

Big Picture: Webinar and Beyond

July 30, 2025

Data Reporting and Monitoring Webinar Series

Introduction

Felicia Oropeza, MA

Research Data Specialist II/Webinar Moderator

Managed Care Data Support Section

DHCS Staff

» Speakers

- Amy Peterson, MPA
- Alvin Bautista
- Debra Dixon

» Support

- Abiy Gebereselassie, MEcon
- Mei Shan Ng
- Xiaoyan Ma, PhD
- Felicia Oropeza, MA

Agenda

» Big Picture Topics!

- What Has Been Done and the DHCS Teams
- Audience and Roles
- Topics: Totals & Top 5's!
 - Presentation Attendance
 - Slideshow Presentations
 - YouTube Presentation Views

» Survey Monkey

» Q&A

» Education and Outreach Preview

Questions & Answers

- » For **GENERAL** questions, please submit your question to the WebEx chat and please ensure that your questions are visible to all participants, because the host is not monitoring private chat to the host.
- » For **SPECIFIC** questions, please reach out to the appropriate Data Mailbox as will be instructed closer to the end of this presentation.

Before we move on

- » Today's webinar is being recorded for documentation purposes.
- » The recorded video, script, and presentation materials will be uploaded to [Data Reporting and Monitoring Webinar Series](#).
- » The glossary and FAQs are also updated regularly every month.

Big Picture: Webinar and Beyond

Amy Peterson, MPA
Managed Care Data Support Section, Chief
Program Data and Reporting Division

The Data And Reporting Webinar Series

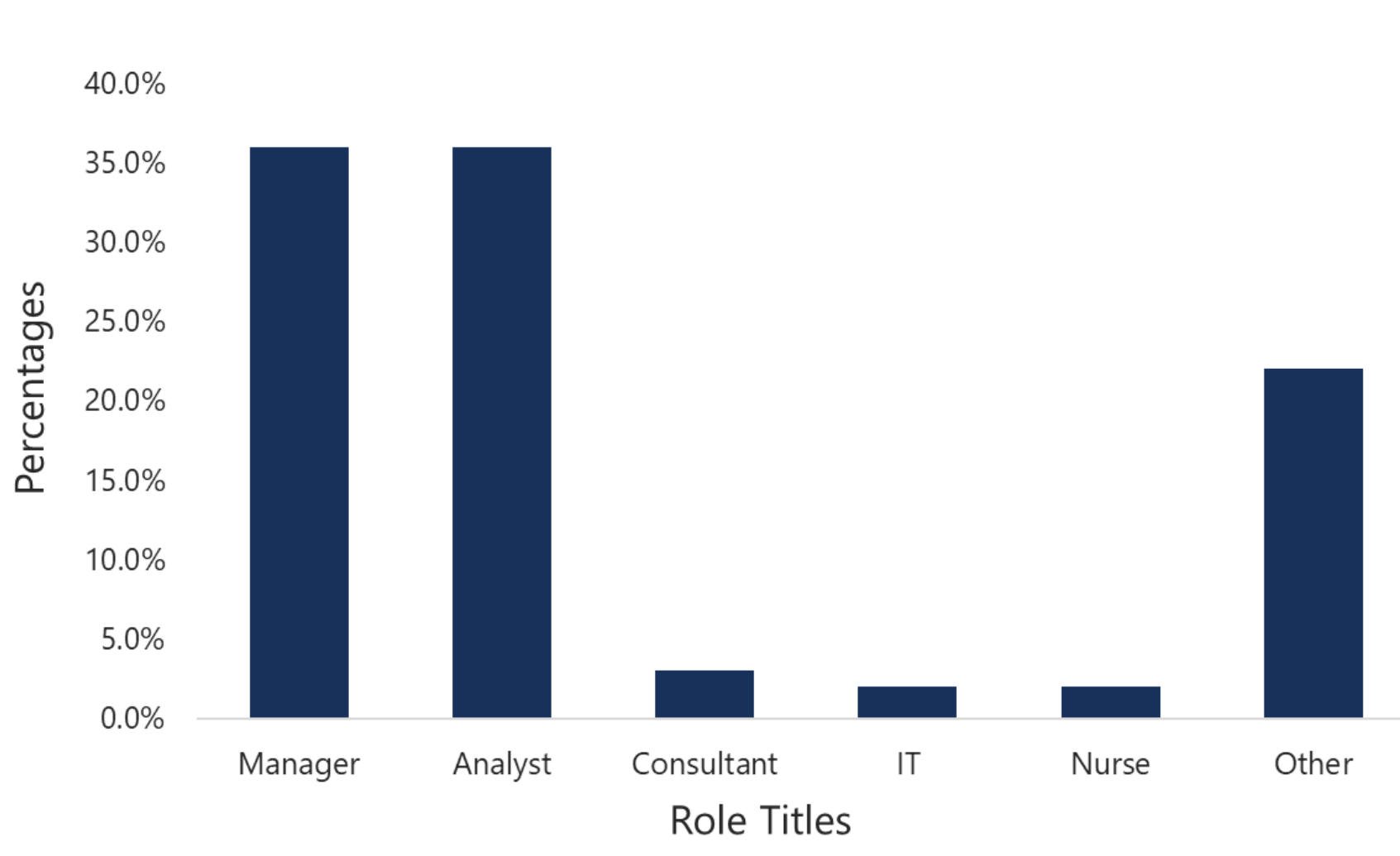
The Focus has been on:

