



**L.A. Care**  
HEALTH PLAN®  
For a Healthy Life  
[www.lacare.org](http://www.lacare.org)

# L.A. Care Presents: New Provider Training, Onboarding, and Oversight & Monitoring

Presented by: Alma Mejorado, Senior  
Manager  
Leslie Padilla, Senior Account Specialist





## Objectives

- Discuss one year post launch updates of the Provider Oversight and Monitoring process
- Discuss Network Training Best Practices
- Status of current Network Provider Training Compliance
- Discuss and Clarify reporting requirements and responsibilities
- Review training regulations

# Network Provider Training Compliance

- Self Reported Provider Training Compliance from Monthly PPG reports
- Data range below is from Quarter 1 2016- Quarter 3 2016
- Quarter 4 2016 has received a significant loss in monthly reporting submissions

New Providers (Total Number)	New Providers Receive Training <10 days (Number)	New Providers Received Training >10 days (Number)	New Providers Received No Training (Number)
490	318	37	30

64% Compliance

## Training Regulation

- L.A. Care is utilizing the most stringent regulation regarding government sponsored training requirements
  - DHCS training regulations
  - Completed 10 business days of activation
  - This aligns all of our product lines
    - Medi-Cal
    - Cal MediConnect
    - L.A. Care Covered
    - PASC SEIU
- This ensures compliance across state and federal regulations



## Regulatory Language

To ensure we are abiding by all regulatory agency regulations, L.A. Care is utilizing the most stringent regulation regarding training and the DHCS contract which states the following language:

- Contractor shall ensure that all providers receive training regarding the Medi-Cal Managed Care program in order to operate in full compliance with the Contract and all applicable Federal and State statutes and regulations. Contractor shall ensure that provider training relates to Medi-cal Managed Care services, policies, procedures and any modifications to existing services, policies or procedures. Contractor shall conduct training for all providers within ten (10) working days after the contractor places a newly contracted provider on active status...

# New Provider Orientation Training Requirements

- **Within ten (10) business days of a providers effective date**
  - New provider orientation is required to be completed
  - The 10 business day clock **begins** once the PCP/ Specialist is effective with the PPG/MSO

**Training providers before the *effective date* will result in training non-compliance**



# New Provider Orientation Training Requirements

- Member Rights and Responsibilities
- Cultural Sensitivity
- Customer Service
- Access and Availability Standards
- Medi-Cal Managed Care
- Model of Care
- Federal and State Statutes
- Medical Management Delegation and Payment Responsibility
- Authorizations and Claims (include balanced billing)
- Eligibility Verification
- Seniors and Persons with Disabilities
- Child Health and Disability Prevention
- Mental Health
- Balance Billing
- Managed Long-Term Services and Supports
- Authorizations
- Health Assessments and Provider Toolkits
- Case Management
- Applicable Policies and Procedures \*This is in the DHCS contract with L.A. Care.

# New Provider Orientation Training Requirements Cont.

- Provider will comply with all PPG and Health Plan applicable policies and procedures.
- Provider will comply with all Medi-Cal marketing guidelines.)
- Cal MediConnect (Applicable to CMC line of business only)
  - Model of Care
  - Dementia Training
  - Member Rights Critical Incidents
  - Interdisciplinary Care Team
  - Continuity of Care
  - Behavioral Health
  - Critical Incidents
  - Cultural Competency
  - Disability Awareness
  - CMC-Care Coordination
  - Grievance and Appeals
  - Managed Long Term Services and Supports



## L.A. Care Wants you to Succeed!

- Your success is important to us; therefore, L.A Care is providing you with the **required** training material for successful training:
  - A PPG to Provider training booklet
  - A PPG to Provider proper documentation
  - Quarterly audits
    - Preparation for the annual audits with Compliance Department and regulatory agencies
  - Dedicated e-mail address for report submissions
    - [PNOtraining@lacare.org](mailto:PNOtraining@lacare.org)
  - This presentation for your reference



## Reporting Requirements for Oversight and Monitoring

- Who?
  - You the PPG/MSO
- What?
  - Complete New Provider training within required time frames
  - Document and submit required training as requested
  - Document and submit a simple monthly training report
- Where?
  - [PNOTraining@lacare.org](mailto:PNOTraining@lacare.org)
- When?
  - On a monthly basis
- Why?
  - Regulatory requirement

## Network Training Best Practices

- Timeliness of reporting on a monthly basis
- Completeness of the reporting on a monthly basis
- Complete training within 10 business days at 100% of the time
- Timely and comprehensive responses of Corrective Action Plans on deficiencies found
- PPG Training Policy to include:
  - Definition of provider effective date and
  - 10 business day training material used
- Utilize the required L.A. Care Training Material provided for on boarded

# Monthly Reporting Requirements



## Monthly Training Report

If you have not activated any new L.A. Care affiliated providers in the last month, please check off this box

PPG NAME:					<p><b>Reminder: This report is due on the last business day of every month. ** PENDING trainings to be completed. Please list pending scheduled training date if it falls on the next month.</b></p> <p><b>All information provided below must have supporting documentation upon request.</b></p>
SUBMITTER NAME and Title:					
DATE SUBMITTED:					
Newly contracted Provider full name (First, Initial, last)	NPI #	Specialty Type (Exclude Mid-Levels)	Provider Effective Date	Completion Date of Training	Meets Requirement (Yes) or (No). If no, explain
Example: John A. Smith	5678000888		10/15/2015	10/28/2015	Yes
Example: Jane Doe	9082653820		10/15/2015	10/29/2015	No: Provider was not responsive

**L.A. Care Provider Relations Use ONLY **				
Date Received	Verifier Name	Verified Date	Meets Requirement (Yes) or (No)	Comments



## Quarterly Audits and Corrective Action Plan Responses

- 10 business days to prepare Corrective Action Plan (CAP) response
- Corrective Action Plans are utilized by the Health Plan to oversight and monitor training deficiencies identified
- This can result in ongoing submission requests of a CAP until deficiencies are met
- Providers will be selected at random by the Health Plan on a quarterly basis to identify evidence of provider training completion
  - Quarter 1: January 1<sup>st</sup> to March 31<sup>st</sup>
  - Quarter 2: April 1<sup>st</sup> to June 30<sup>th</sup>
  - Quarter 3: July 1<sup>st</sup> to September 31<sup>st</sup>
  - Quarter 4: October 1<sup>st</sup> to December 31<sup>st</sup>



## Responsibilities

- It is your responsibility to comply with Federal and State regulations, as well as our policies and procedures
- It is your responsibility to downstream education to our contracted affiliated providers
- It is your responsibility to hold them accountable for documenting the trainings occurred



## Summary

- Confirm who your point of contact is for training compliance if it has recently changed
- Train in accordance with regulatory requirements and L.A. Care requirements
- Document, document, document!
- Accurately complete monthly training report submissions
- Provide ongoing corrective action plan responses
- Contact us with any questions!
- We are here to support you



# Questions?

Please contact your dedicated Account Specialist,  
if you have any questions.