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| Project Meeting Name: **Individual/Group Provider Monthly Meeting** | | Date:  **July 5, 2024** |
| Meeting Location: Virtual | Start Time: **8:15 AM** | End Time: **8:55AM** |
| Facilitator: Francisco Escobedo | Note Taker: Francisco Escobedo | Sponsor: Marcy Black |
| Meeting Attendees: Kathy Rexroat, Jennifer Beck, Raquel Andrade, Mila Arevalo, Natalie Armitstead, Blanca Godinez, Karla Boyd, Patty Carrilo, Cynthia Castanon, Francisco Escobedo, Gerardo Madrigal, Kathy Lee, Arlene Liles, Lori Lopez, Rosa Lucio, Meng Moua, Jon Rogers, Rohina Fazil, and Sarah Thomas | | |

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| **Meeting Summary** | | |
| **Topic/Deliverable** |  | |
| **I. Announcements** | **Lead Presenter** | **Francisco Escobedo** |
| **Status/Update** | **Purpose of Meeting:** To communicate to Individual/Group Providers any new and upcoming events/significant system and process changes to our delivery system and address and issues/concerns that impact persons served and/or providers.  **Introduction:** Natalie Armitstead, Div. Mgr. Adult/Older Adult Outpatient Services.  **DBH Contacts:**   * **Compliance** – questions related to Payment Reform; CalAIM [DBHCompliance@fresnocountyca.gov](mailto:DBHCompliance@fresnocountyca.gov) * **Managed Care** (no longer effective July 8, 2024) * Individual/Group Providers are to continue to call the original Managed Care main phone line until further notice, please call (559) 600 – 4645. * Questions can be sent via email at [MCare@fresnocountyca.gov](mailto:MCare@fresnocountyca.gov) * Note: Callers will be transferred to appropriate team members. * **Adult and Older Adult Outpatient Services –** Logistics still in transition. |
| **Action Item(s)** | **Who:** DBH Adult and Older Adult Outpatient services  **What:** will notify Ind/Group Providers of any new changes  **When:** TBD, as soon as information is finalized and made available to team members. |
| **II. New Master Agreement** | **Lead Presenter** | **Francisco Escobedo/Elizabeth Aguirre** |
| **Status/Update** | * **Master Agreement - Individual Group Providers Agreement** in Process. No set Board of Supervisors Date. New Agreement will separate out Professional Fees. * **Professional Fees:** Stand alone Master Agreement * All Individual/Group providers will be required to sign Master Agreement |
| **Action Item(s)** | **Who:** Elizabeth Aguirre, Sr. Staff Analyst  **What:** Notify Ind/Group Providers will notify participating Individual/Group Providers when Master Agreement is ready for final review and signatures. Required new signatures, insurance forms and other ancillary items from Providers.  **When:** TBD |
| **III. Reorganization** | **Lead Presenter** | **All Participants** |
| **Status/Update** | * **July 8, 2024**, effective date * Existing Managed Care teams such as Adult and Children’s Clinical Responsibility will be under a new division call, Planned Administration and will continue to provide services to all in-house and providers (organizational Providers and Individual/Group Providers). * Existing Master Agreement – Individual/Group Providers for SMHS data entry and claiming process will transition to Adult and Older Adult Outpatient Services Division along with contract administration and monitoring oversight and assigned to a specific staff analyst. * DBH is asking Individual/Group providers for their patience as the Department makes its transition. * Omid Counseling requests continued support from DBH team members on a weekly basis to review and resolve any payment issues and corrections to be made to data entry and/or CMS 1500 forms submission and payment status updates. Current meeting is scheduled, Friday, July 5, 2024 at 1:30pm (Virtual) and will include Natalie and Francisco E. |
| **Action Item(s)** | **Who:** DBH Adult and Older Adult Outpatient services  **What:** Notify Ind/Group Providers of any new changes and processes  **When:** August 2, 2024, 8:15am |
| **IV. Q & A** | **Lead Presenter** | **All Participants** |
| **Status/Update** | **Q.** **Statement: Rates for Individual Therapy has remained the same, it is becoming difficult to retain staff, want to promote a rate increase for Individual/psychotherapy services as the rates haven’t changed for the last four years (2020 rate at $1.71).**  **A**. Rates are based on DHCS who determine the rates for counties. As soon as County receives change in rates, providers will be notified.  **Q.** **How often is meeting preferred?**  **A.** Input: request meeting every two weeks as we are going through changes. Next meeting to be scheduled August 2nd and will all DBH, team members time to adjust/transition and discuss meeting frequency, additional re-org information to be provided. Existing Managed Care team members who process claims and enter data will be transitioning to new division. Provider Relation Specialist will also transition over to new division and will be available to follow up with individual/group providers.  **Q.** **If managed care is disbanded, then what will happen to our clients and providers?**  **A.** Managed Care is going through a reorganization, “we are still here and available for you”. Purpose of reorg is to provide improved services DBH team members, and to both beneficiaries and providers.  **Q: Payment schedule support from Managed Care, curious about the transition plan – weekly meeting to discuss Mailbacks, invoices, and payments.**  **A:** Teresa Medina, Program Tech has been attending weekly meetings. Current weekly meeting has been scheduled for Friday’s at 1:30pm. Meng/Teresa – Natalie and Francisco and Sao Yang to attend today’s meeting. |
| **Action Item(s)** | **No Action** |
| **V. OTHER Items** | **Lead Presenter** | **All Participants** |
| **Status/Update** | 1. Call for Agenda Items: 2. Next Scheduled Meeting: **Friday, Aug 2, 2024, 8:15 am** |
| **Action Item(s)** |  |