- » Monthly Webinar Series Webpage and reference information
- » Updates for Managed Care Organizations (plans and counties) on ongoing work and planning
- » Data Quality Updates for Encounter (837) and Provider (274) Data
- » Interesting Topics and Issues Related to Data
- » Data Changes and Submission Requirements Updates
- » Reporting out how information is used

Who We Are

- » Enterprise Data and Information Management (EDIM)
 - Program Data and Reporting Division
 - Managed Care Plan Data Support Branch
 - Managed Care Data Support Section
 - Managed Care Program Annual Report Unit
- » The presenters have been DHCS program and/or data submissions subject matter experts, mainly from sister divisions, but also from program divisions that create the requirements for what DHCS collects.

Categories of Audience (from solicited chat responses, May 2025 Webinar)



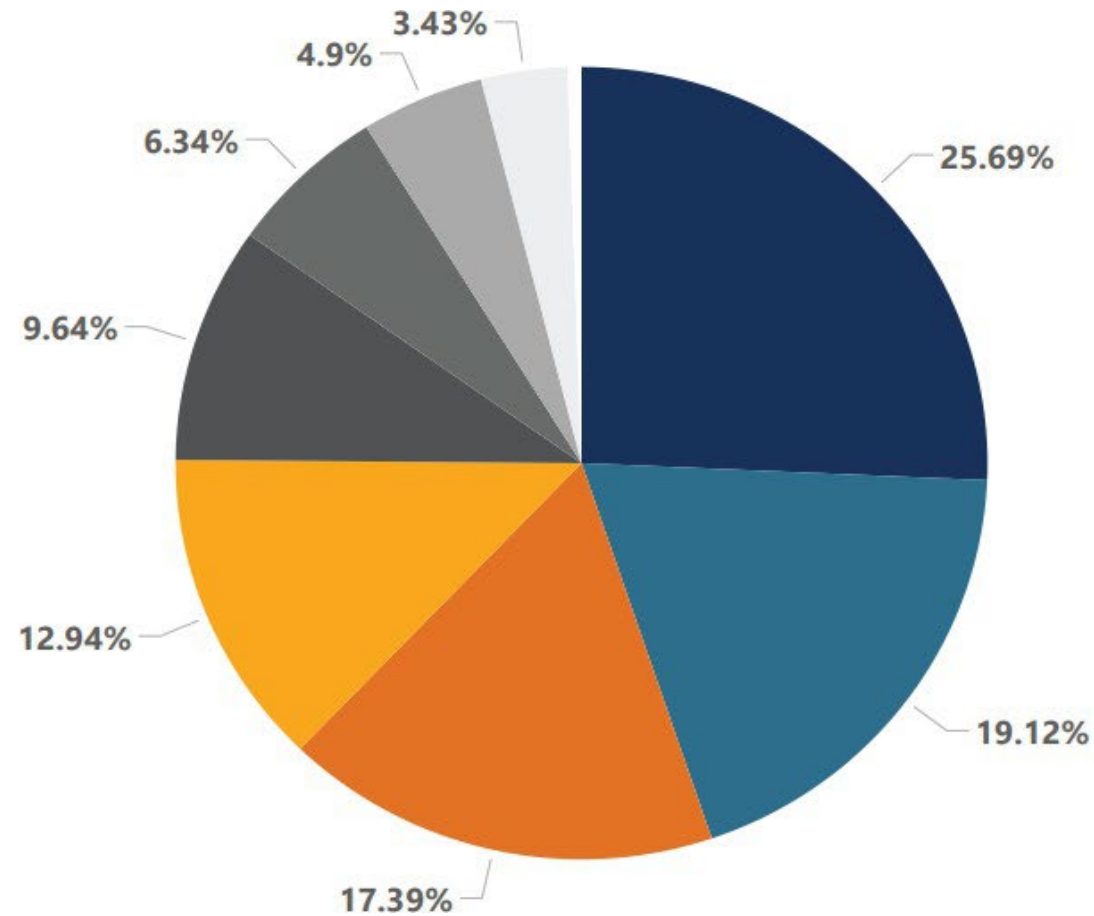
Please Tell Us About Yourself

- » Please introduce yourself in the chat:
 - Your **Role** (please spell out your acronyms)
 - and **Type** of **Organization** you represent
 - (example: "Consultant/Consulting firm")
 - If you are a call in, our team can collect from an email to: MCDSS@DHCS.CA.GOV

» Me, for example

Managed Care Data Support Section Chief Nerd/DHCS

Total Views on YouTube, by Percent of Views for General Webinar Topics, As Of May 31, 2025



