

Network Office Newsletter 2015

INSIDE THIS ISSUE:

<i>New BHCS Deputy Director</i>	1
<i>The Network Office & Contract Types</i>	2
<i>Anatomy of a Rush Pick-up</i>	3
<i>Web Page Redesign</i>	4
<i>Contract Language Updates</i>	5
<i>FY2014/15 Supplemental Invoices</i>	5
<i>We're Expanding Our Services</i>	6
<i>Network Office Organizational Chart</i>	7
<i>Network Office Staff & Contact Information</i>	8



New Deputy Director for Behavioral Health Care Services

I am pleased to announce that Karyn L. Tribble, PsyD, LCSW, has been hired as the Deputy Director, BHCS. Ms. Tribble will begin on May 26, 2015.

Ms. Tribble has been researching and/or practicing in the mental health field for over 20 years. She has served in a number of management roles in the East and West Coasts, and has amassed a number of experiences within governmental agencies, hospital and

medical clinic settings, Federally Qualified Health Centers (FQHCs), and community-based organizations.

Ms. Tribble's training and expertise in areas related to program administration, operations, organizational restructuring, employee training, and fiscal oversight have allowed her to develop services on behalf of a number of diverse populations including those individuals, families, and consumers from underserved,

inappropriately served, or inadequately served communities. While serving as the former Manager of Mental Health Services for the Cities of Berkeley and Albany, Ms. Tribble worked collaboratively with leadership and stakeholder groups representing the diversity that is both rich and unique to Alameda County.

Ms. Tribble earned her Bachelor's Degree in Psychology from Howard University in Washington, DC, and a Master's Degree

in Social Services from Bryn Mawr. She also earned both a Master's of Science Degree in Clinical Psychology and a Doctorate Degree in Clinical Psychology (PsyD) from the Philadelphia College of Osteopathic Medicine (PCOM). She is a Licensed Clinical Social Worker in the State of California.

Please extend a warm welcome to Ms. Tribble!

Manuel J. Jiménez, Jr.,
Director BHCS



The Network Office & Contract Types

The Network Office is comprised of 6 teams that produce, coordinate, negotiate and strategize to put together the best possible contract package for you and in collaboration with you. The Network Office teams include the Administrative Support Team, Mental Health Fiscal Team, Network Support Team, Program Team, Substance Use & Disorder Fiscal Team and the overarching Management Team. Our teams work closely with Behavioral Health Care Service (BHCS) partners in the Systems of Care (SOC), Provider Relations, Access, Quality Management, Information Systems, Management Support Services

and, of course, BHCS Leadership. Together we produce approximately 160 Community Based Organization (CBO) and Services-As-Needed (SAN) contracts along with over 500 individual provider contracts. That's just over \$280.7 million in contracts!

BHCS Network Office produces and maintains three types of contracts:

1. Community Based Organization: A non-governmental organization that provides direct services to participants.
 - a. Mental Health
 - b. Substance Use Disorder
2. Mental Health Plan (MHP)

Provider Network: A pool of providers/practitioners servicing those who meet the Medi-Cal necessity for specialty mental health who require mild-to-moderate level of care.

- a. Groups
- b. Individuals
- c. Organizations

3. Services-As-Needed: A contract that has a budget allocation based on need and utilization.

- a. Eating Disorder
- b. Drug Court
- c. In-Patient Hospital
- d. Severely Emotionally Disturbed
- e. Supplemental Rate Program

"...OVER \$280.7 MILLION IN CONTRACTS!"

