Orange County
Final Rule Implementation
CalQIC 2019
March 14, 2019

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Final Rule

Title 42 Code of Federal Regulations

• May 6, 2016 – Centers of Medicare and Medicaid published the Medicaid and Children’s Health Insurance Program Managed Care Final Rule.
• Aligns Medicaid managed care regulations with requirements of other major sources of health insurance coverage.
• County MHP and DMC-ODS pilot counties are considered Prepaid Inpatient Health Plans and must comply with managed care requirements.
Credentialing and Re-credentialing

42 CFR Part 438.214

- Managed care rules require the state to establish a uniform credentialing and re-credentialing policy that addresses mental health (MH) and substance use disorder (SUD) providers.
- Credentialing is one component of the comprehensive quality improvement system included in all plan contracts.
- Credentialing ensures that providers are licensed, registered, waived and/or certified as required by federal law.
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CREDENTIALING POLICY

For all licensed, waivered, registered and/or certified providers, the Plan must verify and document the following items through a primary source, as applicable. The listed requirements are not applicable to all provider types. When applicable to the provider type, the information must be verified by the Plan unless the Plan can demonstrate the required information has been previously verified by the applicable licensing certification and/or registration board.

1. The appropriate license and/or board certification or registration, as required for the particular provider type;
2. Evidence of graduation or completion of any required education, as required for the particular provider type;
3. Proof of completion of any relevant medical residency and/or specialty training, as required for the particular provider type;
4. Satisfaction of any applicable continuing education requirements, as required for the particular provider type.

In addition, Plans must verify and document the following information from each network provider, as applicable, but need not verify this information through a primary source:

1. Work history;
2. Hospital and clinic privileges in good standing;
3. History of any suspension or revocation of hospital and clinic privileges;
4. Current Drug Enforcement Administration identification number;
5. National Provider Identifier number;
6. Provider information, if any, entered in the National Practitioner Data Bank, when applicable. See https://www.ncpdp.hrsa.gov/;
7. History of liability claims against the provider;
8. Provider information, if any, entered in the National Practitioner Data Bank, when applicable.
9. History of sanctions from participating in Medicare and/or Medicaid/Medi-Cal: providers terminated from either Medicare or Medi-Cal, or on the Suspended and Ineligible Provider List, may not participate in the Plan’s provider network. This list is available at: http://files.medi-cal.ca.gov/pubs/docs/Sanfr1landing.asp; and
10. History of sanctions or limitations on the provider’s license issued by any state’s agencies or licensing boards.

For SUD, providers delivering covered services are defined in Title 22 of the California Code of Regulations, Section 51051.

*Primary source* refers to an entity, such as a state licensing agency, with legal responsibility for originating a document and ensuring the accuracy of the document’s information.
For all licensed, waiver, registered and/or certified providers, the Plan must verify and document the following items through a primary source, as applicable.

1. The appropriate license and/or board certification or registration, as required for the particular provider type;
2. Evidence of graduation or completion of any required education, as required for the particular provider type;
3. Proof of completion of any relevant medical residency and/or specialty training, as required for the particular provider type; and
4. Satisfaction of any applicable continuing education requirements, as required for the particular provider type.
Secondary Source verification requirements

1. Work history;
2. Hospital and clinic privileges in good standing;
3. History of any suspension or curtailment of hospital and clinic privileges;
4. Current Drug Enforcement Administration identification number;
5. National Provider Identifier number;
6. Current malpractice insurance in an adequate amount, as required for the particular provider type;
7. History of liability claims against the provider;
8. Provider information, if any, entered in the National Practitioner Data Bank, when applicable. See https://www.npdb.hrsa.gov/;
9. History of sanctions from participating in Medicare and/or Medicaid/Medi-Cal: providers terminated from either Medicare or Medi-Cal, or on the Suspended and Ineligible Provider List, may not participate in the Plan’s provider network. This list is available at: http://files.medi-cal.ca.gov/pubsdoco/SandILanding.asp; and
10. History of sanctions or limitations on the provider’s license issued by any state’s agencies or licensing boards.
Additional credentialing requirements

Attestation

1. Any limitations or abilities that affect the provider’s ability to perform any of the position’s essential functions, with or without accommodation;
2. A history of loss of license or felony conviction;
3. A history of loss or limitation of privileges or disciplinary activity;
4. A lack of present illegal drug use; and
5. The application’s accuracy and completeness.
DHCS requires each Plan to verify and document at a minimum every three years that each network provider that delivers covered services continues to possess valid credentials, including verification of each of the credentialing requirements listed in the previous slides.

**Re-credentialing requires**

- New attestation
- Consideration of beneficiary grievances, quality improvement activities and medical records review.
What did Orange County do?

Assessed needs to ensure compliance

- Number of staff needing credentialing in the network
  - Includes County-operated and County-contracted
- Typical staff turn-over
- Current staffing in the division responsible for credentialing – Authority and Quality Improvement Services (AQIS)
- Expected credentialing volume
- Resources, expertise and tools needed for compliance
- Funding needs and sources

Approximately 2,000 staff for MHP and DMC-ODS would need to be credentialed in the first year
What did Orange County do?

Considered options

- Complete credentialing in-house
- Delegate credentialing process
  - Identified possible solutions for delegation
    - Contract with a credentials verification organization (CVO)
    - Identify existing partners that may be able to assist, such as the County’s Medi-Cal health plan or the Administrative Services Organization
What did Orange County do?

Collaborated across divisions to identify and mitigate impact

- **Human Resources**
  - What would be the impact to existing staff?

- **County Counsel**
  - What are the legal implications for potentially changing the terms of employment?

- **Office of Compliance**
  - What processes are already in place through the compliance office requirements?
What did Orange County do?

Funding available through

- DMC-ODS QA/UR claiming
- MHP Final Rule

Additional staff would be needed regardless of solution

Decision -

Issue a Request for Proposal to identify CVOs that may be able to do the work as required.
Currently in negotiations with a CVO to delegate the work

New managed care unit created in the AQIS division to perform credentialing and other Final Rule requirements

- Provider Directory
- Grievances and Appeals
- NOABD and other beneficiary protections
- Medi-Cal and DMC certifications
- Network Adequacy Certifications
Managed Care solution

Additional opportunities identified to create an internal database that will generate information on demand to comply with:

- NACT submissions
- Provider Directory
- Grievances and Appeals
- Credentialing

Health Care Agency Information Technology (IT) department currently engaged in developing a work plan.
Where do we go from here?

• Simultaneous implementation of CVO contract to comply with credentialing requirements and internal IT solution to fulfill the greater need.

• IT staff has been involved in evaluating CVO capabilities to ensure a smooth transition and the system’s ability to transfer data routinely into the internal solution.

• New Managed Care unit in AQIS will manage the CVO contract and implementation process to maximize efficiencies and to reduce the demands for additional County staff.
• What questions do you have?

• What are other counties doing?
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If you are a County DMC-ODS Q/I professional in the Southern California region, join us at the South Waiver Accountability Group (SWAG).
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