

Network Development and Patient Access

January 09, 2024

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Strategic and Network Development
Substance Abuse Prevention and Control



OUTLINE

1. Reminder: MHLA Program to Sunset
2. Patient Handbook Updates
3. Patient Orientation Video & Patient Handbook Acknowledgement Form on PCNX
4. Tuitions Incentive Program (TIP)
5. Upcoming CIBHS Training & Technical Assistance

My Health LA Sunsetting



Effective January 31, 2024, the My Health LA program will sunset

- **Medi-Cal Expansion**
 - Includes MHLA-eligible/enrolled individuals between 26 and 49 years of age
- **SAPC Provider Network Should Be Prepared:**
 1. Notify existing MHLA patients of the upcoming sunset of the program and that they may be eligible for Medi-Cal.
 - For some this may require providing reassurance about their eligibility
 2. Enroll existing MHLA patients into Medi-Cal
 - For newly eligibles, agencies can use the 30-day medi-cal benefit
 3. Use care coordination to:
 - Assist patient in obtaining and submitting appropriate documentation
 - Monitor and track progress of Medi-Cal application
 - Advocate for patient with DPSS or other agencies, as needed

Tuition Incentive Program (TIP) Opportunities



Program Successes

- TIP enrolled over 103 students in 2023-2024 representing diverse communities and backgrounds
- 50 TIP students graduated from TTCC and on their way to becoming certified

Expanded Eligibility: Registered Counselors

- Cohorts for registered counselors **start in March 2024**. TTCC is accepting applications now.
- Criteria for Acceptance:
 - Currently registered and in good standing with CCAPP, CAADE, or CADTP
 - Hired with a SAPC provider agency in the role of a registered counselor after 4/1/23 and NOT included in the SAPC Capacity Building (1-D Efforts)
 - Possesses a valid government issued identification card

Internship

- In need of expanding SUD counselor workforce? **BECOME AN INTERNSHIP PLACEMENT SITE!**
- Contact Fasiat Agaba (fagaba@Tarzanatc.org)

Patient Handbook Updates & Reminders



DHCS BHIN 23-048 (superseded 22-060) outlines requirements for:

- Updating the Beneficiary (Patient) Handbook
 - Notifying existing beneficiaries of changes.
-
- Patient Handbook is available in Spanish and English
 - Go to [Manuals/Bulletins/Forms-beneficiary](#) webpage
 - Other languages will be available early February 2024
 - Post the following documents in conspicuous locations:
 - Non-Discrimination Notice
 - Language Taglines
 - Available now in Spanish and other languages in early February 2024

