



*The Mission, Vision and Values*

**Alameda County Behavioral Health Care Services ACBHCS**

**MISSION:** Our mission is to maximize the recovery, resilience and wellness of all eligible Alameda County residents who are developing or experiencing serious mental health, alcohol or drug concerns.

**VISION:** We envision communities where all individuals and their families can successfully realize their potential and pursue their dreams, and where stigma and discrimination against those with mental health and/or alcohol and drug issues are remnants of the past.

**VALUES:**

**Access**

We value collaborative partnerships with consumers, families, service providers, agencies and communities, where every door is the right door for welcoming people with complex needs and assisting them toward wellness, recovery and resiliency.

**Consumer & Family Empowerment**

We value, support and encourage consumers and their families to exercise their authority to make decisions, choose from a range of available options, and to develop their full capacity to think speak and act effectively in their own interest and on behalf of the others that they represent.

**Best Practices**

We value clinical excellence through the use of best practices, evidence-based practices, and effective outcomes, including prevention and early intervention strategies to promote well being and optimal quality of life. We value business excellence and responsible stewardship through revenue maximization and the wise and cost-effective use of public resources.

**Health & Wellness**

We value the integration of emotional, spiritual and physical health care to promote the wellness and resilience of individuals recovering from the biological, social and psychological effects of mental illness and substance use disorders.

**Culturally Responsive**

We honor the voices, strengths, leadership, languages and life experiences of ethnically and culturally diverse consumers and their families across the lifespan. We value operationalizing these experiences in our service setting, treatment options, and in the processes we use to engage our communities.

**Socially Inclusive**

We value advocacy and education to eliminate stigma, discrimination, isolation and misunderstanding of persons experiencing mental illness and substance use disorders. We support social inclusion and the full participation of consumers and family members to achieve full lives in communities of their choice, where they can live, learn, love, work, play and pray in safety and acceptance.

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**NETWORK OFFICE NEWSLETTER  
2014**

*From the Network Office Director*

Welcome to the third edition of the Network Office Annual Newsletter.

The 2014-2015 fiscal year is quickly approaching as well as are our 3rd Annual Spring Provider Network Meetings.

The beginning of a new fiscal year and spring indicates renewal and growth. In addition to a new BHCS Director, Manuel Jimenez, we have new fiscal and program staff. The Network Office is pleased to say we have restructured our processes allowing us to start the contract renewal process earlier this year than in previous years.

Changes like these present an opportunity for us to build on our successes and streamline the processes for which we are responsible, including:

1. Procurement Services
2. CBO Budget Modifications
3. Contract Development
4. Board Letters
5. Invoicing
6. Tracking Funds by Reporting Units and Purchase Orders
7. Cost Reporting
8. Cost Settlements
9. Contract Monitoring

We strive to make our workflows beneficial and efficient for our BHCS Provider Network.

We look forward to working with you in the coming new fiscal year.

*Fiona Branagh*

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***New Director for Behavioral Health Care Services Agency***

I am pleased to announce the appointment of Manuel Jimenez, MA, MFT to the position of Director, Behavioral Health Care Services, effective May 12, 2014. Mr. Jimenez has over sixteen years of experience as a mental health professional and has been a leader in public service for many years.

His prior experience includes working for various California counties including San Joaquin, Madera, and

Solano County. Most recently he served as the Mental Health Director and Alcohol and Drug Administrator for Merced County. Mr. Jimenez' experience also includes implementing Mental Health Services Act (MHSA) programs and managing mental health services such as outpatient clinics, crisis response, mobile crisis, and older adult services. Mr. Jimenez actively participates in the mental health community and has served on several boards

and committees at the state and local level including the Governing Board of the California Mental Health Directors Association, the Statewide Mental Health & Spirituality Initiative Committee, the Council on Mentally Ill Offenders, California, the Latino Support Network of South Lake Tahoe and First 5 Commission of Merced County. In this time of transformation, Mr. Jimenez' leadership and direction in Health Care Reform, with the

executive team, will steer the department forward toward a changed healthcare landscape under the Affordable Care Act in identifying ways to provide meaningful services to underserved persons and families in need.

Please join me in welcoming Mr. Jimenez to his new role.

