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| Project Meeting Name: **Individual/Group Provider Monthly Meeting** | | Date:  **August 2nd 2024** |
| Meeting Location: Virtual | Start Time: **8:15 AM** | End Time: 9:00am |
| Facilitator: Natalie Armitstead | Note Taker: Cindy Castanon | Sponsor: Natalie Armitstead |
| Meeting Attendees: Raquel Andrade, Mila Arevalo, Blanca Godinez, Karla Boyd, Cheng Vang, Dolores Amato, Jeffrey Elliot, Sharon Erwin, Cesar Rodriguez-Perez, Nadia Fanaeian, Melinda Garcia, Gerardo Madrigal, Justin Jimenez, Laura Echeverria, Michelle Lee, Arlene Liles, Teresa Medina, Mike Tucibat, Meng Moua, Kathy Rexroat, Brittany Storle, Elizabeth Aguirre, Jennifer Beck, Patty Carrillo, V Chavez, Lesby Flores, Xou Xiong, Sarah Wiens, Xia Vue, Elizabeth Thomas, Amanda Sayers, Alvina Rodriguez, Lori Lopez, Michelle McWilliams, Linda Nebeker, Jospeh Rangel, Rohina Fazil, Mae (guest), Valerie Curley | | |

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| **Meeting Summary** | | | |
| **Topic/Deliverable** |  | | |
| **I. Announcements** | **Lead Presenter** | **Natalie-Sharon** | |
| **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.   * Current FY Fee rates have not yet been entered into the system * Within the next week invoices should be processed   + Once rates are entered how long should providers see payment after rates entered?     - As quickly as they can be put into the system usually 7-10 days once check is cut. | |
| **Action Item(s)** | * No Action | |
| **II. New Master Agreement** | **Lead Presenter** | **Natalie Armitstead** | |
| **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   + Do we have a tentative date this will go to the board?   + No anticipated date as of yet, we will reach in email inboxes. | |
| **Action Item(s)** | * No Action | |
| **III. Timeliness Access Data Tool** | **Lead Presenter** | **Elizabeth Thomas** | |
| **Status/Update** | | * TADT information has not yet been received * A new system is now in place in paper form for the Youth/Wellness center, the form will be emailed once contact has been made, and client has been accepted * User guide will be provided to providers if needed * DBH in control of the monitor/tracking unit system   + - Any questions please reach out to the DBH inbox <DBHQualityImprovement@fresnocountyca.gov> |
| **IIII. Reorganization** | **Lead Presenter** | **Cesar Rodriguez-Perez** | |
| **Status/Update** | * New email inboxes coming soon, billing & invoicing information will be updated   + - New formatting is in place, but will stay consistent with previous information * All updated information will be shared soon with all providers   + - Will be sent out via email to all provider inboxes * Meeting Frequency   + - Monthly-Bi-monthly or quarterly?     - Providers will be notified of any changes in the status of meet frequency | |
| **Action Item(s)** | * No Action | |
| **IV. Q & A** | **Lead Presenter** | **All Participants** | |
| **Status/Update** | * + Duke Doulphus -Quality Counseling -With the rise in Medi-Cal clients canceling, not showing up or late is there any policy/procedure to abide by for this such as recessing a late/no show no call fee?     - We are not allowed to provide late fee/no show fee.     - PRS-Arlene Encourage providers to have good policy with clients they need to be fully aware of no shows, providers may be able to let clients know they may need to find a new provider if no show/late fee (3 times or more)     - Fresno County does not have a set policy, DBH may offer suggestions for a reasonable policy suitable for practice       * Informal waiver or policy forms should be signed to provide proof of no shows/late fees     - Providers can also send reminders to persons about upcoming scheduled appointments. That practice has shown to help reduce no shows in the past when other programs have implemented it.     - Transportation is available for Medi-Cal participants, providers can make clients aware   + Cheng Vang M.D.- Documentation changes What are the changes in terms of documentation?     - Describe services provided (frameworks)     - Interventions utilized during the session and the purpose in any format     - Observations   Progress notes are used as a basis for planning care and treatment among practitioners and across programs; are considered a legal record describing treatment provided for reimbursement purposes; and are used to communicate with other providers.  Each progress note must include:  1. The type of service rendered (for example, Individual Therapy, Rehab, Plan Development, etc.)   2.  A narrative describing the service, including how the service addressed the persons served behavioral      health need (e.g., symptom, condition, diagnosis, and/or risk factors, interventions)   3.  The date that the service was provided to the persons served   4.  Duration of the service, including travel and documentation time   5.  Location of the persons served at the time of receiving the service   6.  Next steps including, but not limited to, planned action steps by the provider or by the persons served, collaboration with the persons served, collaboration with other provider(s) and any update to the problem list as appropriate   * Rohina Fazil-We are getting some claims denied due to "CCS Authorization required".  Can you clarify what that is?   + - Cesar will follow-up | |
| **Action Item(s)** | Who: Cesar Rodriguez-Perez  What: Follow-up with the State and provide an answer  When: September 6th, 2024 | |
| **V. OTHER Items** | **Lead Presenter** | **All Participants** | |
| **Status/Update** | 1. Call for Agenda Items: 2. Next Scheduled Meeting: **Friday, Sept 6, 2024, 8:15 am** | |
| **Action Item(s)** |  | |