3,060

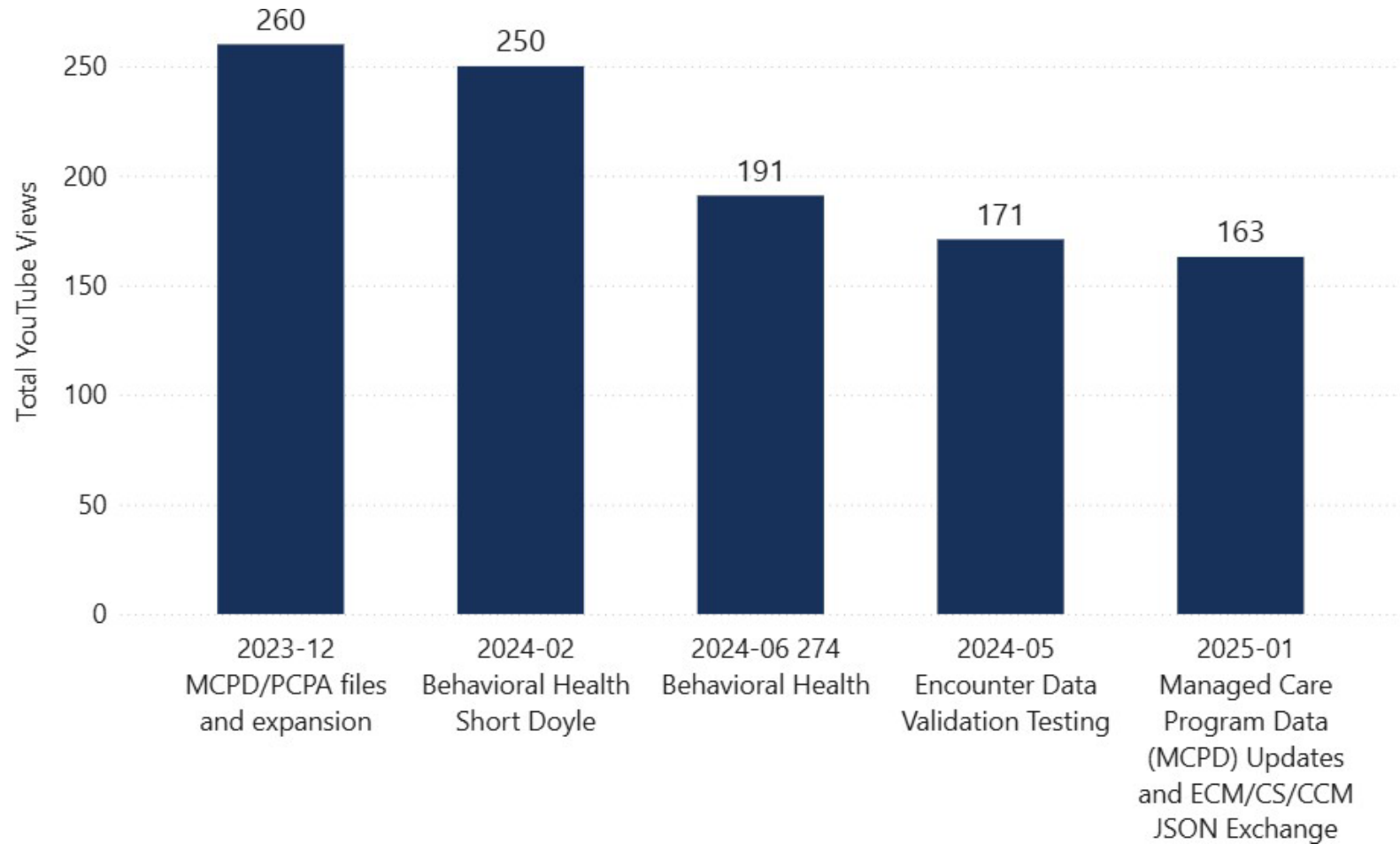
Total YouTube Views

General Webinar Topics

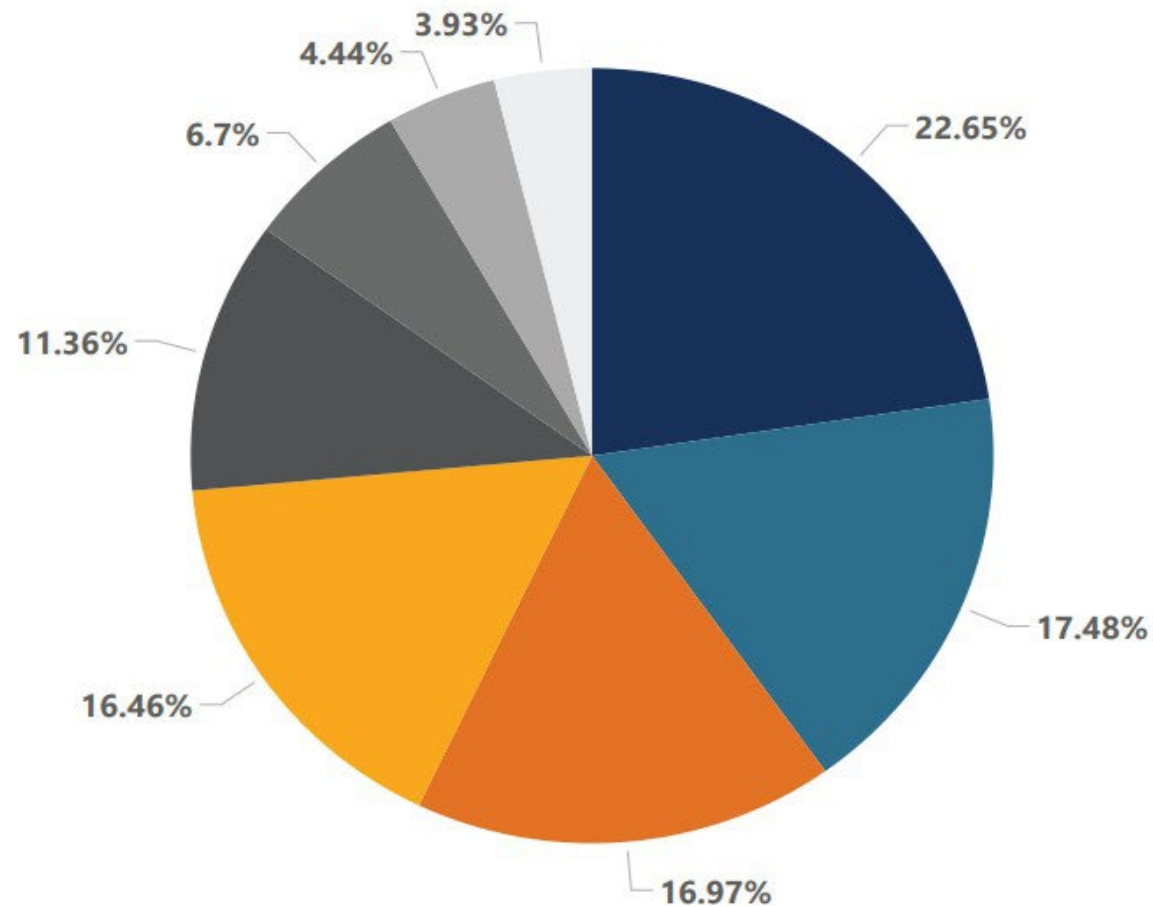
- Behavioral Health related
- Encounter Data related
- Managed Care Program Data(MCPD) related
- Data Checks related
- Dental Data related
- Annual Address
- Excel Data Templates
- PCP Assignment Updates
- Medi-Cal Connect related

YouTube Views

Top Five as of May 31, 2025



Total Views Slide Presentation Downloads, by Percent of Downloads for General Webinar Topics, As Of May 31, 2025



