

**Mental Health Provider Meeting
Multnomah County
Verity Integrated Behavioral Healthcare
April 13, 2009, 10:00 – 11:00am
Lincoln Building**

Present:

Michele Tremblay; NARA	Heather Kirkbride; NARA
Diane Lacy; LifeWorks NW	Susan Salkield; OHSU – IPP
Janet Brandt; Central City Concern	Erica Albarran; Central City Concern
Tom Woodruff; Western Psychological	Robert Miller; Project Quest
Bobbie Sproul; Serendipity	Bev Wright; Serendipity
Tiffany Miller; Project Quest	Jennifer Woods; Albertina Kerr
Flori Hall; CODA	RoseLee Jaffe; VOA/InAct
Holden Leung; Asian Health & Srvcs. Cntr.	Ginny Robinson; NARA
Michelle Fitz; Options Counseling	Jamie Vandergon; Trillium Family
Howard Spanbock; Luke-Dorf	Yanna Shumaker; Lutheran Community Srvcs.
John Trinh; Luke-Dorf	Julie Berrigan; Morrison Child & Family
Len Lomash; MHASD	Donna Kauffman; Lutheran Community Srvcs.
Charmaine Kinney; MHASD	Sara Hallvik; MHASD
Courtney Bailey; MHASD	Chris Rentzel; MHASD
Debbie Tombe; MHASD - Verity	Rosa Nguyen; MHASD

Announcements:

Christina Gardner announced that providers should make a push to submit any outstanding reporting in anticipation of fiscal year end. MHASD Director Karl Brimner directed the QM team of MHASD to monitor who is delinquent as of June 30 as he will make recommendations for provider financial withhold in accordance with Division policy.

MHASD Business Services' Courtney Bailey's last day is April 22nd. Chris Rentzel, Rosa Nguyen, and Debbie Tombe will be taking over various duties until Courtney's position is filled.

Christina distributed provider specific reports reflecting claims turnaround for CY 2008. Verity changed timely filling rules in September of 2008 to 90 days for non-third party claims. The average claim submission for providers was between 25 and 30 days. Christina stated that when looking at your trend line any time providers had a "clean-up" of claims submission this will show a spike in claim submission days.

Satisfaction Surveys/ACORN Training:

Sara Hallvik, MHASD Quality Management reminded the group that annual satisfaction surveys would need to be distributed by all providers for a three week period in May. Providers will be able to pick up their site collection boxes anytime after today at the Lincoln Building lobby (421 SW Oak Street). Sara stressed that providers will need to discard all previous copies of the surveys (all versions) as the survey has been changed for this year. Pre-paid envelopes will be made available again this year for those providers who do the majority

of services in the community. Remember to hang your posters announcing the Satisfaction Surveys in prominent areas of business.

Sara also announced a FREE training opportunity focusing on the adult outcomes tool called ACORN. This training, facilitated by Jeb Brown PhD, Director at the Center for Clinical Informatics, will be on May 11, 2009 from 2:00-5:00pm and will have approximately 50 slots available. Training location is at the Lincoln Building (421 SW Oak Street) in the Pine conference room. Please RSVP to Sara:

Sara.Hallvik@co.multnomah.or.us , she can also be reached at **503.988.5464 x26575**.

Smoking Cessation Provider Project:

Charmaine Kinney announced an initiative by Verity regarding the dissemination of smoking cessation information to consumers. Persons with mental illness smoke half of all cigarettes produced, and are only half as likely to quit as other smokers (Smoking Cessation Leadership Center). It is important that providers take a look at what free or low-cost information resources are available to them in order to combat this problem. Charmaine distributed a handout that gave several links to free or low-cost resources like the Oregon Quit Line, OHP Smoking Cessation Brochures and others. The Verity consumer webpage also has information.

www.oregon.gov/DHS/ph/tobacco/oregonquitline.shtml

www.oregon.gov/DHS/addiction/publications/quite-line.pdf

www.freeclear.com

Charmaine highlighted the Oregon Tobacco Quit Line Fax Referral Form, (can be found at the first link listed above) which is used to track referrals to the Quit Line by all Oregon Health Plan participants. Verity's goal will be to track numbers of referrals made to the Quit Line and compare to changes in health statistics based on this and other interventions. This form will be sent to all providers for use immediately and will be posted on the Verity Provider page in the near future.

Verity Code Workgroup:

Joan Rice, MHASD Quality Management Manager was interested in gauging provider interest in reconvening the Verity Code Workgroup as result of recent questions concerning code use and interpretation. Christina stated that this version of the workgroup should not be as intense as the committee work that was done in 2007. A handful of providers stated they would be interested in forming another committee. Christina will coordinate this with Joan and provide more information soon.

New Verity Provider Manual:

Christina announced the new provider manual is now on line and in effect as of April 1st. Highlighted changes include:

- Clarification for accessing transportation for consumers
- New Indigent Medications instructions (part of the Multnomah Treatment Fund)
- PEO reporting (C4B report) will no longer be required after 7/1/09
- Practitioner Report has a new name and template – Provider Specialty Report (see forms link below.)
- Cultural Competency Internal Assessment now due rather than full agency plan (assessment tool will be made available in late May, early June.)
- Transition Protocol for ISA level children is now updated for 2009

<http://www.co.multnomah.or.us/dchs/mhas/provider.shtml>

http://www.co.multnomah.or.us/dchs/mhas/mhasd_forms_verity.html

NEXT MEETING: June, date and time TBA.