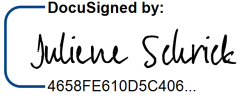


**- MEMORANDUM -**

DATE: November 21, 2022  
TO: Alameda County Behavioral Health (ACBH) Outpatient Therapy Fee For Service (FFS) Providers  
FROM: Juliene Schrick, UM Division Director   
SUBJECT: **Recorded Trainings and Live Virtual Meeting to Address Changes to FFS Outpatient Therapy Level of Care**

This memorandum shares important information for Fee for Service (FFS) outpatient therapy providers regarding upcoming changes to this level of care. Two recorded trainings are available and are to be viewed prior to the scheduled **December 8, 2022** Virtual Q&A Provider Meeting.

### Background

Over the past several months the FFS Workgroup, consisting of ACBH staff from Quality Assurance (QA), Utilization Management (UM), ACCESS, Contracts, and Billing and Benefits Services (BBS), have worked to improve our FFS outpatient therapy level of care.

These changes were described in a [previous memo](#) to FFS providers sent out in May of this year. Some of the significant changes include ending the use of service packages and the Request for Continued Services form. In place of the service packages we will be using a Utilization Table that recommends the frequency of services within this level of care. Clients and Therapists will also be able to connect for treatment without a direct referral from ACCESS.

### Overview of Resources and Events

We are excited to announce that we are nearly ready to operationalize these changes. In order to do so we have developed two recorded trainings that you can access via the ACBH Provider website and have scheduled a live virtual meeting for questions and answers.

- **Training 1** can be accessed [here](#). It is approximately 30 minutes long and includes an overview of the changes followed by specific information from the following ACBH departments:
  - Contracts
  - ACCESS
  - BBS Insurance Verification
- **Training 2** will be available soon. We will email you the link in the near future. This recording will include information from the following ACBH departments:
  - QA
  - UM
  - BBS Claims Processing Center
- **Live Virtual Meeting** will be on **Thursday, December 8th from 10am-12noon.**



- The link to the training can be found [here](#). We will also email you the link directly.

### **Action Required**

We ask that you watch both of the recorded trainings prior to the virtual meeting on December 8<sup>th</sup>. During the meeting staff from ACBH ACCESS, Contracts, Billing and Benefits, QA and UM will be present and able to answer questions. If questions arise for you while watching the videos, please email them to [Julienne.Schrick@acgov.org](mailto:Julienne.Schrick@acgov.org) so we can be prepared with answers for you in the December 8<sup>th</sup> meeting. We look forward to seeing you on December 8<sup>th</sup>!

