

**Mental Health Provider Meeting**  
**Multnomah County**  
**Verity Integrated Behavioral Healthcare**  
**October 13, 2008, 10:00 – 11:00am**  
**Lincoln Building**

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Present:

Heidilyn Safe; DePaul Tx Center	Rose Lee Jaffe; InAct/VOA
Diane Lacy; LifeWorks NW	Susan Salkield; OHSU – IPP
Cris Riley; OHSU – IPP	Bill Hunt; Central City Concern
Sonja Ervin; Central City Concern	Marcus Kroloff; Cascadia BHC
Bobbie Sproul; Serendipity	Bev Wright; Serendipity
Leslie Stang; NARA	Sarah Carolus; Central City Concern
Maureen Brennan; Outside In	Lori Gibson; Morrison Cntr.
Michelle Burbidge; Outside In	Allison Faherty; Morrison Cntr.
Joe Hromco; LifeWorks NW	Sandy Boyle; Trillium Family
Howard Spanbock; Luke-Dorf	Yanna Shumaker; Lutheran Community Srcvs.
John Trinh; Luke-Dorf	Julie Berrigan; Morrison Child & Family
Julie Morris; NARA	Holly Hermes; Albertina Kerr
Peggy Grunden; Cascadia BHC	Michelle Fitz; Options Counseling
Katherine Eschman; Morrison Child & Family	Christine Lau; Asian Health & Srvc. Cntr.
Brad Huber; Western Psychological	Deborah Danner; MHASD
Charmaine Kinney; MHASD – Verity	Keith Mitchell; MHASD
Courtney Bailey; MHASD	David Hidalgo; MHASD - Verity
Debbie Tombe; MHASD - Verity	Sara Hallvik; MHASD - Verity
Sean Derrickson; MHASD	

**Announcements:**

David Hidalgo announced his new position as Senior Operations Manager for the Division. The MHO Manager position will be posted soon if not already for competitive recruitment.

Courtney Bailey; MHASD Business Operations gave an MMIS (new State Medicaid Management Information System) update. The latest go-live date is December 9<sup>th</sup>, 2008. As the State moves towards this date in early December they will be shutting down the old Pharmacy Benefit Management (PBM) system on December 5<sup>th</sup>, 2008 before the new PBM goes live. Therefore, to assure that pharmacies can verify eligibility in a timely manner and clients are assured to receive their medication, the State is asking that providers or client's get their medication refills for December during the last 2 weeks in November.

Courtney also reminded agency providers that in preparation for the new MMIS system, the State would be sending out one PIN letter with information on how to access their new eligibility web portal. It was thought that agencies would receive multiple letters from each MHO they hold contracts with, including an additional letter if they were open-card billers. The State has confirmed each agency will receive one letter.

Courtney reminded agency representatives present that the County encourages the use of Electronic Funds Transfer (EFT) for method of payment for Verity contracts. The County will be taking back its check writing privileges from PHTech, the County's claims administrator soon. This is through no fault of PHTech, rather the County has been asked to maintain this function in-house. This change could mean a delay for those receiving

paper checks for service payments (up to two additional days.) If providers participated in EFT, then this delay is not an issue. Courtney distributed request forms (see attached) for agency representatives to take back and complete as appropriate.

### **Adult Outcomes Instruments/Data:**

David introduced the newest member of the Quality Management team Sara Hallvik (503.988.5464 x 26575) who has replaced Kate Thomas as Verity's Research & Evaluation Analyst. An outcomes tool is required in all Verity contracts. For most providers a tool has been chosen, however implementation has been slow and the Quality Management group would like to see more data submissions. For the adults in particular, providers need to update Sara and or Christina with where their agency stands in implementation. Technical assistance is always available through Sara. (Please see updated summary of Outcome Tools by agency provided with these minutes.) Discussion continued with David stating that future RFP(Q) may require agency outcomes information as part of the response process. In addition to being used to increase positive client outcomes, an outcomes tool can be used to provide needed information to the Board of County Commissioners on provider performance.

### **Federal changes to Case Management definition:**

Charmaine Kinney, Senior Quality Management Coordinator presented selected slides from a recent national webinar regarding the March 1<sup>st</sup> changes made to Targeted Case Management definitions. In addition, the group was provided with the state's rule change to OAR 410-138-0007. (Please see attached address, you will need to cut and paste to your browser.)

[http://www.dhs.state.or.us/policy/healthplan/rules/temps/133-138%20\(T\)1008.pdf](http://www.dhs.state.or.us/policy/healthplan/rules/temps/133-138%20(T)1008.pdf)

The implications of these changes are that Verity will re-visit the Fee Schedule to make sure the case management definition is congruent with any federal and state language.

### **Eligibility discrepancies, AIS vs. CIM:**

Courtney announced that many providers have experienced Verity eligibility discrepancies between what they find in First Health Services Corp., or AIS and what is in CIM. These discrepancies should first be emailed through CIM to PHTech. If PHTech is unable to update the correct eligibility into CIM, then please notify Courtney, as she will contact the state directly. Eligibility discrepancies may take time to update in both systems so providers are asked to keep track of any denied authorizations and/or claims. One provider asked if we had any information about when the state will stop eligibility changes during their cut-over period to MMIS? Courtney was not aware of any announced date by the state, but ventured a guess of around November 15<sup>th</sup>.

### **Roundtable Discussion:**

David Hidalgo reminded the group of the importance (and contractual requirement) of using individual National Provider Identifiers (NPI) as well as agency NPIs when billing for services. The individual NPI should be placed in the Rendering Provider field as applicable on paper and electronic forms. This is important as PHTech is using this information to create a Provider Directory for Verity and the Division that shows active clinicians submitting claims in any prior six-month period. If agencies are "rolling up" their services to the agency number (which is appropriate for per diem services) then we are unable to get needed detail. The group expressed frustration as various entities are telling them they have to roll up services to their agency number, as the state cannot accept individual NPIs from providers participating in MHO services. Christina reminded the group that as a clearinghouse, PHTech has the ability to accept individual NPIs and create an acceptable file for

encounter submission to the state. David took down agencies identifying that they are currently set up to submit agency numbers only. Business Operations/Quality Management staff will do outreach for technical assistance to those identified.

Charmaine gave a quick update on the Verity sponsored Consumer Focus Groups that will be offered at the end of October, beginning of November. So far there will be a total of nine groups including adults, youth and family representation. Providers were encouraged to refer family groups that have children involved with ISA services – she has approximately 5 slots left in that group. Charmaine can be reached at 503.988.5464 x24424.

**NEXT MEETING: December, date and time TBA.**