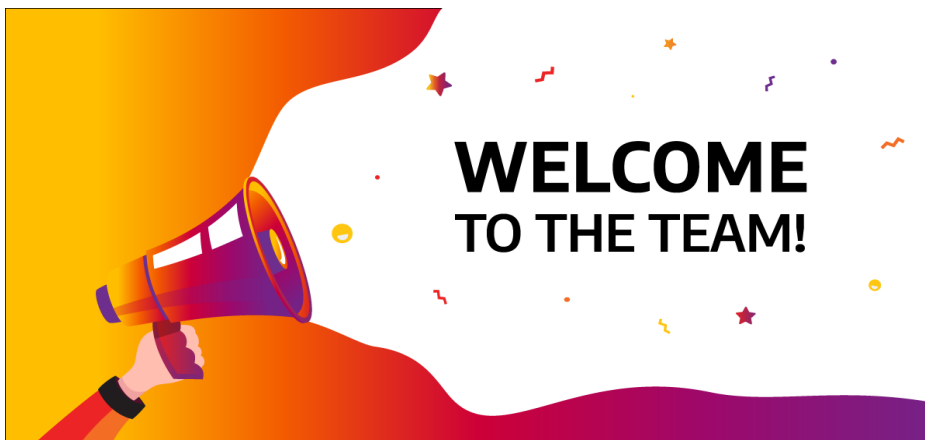


MCST OVERSIGHT

- EXPIRED LICENSES, WAIVERS, CERTIFICATIONS AND REGISTRATIONS
- NOTICE OF ADVERSE BENEFIT DETERMINATION (NOABDS)
- APPEAL/EXPEDITED APPEAL/STATE FAIR HEARINGS
- PAVE ENROLLMENT (MHP PROVIDERS ONLY)
- CHANGE OF PROVIDER/2ND OPINIONS (MHP/DMC-ODS)
- CAL-OPTIMA CREDENTIALING (AOA COUNTY CLINICS)
- GRIEVANCES & INVESTIGATIONS
- COUNTY CREDENTIALING
- ACCESS LOGS
- CLINICAL/COUNSELOR SUPERVISION
- MHP & DMC-ODS PROVIDER DIRECTORY

REMINDERS, ANNOUNCEMENTS & UPDATES



**WELCOME
TO THE TEAM!**

**WE'RE SO
HAPPY
YOU'RE
HERE!**



Catherine Shreenan, LMFT
Service Chief II

MCST is excited to welcome Catherine Shreenan, LMFT, Service Chief II, to our QMS family. Catherine is a Licensed Marriage Family Therapist and has worked for the County of Orange since 2000. She has worked in several different programs as a clinician and later promoted to a Service Chief I in the Anaheim PACT and then to the Anaheim Clinic. She promoted to a Service Chief II in Adult and Older Adult Mental Health in 2019. She has many years of experience working in County Mental Health and is looking forward to this new opportunity with MCST.



Esther Chung
Office Specialist

Esther, our newest addition to the QMS MCST! Hailing from diverse professional experiences, Esther brings a wealth of expertise as a linguist and project manager in the field of translation. With a heart dedicated to mental health, Esther is passionate about contributing to the well-being of our community. Join us in welcoming Esther as she embarks on her journey to make a positive impact on the health and wellness in Orange County.

REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)

COUNTY CREDENTIALING & RE-CREDENTIALING

Certified Peer Support Specialists registered with the certifying organization, CalMHSA must be credentialed. Be sure to submit the credential packet to the MCST to be County credentialed.



The County's Credentialing Verification Organization, VERGE/RLDatix, will be sending e-mail notifications **120 days** prior to re-credentialing. The request is to obtain the most current e-mail addresses for re-credentialing. It is important to have the provider's respond to the e-mail within **one (1) business day** to confirm their primary e-mail, employer's agency name, direct supervisor name and supervisor's e-mail for the various agencies the provider is currently employed. Updating this information will help with the re-credentialing process and prevent any delay or suspension with the re-credentialing process.



Providers are required to be re-credentialed **every 3 years**. The Credentialing Verification Organization, Verge/RLDatix, sends an e-mail notification to providers **90 days** in advance and then every week until the provider attests and provides the required documents needed to initiate the re-credentialing process. Be sure to re-credential your providers on-time by promptly responding to the Verge/RLDatix e-mail notifications!

