

# Care Management Provider Services NEWSLETTER

Happy New Year!!!

It is hard to believe it is now 2020. 2019 proved to be a very productive year for CMU/Provider Services.

Highlights include:

- \* Adding 37 new providers to the Panel,
- \* Renewing 62 provider contracts,
- \* Conducting approximately 14 provider trainings,
- \* Finalizing the new Provider Manual, and
- \* Welcoming back Suzanne Tavano, Ph.D. as the Behavioral Health Director for the Contra Costa Mental Health Plan.

2019 was also a very productive year for Network Providers. First, we would sincerely like to thank each and every one of you who helped ensure all individuals calling in for services were able to receive services. Many providers, opened their practice in order to accept just “one more case” even though they were technically “full.” Accepting 1-2 cases here and there helps ensure Medi-Cal beneficiaries receive essential services in a timely manner.

Throughout 2019, approximately 200 Network Providers serviced about 4,500 clients. That is AMAZING!!



## INSIDE THIS ISSUE

Gwynne's Goodbye .....	2
Claims Submittal .....	2
Required Training .....	3
Prop 56.....	4
Rate Increase .....	5
Sublets.....	5
Recruitment.....	6

# FAREWELL, UNTIL WE MEET AGAIN

Dear Providers,

By the time you read this, I will have departed CMU to become Director of Quality Assurance for Bonita House in Oakland.

I am sorry that I wasn't able to say goodbye to each of you in person. Although I was so often communicating with you about corrections needed for paperwork and claims, I have always known that your top priority is to provide excellent treatment to our Contra Costa beneficiaries. Your dedication and advocacy for clients is consistently evident.

Thank you for everything you

do. I know I leave you in good hands with Gina, Kim, Beth, Billie, Susan, Grace, Judy, Leslie, and the rest of the staff that works to support you behind the scenes. I am so proud of how far we have come as a unit in my 4+ years here.

Wishing you all the best in the New Year. Chances are, our paths will cross in some way in the future, and I look forward to that possibility.

Warmly,

Gwynne Gilson, MFT

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*Gwynne will be greatly missed by the Care Management Unit. We wish her the best with her new endeavors.*

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## CLAIMS SUBMITTAL

PLEASE make sure you are submitting a separate claim form for each month of service. Due to the billing procedures and Medical guidelines, putting multiple months on the same claim form is very difficult to process. In the future, claim forms with multiple months will lead to a delay in payment and possibly a denial of the payment.



## REQUIRED TRAININGS

### **CULTURAL COMPETENCY TRAINING**

All Network Providers must complete an annual Cultural Competency Training. Once the training is completed, you may submit the training certificate to [CMUProvider.Services@cchealth.org](mailto:CMUProvider.Services@cchealth.org).

### **TRAINING OPTION FOR CULTURAL COMPETENCY**

Contra Costa Health Plan (CCHP) offers an online training which takes about 30 minutes to complete. Once finished, you complete an attestation verifying completion of the online training. Once the attestation is submitted, it is received by CMU as verification of completion of the Cultural Competency training requirement.

**Go to the Training Resources page for CCHP:**

<https://cchealth.org/healthplan/provider-training.php>

### **ANNUAL CARE MANAGEMENT TRAINING**

CMU Provider Services offers 2 trainings at this time. CMU Review is offered monthly and Documentation & Audit Preparation is offered quarterly. CEUs are available for the Documentation & Audit Preparation training.

**To enroll for the County training, please contact:**

[CMUProvider.Services@cchealth.org](mailto:CMUProvider.Services@cchealth.org)

### **BENEFICIARY PROTECTION TRAINING**

This is a PowerPoint presentation emailed to all providers during the onboarding process and every 3 years thereafter.

## UPCOMING Trainings

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### **CMU REVIEW**

9 am—12 pm

Friday, Feb. 21, 2020

Friday, Mar. 27, 2020

Monday, Apr. 20, 2020

### **DOCUMENTATION & AUDIT PREP**

9 am—12:30 pm

Monday, Mar. 2, 2020

**ALL of the above trainings  
are held at: 30 Douglas  
Drive, Martinez, CA**





## PROP 56

### **BACKGROUND:**

On November 8, 2016, California voters approved Proposition 56 to increase the excise tax rate on cigarettes and tobacco products. Under Proposition 56, a portion of the tobacco tax revenue is allocated to the Department of Health Care Services (DHCS) for use as the nonfederal share of health care expenditures in accordance with the annual state budget process.

### **REQUIREMENTS:**

Client must be mild/moderate in acuity and 99205 must have been billed.

This is a process carried out through the finance department. Network Providers do not have to do anything “extra” in order to receive payment..

