COUNTY OF LOS ANGELES
Public Health

Network Adequacy Certification Application (NACA) Webinar: Current & Maximum Beneficiaries

Monday, May 23. 2022

Substance Abuse Prevention & Control

Prevention First, Treatment Works, & Recovery is Possible!

NACT Training Outline

1. Defining Current & Maximum
2. Leveraging KPI to Approximate Max/Current Number of Beneficiaries for NACT Reporting

Current/Maximum Number of Beneficiaries

County of Los Angeles Public Health

Current & Maximum Number of Beneficiaries

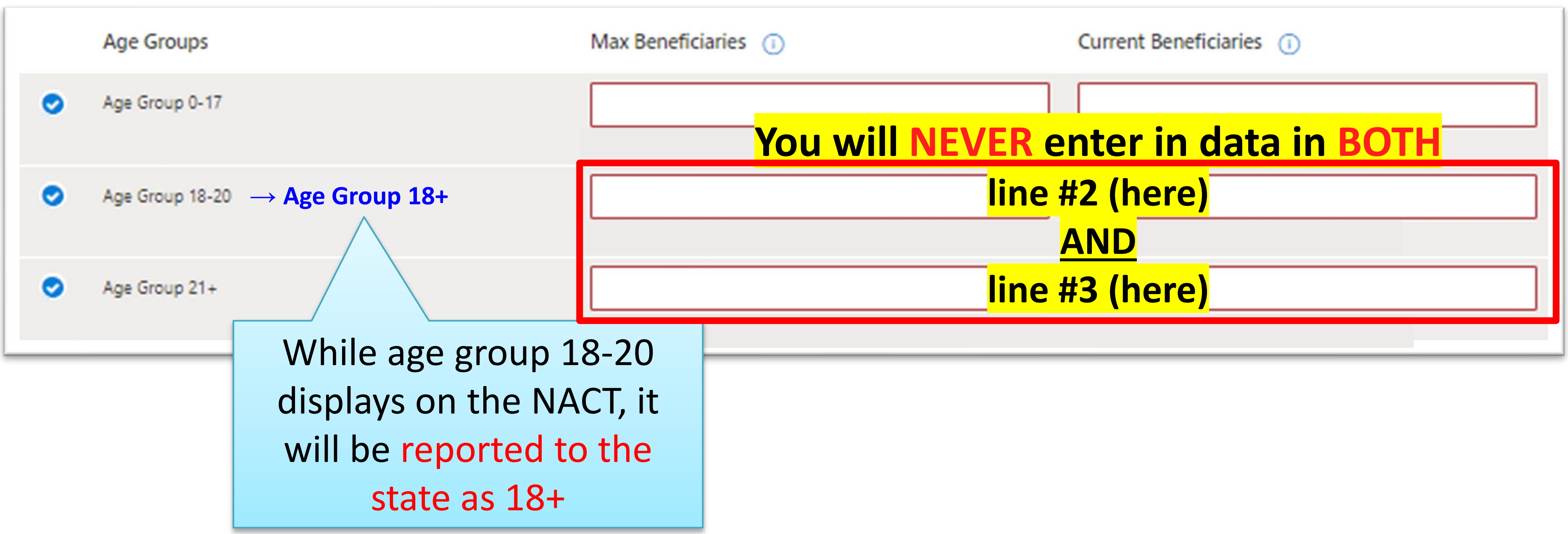
- Reported for each **site** location, by modality and age group
  - Modalities: OP, IOP, OTP, RES
  - Age Groups: 0-17, 18+ ***OR*** 21+
- For every site location, reported for each **practitioner** by modality and age group

- Example:

Age Groups	Max Beneficiaries	Current Beneficiaries
Age Group 0-17		
Age Group 18-20 → **Age Group 18+**		
Age Group 21+		

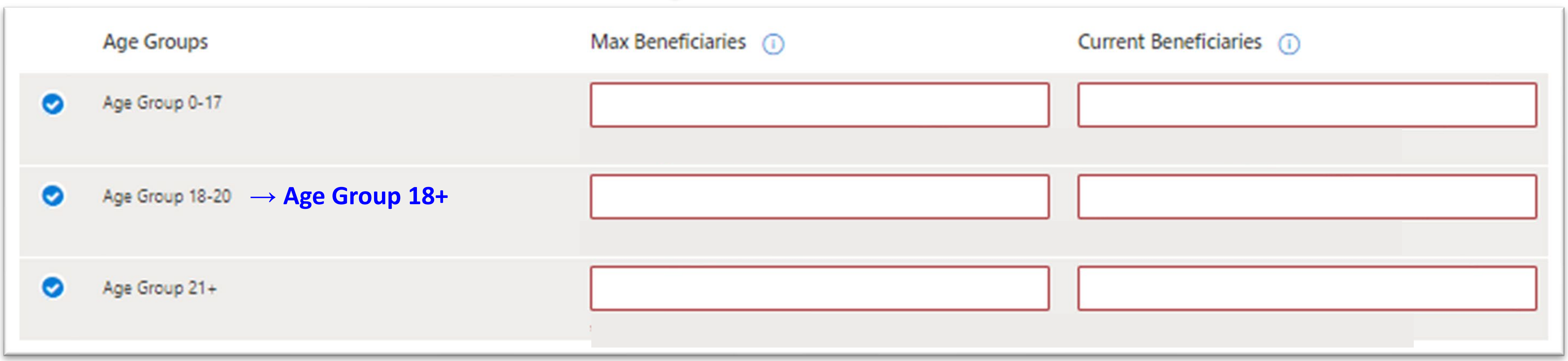
Network Adequacy Certification Application (NACA) Enhancements

