



PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
*A Public Agency*

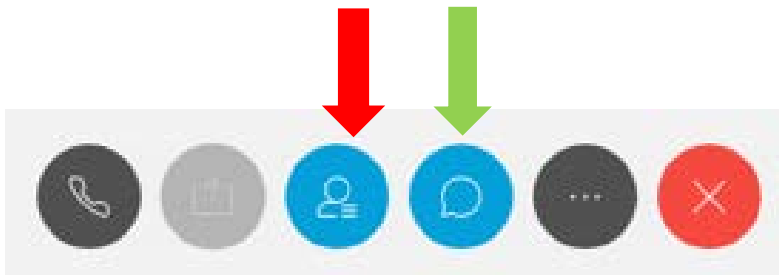
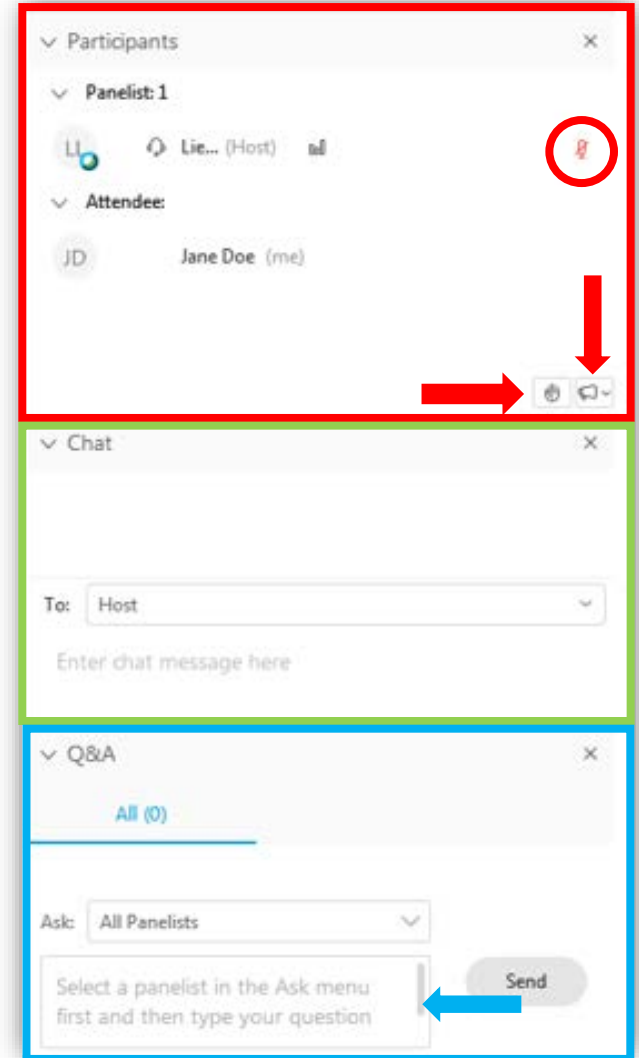
# Wellness and Recovery Provider Roundtable

June 15, 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
- Documentation Quick Guide
- Moving through Care
- Required Notices
- Provider Questions
- Wrap-up

# Documentation

- Assessment and Intake

- Initial Assessment

- RES and WM – one business day
    - OP/IOP – Adults – within seven days of the first face-to-face
    - OP/IOP – Youth – within 14 days of the first face-to-face

- Re-Assessment

- WM – every seven business days
    - RES – aligned with TAR submission
    - OP/IOP – Adults – within 30 days of previous assessment
    - OP/IOP – Youth – within 15 days of previous assessment
    - RS – every 30 days

# Documentation

- **Physical Exam**
  - Review previous exam within 30 days of the first face-to-face; or
  - Perform physical exam within 30 days of the first face-to-face; or
  - Add a treatment plan goal to obtain a physical exam
- **Diagnosis and Medical Necessity**
  - RES and WM – 1 business day
  - OP/IOP – within 15 days of the first face-to-face
  - Re-evaluation every six months for OP/IOP

# Documentation

- Treatment Plan
  - RES and WM – one business day
  - OP/IOP – within 30 days of the first face to face
  - Other signatures – Beneficiary signs within 30 days of first face-to-face. LPHA or MD signs within 15 days of the client signature.
- Treatment Plan – Reviews and Updates
  - RES – submitted with new TAR authorization
  - WM – within 14 days of the previous treatment plan
  - OP/IOP – within 90 calendar days of signing the initial treatment plan and every 90 days thereafter.
  - Other signatures – Beneficiary signs within 30 days of counselor signing. LPHA or MD signs within 15 days of the client signature.

# Documentation

- **Progress Notes**
  - RES and IOP – minimum of one note per calendar week
  - All other services – within 7 days of the date of service.
- **Case Management**
  - All levels of care – within 7 days of the date of service.
- **Continuing Service Justification**
  - No sooner than 5 months and no later than 6 months after date of intake.
- **Discharge Plan/Discharge Summary**
  - Within 30 days of the last face-to-face service.

