



# Wellness and Recovery Benefit Provider Round Table

Drug Medi-Cal Organized  
Delivery System

July 2018

# Welcome

## **The Webinar Will Begin Shortly.**

Before we get started, we would like to review a few housekeeping items, and let you know how you can participate in today's webinar.

We have muted all lines in order to keep background noises from being transmitted.

You may ask questions at any time during this presentation, by using your Questions Pane (Chat Box). Simply type in your question and click send.

We will be reviewing them as they come in, and will have a Q & A period at the end of the presentation.

Thank you for attending today's webinar!

**PHC Provider Education Team**

# How to Download handouts

## How to download handouts:

1. From your Control Panel click on the name of the handout, you would like to access.
2. Default web browser will automatically launch, and open a blank page, and the handout file will automatically start downloading.
3. Click on the downloaded file to open or save it.



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- Audio

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 Mic & Speakers

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(and [additional numbers ...](#))  
You are connected to audio

Talking: PHCPR Trainer

- Handouts - 1

How To Navigate Training Webinar- PHC O...

- Questions

Welcome to PHC Online Services Website Redesign "How to Navigate" Training Webinar

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PHC Online Services Website Redesign "How to Navigate" Training Webinar  
Webinar ID: 132-937-843

GoToWebinar

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12:03 PM  
9/15/2015

# Agenda

Welcome and Introductions – PHC Staff

Goals of Round Table

About PHC

Brief Introduction to Managed Care

Orientation to PHC Departments and Functions

Orientation to PHC Public Website

Issues, Questions, Concerns?

Next Round Table: Monday, August 6, 2018

Planned Topics: DMC Certification, Contracting,  
Credentialing



Welcome and  
Introductions



## Goals of the Round Table

# Goals of this Round Table

Share information with you to help you go from point of service with our member to appropriate reimbursement, in an efficient and organized manner.

Meet monthly in the 6 months before the launch of the Wellness and Recovery benefit with preliminary orientation and onboarding.

Meet monthly in the 6 months after the launch to review as needed, respond to questions, address issues and support your work on behalf of our members

Meet as needed thereafter to continue our collaboration



PARTNERSHIP



HEALTHPLAN  
of CALIFORNIA

About PHC



# About PHC

## Mission

To help our members, and the communities we serve, be healthy

## Vision

To be the most highly regarded managed care plan in California

Partnership HealthPlan of California (PHC) is a non-profit community based health care organization that contracts with the State to administer Medi-Cal benefits through local care providers to ensure Medi-Cal recipients have access to high-quality comprehensive cost-effective health care. PHC provides quality health care to over 560,000 lives. Beginning in Solano County in 1994, PHC now provides services to 14 Northern California counties - Del Norte, Humboldt, Lake, Lassen, Marin, Mendocino, Modoc, Napa, Shasta, Siskiyou, Solano, Sonoma, Trinity and Yolo.

We have regional offices in four cities: Fairfield, Santa Rosa, Eureka and Redding.

# Our Added Value

## **Provider Benefits**

- Reimbursement
- Efficient claims payment process  
(about 30 days)
- Customer Service – Satisfied Providers

## **Member Benefits**

- Better Health Outcomes of Individuals
- Meetings with Member Participation
- Customer Service - Satisfied Members
- And More

## **State and Community Benefits**

- Saves California 10% compared to traditional Medi-Cal
- Improved access and quality of care
- Community responsiveness and collaboration
- Assist safety net providers
- Care back into the county



## Brief Introduction to Managed Care

# Medi-Cal Managed Care

PHC is a Medi-Cal Managed Care Plan.

Most of our members are assigned to a specific clinic or office for their primary care needs

- This is the Primary Care Provider (PCP)
- Some clinics have physicians who provide Medication Assisted Treatment (MAT) and or substance use treatment counselors.

The PCP helps manage the member's medical needs, supporting appropriate referral to specialty care within our contracted provider network.



# Orientation to PHC Departments and Functions

# Administration

## Wellness and Recovery Benefit

- Drug Medi-Cal Organized Delivery System
- Lead the other departments who are also supporting this benefit.
- Contact us: [drugmedicalphc@partnershiphp.org](mailto:drugmedicalphc@partnershiphp.org)

## Member Complaints, Appeals and Grievance

- Contact Us: (800) 863-4155

# Provider Relations

## Contracting

## Credentialing

- We require provider to be Drug Medi-Cal certified

## Education

- New benefits
- Major changes to current programs
- Onboarding new providers
- Support secure Provider Online Services portal

## Provider Representative

- Regionally located
- Support day-to-day needs of provider network

## Systems

- Build programming to ensure each provider is reimbursed according to contract

Contact Us: (707) 863-4100



# Member Services

- Enrollment
- Eligibility
- PCP Assignment
- ID Card
- Contact Us: (800) 863-4155

# Health Services

## Utilization Management

- Authorization for residential

## Care Coordination

- Telephonic support to help members access

Contact Us: (800) 863-4155

# Claims Department

- Process incoming claims
- Respond to Claims Inquiries and Corrections
- Maintain provider claims processing manual
- Update claims processing system when Medi-Cal makes changes
- Contact us: (707) 863-4130

# Quality

## Compliance with regulatory expectations

- Facility Site Review
  - Contact us: [FSR@partnershiphp.org](mailto:FSR@partnershiphp.org)
- Patient Safety
- Support External Quality Review Organization (EQRO) process



## Orientation to PHC Website

# Pharmacy

## Formulary

- Search tool to find information about a medication
- Prior authorization required for certain medications
- Information about medications that are the payment responsibility of Medi-Cal

## MedImpact

- Pharmacy Benefits Manager (retail)

## Contact Us

- (800) 863-4155

# Provider Relations

Provider Manual

Provider Directory

Provider Learning Portal

On Demand Recorded Webinars

Provider Information Change Form

Provider Bulletin

Provider Newsletter



# Claims

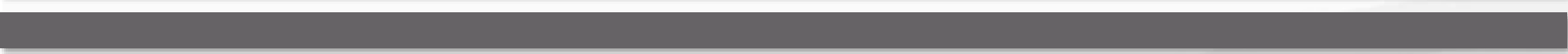
## Important Provider Notice

# HIPAA/EDI Publications

Everything you need to submit Claims Electronically

# Pharmacy

# Health Services



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