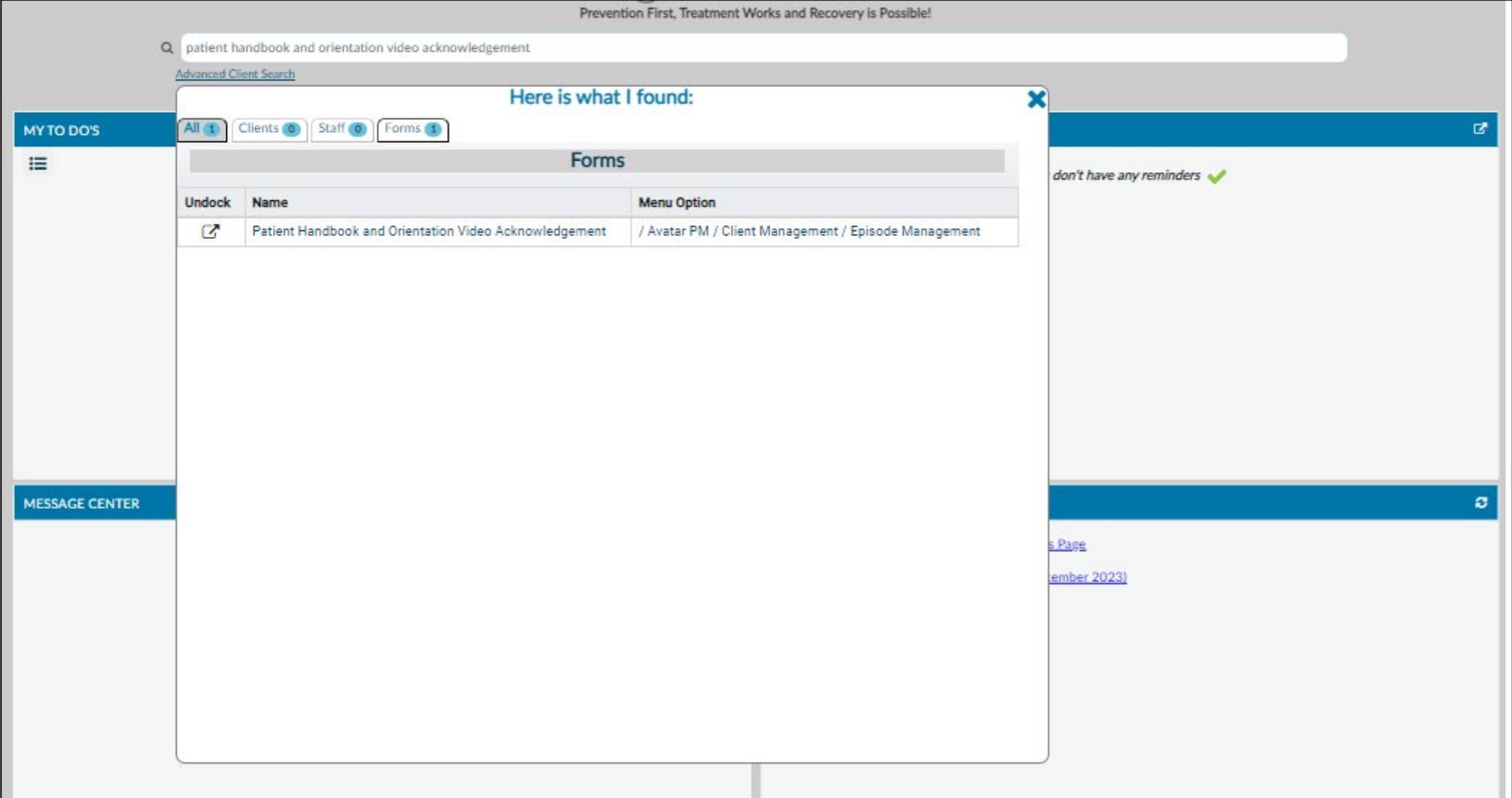
Patient Handbook and Orientation Video Acknowledgement Form on PCNX



Effective January 15, 2024, the *Patient Handbook and Orientation Video Acknowledgment Form* will be available on PCNX!

- Providers will now have the option of using PCNX to complete and sign the Patient Handbook and Orientation Video Acknowledgement form verifying the patient received the patient handbook, in compliance with DHCS Behavioral Health Information Notice [23-048](#).
- Providers are required to complete this form after new patients have viewed the video or received the patient handbook on the date of first service intake/appointment, and no longer than 5th service date.

1. Search by typing in: “Patient Handbook and Orientation Video Acknowledgment”



Prevention First, Treatment Works and Recovery is Possible!

Q patient handbook and orientation video acknowledgement

[Advanced Client Search](#)

Here is what I found:

All 1 Clients 0 Staff 0 Forms 1

Forms

Undock	Name	Menu Option
	Patient Handbook and Orientation Video Acknowledgment	/ Avatar PM / Client Management / Episode Management