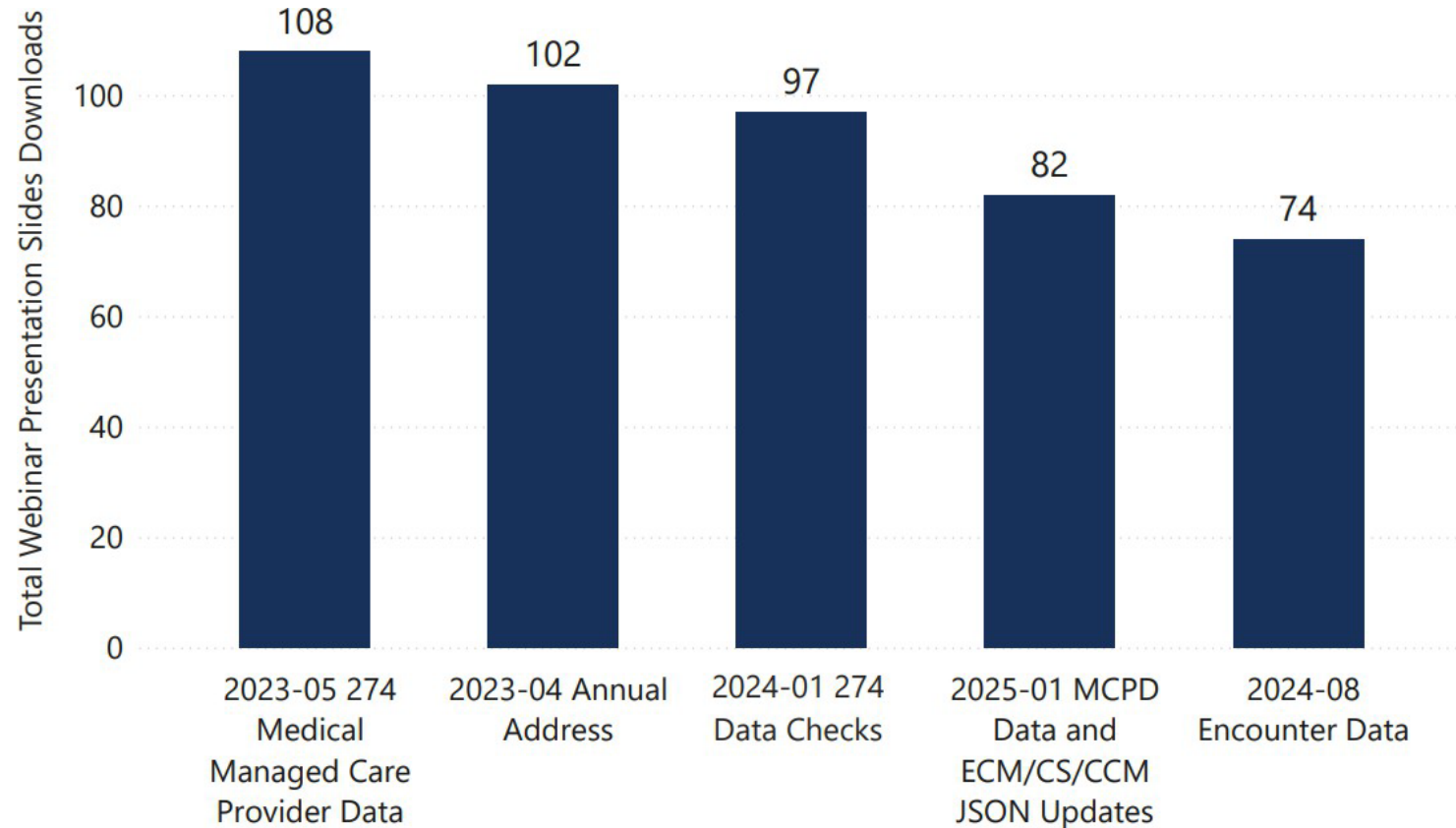
1,373

Total Slides downloads

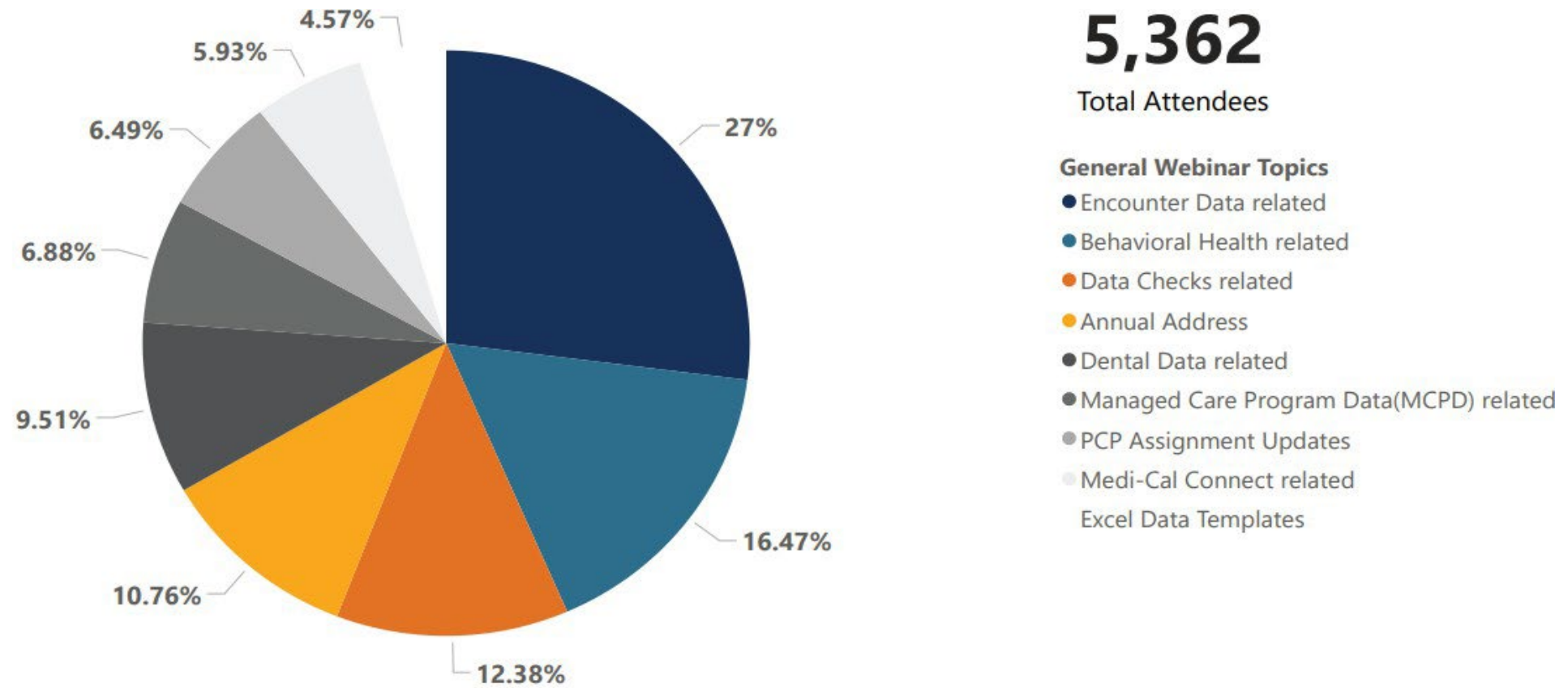
General Webinar Topics

- Encounter Data related
- Managed Care Program Data(MCPD) related
- Data Checks related
- Behavioral Health related
- Annual Address
- Dental Data related
- Excel Data Templates
- PCP Assignment Updates
- Medi-Cal Connect related