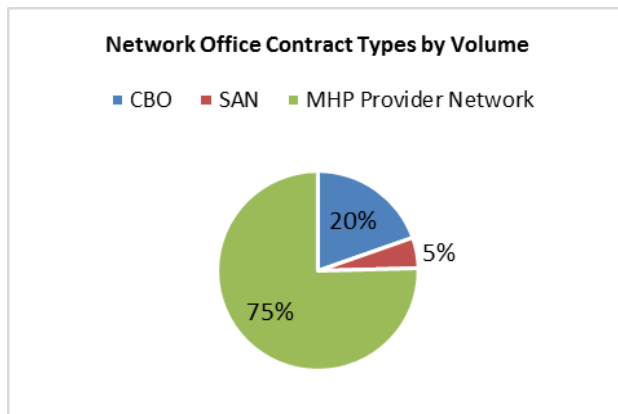


Chart 1: Contracts by Volume

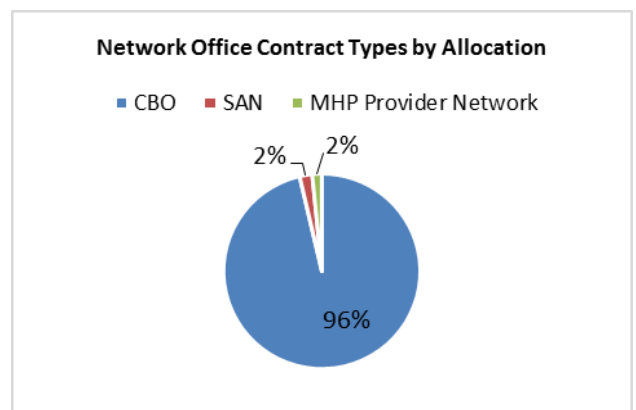


Chart 2: Contracts by Allocation



Anatomy of a RUSH Pick-up

What many of us refer to as a RUSH Pick-up, Alameda County defines as an express (emergency) warrant. ¹A warrant is what the County uses to pay its obligations that are processed through ALCOLINK Financials (our finance database). The request for an express warrant should be the exception and not the rule. There are requirements for issuing an express warrant:

1. It must be an emergency (i.e., to protect health, safety, welfare, or to avoid financial loss or damage) that requires immediate payment
2. The department/agency head signs the justification for issuing an express

3. The department submits the justification with the request for an express warrant

Typically the non-emergency warrant works in the fashion depicted in Figure 1 please note that the number of days listed are business days and are normally fewer than indicated.

What is pictured Figure 1 is a 19 business day process barring any issues in reconciling the claim or any other unforeseen circumstances; while we cannot account for the actual mail delivery time we estimate about 22 business days for this process to complete.

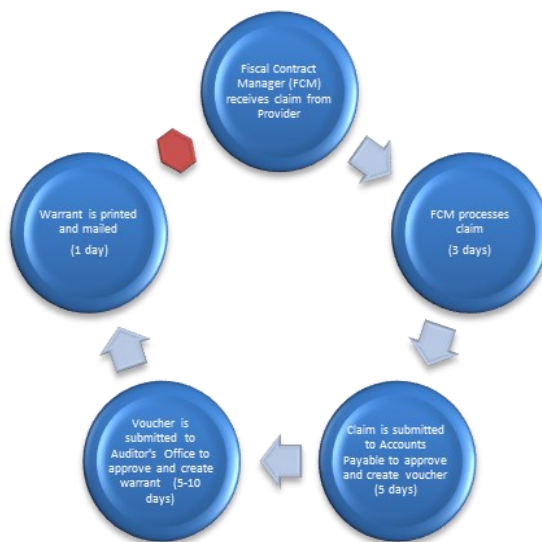


Figure 1: Regular Warrant Cycle

When there is an express warrant, the flow changes and the warrant is pushed to the head of everyone's work flow: with the additional steps included in Figure 2.

Express warrants cause workload issues in three separate County offices impacting, at a minimum, 8 different staff members at various levels. Each staff person has to set other work aside in order to accommodate the request. While we strive to support you in any way that we can, we ask that you ensure that your request for an express warrant is an emergency.

The 22 day cycle is typically less than most businesses with 30 to 45 day payment terms. Characteristically our warrants are processed within 10 to 15 business days.

We are working diligently to get your warrants to you in a timely manner. Help us continue that effort by submitting your completed and signed claims with all the supporting documentation as soon as possible.