- **Age** range categories (0-17, 18+)
- **Redesigned** to improve user experience when entering beneficiary current and maximums



Maximum Number of Beneficiaries (Site):

– Enter the maximum capacity that this site can serve beneficiaries in a given month (between July 2021 and May 2022)



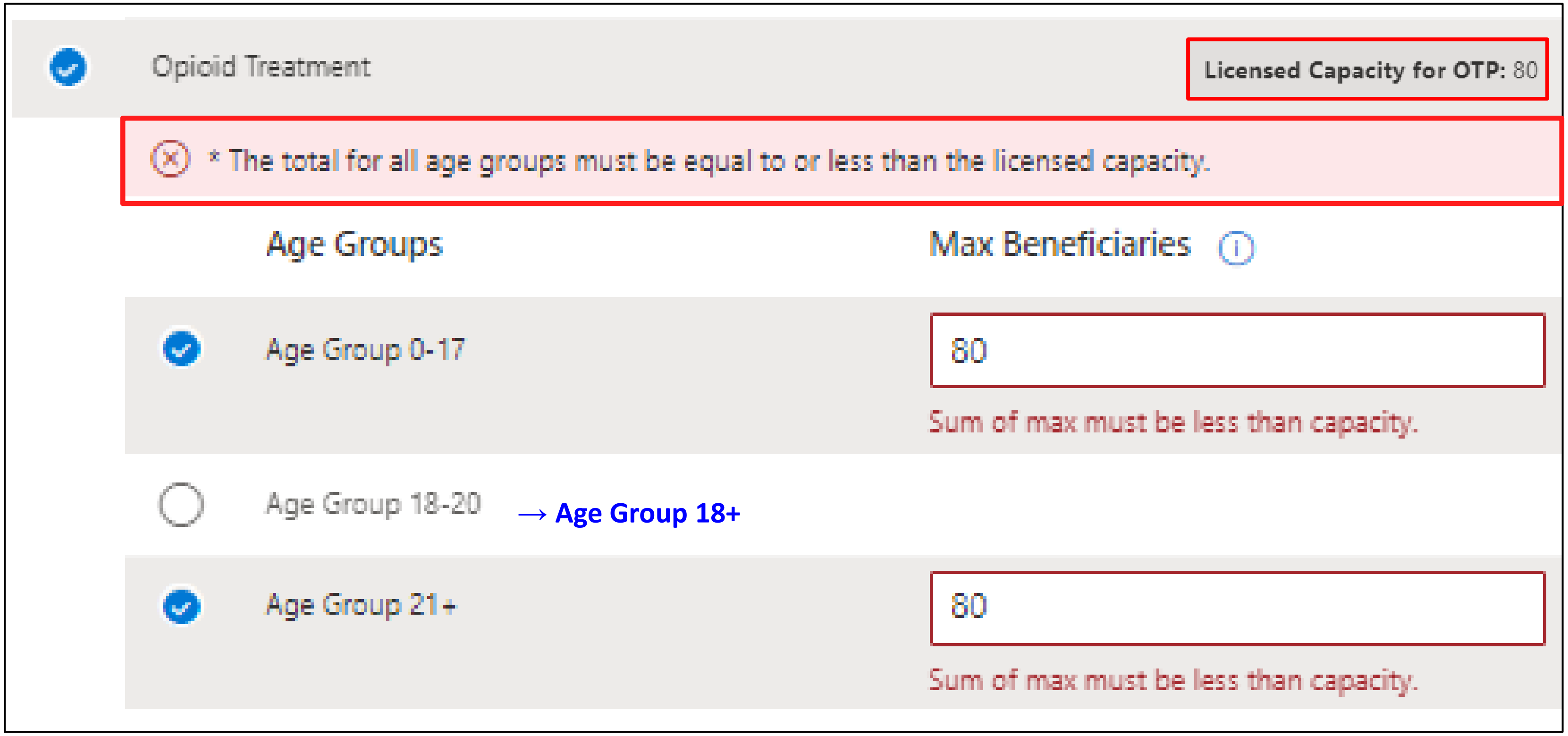
Current Number of Beneficiaries (Site):

– The total number of active Medi-Cal patients at this location as of time of reporting

Age Groups	Max Beneficiaries	Current Beneficiaries
Age Group 0-17		
Age Group 18-20 → **Age Group 18+**		
Age Group 21+		

Maximum Number of Beneficiaries (Site): OTP Example – Incorrect Entry

– Enter the maximum capacity that your agency can serve beneficiaries in a given month (between July 2021 and May 2022)



Maximum Number of Beneficiaries (Site)

Instructions: Input the requested information for each age group that this site provides services to.

