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County-State Claims Payment Processing Improvement Task Force Meeting Notes – August 11, 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: Marcelo Acob (DMH), Steve Appel (DMH), Maria Barteaux (SF County by phone), Yvette Bell (DMH), Bob Cutler (DMH consultant), Fei Collier (DHCS), Leda Frediani (Alameda County by phone), Catherine Hendon (DMH), Don Kingdon (CMHDA by phone), Bob Ullom (APS),Carolynn Michaels (DMH), Sara Murillo (DMH), Larry Pye (SF County by phone), Vonnie Ryser (DMH), Sean Tracy (DMH).

New action items:

- **Counties requested that Good Cause be allowed for system testing. Stan Bajorin (DMH) is working with DHCS on this issue.**
- **The responsibility for the OSAE reports will be transitioned to divisions tentatively scheduled for September 2008. Example: The Claims Processing Report will transition to Admin/Fiscal; Internal Controls to Admin and Hospitals; MHSA has been with the Community Services Division since the release of the OSAE review.**
- **DMH presented an environmental scan of the various claiming groups, along with brief descriptions of each group. Task Force members are asked to review and provide any feedback to DMH (Catherine Hendon).**
- **DMH will add contact information for the leads of each group on the Claims Initiatives Environmental Scan per Task Force recommendation.**
- **The Task Force will discuss a possible Version 2.0 of the Billing Manual at our next meeting.**

Old action items:

- **SF county asked if ADP was included in the PERM audit. DMH replied that they could send SF County (Maria Barteaux) contact information for DHCS Audits and Investigations (Kerrie Arndt) who may be able to answer their question.**
- **The environmental scan will be distributed to the workgroup including internal, external, providers, partners, etc.**
- **Attendees are asked to provide feedback on the May-June 2008 Claims OSAE Update to DMH (Catherine Hendon).**

8/22/2008

Welcome, introductions, and updates:

1. All members introduced themselves.
2. ADP Leadership has joined the Task Force.
3. DMH announced the arrival of a new internal auditor, Vallery Walker, who begins today. She will be attending Task Force meetings beginning with our next meeting.
4. Review of prior meeting action items and notes. Task Force members are asked to submit any feedback to Catherine Hendon, DMH.
5. DHCS has received an exemption from the Governor's recent Executive Order for the multi-year IT contract involving SDII. Consequently, DMH was able to get an exemption for Bob Cutler, SDII project management consultant.
6. CMHDA provided an overview of their committees as they relate to the claims process.
 - a. At the CMHDA Financial Services Committee, DMH provides a financial update. Recently DMH informed CMHDA that FFP loan authority has been expended.
 - b. Discussions regarding SDII have been very productive. The DMH CIO and SDII project manager have recently been working with CMHDA to reach a decision on whether to allow claim splitting in the SDII system.

Discussion Points:

1. DMH Program Compliance provided a PERM update.
 - a. Overall, the process is moving along smoothly. Most counties have already submitted the required information to PERM contractors.
 - b. DMH is now waiting while CMS reviews the files to determine whether there will be any denials.
2. DMH provided a SDII update regarding the Thursday DMH-county-vendor conference calls.
 - a. The major topic this week is claim splitting.
 - b. DMH clarified the need for the recent Companion Guide review (Tuesday, August 5, 2008) to occur in person, rather than on a Thursday conference call.
 - i. The amount of work to be reviewed is too extensive to be covered in one call.
 - ii. It would be easier to perform this review in person, where all attendees can view the same screen and documentation.
 - c. APS stated their concern for counties with local systems who do not have the aid of software vendors. These counties need to have representation at SDII meetings in order to successfully convert to SDII.
 - d. APS Healthcare will provide a list of these counties to DMH who can then extend an invitation to SDII meetings/conference calls as needed.
 - e. In addition, for counties changing vendors, they should think about the best time to switch vendors in reference to the SDII timeline.
3. June 2009 is the target date for the new DMH accounting system software implementation.

4. DMH presented the updated draft of the Claiming Initiatives Environmental Scan.
 - a. Counties suggested that DMH put contact information for the leads of each group identified on the scan.
 - b. DMH requested Task Force members' feedback on improvements/changes to this document.
 - c. This item will remain on the agenda to be discussed again next meeting.
5. DMH provided an update on recent Medi-Cal Claims Customer Service Unit (MedCCC) efforts.
 - a. Form 1982A now includes Certified Public Expenditure (CPE) language; the MedCCC is in the process of updating 1982B-D.
 - b. The MedCCC is also changing certifying language on cost reports.
 - c. These updated documents will be made available to counties via ITWS.
 - d. DMH continues to work on Good Cause issues. MH1770 is currently being updated, and DMH is creating procedures for the Good Cause process.
 - e. DMH recently met with LA County regarding the calculation of EPSDT SGF. LA shared their calculation process with DMH. DMH is evaluating their internal calculations for this process in order to share a step-by-step calculation with counties.
 - i. In SDII, counties will see this calculation on the 835.
 - ii. Until SDII implementation, SF County requests a presentation on these calculations during a CMHDA committee meeting.
 1. DMH will need to finalize these internal procedures before this presentation can occur.
 2. APS notes that it would be particularly helpful for counties to receive this information as they prepare for cost reports.
 - iii. DMH will take these recommendations back to their Admin./Fiscal Deputy Director.
6. APS inquired as to whether DMH has received any feedback on the Billing Manual.
 - a. The DMH MedCCC is documenting feedback from counties. There have been few errors reported.
 - b. Changes may be incorporated into version 2.0 of the document. The Task Force will discuss a possible Version 2.0 of the Billing Manual at our next meeting.
7. DMH is currently preparing the July 2008 Claims Corrective Action Plan update to OSAE. DMH requests DHCS feedback on the corrective action plan.
 - a. In September 2008, the DMH corrective action plan in response to the OSAE Claims Review will transition into DMH Administrative/Fiscal and IT divisions.
 - b. September 2008 is the deadline for DMH's required six month update report to OSAE.

2:57 p.m. Adjourn

8/22/2008