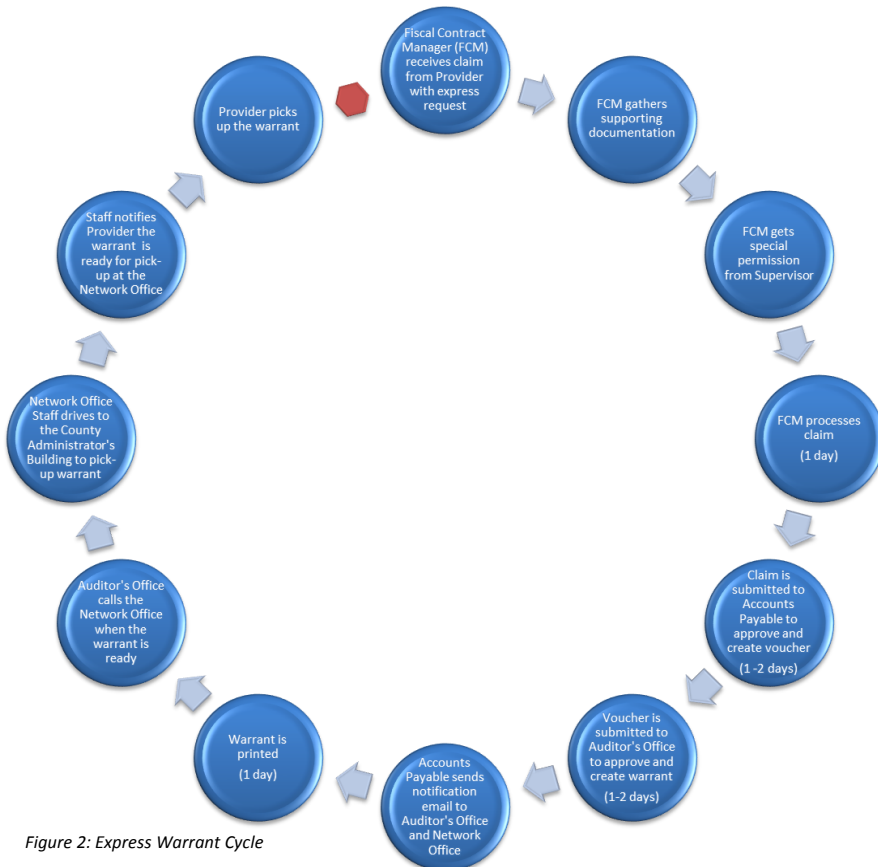


Figure 2: Express Warrant Cycle

¹ County of Alameda Auditor-Controller Agency, Manual of Accounting Policies & Procedures: Disbursements, July 1, 2011, p. 29.



Web Page Redesign

The Network Office is re-vamping its Web Page! We are redesigning and developing our web page to make it easier to use and locate what you need. As you may recall our previous web page created a challenge to locate documents because it was a basic list without a defined structure. Now we have a structure that is sure to make it a breeze to find what you need.

Just click the arrow next to Network Office on the left hand menu bar and have easy access to:

