



CONTRA COSTA  
**HEALTH**



## Care Management Unit Network Provider

Dear Network Providers,

CMU hopes all are enjoying 2024. It is hard to believe Spring is right around the corner. With the looming snow storm, we will hold on to our Winter theme.

CMU has been off to a busy start and are acclimating to the changes which took effect January 1st. CMU thanks you for your patience and understanding as we all navigate through the changes.

Although most of the changes positively impact the system, change usually includes a period of confusion. CMU is here to help all of the Network Providers adapt to the changes. Please reach out if needed.

As always, CMU extends our appreciation and gratitude for all of the services being provided to the Medi-Cal beneficiaries of Contra Costa County.



February 2024 Issue

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# As of 1/1/2024—Authorizations are no longer required

## Providers will still:

- ⇒ Submit a Registration & Admission form for all **new** clients.
- ⇒ Complete a Mental Health Assessment for all new clients and annually thereafter (still working on an abridged annual form).
- ⇒ Complete a **Progress note for every billable service**. It is also recommended to complete a note for non-billable services, if appropriate.
- ⇒ Submit a Discharge Summary when service **terminates**.
- ⇒ Submit claims via Provider Portal within **15 days of the service**.
- ⇒ **Verify client's Medi-Cal eligibility**. Preferably, providers will verify eligibility prior to each session and take a screenshot.
- ⇒ Continue to **follow the CPT code rules** (use of modifiers, number of units per CPT code, supplemental codes) and **coverage rules**.



## In place of the Authorization process, CMU will begin completing Quality Reviews

CMU will begin to conduct quality reviews for all network providers, as it is a state requirement.

**10%** of your caseload will be reviewed at least annually. The number of charts range from 1 to 6, depending on the size of your caseload.

### **Documents to submit include:**

- Most recent Mental Health Assessment
- Current Problem List (Specialty Mental Health Only)
  - Progress notes for the specified review period
    - Informed Consent
    - Referrals (TOC tool if created)
  - Medication List, consent, *Psychiatrists only*

**CMU will send a staff message in Provider Portal, to alert providers of what charts are going to be reviewed.**

- Please respond with requested documentation within 2 weeks of the notice.

**CMU will complete the review and send results back to the provider.**

- The review summary may include follow up items.
- Providers will be required to respond to those items.

**This process will be updated as necessary to refine/improve the process.**



## Remember to Check Medi-Cal



- ⇒ If a client reaches out to you directly, remember to check their MediCal eligibility prior to your first session.
- ⇒ If the client is referred to you by Access their MediCal eligibility has been confirmed prior to providing the referral to you. However, please double check their eligibility as it can change and continue to monitor at least once a month. It is recommended to check coverage prior to each session.

### HOW TO CHECK ELIGIBILITY

- ⇒ Check the client's coverage in the "Coverages" section in the Provider Portal.
- ⇒ Contact CMU
  - Call CMU at (925) 372-4400 ext1
  - Send a CRM through Provider Portal



# IMPORTANT



## Reasons Why Your Claim Got PAID

- You submitted the Registration and Admission form after the 1st session
- You used the right place of service codes for telehealth (02 for out of home, 10 for in home)
- You used the right modifier for your telehealth session (93 for phone, 95 for video)
- You billed correct CPT code combo for your hour-long initial intake appointment (1 unit of 90791 and 3 of G2212)
- You billed correct CPT code for a parent collateral contact session with a minor client (1 unit of H0032 for every 15 min.)
- You correctly added on G2212 without needing to use the 59 modifier



# Beneficiary's Corner



## MEDI-CAL COVERAGE

The State's COVID-19 Public Health Emergency (PHE) ended 2/28/2023. As a result, millions of Medi-Cal beneficiaries may lose their coverage. DHCS goal is to minimize beneficiary burden and promote continuity of coverage for our beneficiaries. In order to support these efforts, please help us encourage members to keep their contact information updated with the local Medi-Cal office in Contra Costa County and the Employment & Human Services Department (EHSD). SSI recipients get Medi-Cal automatically and should simply keep their contact information updated with Social Security.

**PLEASE REFERENCE FLYER ON NEXT PAGE FOR CONTACT INFORMATION or this LINK [Keep yourself and your family covered \(ca.gov\)](https://www.ca.gov)**

## Telehealth Consent

While Telehealth services are an authorized service, all beneficiaries have the right to receive services in-person. Please ensure your consent includes Telehealth information OR explain the right to in-person sessions to your client verbally and note in your progress note.

### **What does this mean?**

If you are only providing Telehealth services, and the client is requesting in-person services, you will need to transition care to a provider offering in-person services.

### **How do you request a new provider?**

Please call CMU with the request. You will need to explain to the beneficiary there may be a wait for in-person services. In the interim, explain to the client you are able to provide Telehealth services.

# Keep Your Medi-Cal

Don't miss important information about your Medi-Cal health coverage.

Make sure that your county has your current contact information.

 Name	Phone 
 Address	E-mail 

Report any changes to your name, address, phone number, or e-mail address. Contact us at:

## Did You Know?

You can complete your annual renewal and report changes to your Medi-Cal online.

Create your online account today by going to [mybenefitscalwin.org](https://mybenefitscalwin.org) and selecting the "Create An Account" link.

## Group Therapy Available - Newly Formed Groups

CMU has received information from providers forming new groups. If you would like to refer any of your clients to these groups, you may reach out to the providers below or contact CMU for more information.

### **Emotional Regulation Psycho-Ed & Skills Group Facilitated by La'Quesha Fonrose, LCSW**

Weekly closed group for women of color ages 30-40. Group will help these women gain insights and tools to self regulate and reduce chronic stress & anxiety.

