



Alameda County Behavioral Health Care Services

Annual Spring Provider Presentation

April 18, 2022

Presented by: ACBH Finance/Contracts Team

**Alameda County Behavioral Health
Care Services**

2000 Embarcadero Cove, Suite 400, Oakland, CA 94606
<http://www.acbhcs.org/>



Welcome

Dr. Karyn L. Tribble, PsyD, LCSW

ACBH Director

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Our Current Environment

- Cautious optimism amidst slow and careful re-opening
- Resilience
- Acknowledge good work when we collaborate
- Encourage self-care
 - [Self-Care & Supportive Resources during COVID-19](#)
- Escalation of staffing crisis
- Looking forward: CalAIM



Agenda

- | | |
|---|---------------------------------|
| • Welcome | - Exhibit B |
| • Finance Division Updates | - Other Fiscal Reminders |
| • Payment Reform/CalAIM Update | • Other Resources and Questions |
| • Contracts Unit Updates/Reminders | |
| - Procurement | |
| - Contract Lifecycle Management (CLM) | |
| - Contract Renewal | |
| - Exhibit A | |
| ~ Recent Updates (State Notices/CalAIM) | |
| ~ Privacy & Security | |
| ~ Quality Assurance (QA) | |



ACBH Finance Division Updates

- **ACBH FY 22-23 Maintenance of Effort (MOE) Budget**
 - \$629M appropriations with \$564M of offsetting revenue
 - \$88K net county cost increase mainly due to increase in Interfund Service Fees
 - \$424M allocated to the Community-Based Organizations (70% of the ACBH budget)
 - \$11.3M for CBOs, applying a 3% COLA for programs funded with County General Fund, MHSA, 1991/2011 Realignment
- **Finance Organizational Restructure**
 - Effective 1/1/22, CBO's Accounts Payable transitioned to Budget and Fiscal Services; Standard Services Agreements (non-direct services) to the Contracts Unit
 - Pending: Memorandum of Understanding (MOUs), State Performance Contracts to the Contracts Unit



Payment Transformation Initiative Pilot Update

- **Payment Transformation Pilot with Full Service Partnership Programs**
- **Updates for FY 22-23**
 - Four-year implementation plan:
 - Full Fee-for-Service implementation FY 2022-23
 - Planning for SUD Pilot and Systemwide Implementation
- **Planning for Systemwide Implementation aligning with CalAIM Programs**
 - Multi-year staged transition



CalAIM – California Advancing and Innovating Medi-Cal Update

- **Goal #1 – Payment Reform**
 - Implement new CPT/HCPCS codes
 - Fee-For-Service: Update claiming systems for Claiming
 - From Certified Public Expenditure (CPE) to Intergovernmental Transfer (IGT)
- **Goal #2 - Behavioral Health Policy Changes**
 - Screening Tool, Transition Tool
 - DMC-Only: Implement ASAM criteria
 - Revised Documentation Standards
 - Guidance and Training to County and CBO providers
- **Goal #3 – Data Exchange** – Improve Capabilities, comply with interoperability rules, map required data elements, improve quality and coordination of care

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Medi-Cal Administrative Activities (MAA) Incentive Program

- **Memo dated August 17, 2020**
 - Share the Savings Incentives
 - CBO partners will retain 5-15% of the MAA revenue generated
 - Generate less than 10% of program allocation, receive 5% of revenue generated
 - Generate 10% or more of program allocation, receive 10% of revenue generated
 - Generate 20% of program allocation, receive 15% of revenue generated
- **FY 22-23 Programs with MAA**
 - Incentives earned from revenue generated in FY 20-21 will be included in the FY 22-23 program allocation
 - No action needed for programs already participating in MAA Billing for FY 22-23

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Contracts Unit Projects/Updates

- **FY 21-22 Contract Finalization**
 - SUD – 100% finalized and executed
 - MH – 90% finalized; 86% executed
- **Technology Upgrades**
 - Contract Lifecycle Management (CLM)
 - Interim Contracts
 - MHP Contracts
 - Services-As-Needed Contracts
 - Final Procurement Contracts
 - Master Contracts



Contracts Unit Projects/Updates (cont'd)

