SOC Application Updates

Ana Briones-Espinoza | 10/22/19
Skylar Hayes
Jane Maldonado

Why are we here today?

Overview and background for System of Care (SOC) application

OPTUM®

Senate Bills and All Plan Letters

FINAL RULE

- NACT
- Centers for Medicare & Medicaid Services (CMS) issued the Medicaid and CHIP Managed Care Final Rule (2016 Final Rule) for Network Adequacy (NACT)

SB137

- Provider Directory
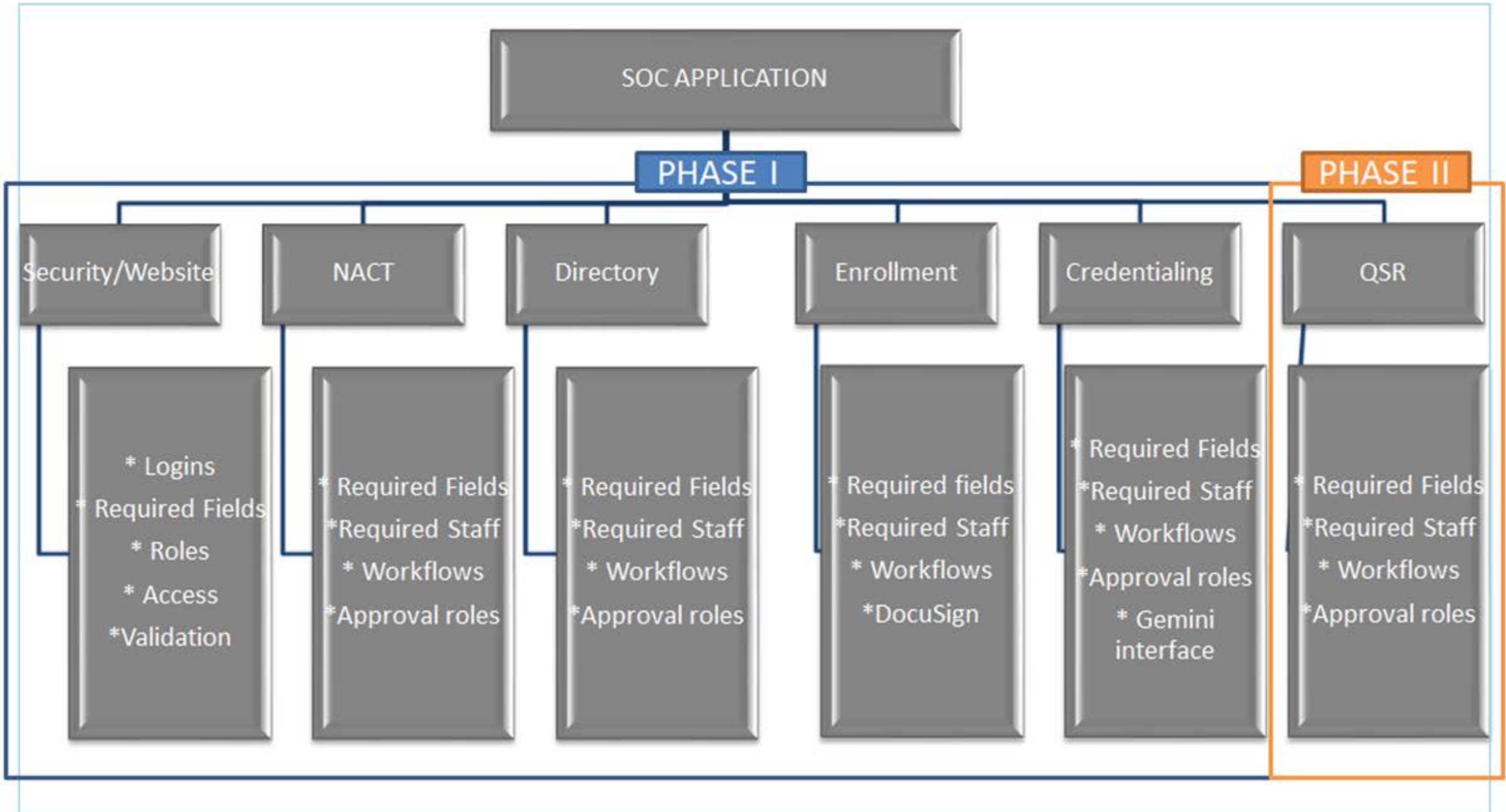- Attestations every 6 months by providers

SB1135

- Provider Directory
- Timely Access to Care & Appointment wait times

Info Notice: 18-019

- Provider credentialing and re-credentialing requirements

OPTUM®

What does it mean to our providers?

