



1600 9th Street, Sacramento, CA 95814
(916) 654-2309

County-State Claims Payment Processing Improvement Task Force Meeting Notes – November 10, 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 Blair (DMH), Toquyen Collier (DMH), Catherine Hendon (DMH), Cindy Guest (ADP by phone), Robert Joy (DMH Consultant), Bill Ullom (APSCarolynn Michaels (DMH), Vonnie Ryser (DMH), Gurabunda Singh Khalsa (LA County by phone), Sean Tracy (DMH), Vallery Walker (DMH).

New action items:

- **Counties requested that Good Cause be allowed for system testing. Stan Bajorin (DMH) is working with DHCS on this issue.**
- **We will keep “Contract Negotiation” on the agenda for further discussion next meeting.**
- **MedCCC will be invited on November 24, 2008 to provide an updated report of activities, issues, and services.**
- **The Environmental Scan document will be revised for the group and presented at the next meeting scheduled for November 24, 2008.**

Old action items:

- **The responsibility for the OSAE reports has been transitioned to divisions in October 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.**

Welcome, introductions, and updates:

1. All members introduced themselves.
2. Introduction of Vallery Walker, new DMH Internal Auditor.
 - a. She is now responsible for the oversight of the Claims Corrective Action Plan.
 - b. She is the single point of contact for all internal and external audits involving DMH.

3. Review of prior meeting action items and notes. Task Force members are asked to submit any feedback to Catherine Hendon, DMH.

Discussion Points:

4. SD/MC Phase II update:
 - a. There is a new conference call format on the Thursday SDII County Workgroup Calls.
 - i. DHCS is facilitating the call. DHCS, DMH, and ADP will all have representatives on the call and help to develop the agenda and supporting documentation.
 - ii. An outstanding action item list is maintained and posted on ITWS.
 - b. The Companion Guides have been released.
 - i. They are posted on ITWS.
 - ii. ADP and DMH synchronized the releases. ADP attached a Bulletin, and DMH attached an Information Notice.
 - iii. There will be an in-person meeting and webcast on November 12, 2008 detailing changes since the last State-County Companion Guide review.
 - c. APS noted that the counties' request for a testing environment is very important.
 - i. DMH is working with DHCS on the conditions of this testing environment.
 - ii. DMH and DHCS are discussing the timeline of county testing.
5. OSAE Claims Corrective Action Plan update:
 - a. The claims corrective action plan has been transitioned to the Administrative and IT divisions.
 - b. The DMH internal auditor will oversee the implementation of the plan. The internal auditor notes that it is important for *responsible parties* to set realistic target dates on the plan.
 - c. DMH presented a summary sheet outlining the progress made on the corrective actions.
6. Contract negotiation
 - a. The contract is a 3-year agreement. DMH is preparing for delivery to counties in January 2009 with a schedule to get County Boards of Supervisors to sign by July 2009.
 - b. The administrative portion of the contract is complete. DMH and Counties are working out the financial conditions.
 - c. We will keep this item on the agenda for further discussion next meeting.
7. Medi-Cal Claims Customer Service Unit (MedCCC)
 - a. Counties' feedback regarding MedCCC has been very positive.

- b. MedCCC update will be put on the next agenda to provide an updated report of activities, issues, and services.
 - c. Gary Renslo has been assigned to the MedCCC to expand the level of service for IT claiming and system issues. His experience will be valuable in responding to county inquiries and concerns.
 - d. Toquyen Collier is now the Short-Doyle and MHSA IT contact for DMH.
8. Claims Initiatives Environmental Scan
- a. CHIP feedback
 - i. CHIP should be under CMHDA since it is co-chaired by two counties.
 - ii. CHIP should not be reinstated until SDII is implemented and HIPAA 5010 is released.
 - b. APS Healthcare noted that eHealth Records should be under Community Services Division also.
 - i. It would be ideal for counties to submit one stream of electronic data to the State.
 - ii. HIPAA 5010 would belong here.
 - c. The Environmental Scan document will be revised for the group and presented at the next meeting scheduled for November 24, 2008.
9. NPI Compliance
- a. APS healthcare noted that some counties continue to struggle with NPI compliance.
 - b. When APS gathered data for the Statewide EPSDT PIP, they noted that 14 counties were not submitting claims for 2008-09 (as of September 2008). IT representatives indicated that MedCCC was aware and working with counties on this issue.
10. Presentation: 4th Statewide EQRO report
- a. Submitted to DMH at the end of August 2008.
 - b. Copies are available from DMH. APS will post to their internet site once DMH grants authorization.
 - c. DMH noted that it is important to use the valuable information presented in this report.

2:35 p.m. Adjourn