MY TO DO'S

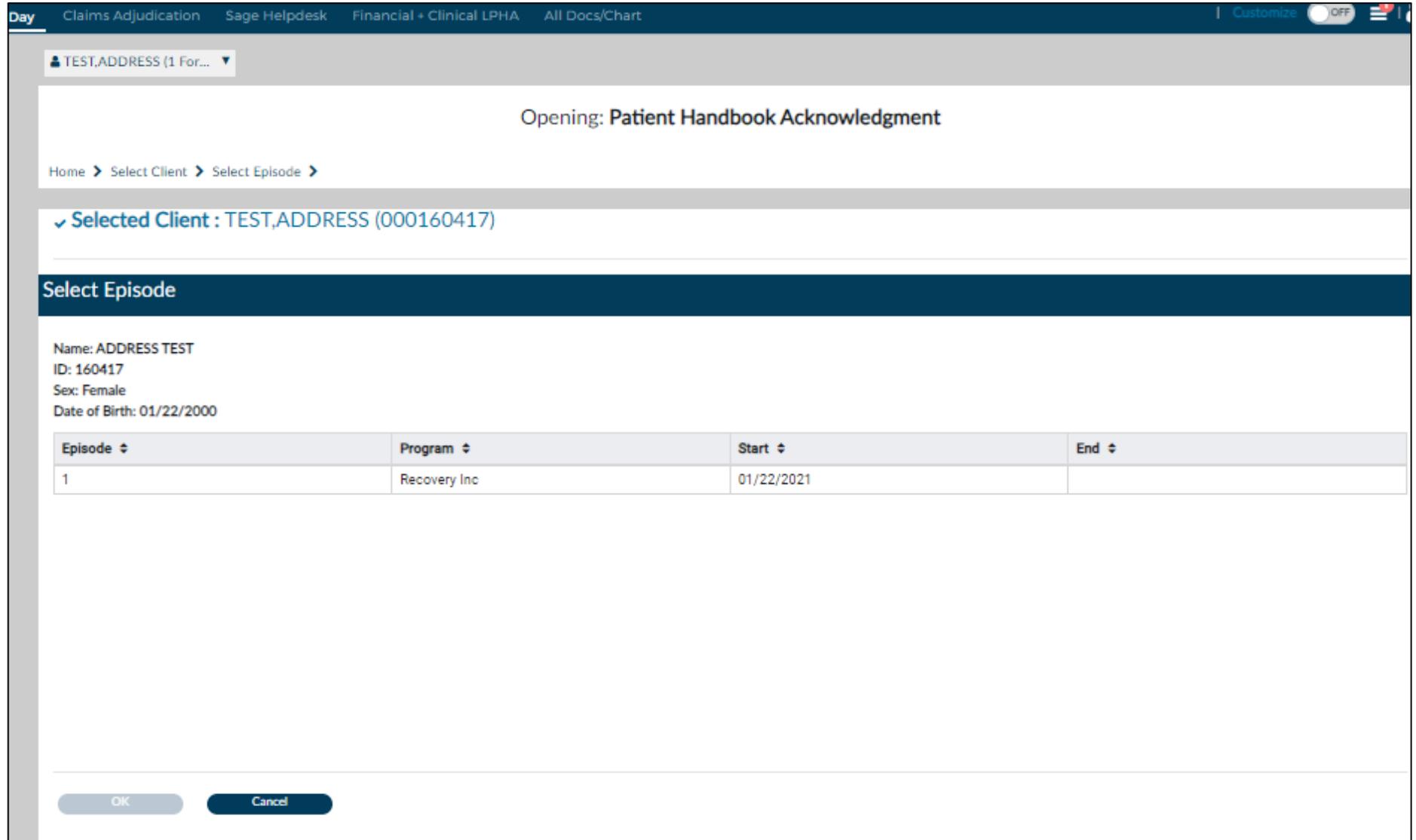
MESSAGE CENTER

don't have any reminders ✓

s Page

ember 2023)

2. Select Client



The screenshot shows the PCNX software interface. At the top, there is a navigation bar with tabs for 'Day', 'Claims Adjudication', 'Sage Helpdesk', 'Financial + Clinical LPHA', and 'All Docs/Chart'. A 'Customize' button with a toggle switch set to 'OFF' is also visible. Below the navigation bar, a dropdown menu shows 'TEST,ADDRESS (1 For...)'.

The main content area displays the text 'Opening: Patient Handbook Acknowledgment'. Below this, a breadcrumb trail reads 'Home > Select Client > Select Episode >'. A status bar indicates 'Selected Client : TEST,ADDRESS (000160417)'. The 'Select Episode' dialog box is open, showing the following information:

Name: ADDRESS TEST
ID: 160417
Sex: Female
Date of Birth: 01/22/2000

Episode ↕	Program ↕	Start ↕	End ↕
1	Recovery Inc	01/22/2021	

At the bottom of the dialog box, there are two buttons: 'OK' and 'Cancel'.