Maximum #:

- Option 1: Use claims data to approximate maximum
  Enter the highest number of unique beneficiaries the site saw in a given month (between July 2021 and May 2022)

OR

- Option 2: Enter the maximum capacity that your agency can serve beneficiaries in a given month (between July 2021 and May 2022)

- Beneficiaries: Medi-Cal eligible or enrolled clients

Maximum Number of Beneficiaries (Site): OP/IOP Example

– Option 1: Enter the highest number of unique beneficiaries the site saw in a given month (between July 2021 and May 2022)

Example: Use billing data or patient logs to determine how many patients were seen each month for each modality and age group, e.g. **OP 21+**

July 2021 67	Aug. 2021 65	Sept. 2021 68	Oct. 2021 69	Nov. 2021 53
Dec. 2021 53	Jan. 2022 **72**	Feb. 2022 70	Mar. 2022 70	April 2021 65

Maximum Number of Beneficiaries (Site): OP/IOP Example

– Option 2: Enter the maximum capacity that your agency can serve beneficiaries in a given month (between July 2021 and May 2022)

Example: Estimate the site's maximum number of unique beneficiaries for each modality and age group by factoring in the number of practitioners and space available, DATAR information, etc.

Maximum Number of Beneficiaries (Practitioner)

Instructions: Input the requested information for each age group that the PRACTITIONER provides services to.

- Maximum #: Enter the highest number of beneficiaries the PRACTITIONER can see in a given month between July 2021 and May 2022 for this modality and age group.

Age Groups	Max Beneficiaries	Current Beneficiaries
Age Group 0-17		
Age Group 18-20 → **Age Group 18+**		
Age Group 21+		

Maximum Number of Beneficiaries (Practitioner with Caseload):

- Enter the highest number of beneficiaries the PRACTITIONER can see in a given month between July 2021 and May 2022 for this modality and age group.

Example: Estimate the practitioner's maximum number of unique beneficiaries for each modality and age group by factoring in number of group sessions administered, the number of available group rooms, etc.

X 15 clients per staff (caseload) = 15

Maximum Number of Beneficiaries (Practitioner – Group Only):

- **The most beneficiaries that a practitioner can serve in a month**
- **Option 1:** Maximum is the same as the site maximum
- **Option 2:** Use the maximum number of patients in one group to determine the total number of patients the practitioner serves in a month (<u>cannot be greater than the site maximum</u>)

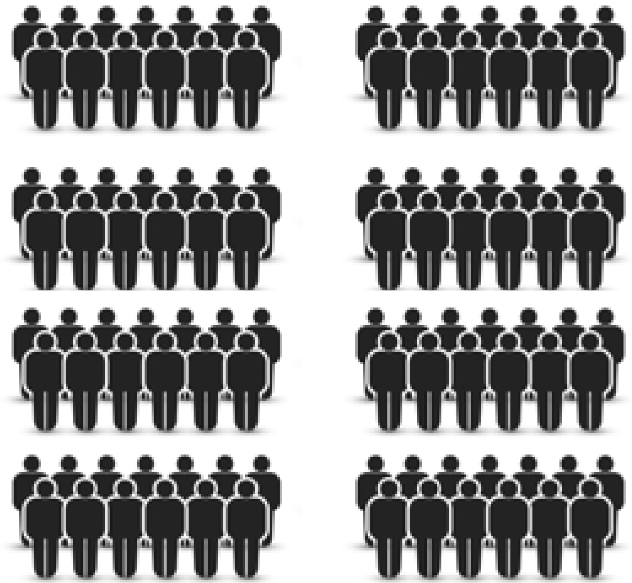
Example: 12 people per group x 2 groups per week x 4 weeks/month = 96

Week 1: = 24

Week 2: = 24

Week 3: = 24

Week 4: = 24



Current Number of Beneficiaries (Practitioner)

Instructions: Input the requested information for each age group that the PRACTITIONER provides services to.

- Current #: Enter the number of Medi-Cal patients that are currently on this practitioner's caseload (or the number of Medi-Cal patients that are being served by the practitioner at the time of reporting)

Age Groups	Max Beneficiaries	Current Beneficiaries
Age Group 0-17		
Age Group 18-20 → **Age Group 18+**		
Age Group 21+		

Common Errors

- Maximum number can never be 0
- Current number cannot be greater than maximum number
- *Total* maximum capacity across all age groups for OTP/RES cannot exceed licensed capacity or contracted capacity
- A single practitioner cannot report a greater maximum # than the site
- A single practitioner cannot report a greater current # than the site

Current/Maximum error messages with the following signs
must be corrected **before the page can be saved:**

 *

Important Dates for 2022 NACT

May 23: Tool Opens!!