Approximately once a quarter, you will receive a Prop 56 check along with a Remittance Advice (RA). This should include all clients you assessed during the identified time period. The current Prop 56 rate for each unit of 99205 is: \$107.00.

If you receive your Prop 56 payment and believe there are errors, you may contact Gina Griffiths at the Care Management Unit.

## PROP 56 UPDATES

On January 3, 2020, CMU received official notification that the Payment of Prop 56 funds would continue through FYE20.

**What this means:** The most recent Prop 56 check sent to eligible Network Providers was actually a sweep of claims from FYE19.

Now, with the extension, the next Prop 56 check will account for claims from 07/01/2019 –Date identified by Finance. It is not known if this will cover a quarter July 2019 – Oct 2019 OR July 2019 - The month claims will be reviewed. Possibly February 2020.

*The Care Management Unit is not responsible for this process and will not be able to answer any questions in regard to when the next Prop 56 will be sent to providers, sorry!!*

## **RATE INCREASE UPDATE**

Many providers with contracts ending 6/30/2020 have been patiently waiting for their rate increase to go into effect. Unfortunately, there has been an unforeseen problem and ALL proposed rate increases are currently on hold.

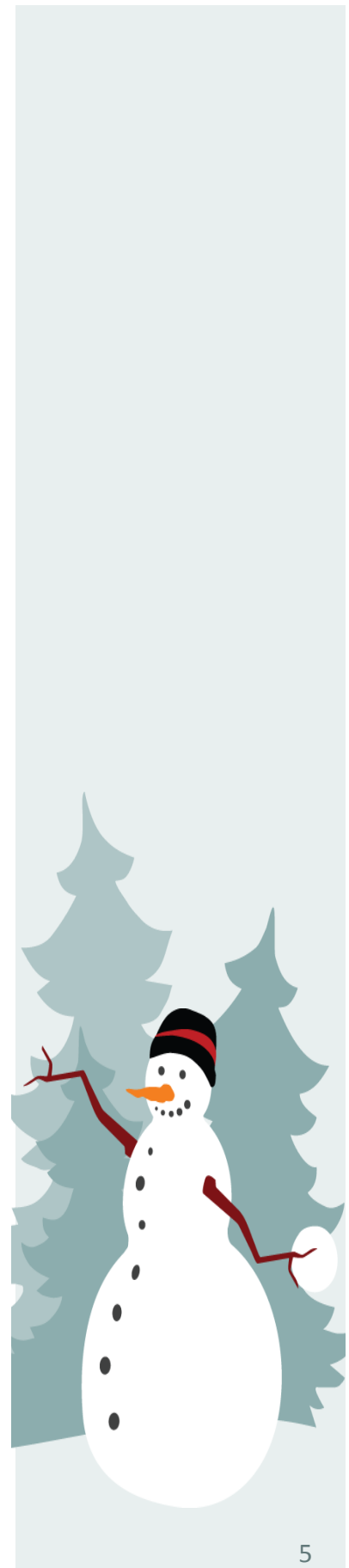
We spoke too soon in assuming the rate increase provided to contracts ending 2021 would be extended to the contracts ending in 2020. Administration is currently reviewing all rate increase requests and assessing the budget. As a reminder, the increase is linked to increasing caseload in order to meet Network adequacy issues.

As soon as we are informed on the status of the rate increase request, we will reach out to all of the providers impacted.

## **AVAILABLE SUBLETS**

The Care Management Unit/Provider Services maintains a sublet list in the event there are providers looking for office space.

If you are aware of any sublets available, please let us know and we will add the information to our running list.





## ONGOING RECRUITMENT—PLEASE REFER YOUR COLLEAGUES

Contra Costa Mental Health Plan (CCMHP) is currently recruiting licensed mental health professionals for our Network Provider Panel, serving Medi-Cal Consumers throughout Contra Costa County. CCMHP provides specialty mental health services to Medi-Cal consumers with the goal of providing welcoming, integrated services that promote wellness, recovery, and resiliency, while respecting the complexity and diversity of the people we serve.

*We are currently experiencing a **high need** for licensed clinicians who provide mental health services throughout Contra Costa County.* Please help us spread the word by asking any of your colleagues and/or professional organizations to contact us via email at [cmuprovider.services@cchealth.org](mailto:cmuprovider.services@cchealth.org) or by telephone at 925 372 4400 - option 6 for Provider Services for more information. *Anyone interested will be reviewed by our panel and ultimately approved by BH administration/Finance.*

January 2020

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[CMUProvider.Services@cchealth.org](mailto:CMUProvider.Services@cchealth.org)

<https://cchealth.org/mentalhealth/>

***Please remember to check the CMU website regularly.***

*Here you can find all of the forms, training information, and updates.*

***<https://cchealth.org/mentalhealth/network-provider>***