- **Backfilling staff vacancies and new staff onboarding**
 - 10% vacancy in May 2021
 - 15% vacancy in March 2022
- **Recent/upcoming procurements**
 - Expanded contractor pool for Eating Disorder services
 - Plan to release Procurements for existing services that have not been procured in the past 7 years



New Contracts Unit Staff

Program Team



Kat Fraser



Emily Claassen

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New Contracts Unit Staff

Fiscal Team



Melissa Wong

Administrative Support



Ruby Von Mecklenburg

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Procurement Reminders

- To be added to ACBH Procurement Distribution list, send email to Procurement@acgov.org
- **Before responding to RFPs:**
 - Read Procurement and instructions
 - Review Calendar of Events for Bidder's Conference/s and deadline to submit questions
- **When responding to RFPs:**
 - Bidders may submit bids electronically
 - Pay attention to strict bid submission deadlines (bids received even 1 minute after deadline will not be accepted)
 - Use of MS Word Bid Response Template is optional but all Bidders **must** adhere to the overall page maximum
 - Communicate with the Procurement Lead only to avoid disqualification



Procurement Reminders (cont'd)

- **When responding to RFPs:**
 - Review Minimum Qualifications
 - Submit a realistic program budget that:
 - Stays within maximum contract allocation
 - Supports proposed program model
 - Matches the budget narrative
 - Does not duplicate administrative costs
 - Some funding does not allow for subcontracting, please carefully review instructions



Procurement Reminders (cont'd)

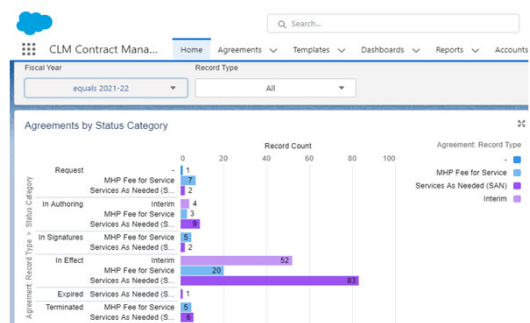
- **After RFP award:**
 - Bid becomes the basis of the contract
 - Post award exclusion checks at the employee level
 - Submit requested contract information timely
 - Contract start date after BOS approval; no costs allowed prior to start date
 - New programs will often be in a stand-alone contract
 - County has the right to invite next highest ranked Bidder within 60-day initial contract period, if initial awardee fails to meet County requirements



Contracts Lifecycle Management (CLM)

Contracts Lifecycle Management - Initial results-based outcomes:

- 52 Interim contracts executed in CLM for FY 21-22
 - Reduced # from FY 20-21 as more contracts went directly to Final Contracts for FY 21-22.
- 61 Services as Needed (SAN) contracts executed in FY 21-22;
- To date, 157 MHP FFS contracts were executed electronically and centrally stored in the CLM.
- Processing time of executing an Interim and SAN contract has been reduced by 4-6 weeks compared to prior FYs.
- Automated reports and dashboards have reduced the amount of manual tracking logs.
- Managers and supervisors can assess staff workload and re-distribute contract assignments timely.
- **New!** Final Procurement and Master CBO contracts will be generated in the CLM system starting in FY 22-23.





SmartCare

SmartCare is a Practice Management/Managed Care Organization system that will replace InSyst, eCura, and ACCESS Unit's Contact Tracking and Referrals Databases

Implementation includes the Modules as follows:

- Managed Care Organization (MCO) Claims Processing
- Medi-Cal Billing
- Pre-consumer – Client Inquiry/Calls
- Client Referrals
- Client Registration/Admissions/Discharge
- Appointment Scheduling
- Authorizations/Utilization Management
- State Reporting

Key Dates

- Pre-Implementation Planning Phase/Discovery - July-March 2022
- System Design - March-December 2022
- Development/Sprint Testing May 2022-March 2023
- User Acceptance Testing - October 2022-April 2023
- Super User Training/End User Training - May 2023-June 2023
- Go-Live - July 1, 2023



Contract Renewal Updates/Reminders

What are Key Points from Contract Renewal Cover Letter?

- Still under Public Health Emergency (PHE)
- Trying to process contracts with minimal changes where possible
- 3% COLA for certain funding streams
- Requested changes need justification/contract negotiation
- Ex A-SOW/A-Ps will be combined in CLM prior to finalization
- Piloting/Phasing in Multi-Year Contracts



Contract Renewal Updates/Reminders

Coordination/communication is essential

- Between Program/Fiscal Staff within your organization and ours
- Goal to communicate/negotiate changes proactively
- Reach out to Contract Managers with questions/concerns

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Contract Renewal Updates/Reminders

When will CBOs receive Contract Renewal Packages?