May 23 – June 3: NACT Submission Period

- Communicate with your assigned TA

June 3: Submission Deadline

June 3 – June 17: Validation

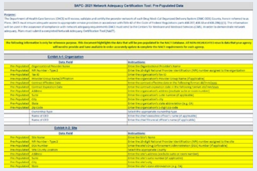
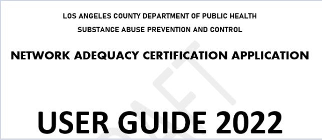
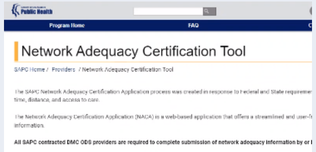
June 30: Final NACT Submission (phew!)

Office Hours

Providers have the option of attending any of these office hours for direct Q&A with the SAPC NACT Team.

Date & Time	Meeting Link
Wednesday, May 25 2:30 – 3:00 PM	**Join on your computer or mobile app** Click here to join the meeting **Or call in (audio only)** +1 323-776-6996,,777167100# Phone Conference ID: 777 167 100#
Tuesday, May 31 2:30 – 3:00 PM	**Join on your computer or mobile app** Click here to join the meeting **Or call in (audio only)** +1 323-776-6996,,921373043# Phone Conference ID: 921 373 043#
Wednesday, June 1 3:00-3:30 PM	**Join on your computer or mobile app** Click here to join the meeting **Or call in (audio only)** +1 323-776-6996,,149061302# Phone Conference ID: 149 061 302#

Helpful Resources

Name	Description
 Technical Assistant	Your first point of contact to communicate questions, issues, feedback
 Data Elements Description	Highlights for data elements that are pre-populated and those that will require provider input
 User Guide	Detailed instructions on how to navigate the Network Adequacy Certification Application (NACA)
 SAPC NACT Webpage	View webpage for NACT updates and resources http://publichealth.lacounty.gov/sapc/providers/network-adequacy-certification-tool.htm

SAPC_NACT@ph.lacounty.gov

Leveraging KPI to Approximate Max/Current Number of Beneficiaries for NACT Reporting

May 23, 2022

Disclaimers

The KPI demonstration is in a training environment and does NOT contain protected health information (PHI).

- KPI Limitations
  - The sheets reviewed are dependent on billing. So, if it wasn't billed, it won't be there.
  - There is no financial eligibility information in MSO KPI, so this will overestimate the number of Medi-Cal beneficiaries
  - No telehealth data is available from 1/1/2022 due to a system issue. If any patients were seen exclusively by telehealth, then your count will be underreported

Client Detail Sheet

- This gives a unique client count based on selected filters
- The Date of Birth field may be used to calculate the age at the month of service once data is exported
  - The Age field is the age at the time you are running the data.
  - Age grouping may also be determined by Auth_Grouping_Code.
- Recommended for smaller agencies with few sites, with a single modality and age grouping per site, and smaller number of staff.
- Run the sheet by site each month and select the highest number to approximate the max number of beneficiaries.
  - Additional needed filters: site, funding source, FY, month, auth grouping.
  - Add practitioner to get staff's max beneficiary.

Payment Reconciliation Sheets

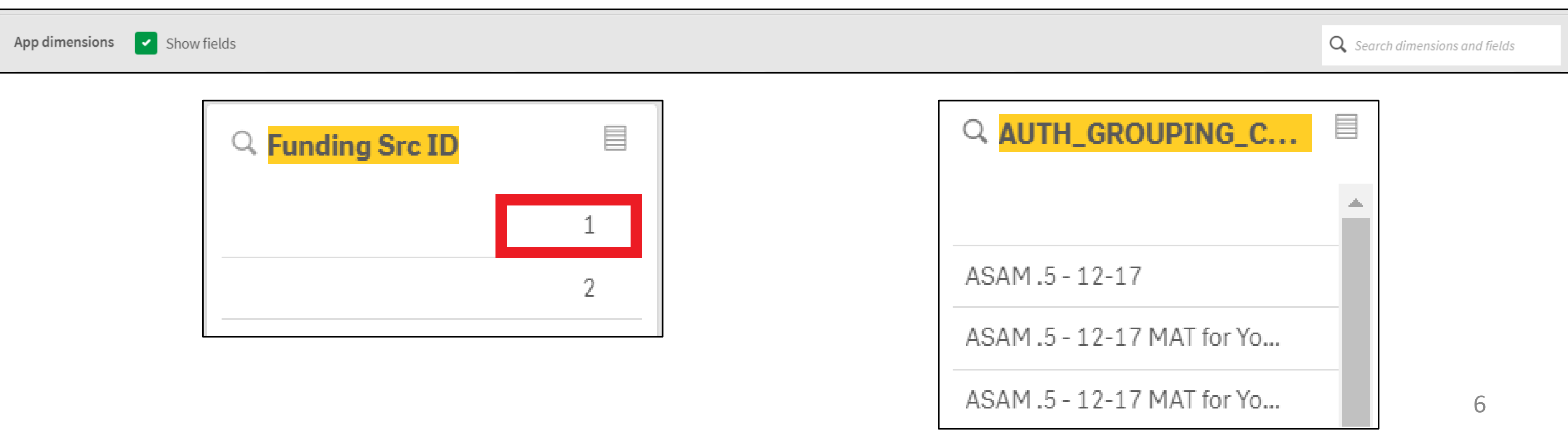
- Recommended for larger agencies, sites with multiple modalities, sites with multiple age groups, and/or large number of staff.
- Exporting this sheet will allow for the analysis of number of clients by Site and Practitioners.
- Depending on the drill down method, age grouping and modality may also be obtained from this sheet.