3. Select Episode

Day | Claims Adjudication | Sage Helpdesk | Financial + Clinical LPHA | All Docs/Chart | Customize OFF

TEST,ADDRESS (1 For... ▼)

Opening: Patient Handbook Acknowledgment

Home > Select Client > Select Episode >

✓ Selected Client : TEST,ADDRESS (000160417)

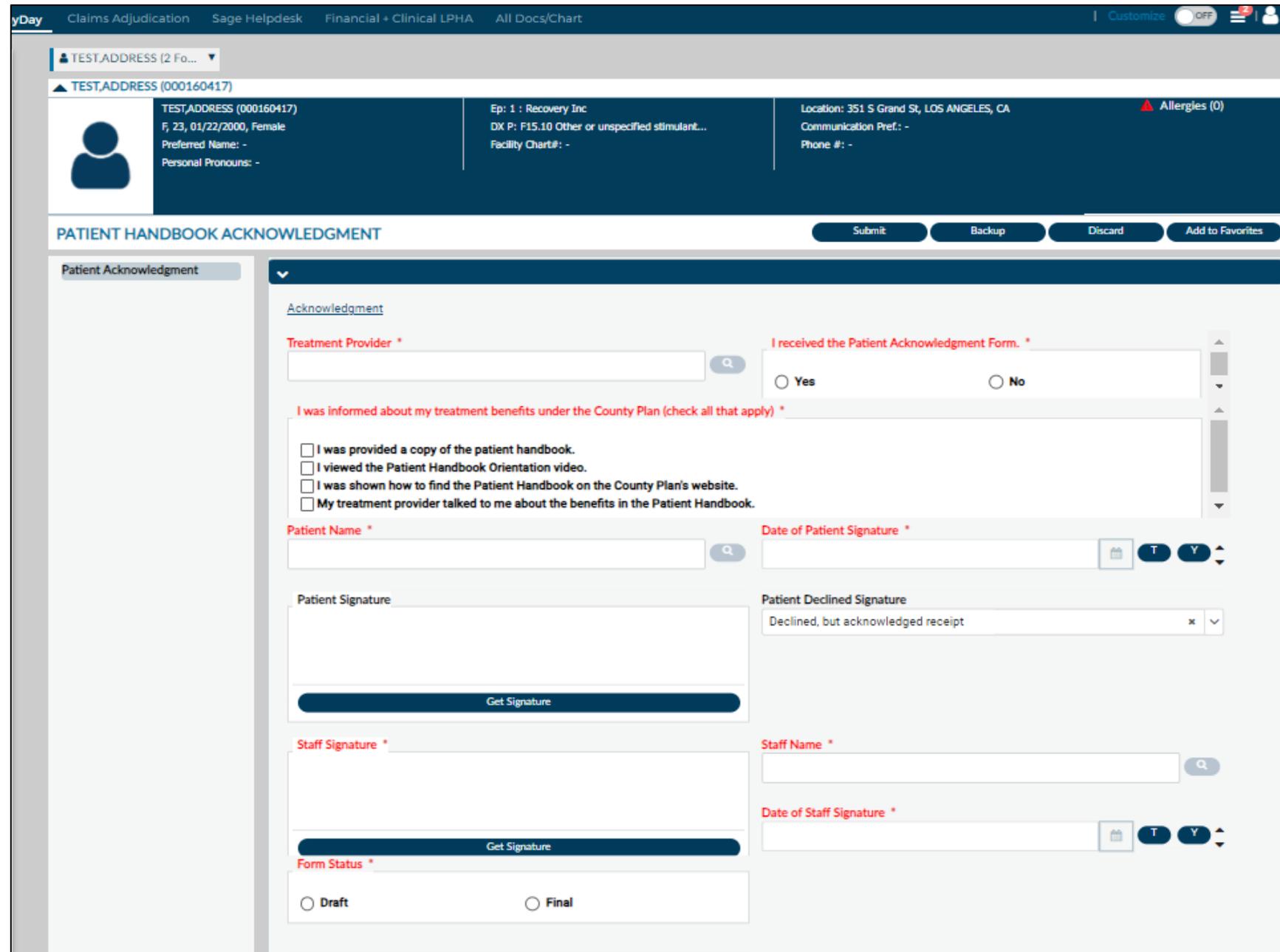
Select Episode

Name: ADDRESS TEST
ID: 160417
Sex: Female
Date of Birth: 01/22/2000

Episode ↕	Program ↕	Start ↕	End ↕
1	Recovery Inc	01/22/2021	

OK Cancel

4. Enter the required information & Submit
Note: All fields are required



The screenshot shows the PCNX interface for a Patient Handbook Acknowledgment form. At the top, there is a navigation bar with 'yDay' and various menu items like 'Claims Adjudication', 'Sage Helpdesk', 'Financial + Clinical LPHA', and 'All Docs/Chart'. Below this is a patient information header for 'TEST_ADDRESS (000160417)', including a profile picture, personal details (F, 23, 01/22/2000, Female), and medical information (Ep: 1 : Recovery Inc, DX P: F15.10 Other or unspecified stimulant...). The main form area is titled 'PATIENT HANDBOOK ACKNOWLEDGMENT' and contains several sections: 'Acknowledgment' with a search field for 'Treatment Provider *' and a radio button for 'I received the Patient Acknowledgment Form. *' (Yes/No); a list of checkboxes for 'I was informed about my treatment benefits under the County Plan (check all that apply) *'; 'Patient Name *' and 'Date of Patient Signature *' fields; 'Patient Signature' and 'Patient Declined Signature' (with a dropdown menu) fields; 'Staff Signature *' and 'Staff Name *' fields; and 'Date of Staff Signature *' field. At the bottom, there is a 'Form Status *' section with radio buttons for 'Draft' and 'Final'. The interface includes 'Submit', 'Backup', 'Discard', and 'Add to Favorites' buttons at the top right of the form area.

DMC ODS 274 Provider Network Data Reporting

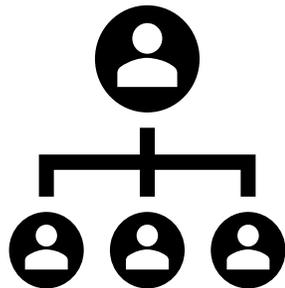


274 Provider Network Data Reporting

What is the 274 Network Data Reporting:

The 274 Provider Network is an Electronic Data Interchange standard that will replace the NACT as the primary source for analysis of access to services, including network adequacy and timely access standards