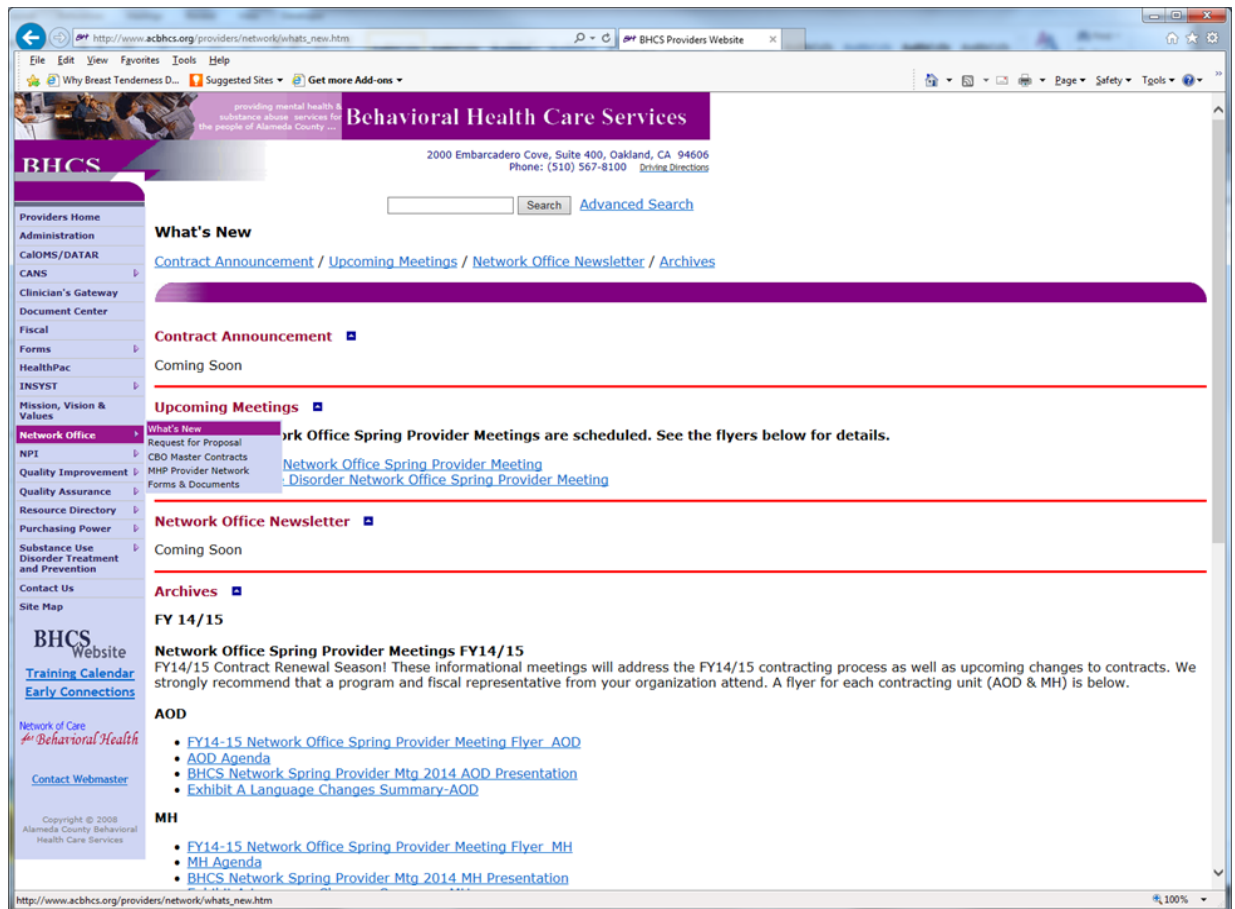
1. What's New
 - a. Contract Announcements
 - b. Upcoming Meetings
- c. Network Office Newsletter
- d. Archives (previous fiscal year)
2. Requests for Proposal
 - a. Announcements
 - b. Network Office RFPs
3. CBO Master Contracts
 - a. Announcements
 - b. Contract Requirements
 - c. Provider Resources
 - d. Forms & Documents by Category
 - e. Archives (previous fiscal year)
4. MHP Provider Networks
 - a. Announcements
 - b. Forms
 - c. FAQs
 - d. Archives (previous fiscal year)

5. Forms and Documents
 - a. Contract Renewal Documents
 - b. Mental Health
 - c. Substance Use Disorder
 - d. MHP Provider Network Forms
 - e. Standard

Our web page is still under construction, so please pardon our dust while we work to improve your access to us and vital information.

Please visit us at <http://www.acbhcs.org/providers/network/network.htm>. The screenshot below will let you know that you have arrived at the right location:

“...EASIER TO USE AND LOCATE WHAT YOU NEED.”



Screenshot 1: BHCS Web Page



Contract Language Updates

Throughout the year contract exhibits are reviewed by several parties at Alameda County. That review can result in changes to contract language. For example, you may recall there were language and format changes to the Exhibit E: HIPAA Business Associate Agreement, effective June 28, 2013.

More recently we have the following exhibits of note:

1. Exhibit D: Audit Requirements, effective January 2015. The new

Exhibit D is being placed in all new contracts going forward.

2. Exhibit A-1: Additional Terms and Condition of Program and Performance.
3. Exhibit A-2: Addendum for Quality Assurance

We also have the Exhibit B Workgroup in the process of examining the current language in the Exhibit B: Terms and Conditions to identify places where the language can be improved for clarity, for you and

the County. Once the workgroup concludes there may be an opportunity for your input that may result in possible changes coming your way.

For the most recent changes to contract exhibits, please visit our web page at: http://www.acbhcs.org/providers/network/master_contracts.htm

“...TO IDENTIFY PLACES WHERE THE LANGUAGE CAN BE IMPROVED FOR CLARITY FOR YOU AND THE COUNTY.”