Drill Down/Filters

- **Provider Name**
- **Contracting Provider Program** (especially for larger agencies where there is too much data for the object to load).
- **Fiscal Year**: FY2022
- **Month**: Data will be exported by month. (July 2021-April 2022)
- **Funding Src ID**: DMC funding source on Service Authorization (must use Selections to find Funding Src ID 1)
- Age Grouping: can be done by **Auth_Grouping_Code**, modifiers noted in the **Procedure**, or using **Client Details** DOB. (must use Selections to find F **Auth_Grouping_Code**)
- **Performing Provider**: Practitioner may easiest to evaluate once data is exported.

Selections

- Funding Src ID and Auth_Grouping_Code can only be found with Selections.



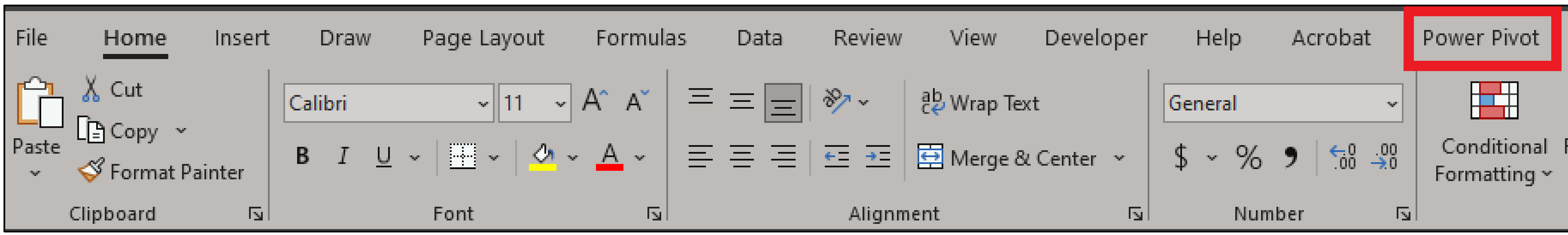
Recommended Data Pulls for Max Beneficiaries

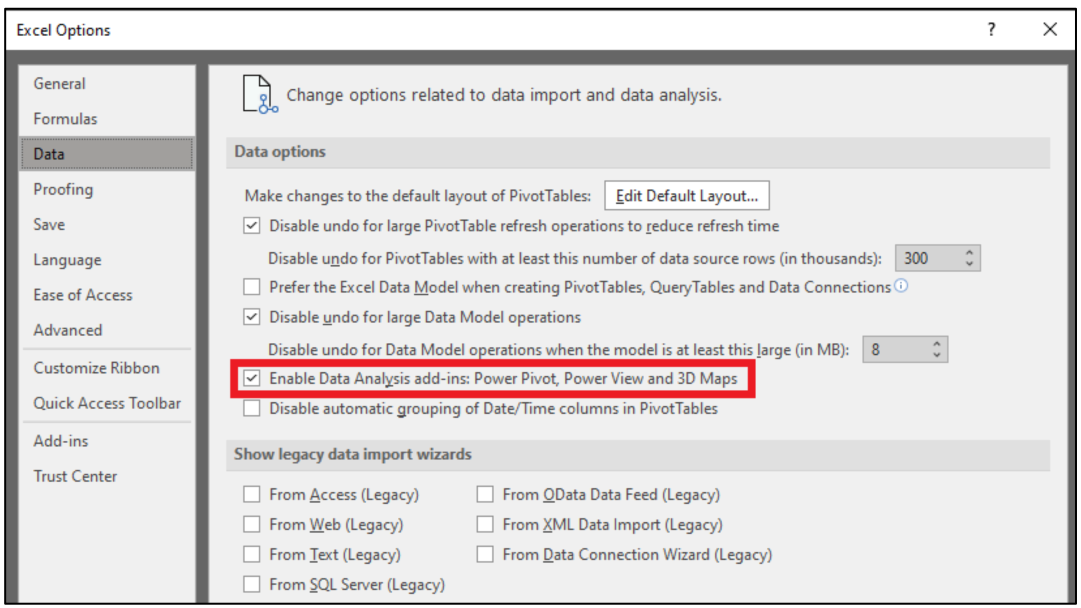
- Run by Month (10 exports for July 2021-April 2022)
- If a site has multiple modalities but only one age grouping (12-17 or 18+), run by Month and Auth Grouping associated with Modality (Outpatient, IOP, OTP, Residential)
  - Or you will need to filter out by procedure code to look at the first U-Code (U7; U8; UAUG; U1,U2,U3)
- If a site has multiple age groups, run by Month and Auth grouping associated with modality and age groupings (12-17, 18-20, 21+)

