June trainings – discussed below.



Who to Call in Provider Relations

Provider Relations Questions:

- Online Services Provider Portal
 - Check Eligibility
 - Check claims status, submit CIFs
- New Provider Orientation
- One-on-One training for Portal
- Contact: esystemssupport@partnershiphp.org

Provider Credentialing: credentialing@partnershiphp.org
(707) 863-4100



Who to Call for Members

Member Services

- Is this person a PHC member or program beneficiary?
- Someone says they are a PHC member but the eligibility online says No.
- Request a member handbook.
- Member grievance
- Phone: (800) 863-4155



Who to Call in Care Coordination

Health Services/Care Coordination:

- Connecting members to physical health services
- Assisting youth who need to access OTP

CareCoordination@partnershiphp.org

We are finalizing the procedure for TAR process questions and will be providing the contact information for you at the June 16 Residential provider Roundtable.



Who to Call – Claims

Claims Questions

- One-on-one training on how to bill correctly
- Any questions regarding billing and corrections
- Denied claims report
- Phone: 530-999-6868



Who to Call for Transportation

Non-Emergency Medical Transportation (NEMT)

- TAR is required with Provider Certification Statement (PCS)
- Includes ambulance, litter van, wheelchair van, etc.
- **PHC Care Coordination: (800) 809-1350**

Non Medical Transportation (NMT)

- No TAR requires
- Includes bus pass, taxi, train ticket, etc.
- 5 days in advance of appointment
- **MTM: (888) 828-1254**



Who to Call – Other Questions

Beacon Health Options – Screening for SUD treatment

- Call 855-765-9705

Facility Site Review Questions:

- Contact us: FSR@partnershiphp.org

Wellness and Recovery

- Liz Leslie – lleslie@partnershiphp.org
- Wendy Millis – wmillis@partnershiphp.org
- wellnessandrecovery@partnershiphp.org

Wellness and Recovery Clinical Questions

- mgazzigli@partnershiphp.org

Training Schedule

Roundtable Webinar Schedule

June 1, 8:30 – 10 a.m.

<https://partnershipphp.webex.com/partnershipphp/onstage/g.php?MTID=e806f60030b31348abab6162da354dbda>

June 15, 8:30 – 10 a.m.

<https://partnershipphp.webex.com/partnershipphp/onstage/g.php?MTID=e87e07b216b78f3d4763a0bf9992af0de>

June 29, 8:30 – 10 a.m. :

<https://partnershipphp.webex.com/partnershipphp/onstage/g.php?MTID=e6cc7bc1b37a8ac5076e1001dbfa91fa8>

CalOMS Training

June 8, 2020, 8:30 – 10 a.m.

<https://partnershipphp.webex.com/partnershipphp/onstage/g.php?MTID=ea7782e8a149053b3ade9bb73b9ee6347>

Claims Training

Outpatient and Intensive Outpatient

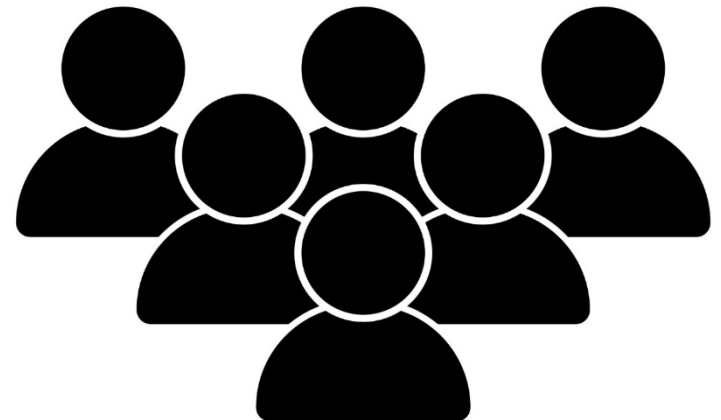
June 18, 2020, 10 – 11 a.m.

<https://partnershipphp.webex.com/partnershipphp/onstage/g.php?MTID=e4208ff2b3a065c047ef826f1556ddf86>

Residential and Withdrawal Management

June 18, 2020, 11:15 – 12:15 p.m.

<https://partnershipphp.webex.com/partnershipphp/onstage/g.php?MTID=e01b1bd49154bc99e96e381dcb60da8a9>



Provider Questions