Published Presentation Top Five Downloads as of May 2025

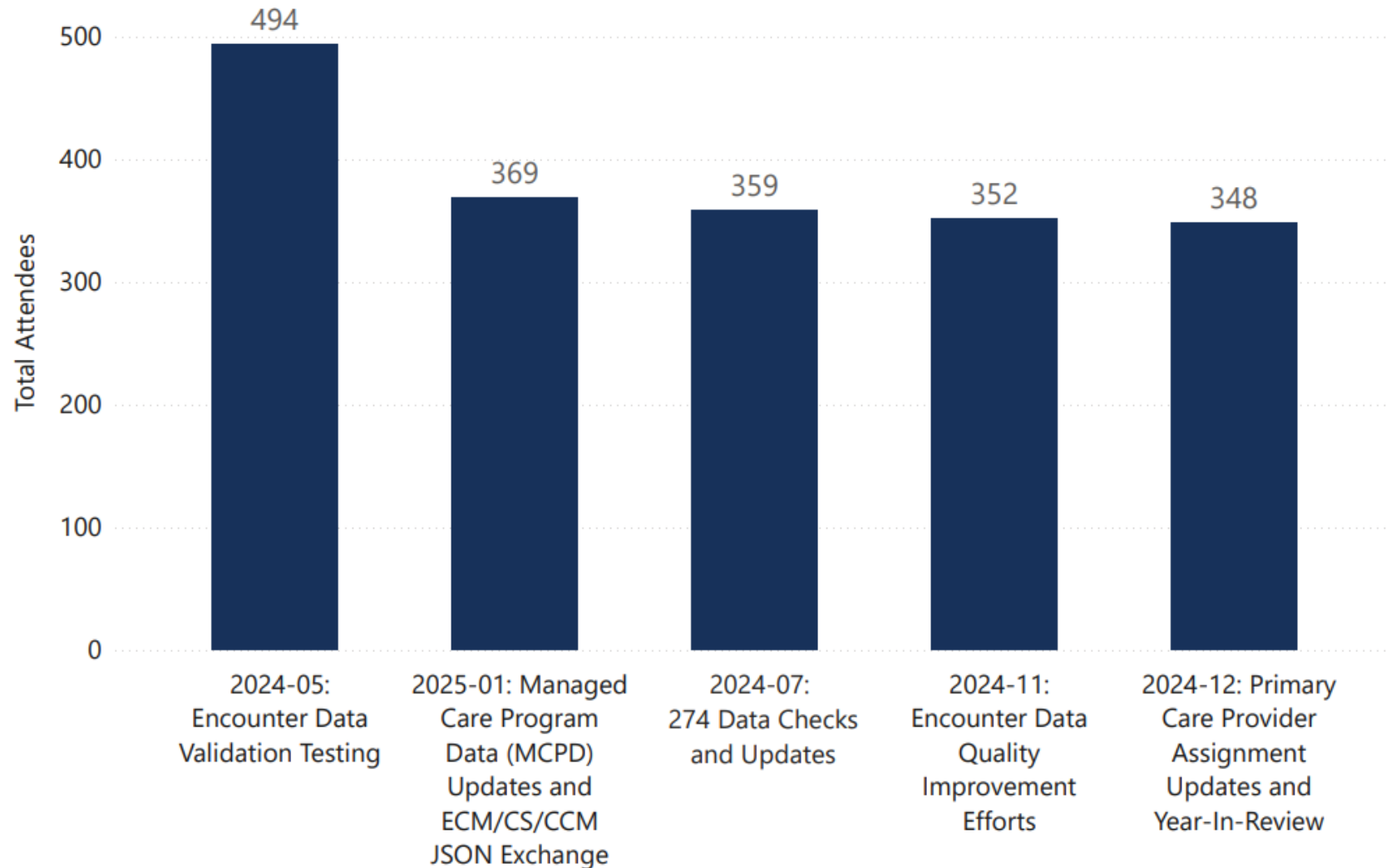


Total Attendee Counts, By Percentage of Attendee per Presentation, for General Webinar Topics, As Of May 31, 2025