EXPIRED LICENSES, WAIVERS, CERTIFICATION AND REGISTRATIONS



When a provider's license has expired, the MCST sends an e-mail notification suspending the provider from delivering **any** Medi-Cal covered services. The e-mail requires an **immediate response** by the provider and/or administrator by the end of the business day to explain the reason for the lapse with the provider's credential. This is important information for the MCST to track and monitor. Be sure to respond promptly upon receiving the e-mail notification.

REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)



COUNTY EMPLOYEES ONLY

AUDITING TIMECARD CODING FOR CLINICAL SUPERVISORS

It is important for Clinical Supervisors to maintain proper supervisee documentation as part of the County requirement. Clinical supervision notes, weekly logs and/or records are subject to review and/or audit upon request (i.e., Human Resources, QMS, Auditor Controller, Program, etc.).

QMS and Human Resources recently conducted an audit of the clinical supervision hours claimed using the Clinical License Services (CLS) pay code on the timecards. As a reminder, it is important for Managers and Service Chiefs to maintain current records for clinical supervision, an updated Clinical Supervision Agreement (CSA) and/or the Clinical Supervision Reporting Form (CSRF) and to reconcile the hours coded on the timesheet prior to approving it. This will assist MCST with concluding an accurate reconciliation when reporting the findings to Human Resources.

Remember, the CLS pay code shall only be coded for the hours dedicated to clinical supervision and that a Clinical Supervisor is certifying the Clinical Supervision Hours for a supervisee. Chart review, consultation, preparation, documentation review or other activities outside of the regularly scheduled individual and/or group supervision is **NOT** eligible to be claimed and coded to CLS. Clinical Supervision of interns and volunteers is **NOT** eligible for CLS, as well.

Refer to the [09.03.01 2003 Clinical Supervision Requirements P&P](#) for more detailed information.



REMINDERS, ANNOUNCEMENTS & UPDATES (CONTINUED)



**AVAILABLE
NOW**

MONTHLY MCST TRAININGS – NOW AVAILABLE

MCST is offering open training sessions effective 1/1/24 for new and existing providers. The 2-hour training will be on NOABDs, Grievances, Appeals, 2nd Opinion/Change of Provider and Access Logs.

Please e-mail AQISGrievance@ochca.com with Subject Line: MCST Training for DMC-ODS and a MCST representative will send you an e-mail invitation to attend the training via Microsoft Teams.

4th Tuesdays of the Month @ 1 p.m. MCST Training (DMC-ODS)

MCST TRAININGS ARE AVAILABLE UPON REQUEST

- **NEW** DMC-ODS programs are required to schedule a full-day training to comply with the MCST oversight and DHCS requirements. It is recommended to have the Directors, Managers, Supervisors and Clinical Staff participate in the training to ensure those requirements are met and implemented. Please contact MCST to schedule the training at least a month prior to delivering Medi-Cal covered services.
- If you and your staff would like a refresher on a specific topic or a full training about the MCST's oversight, please e-mail the Health Services Administrator, Annette Tran, at antran@ochca.com and the Service Chief II, Catherine Shreenan, at cshreenan@ochca.com.



GRIEVANCES, APPEALS, STATE FAIR HEARINGS, NOABDS, 2ND OPINION AND CHANGE OF PROVIDER

Leads: Esmi Carroll, LCSW Jennifer Fernandez, MSW

CLINICAL SUPERVISION

Lead: Esmi Carroll, LCSW

ACCESS LOGS

Lead: Jennifer Fernandez, MSW

PAVE ENROLLMENT FOR MHP

Leads: Araceli Cueva, Staff Specialist Elizabeth "Liz" Fraga, Staff Specialist

CREDENTIALING AND PROVIDER DIRECTORY

Credentialing Lead: Elaine Estrada, LCSW
Cal Optima Credentialing Lead: Sam Fraga, Staff Specialist
Provider Directory Lead: Ashley Cortez, LCSW

COMPLIANCE INVESTIGATIONS

Lead: Ashley Cortez, LCSW



CONTACT INFORMATION

400 W. Civic Center Drive., 4th floor
Santa Ana, CA 92701
(714) 834-5601 FAX: (714) 480-0775

E-MAIL ADDRESSES

AQISGrievance@ochca.com (NOABDs/Grievance Only)
AQISManagedCare@ochca.com

MCST ADMINISTRATORS

Annette Tran, LCSW
Health Services Administrator

Catherine Shreenan, LMFT
Service Chief II