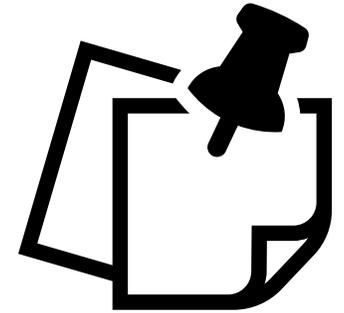
DHCS has implemented the 274-submission process to streamline the reporting requirements among all other Counties.



How will this new process impact SAPC Providers?

As part of the 274 Data reporting, DMC ODS Counties are NOW required to submit complete, accurate, reasonable, and timely 274 provider network data **MONTHLY**.

Monthly Updates



Each month provider NACT Coordinators are asked to:

1. **Verify** the pre-populated practitioner information for each site. If there have been changes, update the NACA to reflect current information.
 - ✓ Credential and license Information
 - ✓ DOB, Gender, Email Address
 - ✓ Language Capabilities- **NEW** fields for written materials and counseling services
 - ✓ Practitioner Current/Max Beneficiaries
2. **Add** any new practitioners that have not been pre-populated.
3. **Dissociate** practitioners no longer associated with the site.
4. **Verify** Current/Max beneficiaries for associated practitioners and update if there have been changes.
5. **Confirm** and SAVE all changes completed.

Upcoming CIBHS Training and Technical Assistance Opportunities





CIBHS Training Update



Upcoming Trainings

Developing Culturally Responsive Policies and Procedures

- Two opportunities to attend: February and March 2024

Best Practices for Delivering Culturally Responsive Care to Black Clients (series)

- Kick-off session February 2024 (in-person)
- Discussion sessions March – June 2024
 - *Topics:*
 - *Culturally Responsive Service Design*
 - *Allyship and Bias Mitigation*
 - *Culturally Responsive Care for:*
 - *Black Men*
 - *Black Children & Youth*
 - *Black Women & Mothers*

Assessing and Enhancing Financial Health (AEFH)

Practical Skill Building in Finance and Billing Related Topics

Upcoming Sessions

Fiscal and Operational Efficiency:
Skill Building Zoom Sessions
February 2024 – June 2024

CBI: Pop-up session

January 26

10:00 am -11:00 am

Register by clicking this link

<https://bit.ly/CBI126>

Discussion session providing insight from staff surveys and guidance on completing the next steps.