

Mental Health Provider Meeting
Multnomah County
Verity Integrated Behavioral Healthcare
June 8, 2009, 10:00 – 11:00am
Lincoln Building

Present:

Terry Forrest; DePaul Tx Centers	Erin Fisher; Luke-Dorf
Maureen Brennan; Outside In	Susan Salkield; OHSU – IPP
Michelle Burbidge; Outside In	Anthony Kramer; LifeWorks NW
Tom Woodruff; Western Psychological	Robert Miller; Project Quest
Bobbie Sproul; Serendipity	Stacey Zych; Cascadia BHC
Christine Lau; Asian Health & Srvc. Center	Ginny Robinson; NARA
Flori Hall; CODA	RoseLee Jaffe; VOA/InAct
Michelle Fitz; Options Counseling	Jamie Vandergon; Trillium Family
Sara Carter; MHASD	Julie Berrigan; Morrison Child & Family
Charmaine Kinney; MHASD	Len Lomash; MHASD
Joan Rice, MHASD	Chris Rentzel; MHASD
Debbie Tombe; MHASD	Rosa Nguyen; MHASD

Announcements:

Christina distributed DMAP handout that announced as of August 1st, 2009 they would only be accepting what is called the “red form” of the CMS 1500 claim form. Some providers submit copies of this form (black copies) and this sometimes causes error when reading data on the forms. If a black form is received at DMAP it will be returned to the provider. For Verity any agency submitting paper claims to PHTech for processing much also be on the “red form.” PHTech will be following the same process as the state – they will return all black forms to the agency.

In September of 2008, Ralph Summers, Medicaid Policy Manager and Jay Yedziniak, Oregon Health Plan Coordinator at the state Addictions and Mental Health Division released a memo to County Mental Health Providers and Mental Health Organization clarifying the state’s interpretation of the term “other licensed practitioners” when addressing compliance with 42 CFR 440.130. The memo states, “*when services are provided by a Community Mental Health Program, outpatient services may be prescribed by Licensed Professional Counselors (LPCs) and Licensed Marriage and Family Therapists (LMFTs) along with those practitioners described in ORS 430.010(4)(a) (licensed physician, licensed psychologist, registered nurse practitioner and licensed clinical social worker) and still be in compliance with the federal and state rules cited above.*” Discussion began around signature frequency of a treatment plan to prescribe mental health services. Joan Rice, Quality Manager for Verity reminded the group that federal rules for reimbursement are more restrictive than Oregon Administrative Rule and a licensed practitioner signature is needed for new and annual updates to the treatment plan document.

Christina reminded the group that the Prevention, Education, and Outreach report would no longer be required after July 1st. June’s data should be turned in on or before July 15th to MHO.Reports@co.multnomah.or.us mailbox, or faxed to 503.988.5870, attn. Christina Gardner. In addition, if your agency has not submitted your Cultural Competency internal assessment (this was due January 2, 2009) it may be replaced by taking the on-line Cultural Competency zoomarang survey. Charmaine Kinney, Senior Quality Management Coordinator for Verity requested that agencies look for her announcement email that gives detail on the survey including

duration and additional instruction. Verity is looking for 80% of agency staff to participate. Agency specific data will be returned to key individuals within each agency. The survey will be open for two months.

Interpreter Services:

Christina announced that Verity is now participating in countywide interpreter contracts, which means for the provider agencies there will be additional choices when making appointments for Verity members needing interpreter services. The vendor used most by providers is Telelanguage, who will be continuing as a vendor for the County. However, IRCO will no longer be contracted with the County after June 30th. Some providers have their own standing contracts with IRCO, and they can obviously still use these as appropriate. Verity is asking providers not to schedule interpreter appointments (that would have been billed to Verity) with IRCO after July 1st. Rosa Nguyen, Business Services will send out more information, including contact numbers for the new vendors before month's end.

Member Requests for Second Opinion policy and procedure:

Verity policy and procedure #AD-012 was distributed describing Verity's expectation of the providers' participation in coordinating a member's request for a second opinion. The document describes steps taken by Verity Member Services (503) 988-5887, when a member calls and asks for help, as well as what provider steps can be taken to assure the member is offered a timely second opinion appointment. Discussion began around where the majority of these requests come from, typically DHS child welfare who is very interested in monitoring children who have complex medications. Some providers stated that these requests could be difficult, as they would typically go through the entire intake process for what is usually a one-time appointment. Joan reminded the group that this is a right that the member has under federal Medicaid law, and that Verity has allowed the provider to bill for those services under an "Assessment only" authorization type.

Use of Student Interns:

Joan began discussion on provider's use of student interns, in particular the support that Verity has in maintaining an active intern program within provider agencies. She distributed a sheet that highlighted language from the current MHO Agreement that Verity has with the state. The language gives some leeway in an agency's ability to use interns who are in their second year of graduate school, who would not otherwise be given a variance to perform services as a QMHP. Joan asked for feedback from the group as to current practice, whether agencies were using graduate level interns primarily for QMHA level services, or were they being allowed to observe and participate in supervised QMHP proctored mental health services? One agency stated they were taking a conservative approach and only allowing those interns to provide QMHA level services, however it created a problem as the students were unable to "practice" what they would ultimately be doing in future work, behavioral health counseling and therapy.

Joan stated that Verity would like additional feedback before releasing the draft policy and procedure, which includes a standard form that providers would use to document competencies of those interns performing both QMHA and P services. Feedback can be directed to Joan at 503.988.5464 x29597.

NEXT MEETING: August, date and time TBA.