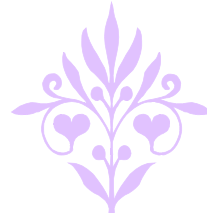
Alex Briscoe,  
Health Care Services  
Agency Director



### The Network Office Role & Goals

“...SUBSTANTIVE CONTRACT DECISIONS...ARE ONLY MADE BY BHCS LEADERSHIP”

- The Network Office’s role is to:
1. Implement contracting policies set by BHCS Leadership and the County Board of Supervisors
  2. Work closely with Operational Managers and BHCS Leadership to execute contract changes
  3. Provide a liaison role to contracted providers
  4. Make recommendations and provide analysis regarding contractor requests to Operational Managers and BHCS Leadership
5. Execute substantive contract decisions, which are only made by BHCS Leadership. Partnering with Operational Managers and contractors to carry out the decision.
- While working within this role our goals are to:
1. Be client-driven and provide support to operational staff in program oversight
  2. Consolidate and unify contracting functions, integrating programmatic and fiscal staff
  3. Be timely, efficient and responsive to the needs of clients, providers and the larger system
  4. Use data to monitor and evaluate performance
  5. Value transparent, responsive communication
  6. Promote client choice of provider and services
  7. Have flexibility to meet immediate and long-term needs



### Program Change Requests

“YOUR CONTRACT MANAGERS ARE YOUR PARTNERS IN RESOLVING ISSUES”

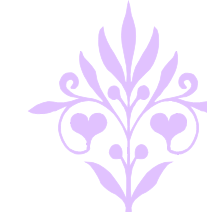
- Contract Managers are your partners in resolving issues, clarifying contract details and getting approvals for contract changes.
- The earlier you contact us the better, so that we may get the process moving forward on our end.
- Your assigned Fiscal Contract Manager will assist you with fiscal questions and your assigned Program Contract Manager will assist you with programmatic questions.
- When you are planning changes like these:
1. Physical Address
  2. Service Hours
  3. Organization Name
  4. Program Name
  5. Merge Programs
  6. Staffing Changes
- They will each work to get your requests addressed in conjunction with our System of Care (SOC) partners with the final approvals coming from Behavioral Health Care Services Leadership.
- Contact us and we will take the steps necessary to get your requests that require approval reviewed and those that do not processed fully.
- And also when unplanned changes occur:
1. Contact Information
  2. Utilization



### Fire Clearances and Medi-Cal Site Certifications

“HELP US GET PAYMENT TO YOU IN A TIMELY MANNER”

- Recent organizational changes here at BHCS include the movement of the Fire Clearances and Medi-Cal Site Certifications function from the Network Office to Quality Assurance (QA).
- Services (BHCS) policies are met by all Alameda County Behavior Health Care Services (ACBHCS) network providers.
- Examples of QA’s responsibilities relating to delivery of services are to establish and monitor standards of: Clinical record documentation, notification to beneficiaries of their rights, final credentialing of MHP Network Providers, etc.
- If you have questions regarding Fire Clearances or Medi-Cal Site Certifications, please contact Sheryl Hogan via email or phone at: [shogan@acbhcs.org](mailto:shogan@acbhcs.org) or 510-567-8105
- Whereas Fire Clearances and Medi-Cal Site Certifications fit well in the Network Office because it is a required step prior to executing a contract or adding a new program site, QA’s primary responsibility is to ensure that state or federal laws and regulations, and Behavioral Health Care



### Claiming Notes

- With over 1,123 claims streaming into our office, it is important that we receive accurate claims in order to process them efficiently.
- Help us get payment to you in a timely manner by remembering to:
1. Enter InSyst data by the 3rd of each month for the previous month.
    - a. Service data entered after that date can be claimed at the end of the fiscal year using a supplemental invoice.
  2. Submit clear and accurate claims with supporting documentation.
  3. Bill other health coverage first and/or deduct revenue from your claim.
- a. When verifying a client’s Medi-Cal eligibility each month, if the eligibility response indicates the client has private insurance (OHC), **you must bill the OHC.**
  - b. BHCS is the payer of last resort.
- Keeping these three claiming notes in mind will prevent delays in processing your claim submissions.
- \*Please Note: The InSyst reports are generated on the 3rd, 15th, and the last day of the month following the month of service.*

“FIRE CLEARANCES AND MEDI-CAL SITE CERTIFICATIONS FUNCTION {HAVE MOVED} FROM THE NETWORK OFFICE TO QUALITY ASSURANCE”