

**Care Coordinator Supervisors Meeting Minutes, 1/08/2020 | BHA Campus, Catonsville, MD**

**Attendees:** Candice Adams, Maria Rodowski-Stanco, Dawn Johns, Tasha Walls, Lindsey Weekley, Nancy Lever, Cindy Schaeffer, Taneisha Carter, Jordy Yarnell **Phone:** Logan Charest, Angela Gray, Jennifer Hegner, Samiya Jackson, Tiffany McCauley

1. Welcome, Introductions, and Housekeeping
  - a. Director of Child, Adolescent, and Young Adult Services: Dr. Maria Rodowski-Stanco
  - b. Deputy Secretary: Aliya Jones
  - c. BHA will join us for the first 15 minutes of our meetings to share updates
2. CCO Updates
  - a. 1915i has been extended through June 30<sup>th</sup>, 2020
  - b. Customized goods and services are being underspent
  - c. It is crucial to submit monthly reports and quarterly reports on time to justify allocation of funds for TCM Plus
  - d. If both reports are not received on time, reimbursement funds will not be released
  - e. 59 TCM slots are currently full
  - f. See Lindsey Weekley's attached update document for additional details
3. Presentation of TCM Plus Document
  - a. Please see the referral guide attached!
  - b. Updated 1-page referral form also attached as a fillable .pdf document
4. Transition to Optum Health
  - a. Continue to document technical issues
  - b. BHA is working to troubleshoot concerns with Optum
  - c. **Sign up for provider alerts and ensure that you are added to the list**
    - i. Historical alerts are archived on the Optum website
5. Bi-yearly training module reports
  - a. Excel files will be shared with CCO Supervisor contacts at each organization
    - i. Supervisors may wish to use the included dates to remind YCCs of yearly training requirements
  - b. Training reports will contain information since the new training system update 5/2019
  - c. The previously recommended order to take the trainings is now a mandatory standard
  - d. If reports are needed more than quarterly, send UMB an email to request
6. Additional Comments/Kudos
  - i. Center for Children is expanding to Prince George's County
  - ii. Hope Health's new office 44,000 sqft. is now operational
  - iii. **Share redacted core copies of chart components with Lindsey Weekley**
  - iv. Calendar invitations for upcoming meetings have been sent. If you did not receive them, please reach out! Specific room and building information will be sent prior to the meetings. **All meetings take place on the BHA Campus, from 10:30am – 11:45am.** The dates are as follows:
    - Wednesday, March 18<sup>th</sup>, 2020
    - Wednesday, May 13<sup>th</sup>, 2020

**Phone dial-in information:** Phone # 712-432-6340 | Access Code 270273#

## Updates for CCO Supervisor's Meeting 1/8/20

### BHA Staffing:

- New Deputy Secretary to lead BHA
  - See Press Release [here](#)
  - Welcome to Dr. Aliya Jones!

### ASO Transition:

- Most Recent Provider Alert (see attached)
  - Effective January 1, 2020, Optum Maryland became the new administrative service organization for the Maryland Public Behavioral Health System.
  - Our [Incedo Provider Portal](#) became available to providers at 8:00 AM (EST) on January 1, 2020 and will allow you to begin servicing participants that are part of the Maryland Public Behavioral Health System. A [Quick Reference Guide](#) was created to assist your staff in navigating the Incedo Provider Portal.
  - If you have questions regarding the Optum Maryland Public Behavioral Health System, our Optum customer service representatives will be taking your calls at 1-800-888-1965. Starting Thursday, January 2, 2020, Optum Maryland personnel will be available 7 a.m. until 7 p.m. ET, Monday through Friday. Or you may email your questions to: [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).
- Below are some general recommendations being provided to help individuals navigate the ASO transition:
  - Transition info is located here: <https://mmcp.health.maryland.gov/Pages/Administrative-Service-Organization-Transition-Information-.aspx>
  - To receive Provider Alerts from Optum, please send a request to [marylandproviderrelations@optum.com](mailto:marylandproviderrelations@optum.com).
  - All historical provider alerts will be archived on the OPTUM website
  - Unless you receive notice via Provider Alert that a process is changing or has change...IT PROBABLY HAS NOT CHANGED
    - Examples:
      - LIII/1915i Authorization Requests- still send to LBHAs/CSAs
      - Uninsured Authorization Requests- still send to LBHAs/CSAs
  - Please keep your LBHA/CSA updated regarding any ASO challenges your agencies are experiencing. If they are system challenges across multiple providers, please share those as well and I will pass to LBHA/CSA reps

### 1915b/1915i SPA Updates:

- Review of the 1915b State Plan Amendment (SPA) continues to be underway. Communication regarding both the 1915i and 1915b SPA will be shared by BHA in the near future.

### TCM Plus:

- BHA has requested CCOs be reminded to submit their monthly reports on time
- BHA has also requested CCOs be reminded to communicate any TCM Plus disenrollment's in a timely manner
- BHA has asked that CCO's be sure that Quarterly Reports are in on time and submitted to BHA as well as Harford Co. Harford is stating that if they are not received then payment will not be provided.
- Please ensure that you received email from Angela Gray dated 1/2/2020 and responded accordingly.

### Customized Goods & Services (CG&S):

- Please remember to utilize these funds; they are an asset to youth, families and our System of Care

**Training:**

- No new updates

**Upcoming Events:**

- 16th Child, Adolescent and Young Adult Services Annual Conference  
Integrating Clinical Intervention Within A Behavioral Health Approach  
Date: Tuesday, March 10, 2020  
Location: Martin's West, Baltimore MD  
Contact Person: Caroline Jones, [cjones@maryland.gov](mailto:cjones@maryland.gov)  
Conference Fee: \$55
- Behavioral Health Administration Annual Conference  
Date: Wednesday, May 6, 2020  
Location: Martin's West, Baltimore, MD  
Contact Person: Eunice Harvey, [eunicej.harvey@maryland.gov](mailto:eunicej.harvey@maryland.gov)  
Conference Fee: \$95; Student rate: \$55 (limited seating)