



## **October 22, 2021 L&E Presentation**

### **“Updates and Resources for Providers Navigating Managed Care in California”**

Sara Jasper, Esq.

#### **SYLLABUS**

**CE: 1.5**

#### **A. Title, Date & Time**

**“Updates and Resources for Providers Navigating Managed Care in California”**

October 22, 2021

1:15 pm – 2:45 pm

#### **B. Instructor Information**

**Sara Jasper, Esq.**

CAMFT Staff Attorney

A member of the State Bar of California since 2008, **Sara Jasper, Esq.** joined CAMFT as a Staff Attorney in 2011. Before coming to CAMFT, she worked as the Legal Liaison and Administrative Officer for the Sacramento Police Department and as an Associate at Middleton, Young & Minney, LLP where she practiced education and employment law. During law school, Sara clerked for the California Judicial Council, Center for Children, Families and the Courts and for the National Center for Youth Law. Since joining CAMFT, Sara has become a Certified Association Executive and earned her certificate in Nonprofit Organization Management.

#### **C. General Information/Description**

California’s managed care systems are complex and often difficult for even the most seasoned providers to navigate. During her 90-minute presentation, CAMFT Staff Attorney Sara Jasper will provide a brief overview of managed care, review new laws intended to improve patients’ access to care and offer resources designed to support providers and patients. Ms. Jasper will also discuss the types of audits managed care providers may be subject to and the laws that govern providers’ responses.

#### **D. Educational Goals**

Participants will gain knowledge of the laws designed to support their work within the managed care arena. As a result of the workshop, participants will be better prepared to navigate the managed care system and respond to records requests from managed care companies.

#### **E. Measurable Learning Objectives**

Upon completion of the workshop, participants will be able to:

- 1) Identify the different entities responsible for the managed care system in California
- 2) Identify recently adopted laws that support their work with managed care patients
- 3) Describe the new parity laws that may improve patients' access to care
- 4) Prepare for records requests from managed care companies
- 5) Identify resources for themselves and their patients when dealing with health care coverage and claims issues

## **F. Outline**

1:15 to 1:20 - Introduction to the topic

1:20 to 1:30 - Overview of California's Managed Care Delivery System

1:30 to 1:50 - Discussion of the new parity laws intended to improve patient's access to care

1:50 to 2:10 - Managed Care Plans coverage of telehealth services and HIPAA, CIMA compliance

2:10 to 2:25 - Managed Care Plan Audits and Release of Records

2:25 to 2:30 - Resources for Providers and Patients

2:30 to 2:45 - Q&A