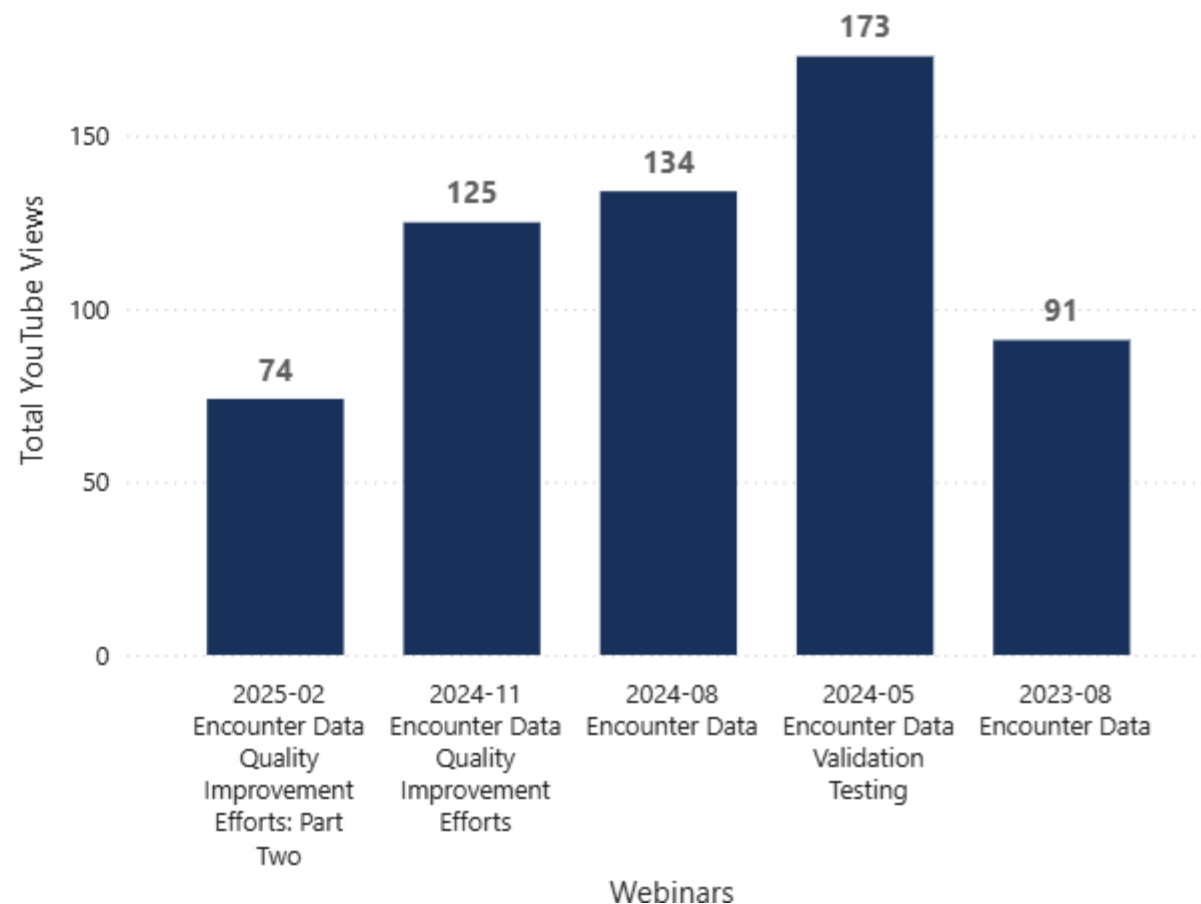
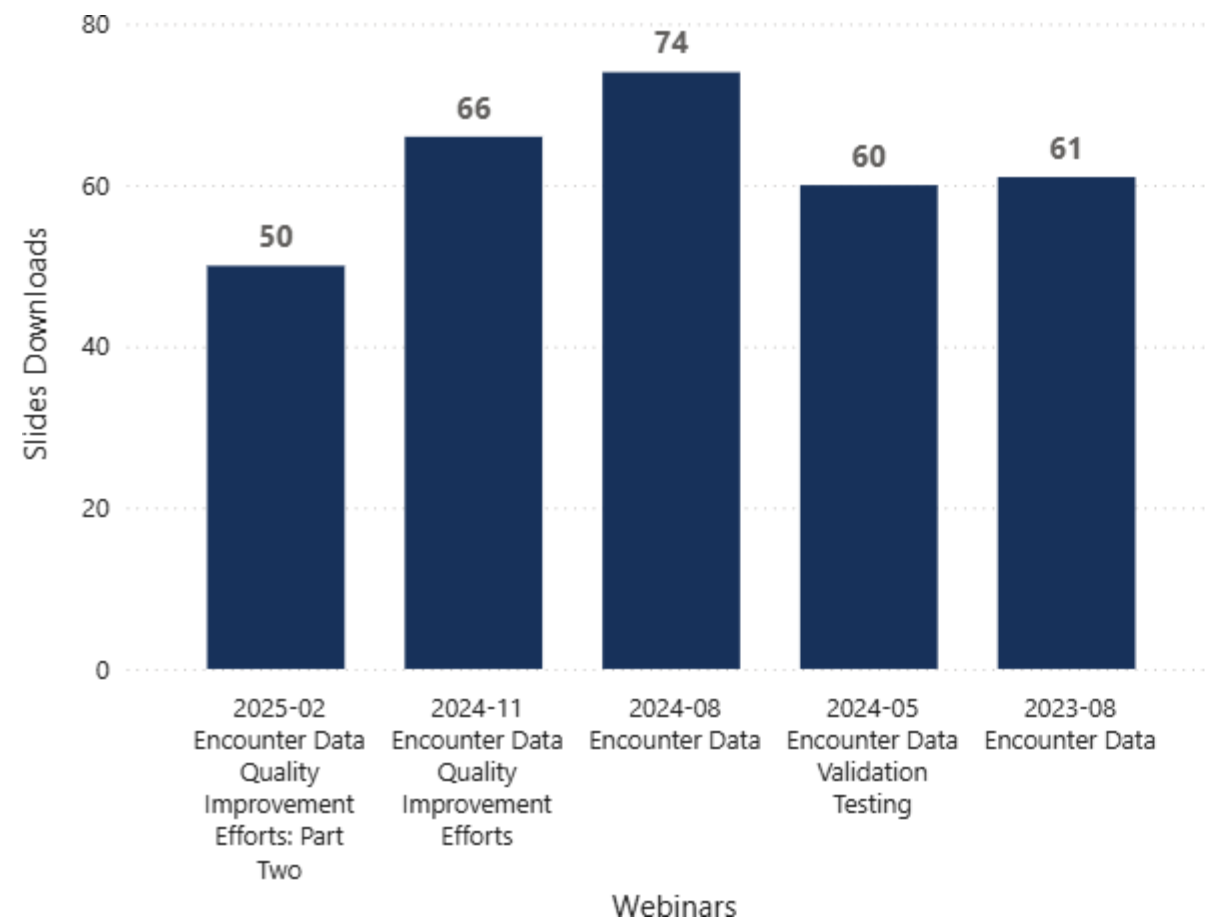


