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County/State Claims Payment Processing Improvement Task Force Meeting Notes – January 17, 2008

Launched in January 2008, the California Department of Mental Health created a C/S CPPITF to improve the Specialty Mental Health claims payment processing and services between the county and state. This Task Force will evaluate and recommend processes, tools and systems that can help to improve the current claims filing and reimbursement process between counties and the state. The Task Force will engage partners such as the Department of Health Care Services, Department of Alcohol and Drug Programs, APS, and County Mental Health Directors to develop ways to improve the county claims payment processing system. These are the brief and summarized notes from our meeting.

Attendance: Denise Arend(DMH) , Yvette Bell (DMH), Denise Blair (DMH), John Dong (DHCS), Richard Faust (DOF/OSAE), Duane Henderson (Butte County), Don Kingdon(CMHDA), Marilyn Liddicoat (DMH), Geremi Matsunami (DMH), Sara Murillo, Emeka Okemiri (DMH), Bob O'Neill(DHCS), Yvette Power (DMH), Michael Reiter (APS), Cynthia Rodriguez (DMH), Cynthia Rutledge (DMH), Vonnie Ryser (DMH), Rick Sierra (DOF/OSAE), Sandra Sinz (APS – CAEQRO), Loren Suter (DMH), Sean Tracy (DMH), Amy Wilner (Butte County)

New Action Items

1. Taskforce to provide input for the Dec 2007 OSAE Review of the Medi-Cal Claims Process, in the Corrective Action Plan specifically Observations 4 through 9 over next several months.
2. DMH will invite the Department of Alcohol and Drug Programs to be a part of this task force in an effort to assist coordination at the local and state level (Behavioral Health).
3. Rick Sierra will provide a contact from DHCS to DMH regarding amended cost reports.
4. Bob O'Neill offered to provide the TF with a presentation about SDII.
5. DMH will update the Corrective Action Plan and ask for Task Force Review.
6. DMH will develop charter for Task Force and seek approval.

1:10 Welcome, Introductions and focus

- Introductions around the table.
 - Status of the task force was addressed – identify key players for DMH, CMHDA, Counties, APS, and DHCS to review claims system and ensure timely and accurate payments are made to the counties.

Key Points

- The Corrective Action Plan is due from DMH to OSAE on January 31, 2008 which will be a map for the nine OSAE observations and 27 recommendations. The goal is to implement a corrective action plan that will be utilized over the next year.
- The focus for the task force will cover three topics:
 - 1) Review and evaluate the claims process for Short-Doyle/Medi-Cal Program.

- 2) The IT process – role and impact on claims process
 - 3) Cost settlements and audits
- The focus will be on observations 4 through 9. Suggestions will be recorded. Any ideas or suggestions in other committees or workgroups should be incorporated into the overall plan.
 - Michael Reiter, APS, said in the identification of systems migration, there is a history in the counties where the HIPAA format was anticipated and encountered difficulties. Implementation plans take longer and require more staff. APS would like to know who is in charge of the HIPAA migration project.
 - DHCS has just entered into an agreement with Trinity Technology Development on the Short Doyle II.
 - Robert O’Neil, DHCS, said Trinity Tech is on board for the SDII deliverables. The goal is to build a system and get rid of the old translator. This is a DGS contract, and should be in the Contracts Register which TF members expressed an interest to review.
 - Mark Refowitz, Orange County, said counties have reviewed available systems but there are great impediments for writing codes for California.
 - Duane Henderson, Butte County, stated the Alcohol and Drug Program (ADP) needs to be included in the process as they are part of the structure. Few counties can afford to silo systems. Richard Faust, OSAE, responded that ADP was not included in the review process to an extensive degree. ADP has different report systems, manual processes, and the same translators. Dept. of Finance is in the process of finalizing an ADP report that addresses this issue. It was agreed that ADP should be a part of the process and they will be invited to be a part of this task force by DMH.
 - Vonnie Ryser, DMH, said she hears there are more business rule changes rather than IT issues. Robert O’Neill added that HIPAA says what codes and transactions can be used and are tied to federal requirements. HIPAA is not the hindrance.

Discussion Points - OBSERVATIONS: 4-9

- #4) Vonnie R. said there is a manager on website tracking which counties processed claims in the old format and those who tested and certified in the HIPAA compliant format. Manager on current website shows how many counties are testing with us on NPI. Twenty-five counties have submitted plan on how much longer is needed. No claims are being denied. May 23, 2008 is the deadline for compliance. DMH should accept claims with MRI only numbers.

Denise Blair said improvements have been made in HIPAA translation. Resources have been redirected to it and there will be a more stable process.
- #5) Loren Suter gave an overview of the current DMH billing process and explained the problems with the system.

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Amy Wilner (Butte County) asked why counties can't go straight to DHCS for payment avoiding the invoice process.

Cynthia Rodriguez (DMH Legal Services) discussed the history of why DHCS and DMH are jointly involved in the claims process.

- #7) DMH met with CMS to discuss controls to ensure accuracy. Don Kingdon, CHMDA, said counties need to be notified when errors are made that result in overpayment.
- #8) Claims processing is the focus of the Task Force and members agreed that compliance and performance benchmarks need to be developed.
- #9) Marilyn Liddicoat said there is a 12/31 deadline for counties to submit their cost report. DMH works with the counties to fix the errors. They are submitting amended cost reports. Rick Sierra said DHCS can give DMH tips on how their process which would be an improvement.

2:30 Adjourn

The next meeting will be scheduled in advance of the OSAE Corrective Action Plan due date of January 31, 2008.