**Location:** Zoom

**Dates:** March 4<sup>th</sup> through April 29<sup>th</sup> @1pm-2pm

### **Master your Mind Experience Transformation through ACT Therapy & Meditation Facilitated by Sandra Paolini, LMFT**

10-Week group for overcoming anxiety & depression.

**Location:** Telehealth

**Dates:** TBD





# Self Care Corner



## CCHS Wellness Team

**This resource provides weekly wellness sessions (Telehealth) and offer Free Wellness Videos**

To enroll in these sessions please reach out to:

[CCHSWellness@cchealth.org](mailto:CCHSWellness@cchealth.org)

## Things we can do for Self Care:

### Exercise

Walk

Hike

Yoga

Remember to Breathe

Meditation

Staying present in the moment

Spending time in nature

Gardening

Spend time with friends and loved ones

Heat Wraps

Massage

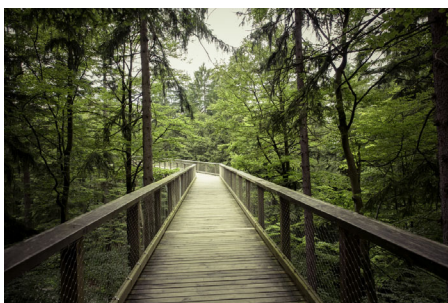
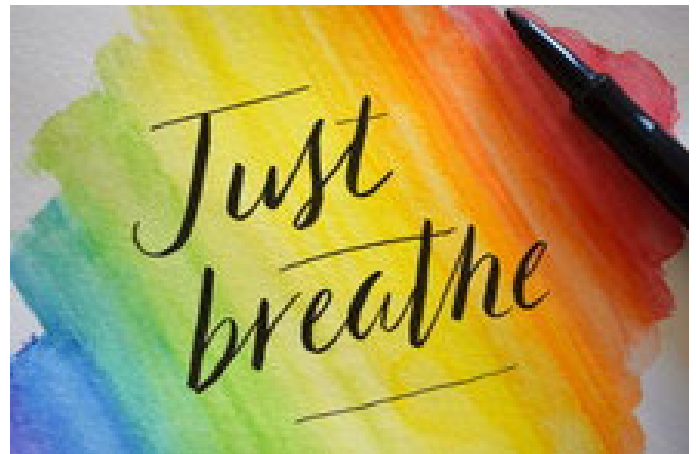
Facials, a hot towel on your face

Take naps

Get enough sleep

Reading

Going to a play or Broadway Show



# Network Providers' Corner



## CULTURAL COMPETENCE TRAINING

### Upcoming CMU Trainings

#### CMU Review Training:

*March 20th,  
2024*

*April 19th,  
2024*

**9:00 a.m.—  
12:30 p.m.**

#### Network Provider Resources:

Please copy  
and paste the  
URL below  
into your web  
browser.

[Mental Health  
Network Provider |  
Contra Costa  
Health  
\(cchealth.org\)](https://www.cchealth.org/home/showpublisheddocument/1645/638241044624970000)

Per State requirements, all providers must complete a “Cultural Competence” training **once a year**. Upon completion, please **submit a copy of the certificate** to CMU Provider Services. *If doing Contra Costa Health Plan’s (CCHP) training outlined below, you do not need to submit a certificate.*

CCHP’s training is online and takes approximately 30 minutes to complete. Once finished, complete an attestation. Completed attestations will be reported to CMU monthly.

**To access the CCHP training go to:**

<https://www.cchealth.org/home/showpublisheddocument/1645/638241044624970000>

## In-Person Sessions

**The area of greatest need is for providers to  
see clients in-person.**

**Have you opened up your office doors again?  
Call us!**



## Beneficiary Resources Available



[Contra Costa Behavioral Health Access Line](#): Toll-free 1-888-678-7277

[Línea Telefónica de Acceso para Servicios de Salud Mental](#): Llame Gratis al 1-888-678-7277 para más información.

[Crisis and Suicide Hotline](#):

**988** Lifeline. 1-800-273 TALK remains in place as well. You can also text the words HOPE to 20121.

[211 Contra Costa Database](#): A comprehensive,

up-to-date, and free of charge database of local health and social services for Contra Costa residents provided by Contra Costa Crisis Center.

**Frontline Workers Counseling Project, Free** (Therapist or Support Group): <https://fwcp.org/get-therapy>

[Línea Telefónica de Crisis y Suicidio](#): Llame Gratis al 211 o 1-800-833-2900. Si está en crisis puede llamar este numero y hablar con alguien que puede escuchar. También ofrecen información gratuita de servicios

sociales y de salud para los residentes de Contra Costa. Proporcionada por el Centro de Crisis de Contra Costa.



# Staff Spotlight



**Cheryl Kehner, Clinician**

## Q&A

- If you had to eat one meal, every day for the rest of your life, what would it be?

Tofu Pad See Ew

- Least favorite food?

Liver and Milk

- If given a chance, who would you like to be for a day?

I would love to be a person who did not have to think about money because they had billionaire status kinda money.

- If you were stuck on an island what three things would you bring?

My Key West hat, hiking shoes, and a knife.

- What do you like to do in your spare time?

I love to go hiking with friends. Since Covid, I have gone hiking at minimum, once a month.

- What celebrity do people think you look like?

Julianna Margulies when she was on ER. I would get stopped by strangers and they would tell me how much I resembled her.

- Top three life highlights?

1. Traveling to London and Paris 2. Going to Stonehenge 3. Going to Bath to see the Roman Baths and the Jane Austen museum.