- Batch 1: Mid-April (23%)
- Batch 2: Early May (34%)
- Batch 3: Mid-May (26%)
- Batch 4: Late May/Early June (17%)

What do I do with my Contract Renewal Package?

- Review: Contract Renewal Letter, Allocation, Exhibit A Documents
- Complete: Budget, Exhibit A Input Table
- Submit in accordance to Table of Contract Renewal Requirements

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Exhibit A Documents

- **Exhibit A: Table of Contents**
- **Exhibit A-1: Standard Requirements**
 - Across all programs/Medi-Cal programs
- **Exhibit A-2: Lobbying Restrictions**
- **Exhibit A-Program Requirements (Exhibit A-P)**
 - Additional requirements across a group of similar programs
 - Not all programs will have a corresponding Exhibit A-P
- **Exhibit A-Scope of Work (Exhibit A-SOW)**
 - Additional requirements for a specific program as it will be delivered for your organization



Exhibit A Documents

- **For more specific changes to Exhibit A-1 and Exhibit A-Ps:**
 - Please see our website at:
<http://www.acbhcs.org/providers/network/forms.htm#contract>
- **For more specifics about your Exhibit A and Exhibit A-SOWs:**
 - Please see the custom documents in your contract renewal



Exhibit A-1 Review

- **Scope of Service (reminders)**
 - Comply with all applicable requirements from:
 - ACBH Policy Manual <http://www.acbhcs.org/providers/PP/Policies.htm>
 - ACBH QA Manual http://www.acbhcs.org/providers/QA/qa_manual.htm
 - ACBH State County Plans and Grant Agreements <http://www.acbhcs.org/providers/network/cbos.htm#resources>



Exhibit A-1 Review (cont'd)

General

- DHCS focus on written P&Ps for monitoring/oversight

Staffing

- Ensure appropriate staff training prior to rendering services
- Notify ACBH of staff changes
 - Must submit changes to permissions to IS within 5 business days

Security/Privacy

- Updated language to better align with State Plan Requirements:
 - Continuous security of data/communications with PI/PII



Exhibit A-P Requirements

- **MH:**
 - Removing reference to ACBH Screening Form for SMHS
 - Child/Youth Treatment: Screening/linkage for ICC/IHBS
- **SUD:**
 - Updates to services: Care Coordination, Clinician Consultation
 - Removing residential LOS



On the Horizon

- **New services not in Contract Renewals:**
 - MH Enhanced Care Management/Community Supports
 - SUD Contingency Management
 - SUD Peer Services
 - SUD ASAM 0.5 Services
 - SUD ASAM 3.7/4.0 Services



Exhibit A Provider Questions

Responses to Exhibit A Questions

5 Minute Break

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Key Privacy Requirements

- **Protect all individually identifiable health information**
- **Minimum necessary rule:** limit the use, disclosure of, and requests for PHI to the minimum necessary to accomplish the intended purpose
 - Exceptions: treatment, disclosures to client, authorization (Release of Information)
- When in doubt, obtain a valid **Release of Information** to disclose Protected Health Information (PHI)
- Train all workforce and require Oath of Confidentiality for all staff at onboarding and annually

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Key Privacy Requirements (cont'd)

- **Report ALL privacy/security INCIDENTS, not just breaches, to Privacy Officer**
- Require any **agent or subcontractor** to follow Privacy Rule, Security Rule, and contractual requirements
- Additional changes to be coming soon with CalAIM and CARES Act



Special Requirements - SUD

- **42 CFR Part 2 is generally more restrictive regarding use and disclosure and re-disclosure of SUD information from an SUD provider**
- **Releases of Information (ROIs) are almost always required to disclose or re-disclose SUD information**
 - Exceptions: medical emergency to medical provider, audit & evaluation, research



Key Security Requirements

- **Follow all Security Rule & HIPAA Security Regulations**
 - Emails with PHI must be sent in a secure, encrypted manner
 - PHI data must be stored in a secure network drive and must be viewed through devices that have the newest OS patches and updates and are on encrypted hard drives.
- **Notify ACBH IS immediately** if any staff with access to PHI or PII through ACBH's applications (e.g., Clinician's Gateway, InSyst, Yellowfin) depart from the organization or change functions and no longer need this access so that ACBH can terminate/amend access.