# CIBHS 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](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)





# Moving Through Care

- **Entering treatment**

- Screening through Beacon Health Options: (855) 765-9703
- Nearest appropriate LOC will get referral
  - If no answer, next closest local provider will be contacted (except for residential since all providers in network are available.)
  - Only time a message will be left is if this is the last local option or this is the client's preferred option.
- Updated screening needed if more than 30 days
- Direct Referral

- **Transitioning to Another Level of Care**

- Once in the continuum, no need to get re-screened via Beacon
- CalOMS discharge, new admission (even if at same agency)

# Required Notices

- Rights and Responsibilities
- NOABDs – PHC responsibility
  - Residential denial/modification
  - Voluntary discharge
- Member Handbook
- Member Services (800) 863-4155



# Circling Back

- CalOMS for cutover clients
- Credentialing!
- Getting the message out
  - Member Newsletter
  - Tri-Fold Brochure
  - Provider Network Education
  - Criminal Justice Fact Sheet

# PHC Wellness & Recovery Brochure

## WELLNESS & RECOVERY



**1 in 12** Californians have a Substance Use Disorder\*

### How can Partnership HealthPlan of California (PHC) help in your recovery?

We offer substance use treatment services for people who have Medi-Cal and are struggling with drug and/or alcohol addictions.

We work with a company called Beacon Health Options (Beacon) for these services.

**10%** of those with Substance Use Disorders will receive treatment\*

### What does Beacon do?

Beacon counselors are ready to help you 24 hours a day, seven days a week. A trained health care provider or drug and alcohol counselor will do a screening over the phone. You will be connected to a treatment provider during the call and be offered access to treatment providers in your area.

### What does treatment cost?

If you have Medi-Cal with no share of cost, then treatment is no cost to you.  
If you have Medi-Cal with a share of cost, then you must pay up to the monthly share of cost amount.

Partnership HealthPlan of California offers substance use treatment services for people who have Medi-Cal and are struggling with drug and/or alcohol addictions

PHC Wellness & Recovery™  
HOPE IS HERE



Call Beacon at  
**(855) 765-9703**

TTY users call (800) 735-2929 or 711

### What kind of treatment can I get?

Your assessment will help decide the kind of treatment you need. All substance use treatment services are based on medical needs and can include:

- Outpatient/Intensive Outpatient Treatment
- Residential Treatment
- Withdrawal Management
- Opioid Treatment
- Medication Assisted Treatment
- Recovery Services
- Case Management

You will get services from a PHC contracted provider. Some treatment services may need prior approval by PHC.

### How do I know if I can get PHC's Wellness and Recovery services?

You may be able to get these services if you have Medi-Cal and live in one of these counties: Humboldt, Lassen, Mendocino, Modoc, Shasta, Siskiyou, and Solano. Call Beacon at (855) 765-9703. TTY users call (800) 735-2929 or 711.

If you do not live in one of these counties, contact your county's mental health agency. Or call PHC at (800) 863-4155. TTY users call (800) 735-2929 or 711.

### What if I have been ordered to receive treatment?

Our providers will work with you and the court or child welfare agency to make sure you get the treatment you need.

\*Statistics based on a 2018 study on substance use in California from the California Health Care Foundation



### Other questions or concerns?

Call us at (800) 863-4155, TTY users call (800) 735-2929 or 711. We are available Monday through Friday from 8 a.m. to 5 p.m.

PHC complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Se habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (800) 863-4155. TTY: (800) 735-2929 or 711.

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (800) 863-4155. TTY: (800) 735-2929 or 711.

Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulang sa wika nang walang bayad. Tumawag sa (800) 863-4155. TTY: (800) 735-2929 or 711.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 (800) 863-4155。 TTY: (800) 735-2929 or 711。

### Visit [www.partnershiphp.org](http://www.partnershiphp.org) for more information on:

- PHC's Drug Medi-Cal Wellness and Recovery Program
- Access to PHC's Drug Medi-Cal Wellness and Recovery Program Member Handbook
- Available providers
- Other services we offer

### Want information mailed to you?

You can get Wellness and Recovery Program information in print, other languages or formats such as braille, large print, and audio at no cost.

Call PHC at (800) 863-4155. TTY users call (800) 735-2929 or 711.

For more information from Beacon, please call their hotline. Beacon is available 24 hours a day 7 days a week. Drug and alcohol counselors are standing by. Call (855) 765-9703. TTY users call (800) 735-2929 or 711.

# Training Schedule

## Roundtable Webinar Schedule

June 29, 8:30 – 10 a.m. :

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

### SAVE THE DATE

July 13, 2020

July 27, 2020

August 10, 2020

August 24, 2020

## Claims Training

Outpatient and Intensive Outpatient

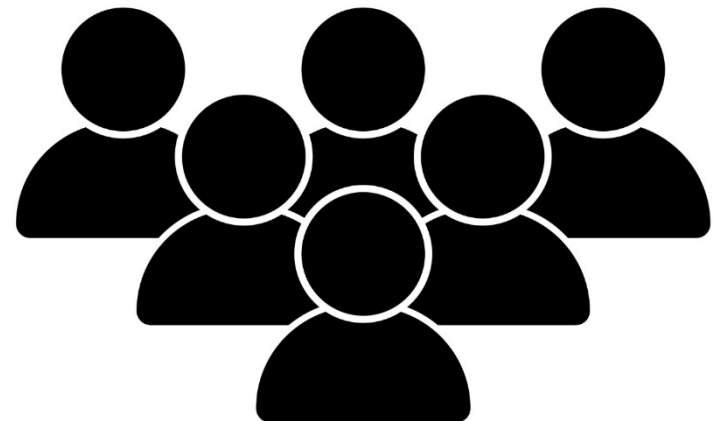
June 18, 2020, 10 – 11 a.m.

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

Residential and Withdrawal Management

June 18, 2020, 11 a.m. – noon

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



# Provider Questions