SOC APPLICATION

PHASE I

PHASE II

Security/Website	NACT	Directory	Enrollment	Credentialing	QSR
* Logins * Required Fields * Roles * Access *Validation	* Required Fields *Required Staff * Workflows *Approval roles	* Required Fields *Required Staff * Workflows *Approval roles	* Required fields *Required Staff * Workflows *DocuSign	* Required Fields *Required Staff * Workflows *Approval roles * Gemini interface	* Required Fields *Required Staff * Workflows *Approval roles

OPTUM®

What is the benefit to having one place to fulfill the Mega-Regs requirements?

Reduced administrative burden

- Several separate submissions(Provider Directory, NACT, etc.) are now done through a single system/attestation.

Provider Directory accuracy = happier clients

- Potential clients can find programs based upon rendering provider specialties, languages spoken, etc.

Fewer incorrect referrals

- With the most up-to-date information, less client complaints due to inaccurate/ambiguous information and thus more efficient referrals

NACT

- Submission online/anytime
- No more Excel file

OPTUM®

What is the benefit to having one place to fulfill the Mega-Regs requirements?

Re-credentialing

- Every three years, providers have to go through re-credentialing
- This system should be up-to-date monthly/daily and can be used to seed the re-credentialing application without having to retype information.

QSR

- Data submitted in NACT and provider directory will be shared with the QSR to reduce duplicative entry

Future Mega-Regs

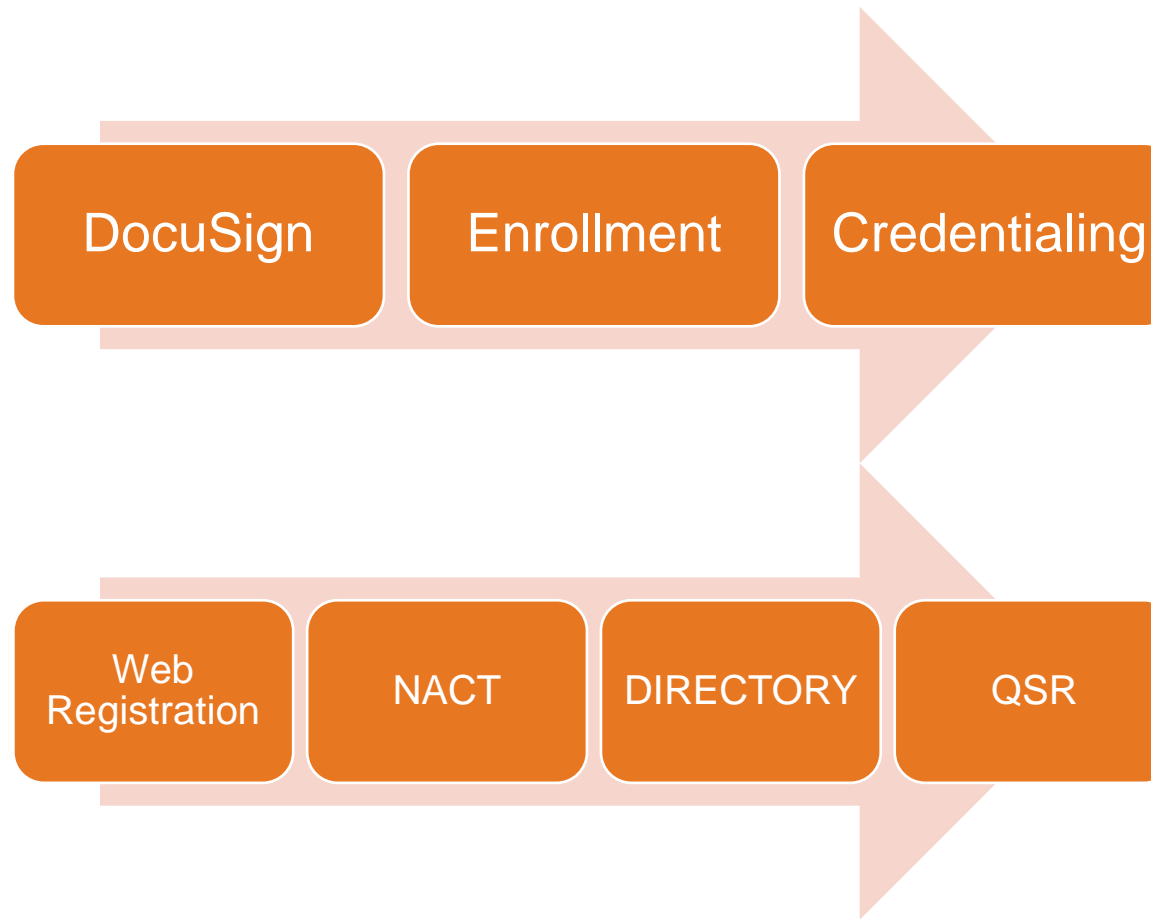- A system in place to adapt to the modern-changing Health System