FY2014/15 Supplemental Invoices

“...ADDITIONAL OPPORTUNITIES FOR SUPPLEMENTAL INVOICES IN THE 2014/15 FISCAL YEAR“

As we approach the end of this fiscal year and begin anew, it's time to revisit our supplemental invoice practices. Normally, we accept one supplemental invoice at the end of the year to cover any service units that may have been missed during the year. Because BHCS provided a rate adjustment to the County Contract Maximum Rate (CCMR) of 5% to certain funding streams, retroactive to July 1, 2014, we have additional opportunities for supplemental invoices in the 2014/15 fiscal year:

1. If you finalized your contract before the rate adjustment took effect and there are costs to support the increased payment, you may submit an additional

supplemental invoice.

2. If you had a rate change between the time you signed your interim contract and the time you signed your final contract, independent of the rate adjustment effective July 1, 2014, you may submit a supplemental invoice.
3. If units were not claimed during the fiscal year, you may submit the traditional end of fiscal year supplemental invoice to capture those missed service units.

If both options A and B apply to you and you have not submitted a supplemental invoice, you may submit one supplemental invoice

to cover both the rate adjustment and the rate change. Please remember service units that you have not submitted an invoice for should be covered in your end of year supplemental invoice, option C.

For information on this subject please refer to the letter dated December 15, 2014, with the subject line: **FISCAL YEAR 2014-15 COUNTY CONTRACT MAXIMUM RATE INCREASE OF FIVE PERCENT**



We're Expanding Our Services

The BHCS Network Office is expanding its procurement services with personnel, as well as procurement releases. We have produced a number of Requests for Proposals (RFPs), Requests for Quotations (RFQs) and Informal Requests for Quotations (IRFQs). This fiscal year alone we have released or are planning to release seven with more on the way.

Adult, Older Adult, Children's and Transitional Aged Youth.

For more information on our upcoming procurements listed below and in the future, please visit our web page at <http://www.acbhcs.org/providers/network/rfp.htm>.

"...WORKING HARD TO ATTAIN THE SERVICES NEEDED WITHIN OUR COMMUNITY."

Our procurement team is working hard to attain the services needed within our community. That is why in both the Mental Health and Substance Use Disorder services we are expanding efforts across all of our Systems of Care (SOC);



RFP #	Name	Issue Date	Estimated Contract Amount	Status	Fiscal Year	Population Served
14-02	Medication Support	8/18/14	\$1,844,407	Awarded (HH)	2014/15	Adult & Older Adult
RFQ # 14-03	Individual Placement and Support/ Supported Employment Pilot Program	1/10/14	\$70,000 (FY14/15) \$70,000 (FY15/16)	Awarded (BACS/ BOSS/FF)	2014/15 & 2015/16	Adults, Transitional Age Youth, Adult & Older Adult
14-05	Outreach and Mobile Crisis Intervention Team for Mental Health Transitional Aged Youth Triage	5/22/14	\$537,592	Awarded (BACS)	2014/15	Transitional Aged Youth
15-01	School-Based Intensive Counseling Enriched Special Day Class (I-CESDC)	2/19/15	\$1,200,000	Closed – Evaluation in Progress	2015/16	School-Aged Children & Youth
15-02	Parenting with Love and Limits	3/26/15	\$753,850	In Progress	2015-16	Youths on Probation
15-03	Wellness Centers	TBD	\$1,200,000	Pending	2015/16	Youths on Probation
IRFQ# 15-04	Friday Night Live	4/10/15	\$30,000	Pending	2015/16	High School Youth

Table 1: Procurements

BHCS Network Office

March 2015

Office of Financial Services

Director

Leda Frediani

Director

Fiona Branagh

Program Team

Assistant Director
Wendi Vargas

Program Contract Managers
Andrea Dodge
Javarré Wilson
Mary Ann Steedman
Nermina Terovic
Sharon Jones
Sun Hyung Lee
Zandra Washington
Vacant (1)

Network Support Team

Provider Network Manager
Edilyn Dumapias

Administrative Specialist II
Belinda Davis

Administrative Assistant
Michiko Ronné

Administrative Team

Administrative Support Manager
Margaret Tolbert

Administrative Assistants
Julie Gromowsky
Nicole Mallari
Robin Eldridge

Secretary
Melinda Ransom

Clerk II
Shahneka Dupart

Mental Health Fiscal Team

Supervising Manager
Rickie Michelle Lopez

Senior Fiscal Contract Managers
Vacant (2)