KPI Export

Manipulating the Export

- Power Pivot or Regular Pivot Tables



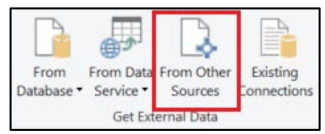


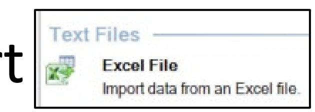
If you don’t see Power Pivot on the toolbar, go to File> Options> Data> check of the box in red

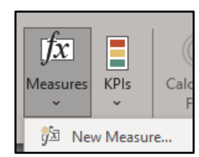
Power Pivot

- Will allow you to create a Distinct Count for Clients.

1. Export KPI Sheet, save it, and close it.
2. Open a blank Excel and click Power Pivot
3. Click Manage 

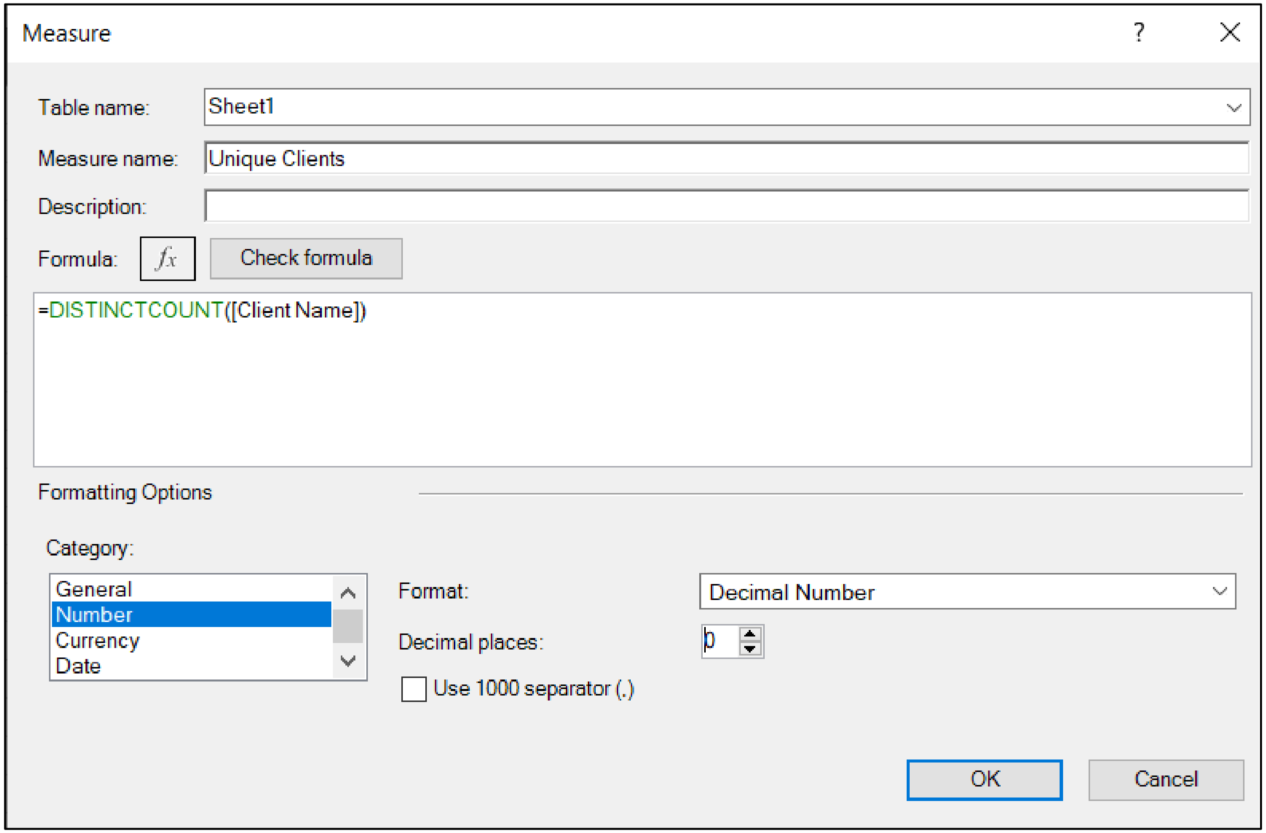
4. Click From Other Sources 

5. Select Excel File and open saved KPI export 

6. Click on Measure and select New Measure 

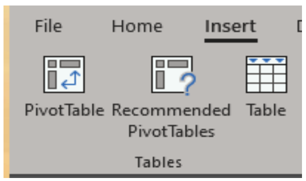
Creating a New Measure

This formula will count the Client 1x instead of summing up the number of rows with a client name.



