

## Frequently Asked Questions (FAQ)

Contra Costa Behavioral Health Services (CCBHS) has received several questions since the CCBHS CalAIM Training registration communication was disseminated via email. To help answer these questions, please read the following FAQ.

### Both MHP & DMC-ODS Providers - Category: Training

#### 1. **Question: Are the Train the Trainer and Master trainings the same?**

**Answer:** Yes, they are the same. Lead staff at clinics/programs/agencies such as lead psychiatrists, program managers, supervisors, Utilization Review (UR) leads, or any others on the UR unit working in the CCBHS County system or in a contracted Community Based Organization (CBO) doing Medi-Cal billing or documentation which have been sent notices for both the Train the Trainer and Master training are being asked to attend both.

#### 2. **Question: Why am I being asked to attend both trainings if they are the same?**

**Answer:** For those of you being asked to attend the Train the Trainer and Master training on the same topic, this is to reinforce the materials and provide some time for trainers to address questions that may arise. Agency leads will also have time to digest information and circle back with trainers. This will also allow for more exposure on the topic and reinforcement of the topics covered, as clinic/program/agency leads (managers, supervisors, team leads, executive directors, etc.) should become knowledgeable with the training topics as they will be the first resource for staff.

Clinic/program/ agency leads (managers, supervisors, leads, executive directors, etc.) will be responsible to ensure the appropriate staff which do Medi-Cal billing or documentation access and complete the recorded training and a brief evaluation by June 30th, 2022.

#### 3. **Question: When will other staff get trained?**

**Answer:** Staff which do not attend a live virtual training and do Medi-Cal billing or documentation SHOULD access a recording of the training and complete the brief evaluation by June 30th, 2022. This training is expected to assist in preparation of the CalAIM changes that will go in effect July 1, 2022.

In addition, County Mental Health leads; such as supervisors, managers, etc. will be asked to share the training in staff meetings, discuss questions and provide the date of the staff meeting(s) of when this training was reviewed.

#### 4. **Question: When and where can the recorded trainings be accessed by providers?**

## Frequently Asked Questions Continued

**Answer:** Any agency staff will have access to view a recording of the training as it will be posted on the CCBHS CalAIM website soon after the training. All staff which do not attend a live virtual training should access a recording of the training and complete a brief evaluation by June 30th, 2022. This training is expected to assist in preparation of the CalAIM changes that will go in effect July 1, 2022.

### 5. **Question: What if I'm having technical issues with accessing the registration page?**

**Answer:** If you are having issues with accessing the registration page here are a few things you can try:

- If you are a CCBHS County staff member, call the Help Desk, as you may have settings on your device blocking you from accessing this page.
- If you work at a CCBHS contracted CBO or as a Network Provider, please check in with your agency to see if there are any settings on your device that may be blocking the registration page.
- Try opening the registration links from another device.
- If someone else at your site has been able to register on their device, see if it's possible for you to use their device to register.

### 6. **Question: Is there any additional resource that can help me determine which training I need to attend?**

**Answer:** Yes, CCBHS created a decision tree document that outlines all of the upcoming trainings and which are required/optional and for whom. Please see the CCBHS CalAIM Training Decision Tree 6-9-2022.