Fiscal Contract Managers
Fred Zhang
Jian Wang
Karen Wong
Paula Snyder
Steve Wong
Wilbur Kelly

Administrative Assistant
Rachel Sellers

Substance Use Disorder Fiscal Team

Supervising Manager
Laurie Hall

Fiscal Contract Managers
Barbara Cummings
Jacqueline Sharpe
Malwinder Mand

Accounting Administrative Assistant
Valdena Jenning

Management Analyst
Lani Pallotta

BHCS Network Office Staff Contact Information

Director	Fiona	Branagh	510-567-8126	fbranagh@acbhcs.org
Administrative Support				
Administrative Support Mgr.	Margaret	Tolbert	510-383-1743	mtolbert@acbhcs.org
Administrative Assistant	Nicole	Mallari	510-639-1385	nmallari@acbhcs.org
Administrative Assistant	Julie	Gromowsky	510-383-1759	jgromowsky@acbhcs.org
Administrative Assistant	Robin	Eldridge	510-383-1744	reldridge@acbhcs.org
Clerk II	Shahneka	Dupart	510-383-2861	sdupart@acbhcs.org
Secretary	Melinda	Ransom	510-383-1592	mransom@acbhcs.org
SUD Fiscal				
Supervising SUD Fiscal Mgr.	Laurie	Hall	510-777-2143	lhall@acbhcs.org
Fiscal Contract Manager	Barbara	Cummings	510-639-1219	bcummings@acbhcs.org
Fiscal Contract Manager	Valdena	Jenning	510-383-1586	vjenning@acbhcs.org
Fiscal Contract Manager	Malwinder	Mand	510-639-1332	mmand@acbhcs.org
Fiscal Contract Manager	Jaqueline	Sharpe	510-639-1393	jsharpe@acbhcs.org
Analyst				
Management Analyst	Lani	Pallotta	510-639-1383	lpallotta@acbhcs.org
Mental Health - Fiscal				
Supervising MH Fiscal Mgr.	Rickie	Lopez	510-777-2111	rlopez@acbhcs.org
Administrative Assistant	Rachel	Sellers	510-383-1742	rsellers@acbhcs.org
Fiscal Contract Manager	Jian	Wang	510-639-1376	jwang@acbhcs.org
Fiscal Contract Manager	Paula	Snyder	510-567-6811	psnyder@acbhcs.org
Fiscal Contract Manager	Wilbur	Kelly	510-383-1590	wkelly@acbhcs.org
Fiscal Contract Manager	Fred	Zhang	510-567-6869	fzhang@acbhcs.org
Fiscal Contract Manager	Karen	Wong	510-639-1334	kwong@acbhcs.org
Fiscal Contract Manager	Steve	Wong	510-383-1587	swong@acbhcs.org
Network Support				
Provider Network Manager	Edilyn	Dumapias	510-383-2873	edumapias@acbhcs.org
Administrative Specialist	Belinda	Davis	510-383-2875	bdavis@acbhcs.org
Administrative Assistant	Michiko	Ronné	510-383-2874	mronne@acbhcs.org
Program - SUD & Mental Health				
Assistant Director	Wendi	Vargas	510-567-8179	wvargas@acbhcs.org
Program Contract Manager	Andrea	Dodge	510-383-2763	adodge@acbhcs.org
Program Contract Manager	Javarré	Wilson	510-567-8189	jwilson@acbhcs.org
Program Contract Manager	Mary Ann	Steedman	510-777-2146	msteedman@acbhcs.org
Program Contract Manager	Nermina	Terovic	510-383-2766	nterovic@acbhcs.org
Program Contract Manager	Sharon	Jones	510-383-2765	sjones2@acbhcs.org
Program Contract Manager	Zandra	Washington	510-383-2872	zwashington@acbhcs.org



Revised: 04/28/15

ALAMEDA COUNTY BHCS NETWORK OFFICE
1900 EMBARCADERO COVE, SUITE 205
OAKLAND, CA 94606

PHONE: 510-567-8296
FAX: 510-567-8290
WEB PAGE: [HTTP://WWW.ACBHCS.ORG/PROVIDERS/NETWORK/NETWORK.HTM](http://www.acbhcs.org/providers/network/network.htm)