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Elise Jones, Deputy Director of Administration
Lake County Behavioral Health Services
6201 Thirteenth Avenue
Lucerne, CA 95458

Dear Elise Jones, Deputy Director of Administration,

I am writing to you on behalf of myself as a potential consultant to assist with Managed Care responsibilities at Lake County Behavioral Health Services.

I previously worked for Lake County at Lake County Behavioral Health Service for five (5) years and 11 months and last held the position of Managed Care Administrative Coordinator for five (5) years and five (5) months. I have contracted as a Consultant for Lake County Behavioral Health Services for Managed Care tasks for the last two (2) years and four (4) months. As a consultant, I have worked on many of the same tasks/projects that were my responsibility when I was a Managed Care Administrative Coordinator.

As there are still challenges maintaining and managing the provider files for both mental health and substance use disorder treatment programs, I would like to offer my services as a consultant to ensure that these tasks are maintained and in compliance with the Department of Health Care Services (DHCS) contract and the Centers for Medicare and Medicaid (CMS) requirements.

I am more than capable of supplying the services outlined in the Request for Proposal including the following:

- 1) Site Certifications for both Mental Health and Substance Use Disorder Treatment Programs, as required by DHCS including acting as a liaison between the Behavioral Health Services Department and DHCS, as well as providing consultation to the Behavioral Health Services Department staff regarding the site certification process.
- 2) Consultation on contracts; staying up to date on Behavioral Health Information Notices (BHIN) to advise of any changes in contract requirements.

- 3) Medicare provider certifications and consultation to the Department staff on the certification process.

I hope you consider me for this contracted position as I feel my historical knowledge and experience will be an asset to Lake County Behavioral Health Services and will help ensure that the above specific duties continue to be completed in a timely manner to ensure continued timely fiscal billing and reimbursement from DHCS and the CMS.

Best regards,

Lisa Warner, MBA

Consultant

lisa.warner@lakecountyca.gov

PROFILE OF SERVICES AND QUALIFICATIONS/EXECUTIVE SUMMARY

EDUCATION:

I have two Bachelor of Science degrees from Central Washington University and a Master of Business Administration in Healthcare Management from American Intercontinental University.

BACKGROUND:

I worked for Lake County Behavioral Health Service for five (5) years and 11 months of which the last position I held was Managed Care Administrative Coordinator. In addition, I have been a contracted consultant for Lake County Behavioral Health Services for two (2) years and four (4) months to assist and consult on managed care duties.

During my time as a contracted consultant, I have assisted with many different tasks including the following:

- Contract Consultation
- Preparing Request for Proposals for varying levels of service including Skilled Nursing Facilities, Mental Health Rehabilitation Facilities, Psychiatric Health Facilities and Residential Providers prior to the new fiscal year (2022-23) to assist in contract negotiations
- Implement and update rate increases for both Mental Health and Substance Use Disorder Treatment Programs
- CalMHSA Cost Survey Project for preparation for Payment Reform as part of the CalAIM Initiative

My primary tasks have included the following:

- Maintain Provider Files for Mental Health providers
- Maintain the Master Provider File for Substance Use Disorder Treatment programs
- Medicare certification of eligible providers
- Consult on Electronic Health Record (Anasazi) on provider set-up, sub-unit set-up, and billing modalities updates
- Behavioral Health Information Notice review and recommendations

COMPETITIVE ANALYSIS:

I have a competitive advantage in providing the requested services As I have completing said tasks for approximately eight (8) years either as a Managed Care Administrative Coordinator or as a contracted consultant for the same entity. I have built relationships with department staff and with staff at DHCS and CMS as well as with numerous contracted service providers.

WORK PLAN

SITE CERTIFICATIONS (MENTAL HEALTH)

Maintain spreadsheet to track due dates for re-certifications (every three (3) years) for current providers

Upon request from department staff, start process of setting up provider files

Request W-9 from new provider

Check PIMS to verify W-9 information to determine Legal Entity number

Complete LEFU from if no Legal Entity information is found

Complete PFU once receive LEFU from DHCS

Communicate with “host” county to verify Medi-Cal certification status

If provider is Medi-Cal certified, complete 1735 Transmittal including appropriate documentation including host county approved 1735 Transmittal, Medi-Cal certification letter, HOS documents, and Fire Clearance

SITE CERTIFICATIONS (SUBSTANCE USE DISORDER TREATMENT PROGRAMS):

SUD Treatment programs must submit application to DHCS

Once approved, complete “new provider” form to add provider to Master Provider File

Complete “existing provider” form to make any changes to the provider such as address

Monitor Master Provider File spreadsheet sent from DHCS on monthly basis

SUB-UNIT REQUESTS (MENTAL HEALTH AND SUBSTANCE USE DISORDER TREATMENT PROGRAMS):

Once providers are set up within their respective DHCS system, complete a sub-unit request form to add provider to the Electronic Health Record

Check rates against contracts and request that sub-unit is attached within the EHR to the correct billing modality

LIAISON TO DHCS AND DEPARTMENT:

Maintain communication with DHCS analysts when setting up provider files for both Mental Health and Substance Use Disorder Treatment programs

CONTRACT CONSULTATION:

Consult on contracts or amendments as necessary

BEHAVIORAL HEALTH INFORMATION NOTICES (BHIN):

Review all BHINs on a bi-weekly basis at a minimum and submit recommendations via BHIN Worksheet which is then distributed at Management meetings

Recommendations will outline any changes or updates that need to be implemented along with any deadlines for implementation

Email is monitored two (2) times per day each week day

COST PROPOSAL:

Request of \$60 per hour worked. Hours will vary per month depending on the number of projects and/or basis tasks.