

**Mental Health Provider Meeting**  
**Multnomah County**  
**Verity Integrated Behavioral Healthcare**  
**June 9, 2008, 10:00 – 11:00am**  
**Lincoln Building**

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Present:

Tom Argent; OHSU – IPP	Marcus Kroloff; Cascadia BHC
Kathy Moore; Albertina Kerr Cntrs.	Traci Parsons; Albertina Kerr Cntrs.
Donna Kauffman; Lutheran Community Svcs.	Sherry Sofich; Cascadia BHC
Bobbie Sproul; Serendipity	Candace Merritt; Albertina Kerr Cntrs.
Janet Brandt; Central City Concern	Sarah Carolus; Central City Concern
Russ Fowell; Trillium Family Svcs.	Lori Gibson; Morrison Cntr.
Michelle Fitz; Options Counseling	Allison Faherty; Morrison Cntr.
Brad Huber; Western Psychological	Flori Hall; CODA
LaNae Black; Catholic Community Srvc.	Yanna Shumaker; Lutheran Community Svcs.
Anthony Kramer; LifeWorks NW	Howard Spanbock; Luke-Dorf
John Trinh; Luke-Dorf	Julie Berrigan; Morrison Child & Family
Katherine Eschman; Morrison Child & Family	Christine Lau; Asian Health & Srvc. Cntr.
Courtney Bailey; MHASD - Verity	Ron Lagergren; MHASD – Call Center
Debora Danner; MHASD - FCCT	Rosa Nguyen; MHASD
Debbie Tombe; MHASD - Verity	

**Announcements:**

Christina Gardner reminded the group that July 1, 2008 is the renewal date of all School-Aged and Early Childhood contracts as well as all contracts identified in the Special Populations group. For this fiscal year, School-Aged and Early Childhood contracts have been separated with one new provider being added to the network of early childhood providers. For those agencies with an Individually Tailored Mental Health Service contract, the quarterly Chemical Dependency report is no longer required as of July 1<sup>st</sup>, 2008. In addition, all provider contracts will reflect new requirements for the Cultural Competency Report. Providers will be asked to do an annual internal capacity assessment to be incorporated into their overall Cultural Competency Plan. Only the assessment will be required on January 2<sup>nd</sup> each year, not the full plan. (Please refer to Attachment B in all Verity contracts.)

Courtney Bailey announced that the state is now offering 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 CIMEExpress, an eligibility tool offered through PhTech. This may not be available once the MMIS is put in place by the state. This caused some concern in the provider group – Courtney asked that providers contact PhTech to learn more.

Courtney also announced that there have been two changes made to the Verity Fee Schedule, both effective for dates of service on or after June 1, 2008:

90887 – is now paid at a 30 minute equivalent

H0036 – is now paid at \$5.00 per unit

Joan explained the rationale behind these changes stemmed from looking at average time spent and dollars paid for these two codes.

### **Interpreter Services Update:**

IRCO has begun the process of contracting for services with Verity. Currently Telelanguage has been the primary language interpreter and translation service for Verity contracted providers. Pending approval, contracted providers will now have an additional agency from which to request these services. (Look for instruction in the July update of the Verity Specialized Services Provider Manual:)

[http://www.co.multnomah.or.us/dchs/mhas/specialized\\_provider\\_manual.pdf](http://www.co.multnomah.or.us/dchs/mhas/specialized_provider_manual.pdf)

As a reminder, when canceling appointments with either interpreter service, all providers are required to cancel by 12:00pm the business day before a scheduled appointment. If this is not done, Verity is required to pay for the full appointment time. Please call the appropriate provider as soon as you know that an appointment needs to be cancelled. Also, when communicating with either interpreter service, please remember to check the member's eligibility for the date of requested service and let them know whether the member is Verity (use Medicaid Prime ID number) or Multnomah Treatment Fund (use Raintree number).

### **Verity's External Quality Review – July 2008:**

Charmaine Kinney presented information concerning the upcoming External Quality Review (EQR) by Acumentra. The purpose of today's presentation is to show where requirements may be passed down to contracted mental health providers and what your obligations may be as a result of some of these requirements.

With regard to enrollee and provider communication, 42 CFR 438.102 states that Verity (contracted provider network) may not prohibit, or otherwise restrict, a healthcare professional acting within the lawful scope of practice, from advising or advocating on behalf of an enrollee who is his or her patient, under certain circumstances, (see EQR slide show 6/9/08). In addition, 42 CFR 438.102 states that Verity (contracted provider network) must notify potential enrollees of any moral or religious objection to providing, reimbursing or covering any particular services, and informs enrollees within 90 days of adopting any such policy.

The 2008 MHO Agreement with the state has also brought changes to the Complaint/Grievance/Appeal Process. For all OHP (including Verity) members, a complaint or grievance can be brought to the provider or to Verity directly as before. If, after being investigated, the resolution is not in the member's favor, the member must request assistance from the Department of Medical Assistance Programs (DMAP) Ombudsman.

For all OHP (including Verity) members who have received a Notice of Action, indicating a "reduction, suspension, discontinuation or termination of a previously authorized service" or "denials or limiting prior authorizations of a requested Covered Service(s) in an amount, duration, or scope that is less than requested", the member may file an Appeal with Verity. The member has 45 days from the date on the Notice of Action to file an Appeal. The member may file an Administrative Hearing as well, but Verity has 16 days to resolve an Appeal. Verity is requesting that all providers issuing a Notice of Action fax a copy to Verity Quality Management at 503.988.5870.

Charmaine presented new Crisis Services posters for those present at today's provider meeting.

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