Quality Assurance (QA): When is MH Site Certification needed?

- New Sites
- Re-certification* is required at a minimum every three years
- Program moves, including partial moves
- Program name changes
- Adding a new mode of service
- New provider to ACBH
- Structural changes to the facility (major renovation)
- Out of county certification (piggyback)

* Beyond re-certifications, the above changes are communicated via the Program Change Request Form

Reminder:
Fire Clearances must be renewed annually and a copy submitted to QA Site Certification team



QA: MH Medi-Cal Site Certification

- **Link to Policy:** http://www.acbhcs.org/providers/QA/docs/qa_manual/16-1_MEDI-CAL_CERT_MHS.pdf
 - Notify Contracts Unit
 - Submit requested materials to QA
 - Valid Fire Clearance
 - NPI Number
 - Provider Policies and Procedures
- **For Questions, email QA Site Certification Team:** SiteCertification@acgov.org



Quality Assurance

Priorities

- Successful roll out of CalAIM initiative
- Increased engagement with our provider partners through the Collaborative

CalAIM Timeline

Policy	Go-Live Date
Criteria for Specialty Mental Health Services	January 2022
Drug Medi-Cal Organized Delivery System 2022-2026	January 2022
Drug Medi-Cal ASAM Level of Care Determination	January 2022
Updated Annual Review Protocol and Reasons for Recoupment FY 2021-2022	January 2022
Documentation Redesign for Substance Use Disorder & Specialty Mental Health Services	July 2022
Co-Occurring Treatment	July 2022
No Wrong Door	July 2022
Updated Annual Review Protocol and Reasons for Recoupment FY 2022-2023	October 2022
Standardized Screening & Transition Tools	January 2023
Behavioral Health CPT Coding Transition	July 2023
County Behavioral Health Plans Transition to Fee-for-Service and Intergovernmental Transfers	July 2023
Administrative Behavioral Health Integration	January 2027



CalAIM: ACBH Strategy

- ACBH Communication strategy includes memorandums, FAQs, QA Brown Bag Q&A sessions, trainings, and standardized tools/templates.
- [ACBH Providers Website > Quality Assurance > Memos & Notices](#) provides many of the aforementioned resources. Below are the pertinent CalAIM resources issued by QA:
 - [Memo: Criteria for Beneficiary Access to Specialty Mental Health Services \(January 7, 2022\)](#)
 - [Training PPT: Criteria for Beneficiary Access to Specialty Mental Health Services Outpatient Services](#)
 - [Memo: Specialty Mental Health Service Cal-AIM and General FAQ Documents \(February 9, 2022\)](#)
 - [FAQs: Specialty Mental Health Services Related to CalAIM Changes](#)
 - [Memo: Adult and Child Behavioral Health Screening Forms \(February 8, 2022\)](#)
 - [Behavioral Health Screening Tool for Outpatient Services](#)



QA Resources

- QA Website
<http://www.acbhcs.org/providers/QA/QA.htm>
 - QA Manual
 - Audit Notices, Reports and Tools
 - Training Schedules and Handouts
 - Clinical Forms Templates
 - ACBH Grievance System
- ACBH Policy Manual
<https://www.acbhcs.org/providers/PP/Policies.htm>
- ACBH QA Manual
http://www.acbhcs.org/providers/QA/qa_manual.htm
- ACBH State County Plans and Grant Agreements
<http://www.acbhcs.org/providers/network/cbos.htm#resources>

For Technical Assistance Contact:

QATA@ACgov.org



Allocation Worksheet

- **Allocation Worksheets included in Contract Renewal Packages** for all programs
- **Allocations are pending Board of Supervisors' approval**
 - If any changes in program allocations occur, your FCM will send you an updated Allocation Worksheet
- **Multi-Year Contracts**
 - If applicable, there will be one allocation/budget column per FY
 - Budget updates may be required if your contract allocation changes during the term of the contract



Allocation Worksheet

MH Only

- Continued split for Medi-Cal and Non Medi-Cal Services
- Programs with one-time funds are highlighted
- Specific Exhibit A-SOW is referenced (when applicable)