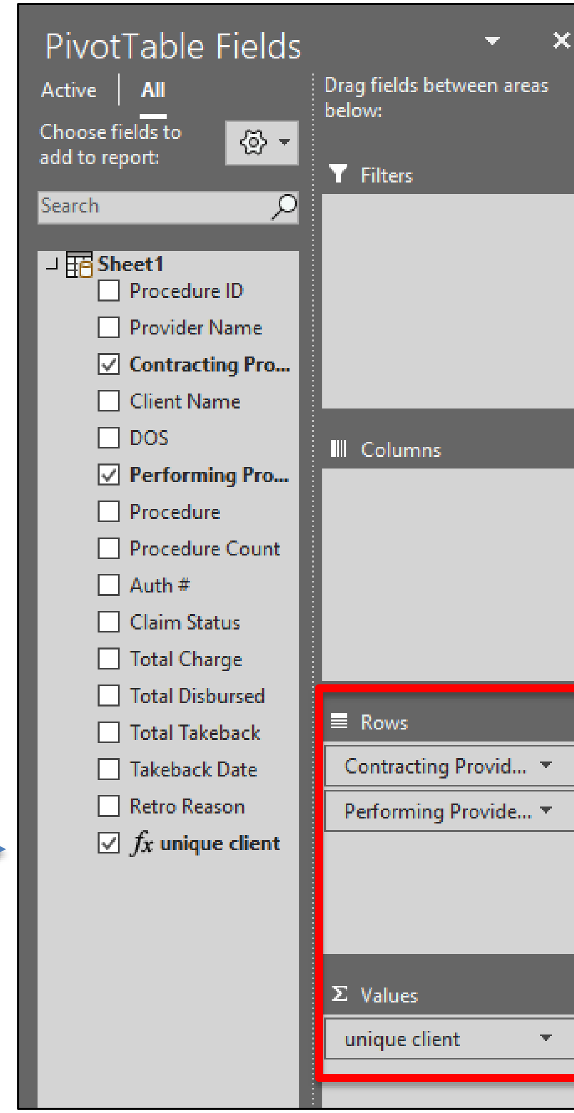
Power Pivot

7. Create a new Pivot Table



8. Select the fields to create the pivot table

The bottom field is the newly created measure that will give the distinct count.



TESTING DATA, NO PHI

- Sample output of Power Pivot

Row Labels	unique client
ACFW 1135 South Alvarado St	
ABSON,CHARLOTTE	7
BANDZHARDZHYAN,SUZANNA	4
BERRY,NICAEA	3
BRADSHAW,SHERRY	2
COBOS,MICHAEL	1
COMBS,JOZETTE	1
DAVIS,DEBRA	1
JACKSON,CHARLENE	2
JOHNSON,ESPONOLA	2
MACIAS,CINDY	1
MALERBA,LINDA	3
MAYS-MANNING,CARRIE	1
OLIVAREZ,RICHARD	1
USERSH,TEST	1
ACFW 1147 South Alvarado St	
ABSON,CHARLOTTE	2
BANDZHARDZHYAN,SUZANNA	2
BERRY,NICAEA	1
BRADSHAW,SHERRY	2
BURTON,SARAH	1
BURTON,SHARON	1
CALANDRINO,ANDREA	1
DAVIS,DEBRA	1
GONZALES,GENEVA	1
GONZALEZ,BALDOMERO	1
MALERBA,LINDA	1
OLIVAREZ,RICHARD	1

Contracting Provider Program. This can be filtered with the down arrow on Row Labels

These are the Performing Practitioners that had billing for that site. The unique client count is reflected in the next column

If multiple sites are exported from KPI they will be all listed unless filtered.

Regular Pivot Table with NO Power Pivot

- The unique client count cannot be calculated in a regular pivot table. However, the same fields can be added as variables.

Row Labels
⊟ACFW 1135 South Alvarado St
⊟ABSON,CHARLOTTE
DOE,ADEL (160367)
DOE,MARTHA (160368)
HONG,ANA (160468)
KIM M,MALKOVICH (121700)
LANE,LEI (160473)
O'DONNELL,HELOISA G (1682)
TEST,RACHAEL (159925)
⊟BANDZHARDZHYAN,SUZANNA
DOE,ADEL (160367)
KIM M,MALKOVICH (121700)
LANE,LEI (160473)
SCREEN,TEST (160056)
⊟BERRY,NICAEA
CHELSEA D,MINICHILLO (6548)
DOE,ADEL (160367)
KIM M,MALKOVICH (121700)
⊟BRADSHAW,SHERRY
HONG,ANA (160468)
LANE,LEI (160473)
⊟COBOS,MICHAEL
LANE,LEI (160473)

Contracting Provider Program

Performing Provider who had billing for that site.

These are the clients associated with the practitioner at that site. The rows of clients would need to be counted to get a client count.

