



Whole Person Care Pilots Peer-to-Peer Learning Collaborative

October 5, 2021



Agenda

Review Policy Updates and Guidance

- Noticing final policy
- NPI guidance

Breakout Group Discussions

- Implementing noticing requirements
- Communicating with Staff and Providers

Large Group Discussion

- Discuss take-aways from breakouts

Wrap Up and Next Steps

Community Health Workers & *Promotores*

- Community Health Workers and *Promotores* in the Future of Medi-Cal Project
 - Tools for MCPs and health care organizations to integrate and expand the CHW/P workforce
 - In the context of:
 - ECM and Community Supports (ILOS)
 - New CHW Medi-Cal benefit
 - With input from WPC pilots, MCPs, CHW/P orgs, etc.
- [Resource Center](#) and companion [Resource Guide](#)
 - Program design checklist
 - Model contracts
 - Special section on ECM and Community Supports
- Webinar: October 14, 11-12pm. [Register](#)



Just Released!

**Advancing California's
Community Health
Worker & Promotor
Workforce in Medi-Cal**

Resource Center

**Visit
chcf.org/chwps-medi-cal**

Noticing Updates- Final

- **No changes from 9/15 Technical Assistance Meeting**
- Every current WPC enrollee must be noticed, regardless of whether they will transition.
- Noticing must take place by December 1; Late enrollees should be noticed at enrollment.
- WPC LEs must document all noticing efforts.
- If enrollee is transitioning, the LE is encouraged to work with the MCP on a joint noticing process. (template available)
- Enrollees should be noticed during the course of care (i.e. in person), if possible. If not possible, LEs must mail notices and make up to 5 calls to reach the beneficiary.
- LEs are required to use the noticing templates provided by DHCS. Any major changes needed to be approved by DHCS by October 1. Translations do not need to be approved by DHCS.
- LEs can begin noticing **now**.

National Provider Identification (NPI) for ECM and Community Supports Providers

What is an NPI?

- A 10-digit number assigned by CMS that is used for electronic claims transactions for health care billing and reimbursement

Who needs an NPI?

- NPIs are required for all ECM and Community Supports (ILOS) providers, including non-traditional providers, to receive payment.
- **Employees and subcontractors of ECM and Community Supports provider organizations are not required to have an NPI at this time if they are not billing directly to an MCP.**
- If an organization already has an NPI, it can use it to bill for ECM and Community Supports.
- Organizations that already have an NPI should ensure that the Taxonomy codes listed in their NPI profile reflect the licenses and services relevant to ECM and Community Supports. (see DHCS guidance re: taxonomy codes)

How to Apply

- Apply online or by mail for free.
 - Learn more about the application process [here](#).
 - Apply [here](#); should take 20-30 minutes.
 - Takes as few as 10 business days to receive an NPI number
- Apply as either an individual or organization– if your organization already has an NPI, you do not need to submit a new application.
 - Recommend applying as an organization where possible
- Info needed for the application:
 - Business mailing address and practice location
 - Other provider identification numbers, as applicable.
 - Taxonomy/License information- see DHCS guidance on ECM and Community Supports recommended Taxonomy codes
 - Contact information

Breakout Room Discussion Instructions

- **Topic: Client, staff, and provider communication around transition**
 - Noticing implementation
 - Communicating closeout policies and workflow updates to providers and pilot staff
 - Contract discussions with providers
- You will be moved to a breakout room for **20 minutes** to allow for smaller, more focused discussion.
- During the breakout session you will be asked to identify three promising practices to share with the larger group upon return.
 - There will be a AHG or SNI staff member in each room to take notes and facilitate discussion.
 - Please select one room member to share your discussion findings with the larger group.



Group Discussion

- Please raise your hand if you would like to share your promising practices and/or challenges around noticing, staff and provider communications, or another topic.
- Please also feel free to type your responses into the chat.

Wrap Up and Next Steps

Questions

- Send questions regarding the Peer-to-Peer Learning Collaborative to Lucy Pagel at lucy@aurrerahealth.com or Amanda Clarke at aclarke@caph.org
- Submit questions regarding the FAQ or transition directly to DHCS at CaAIMECMILOS@dhcs.cs.gov

Upcoming Calls

- Next call will be October 19 @ 12 p.m.
- Please email content suggestions to Lucy and Amanda