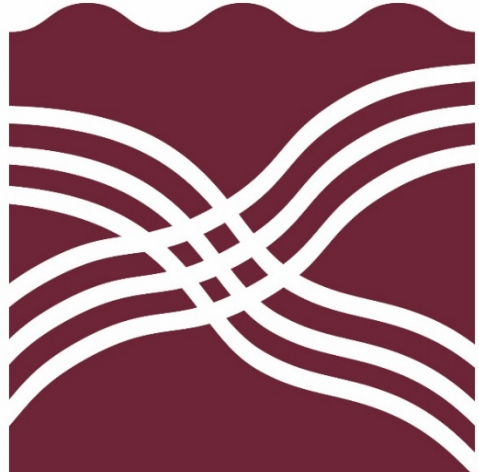


PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA  
*A Public Agency*

PHC Wellness  
& Recovery™  
HOPE IS HERE

# Wellness and Recovery

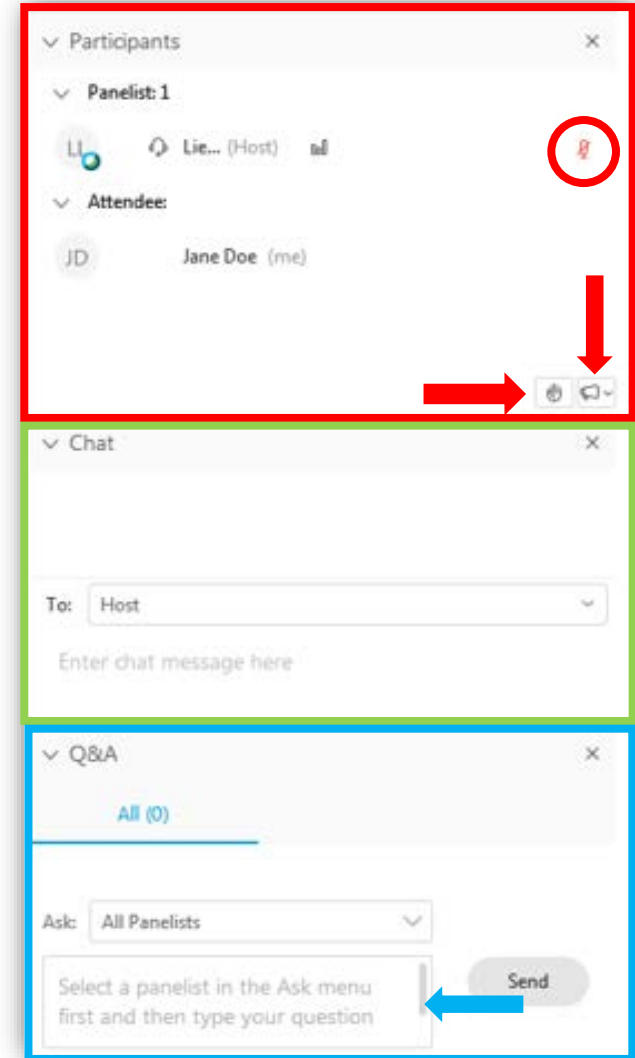
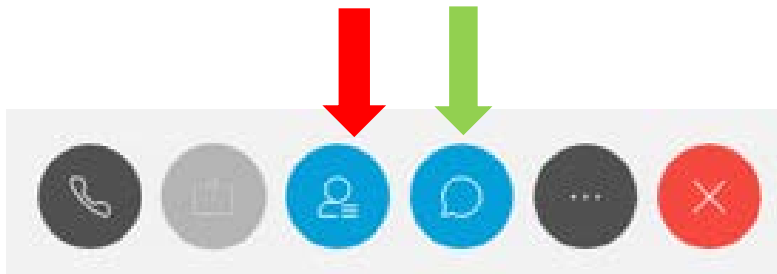
## Provider Roundtable

August 10, 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

- Program Updates
- Provider Guidance Review
- Documentation Tips
- Call Center Workflow Overview
- What's Next
- Provider Questions



# Program Updates

- Beacon Call Center
  - Stats
  - Issues
- CalOMS
  - Stats
  - Issues
- Residential TARs
  - Stats
  - Issues
- Other
  - Stats
  - Issues



# Provider Guidance

- Residential TAR information
- DATAR submission

# Documentation Tips

## Assessment

- Complete all fields
- Provide a detailed narrative wherever possible
- Documentation needs to support the severity rating

## Assessment Summary

- This is not new information
- Provide your clinical impression based on the assessment findings
- Should be in your own words

## Double Check Your Work!



# Beacon Call Center Workflow Overview

- Member Services – Check for Eligibility
  - Connect to clinician for screening; or
  - Refer to other 7 counties for SUD services; or
  - Refer to county for eligibility
- Third Party Callers
  - Call back when member is available to screen
- Minors may consent to screening
- Incarcerated members – Safe List or call back upon release

# Beacon Call Center Workflow Overview

- Clinician Screening
  - Screen and explain levels of care
  - Refer to screened LOC or alternate LOC
  - If dissatisfied with LOC recommendation
    - Encourage attendance at intake for full assessment; or
    - Offer alternate LOC; or
    - File a grievance
  - If no residential beds available, connect to next lower LOC available in their area.



# Beacon Call Center Workflow Overview

- Care Coordination
  - Warm transfer to appropriate LOC
  - Leave message for all appropriate providers
  - If member reports LOC, verify with Beacon and member
  - Appropriate providers
    - OP and IOP – In-county
    - Residential and WM – Any provider with available beds
    - OTP
      - In-county
      - Telehealth through Bright Heart Health
      - PHC Care Coordination for connection through physical health MAT providers.

- Final Provider Roundtable will be cancelled.
- SUPAG will be held quarterly (Provider Advisory Group.) First meeting will be Sept/Oct.
- Medical Records Reviews (MRR)
- Webinars
- One-on-one problem solving
- PROVIDER GUIDANCE

# Provider Questions

