

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

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Present:

Chris Larsen; ChristieCare	Michelle Connolly; Portland DBT
Diane Lacy; LifeWorks NW	Susan Salkield; OHSU – IPP
Jamie Vandergon; Trillium	Sherry Sofich; Cascadia BHC
Bobbie Sproul; Serendipity	Bev Wright; Serendipity
Janet Brandt; Central City Concern	Sarah Carolus; Central City Concern
Maureen Brennan; Outside In	Lori Gibson; Morrison Cntr.
Michelle Burbidge; Outside In	Allison Faherty; Morrison Cntr.
LaNae Black; Catholic Community Svc.	Flori Hall; CODA
Howard Spanbock; Luke-Dorf	Yanna Shumaker; Lutheran Community Srvcs.
John Trinh; Luke-Dorf	Julie Berrigan; Morrison Child & Family
Katherine Eschman; Morrison Child & Family	Christine Lau; Asian Health & Svc. Cntr.
Charmaine Kinney; MHASD – Verity	Ron Lagergren; MHASD – Call Center
Courtney Bailey; MHASD - Verity	David Hidalgo; MHASD - Verity
Debbie Tombe; MHASD - Verity	Sara Carter; MHASD - Verity

**Announcements:**

Charmaine Kinney, Quality Management Coordinator, announced the May Satisfaction Surveys were finished being analyzed for both children and adults. The Quality Management Committee would be looking at this data in detail. In addition, Charmaine will be setting dates with the larger providers to visit their sites in order to look at agency specific survey results. Overall the Verity Provider Network continues to do well in consumer satisfaction.

**Medicaid Management Information System (MMIS) Update:**

Courtney Bailey, Business Operations, announced that the state continues to offer training for their September 2008 implementation of the new Medicaid Management Information System (MMIS) eligibility and claims management database. This database will offer the capacity for providers to logon to an eligibility database through a web portal. Currently, most providers contracted with Verity use CIM Express, an eligibility tool offered through PhTech. This will not be available once the MMIS is put in place by the state. Courtney encouraged the provider group to also try the on-line training that is now available. Courtney distributed the latest MMIS Insider newsletter.

**Notice of Action policy clarification:**

Charmaine Kinney presented information concerning her recent consultation with the state Addictions and Mental Health Division (AMH) around provider obligations when giving a Notice of Action to consumers.

A Notice of Action is typically generated by providers if they are self-authorizing the service and they intend to “take an Action.” An Action is defined as a reduction, suspension, discontinuation or termination of a

previously authorized Covered Service. The state clarified that the provider must generate an NOA when they intend to take an Action *and the consumer does not agree with the action*. This means that if the provider will not be issuing a NOA because the consumer agrees with the change, this evidence must be documented in the consumer's chart.

Charmaine also clarified the state's expectations around outreach attempts for those consumers that have no-show appointments as well as those who may need behavior contracts or require care conferences with Verity. (Please see attached handout.)

### **MHO Updates:**

David Hidalgo, MHO Manager, announced that the children's programs that currently use CASII level authorizations should expect service level hard caps to be implemented sometime this year. The children's system will have this implemented first, focusing on managing costs by service level while encouraging providers to begin building internal utilization management teams or systems in order to stay within caps. The adult system will have service level guidelines, but will not implement hard caps this year. The expectation of providers creating utilization management teams internally is for both adult and child providers. Quarterly, Business Services will be sending letters to all providers with information concerning their dollar cap standing. This is in anticipation of implementing actual children's hard caps and adult guidelines.

Courtney reminded providers who now have a separate Early Childhood and School Aged contract that those service authorization are the same (CASII level) for both contract types. This means providers will need to manage those authorizations by age in order to track the dollar caps for the applicable contract. Early Childhood ages are 0-6 years old and School Aged is 7-17 years. In addition, Verity will be monitoring, and recouping funds when appropriate, for providers who receive payment for services provided to children for age groups for which they do not hold a contract. For example, Provider A has a School Aged contract but inputs a CASII level authorization and receives payment for a child who is 4 years old. Verity would be requesting pay back for these funds.

Because of recent provider site changes, David reminded the provider group to make sure they are communicating any change in address to Verity so that information can be updated on the consumer and provider information web pages.

Over the past several months David and Division Director Karl Brimmer have met with provider CEOs and discussed Verity's current timely filing requirements. Karl announced in the last provider CEO meeting that the timely filing rule will now be 90 days for initial submission of a service claim (from date of service,) and an additional 90 days for resubmission of a denied claim (from date of first denial.) This is effective for dates of service September 1st and forward.

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