

Governing Body: MARION COUNTY COMMUNITY AND PROVIDER SERVICES (CAPS)	Function: INTEGRATED DELIVERY SYSTEM (IDS) HANDBOOK	
Subject: Technical Assistance	Prepared By: CAPS	Original Date: 10/01/2007 Revised Date: 01/01/2009

PURPOSE AND SIGNIFICANCE:

Community and Provider Services (CAPS) is designated as the Marion County mental health system administrator for Oregon Health Plan (OHP) enrollees. CAPS will monitor the mental health system performance. Feedback will be given to contracted IDS Providers in the form of routine reports and audits. CAPS will provide assistance to contractors on how to interpret and meet Oregon Administrative Rules (OARs) and Oregon Revised Statutes (ORSs), Center for Medicaid and Medicare Services (CMS) requirements, Mid-Valley Behavioral Care Network (MVBCN) requirements and Marion County contract performance requirements.

PROCESS AND/OR PROCEDURE:

CAPS' staff specializes in a variety of areas. CAPS will provide assistance when issues are identified by CAPS, however, contracted IDS Providers are also responsible to request assistance as needed. The following outlines whom an IDS Provider can contact for technical assistance.

Adult Care Coordinator:

The Adult Care Coordinator provides support and technical assistance to IDS Providers around denial of services, critical incident debriefings, complaint reviews and application/interpretation of OAR's effecting adult members. The Adult Care Coordinator is responsible for providing guidance and decision-making when Members or IDS Providers feel that a Member is in need of mental health services that cannot be provided within the IDS. In addition the Adult Care Coordinator provides back up to the Resource Coordinator involving Member access to mental health services within the IDS. IDS Providers may request technical assistance from the Adult Care Coordinator in regards to adult treatment and referral issues.

The Adult Care Coordinator is also the hospital liaison for all adult Members that are admitted to acute care units (please see enclosed MVBCN Acute Care Linkage agreement for details). This position also works closely with the CAPS State Hospital Liaison when Members require a transfer to Oregon State Hospital for longterm care.

This position is a Qualified Mental Health Specialist III.

Chemical Dependency (CD) Member Services Coordinator:

The Chemical Dependency (CD) Member Services Coordinator is responsible for facilitating an integrated and/or interactive system of care within the IDS and the Marion-Polk Community Health Plan (MPCHP). Dual Diagnosis Capable treatment is the clinical expectation across the provider system and requires an informed and responsive approach to providing treatment to adult and child consumers that have both mental health and substance abuse treatment issues. The CD Member Services Coordinator should be involved with any denial for services that an IDS Provider may issue regarding any client with a co-occurring disorder. IDS Providers may request the CD Member Services Coordinator to participate in critical incident debriefings or complaint reviews for any client that has a co-occurring disorder.

The CD Member Services Coordinator is also the liaison between the Marion County IDS Mental Health system and the Marion County Chemical Dependency service system. IDS Providers should involve the CD Member Services Coordinator for any clinical and systems issues that arise between them and a chemical dependency provider.

IDS providers may request technical assistance from the CD Member Services Coordinator in regards to co-occurring treatment issues, Dual Diagnosis Capable program development, dual enrollments or Oregon Administrative Rules.

This position is a Qualified Mental Health Specialist III and licensed Drug and Alcohol Clinician.

Child Care Coordinator:

The Child Care Coordinator is responsible for connecting children/adolescents to outpatient treatment with an IDS Provider. This position is also the liaison to provide assistance to IDS Providers and child/adolescent clients when issues arise. The Child Care Coordinator should be involved with any denial that an IDS provider may issue on child or adolescent clients. IDS Providers may request the Child Care Coordinator to participate in critical incident debriefings or complaint reviews.

The Child Care Coordinator is also the liaison between the Marion County IDS Mental Health system and child/adolescent service systems, such as the educational system and Child Welfare. IDS Providers should involve the Child Care Coordinator for any issues that arise between them and a children's resource.

IDS Providers may request technical assistance from the Child Care Coordinator in regards to children's treatment issues or OARs.

The Child Care Coordinator is also the hospital liaison for all child/adolescent clients that are hospitalized either in a hospital or sub-acute facility.

This position is a Qualified Mental Health Specialist III.

Consumer Affairs Specialist:

The Consumer Affairs Specialist is responsible for developing consumer driven services for Marion County. This specialist is also responsible for auditing IDS Providers in regards to consumer involvement within the organization. This specialist is also available to provide technical assistance in regards to consumer affairs as requested. IDS Providers may request the Consumer Affairs Specialist to participate in critical incident debriefings or complaint reviews.

Department Specialist III:

The Department Specialist provides support services to the Community and Provider Services (CAPS) staff. This position also is responsible for all meeting minutes. Copies of minutes may be requested from the Department Specialist.