Budget Forms

- **Budget Template required sections**
 - B-1 Funded Program Budget (Personnel & Operating Expenses)
 - Expense Detail
 - MH Only - B-2 Composite Budget (*Auto-filled for SUD*)
- **Budget Instructions included with the Budget Template**
 - Program expenses must match program allocations from Allocation Worksheet
 - Costs must be reasonable and comply with regulatory requirements and any restrictions set forth by the funding source
 - SUD - Administrative Indirect expenses – capped at 15%
 - MH – Rate & Unit Calculation



Completing the Budget Template

- **FTEs:**
 - Budget FTEs formulas based on a 40-hour work week
 - Must meet minimum wage requirement for State and City
 - Must comply with the Executive Schedule published by the United States Office of Personnel Management
 - Staff who perform multiple roles (i.e., Supervisor & Direct Service) should be listed as a separate line on the Personnel tab for each role they perform



Completing the Budget Template

- **Substantive Changes – need to be negotiated and approved by System of Care Directors/Operations and/or Finance Leadership**
 - Staffing changes
 - Service or Program Design changes
 - Service Level changes
- **Please submit budget and other Contract Renewal Documents by due date**



Completing the Budget Template

MH Only

- **To finalize FY 22-23 using approved FY 21-22 rates**
 - Inform your contract managers (PCM & FCM)
 - FCM will send FY21-22 final budget planning workbook after updating FY22-23 allocations to CBO
 - CBO will review the budget workbook for concurrence, make any required changes, & return to contract managers
- **Option for one relative value rate for each Mode & Service Function Code for similar services with the same source of funds**
 - Example: School-Based programs funded with EPSDT
- **Include incumbent name if requested**



Completing the Budget Template

SUD Only

- **Budget Template Changes:**
 - Some expense line-items have been consolidated. See the updated Budget Instructions for questions about where to enter specific expenses
 - Providers will still need to track costs in all categories specified in the Cost Report
 - Please complete your FY 22-23 contract budget on the new budget template
- **Designate if staff is a LPHA or SUD Counselor**
 - In Treatment Credential column
- **Must include incumbent staff name**



Exhibit B – Changes for FY 22/23

SUD Only - Changes to Prorata and Quarterly Financials

- Claims reimbursements will no longer be capped at prorata (1/12th of contract allocation)
- Contractors will be responsible to manage their costs to their allocations
- There can be no disruption in services for the full contract term
- Quarterly Financials Reports will be required for the THIRD QUARTER only
- There will be no invoice adjustments for Q1 or Q2; only for Q3 pending analysis of the Q3 Financials Report



Cash Advances

- **County Policy**
 - No more than 1/12 of the annual contract allocation
 - Non-profit organizations only
 - Repayment terms as approved by ACBH
- **Employee Dishonesty and Crime (EDC) insurance coverage** limits must be greater than or equal to the requested cash advance amount
- EDC insurance coverage must include a **Loss Payee Endorsement Form** (Excel format) on provider website <http://www.acbhcs.org/providers/network/forms.htm>



Invoice Processing

- **Reminder – This is a restructured process between:**
 - Accounts Payable (AP) – ACBH
 - Disbursement Division – Alameda County Auditor – Controller's office
- **Submit claims/questions to AP Unit at:**
CBOPayment@acgov.org
- **CalWORKS programs invoices due – 10 Days after end of service month**



Exhibit B Provider Questions

Responses to Exhibit B Questions

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Additional Reports Requests

INSYST reports sent to print queue

- 3rd business day of the month following the month of service
- 15th day of the month following the month of service
- Last day of the month following the month of service

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Other Resources

- **Contracts webpage for CBO Providers**
<http://www.acbhcs.org/providers/network/cbos.htm>
 - Provider or Program Change Notification Form
 - Notify ACBH of routine changes, e.g., Leadership
 - Program Change Request Form
 - Request ACBH approval of changes, e.g., sites or services
- **Standard Contract Exhibits**
 - Exhibits A-1, A-2, B and others
 - Copies of key forms and policies, letters, and definitions



Questions & Answers

- **Answers will be posted on the Providers website**
<http://www.acbhcs.org/providers/network/cbos.htm>
- **Presentation and handouts will also be posted online**
- **Complete Exit Survey**

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Thank You

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