*Please note that attendee information before 2024 is not available.

Live Top Five Webinars Attended, as of May 31, 2025



High Interest Encounter Topics by Downloads and YouTube Views, as of May 31, 2025



Health Care Services Data

Alvin Bautista

Research Data Specialist II

Managed Care Data Support Section

Health Care Services Data: Survey Monkey

- » We are always looking to expand offerings and information for future Webinars.
- » To insure you have access to the SurveyMonkey please [Subscribe/Unsubscribe](#)
- » The SurveyMonkey link will be sent via email by Friday. We ask responses to Survey due in two weeks.

Health Care Services Data

Examples of Survey Items

- » What does Health Care Data mean to you?
 - What type of Health Care Data topics would you like to be presented in future webinars?
- » How are you using this series?

Health Care Services Data

Examples of Survey Items

- » Webinar Page (how you use it)
- » Whether there anything else you'd like to share

Comments and Questions?



Education and Outreach Preview

Debra Dixon
Data Quality Branch Chief
Health Information Management Division

Upcoming Webinars

- » **Beginning in August, we will be presenting information to aid in encounter data submissions, such as federal regulations, file submission requirements, and instructions to fix errors.**
 - Curriculum being developed now and will share in August.
 - MCP technical staff are strongly encouraged to attend.
 - MCPs should include this information in staff training plans.
 - Feedback on additional topics is encouraged.

Next Webinar Preview

» **For August 2025, we will focus on Encounter Data Requirements and DHCS Documentation Site**

- Federal implementation guides
- Companion guides
- HIPAA standard requirements
- DHCS Documentation Center

» Meeting Information

- Date: August 27, 2025
- Time: 10 a.m. to 11 a.m.

Resources

Behavioral Health Managed Care

Resource Emails	Topics
CountySupport@dhcs.ca.gov	Behavioral Health Managed Care Plan Annual Report
	Behavioral Health 1915 (b) Appeals and Grievance Report
NAOS@dhcs.ca.gov	Behavioral Health Network Adequacy
MEDCCC@dhcs.ca.gov	Behavioral Health Short Doyle Claims
	Short Doyle Claim Denials/Recoupments

Dental Managed Care

Resource Emails	Topics
DMCdeliverables@dhcs.ca.gov	274 Dental Provider and 837 Encounters
Dental@dhcs.ca.gov	Medi-Cal Dental Information
DentalManagedCare@dhcs.ca.gov	Dental Managed Care

Programs for All-Inclusive Care for the Elderly (PACE) Organizations

Resource Emails	Topic(s)
PACECompliance@dhcs.ca.gov	Program for All-Inclusive Care for the Elderly (PACE) Plan policy and compliance questions
pacecontractmanager@dhcs.ca.gov	<ul style="list-style-type: none">• SFTP Access and changes• PACE Organization onboarding

Medical Managed Care Program

Resource Emails	Topics
MCQMD@dhcs.ca.gov	<ul style="list-style-type: none">• MCPAR Critical Incidences• CMS Requirement for Managed Care Program Annual Report (MCPAR)• Primary Care Provider Assignment (PCPA) Policy• Managed Care Program Data (MCPD)
MCBHOMD@dhcs.ca.gov	Managed Care Plans send Managed Care Plan Annual Reports to DHCS for each delivery system by email to this address
MMCDPMB@dhcs.ca.gov	<ul style="list-style-type: none">• General Inquiries• Medi-Cal Managed Care• Managed Care contract managers
MCODReadiness@dhcs.ca.gov	<ul style="list-style-type: none">• SFTP Access Set Up• Plan Onboarding• Managed Care Contracts

Technical Support

Resource Emails	Topics
DataExchange@dhcs.ca.gov	Technical Assistance with Submitting a JSON file
	DHCS Documentation Center access
	Excel Data Template questions that Data Collection Unit (DCU) handles

Resource Emails	Topics
EDIMDataSupport@dhcs.ca.gov	Technical Questions related to Data Feed, ECM/CS/CCM JSON
CalAIMECMILOS@dhcs.ca.gov	ECM/CS/CCM JSON Exchange
	Monitoring and compliance oversight of Managed Care Plans' implementation of the new ECM/CS benefits
MCDSS@dhcs.ca.gov	Data Reporting and Monitoring Webinar Technical Support

Thank you!

Please send any questions and comments about the webinar series or this event to MCDSS@dhcs.ca.gov