IDS Providers may contact the Department Specialist for assistance in locating a Community and Provider Services staff, or for information as to who may be covering for a staff person.

Management Analyst II:

The Management Analyst is responsible for completing statistical analysis on each IDS Provider in regards to performance. The Management Analyst will issue monthly reports to IDS Providers on their performance and contract compliance. Requests for special reports can be made to the Management Analyst. The Management Analyst is responsible for scheduling and conducting biannual reconciliation audits with each IDS Provider.

The Management Analyst is responsible for monitoring encounter data, financial transactions, cross county reconciliations, and agency fee schedules. The Management Analyst should be involved with any issues that arise between an IDS Provider and Marion County's Third Party Administrator (TPA).

IDS Providers may request technical assistance from the Management Analyst for any issues that arise in regards to system functioning or program trainings.

Program Supervisor:

The Program Supervisor is responsible for the operations of the CAPS. The Program Supervisor is responsible for monitoring IDS system and individual provider contract performance. This position is responsible for all IDS, AMH and MVBCN contracts regarding outpatient mental health and chemical dependency treatment. IDS providers should contact the Program Supervisor for policy contract, and system issues.

The Program Supervisor is also responsible for Certificate of Approval reviews. The Program Supervisor should be contacted for technical assistance regarding OARs.

The Program Supervisor is the liaison between the IDS mental health system and the MVBCN for delegated activities. There will be instances where the IDS Provider(s) will work directly with the MVBCN for non-delegated activities, such as critical incident reviews and quality plan reviews.

Residential Services Coordinator:

The Residential Services Coordinator is responsible for the screening and authorization of Residential Services for eligible individuals while managing the limited resources available. This position participates in State licensing inspections, and provides clinical and technical support to community residential providers to assist them in providing quality services to consumers while complying with the OAR standards.

The Residential Services Coordinator works closely with public and private community agencies and resources, and develops new housing options for Mental Health (MH) consumers. This position represents the Health Department on a variety of community committees and work groups and serves as an informational source regarding the MH Residential system.

This position is a Qualified Mental Health Specialist III.

Resource Coordinator/Cultural Specialist:

The Resource Coordinator/Cultural Specialist is responsible for monitoring intake appointment openings at IDS Providers and tracking access timeliness. This position works with the Child and Adult Care Coordinators in assisting children and adults in getting connected with an IDS Provider for treatment. This position also manages all out of panel authorizations.

The Resource Coordinator/Cultural Specialist is the liaison between the Marion County IDS mental health system and local cultural groups. IDS Providers may request technical assistance in regards to cultural issues.

IDS Providers may also request technical assistance in regards to enrollments, coverage and claims issues.

State Hospital Liaison:

The Marion County State Hospital Liaison monitors progress and treatment of Marion County adults admitted to the Oregon State Hospital. In an effort to expedite discharge of patients back to the community to an appropriate and least restrictive environment, the Hospital Liaison attends individual treatment team meetings and works closely with state hospital staff and the county Residential Coordinator to find appropriate housing options. The Hospital Liaison works closely with the Residential Services Coordinator and community residential providers. The Hospital Liaison collaboratively assesses the goals

and needs of Marion County adults housed in county mental health residential treatment facilities or homes, to facilitate resident movement to placements that maximize resident independence.

The Hospital Liaison works closely with the Acute Care Coordinator monitoring transfer of clients from acute care to the state hospital.

This position is a Qualified Mental Health Specialist III.

COMMUNITY AND PROVIDER SERVICES
STAFF ROSTER

Position	Staff	Phone	Cell	Email
Adult Care Coordinator	Patrick Brodigan	503-361-2776	503-932-6975	pbrodigan@co.marion.or.us
Chemical Dependency (CD) Member Services Coordinator	Bonnie Malek	503-566-2992	503-932-2242	bmalek@co.marion.or.us
Child Care Coordinator	Bob Hammond	503-361-2701	503-576-0872	bhammond@co.marion.or.us
Consumer Affairs Specialist	Rebecca Eichhorn	503-566-2991	503-931-9048	reichhorn@co.marion.or.us
Department Specialist III	Doris Reyes	503-585-4977		dreyes@co.marion.or.us
Management Analyst II	Erin Smith	503-361-2645	503-932-1622	esmith@co.marion.or.us
Program Supervisor	Cary Moller	503-566-2998		cdmoller@co.marion.or.us
Residential Services Coordinator	Leslie Stainbrook	503-361-2642	503-932-7560	lstainbrook@co.marion.or.us
Resource Coordinator/ Cultural Specialist	Christina McCollum	503-361-2778		cbmccollum@co.marion.or.us
State Hospital Liaison	Christine Pahl	503-361-2749		cpahl@co.marion.or.us

Community and Provider Services fax number for all staff is 503-361-2782