OPTUM®

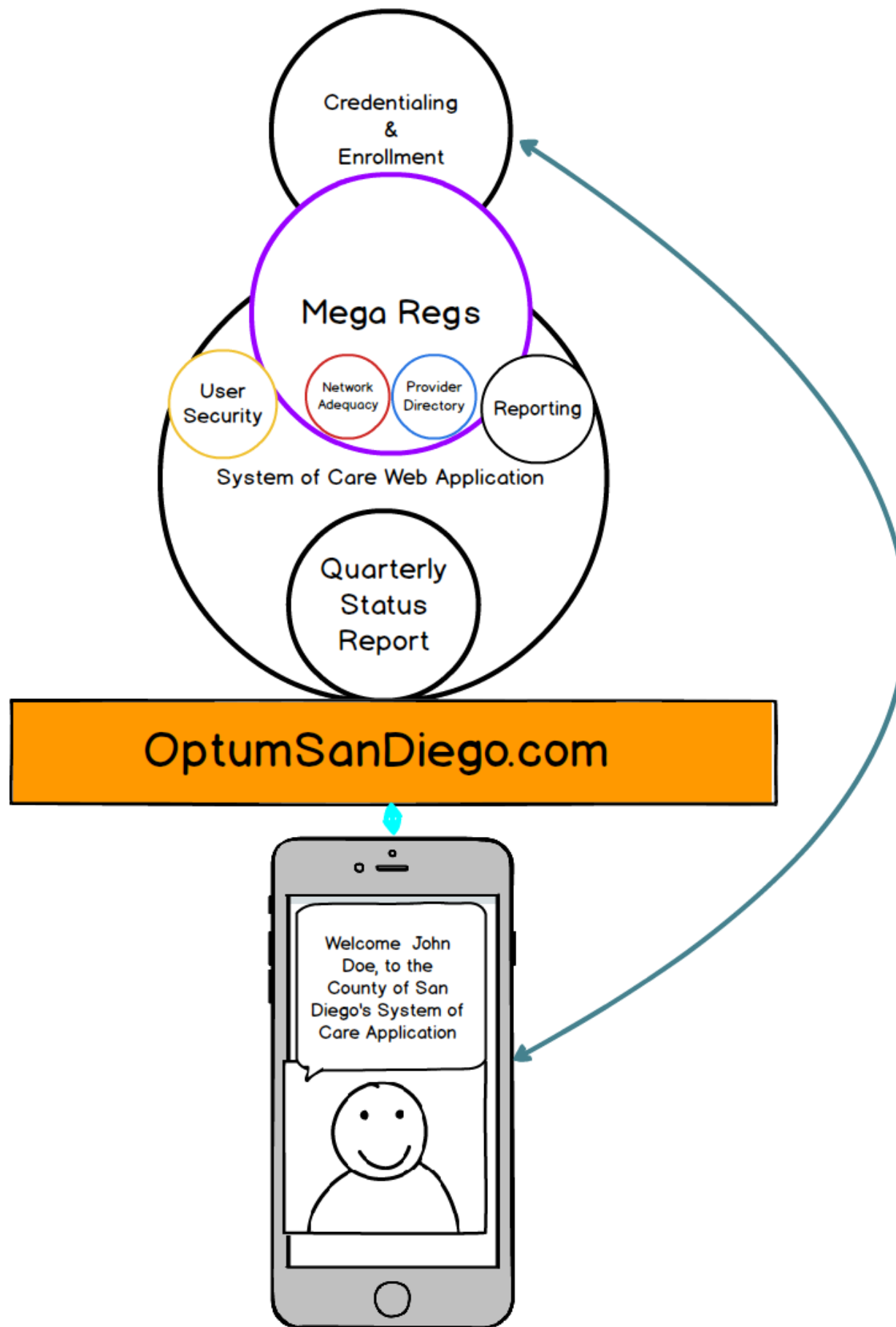# What is the provider role in this process?

What do providers need to know?

- They must register to get a log in (5 min)

- They must review their NACT data quarterly (15 min)
  - If questions, they can contact the Support Desk

- Program Managers will still review final NACT for accuracy and enter site specific information

- At least every 6 months, providers must attest themselves for their information on the directory, they cannot defer attestation to admins or PMs (10 min)

- Successful Pilot!
  - THANK YOU SAY MARSHALL!

OPTUM®

What is the workflow?

DocuSign

Enrollment

Credentialing

Web Registration

NACT

DIRECTORY

QSR

MEGA REGS

OPTUM®

What are the next steps?

11/01: Registration begins!

- **Ready now!**

12/01: Submit all Mental Health NACTs via SOC application

- **No Excel NACTs!**
- **If program staff are not registered, program will be provided an Excel file to validate and return**

Questions?

- Call or e-mail the Support Desk!

OPTUM®

QUESTIONS?

OPTUM®