TESTING DATA, NO PHI

NACA Data

Compiling Data for Max Beneficiaries

- Create a summary sheet or a separate notebook.
- Compare the data at the site level from month to month.
- Use the highest number for the max value
  - This should also be done by site/modality/age grouping if the site has more than one modality and/or age grouping.

- Compare the data for the practitioner by site from month to month.
- Use the highest number for the max value if there is no set caseload expectation. (Ex. Supervisors don’t typically have a caseload)

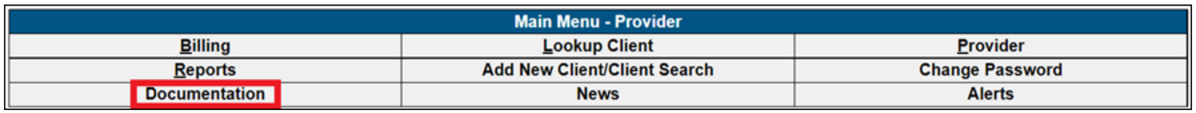
Current Beneficiaries

- Definitions
  - Site: The total number of active Medi-Cal patients at this location as of May 31, 2022
  - Practitioner: The number of Medi-Cal patients that are currently on a practitioner's caseload (or the number of Medi-Cal patients that are being served by the practitioner at the time of reporting)
- The Payment Reconciliation sheet is based on billing, which is likely not be current at the time of NACA entry, as most billing is entered on the 10th of the month.
- If your agency has submitted billing in May, a 30 day look back from the last DOS could be used to estimate the number of beneficiaries.
  - If there are known client which are not included in the 30 day look back, they may be added to the count.

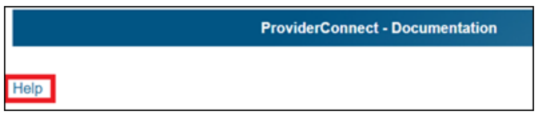
Resources

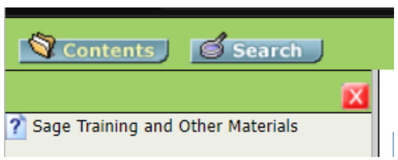
KPI Resources

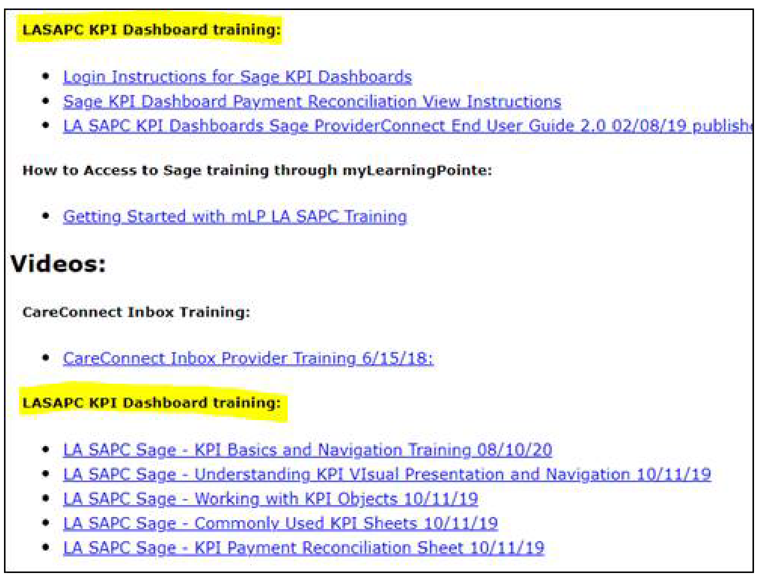
- Trainings available in Sage:



Main Menu - Provider		
Billing	Lookup Client	Provider
Reports	Add New Client/Client Search	Change Password
Documentation	News	Alerts







LASAPC KPI Dashboard training:

- Login Instructions for Sage KPI Dashboards
- Sage KPI Dashboard Payment Reconciliation View Instructions
- LA SAPC KPI Dashboards Sage ProviderConnect End User Guide 2.0 02/08/19 publish

How to Access to Sage training through myLearningPointe:

- Getting Started with mLP LA SAPC Training

Videos:

CareConnect Inbox Training:

- CareConnect Inbox Provider Training 6/15/18:

LASAPC KPI Dashboard training:

- LA SAPC Sage - KPI Basics and Navigation Training 08/10/20
- LA SAPC Sage - Understanding KPI VIsual Presentation and Navigation 10/11/19
- LA SAPC Sage - Working with KPI Objects 10/11/19
- LA SAPC Sage - Commonly Used KPI Sheets 10/11/19
- LA SAPC Sage - KPI Payment Reconciliation Sheet 10/11/19

Contacts

Contact	Method of Contact
Esther Orellana, Ph.D. KPI Liaison	Email: Eorellana@ph.lacounty.gov
NACT General Questions	Email: SAPC_NACT@ph.lacounty.gov
Sage Help Desk KPI log in issues, data issues	Portal: https://netsmart.service-now.com/plexussupport (preferred, include snips) Phone: (855) 346-2392