



COUNTY OF SANTA CLARA  
**Behavioral Health Services**  
Supporting Wellness and Recovery

TO: County Contracted Provider Leadership

FROM: Courtney Gray, Quality Director

DocuSigned by:  
*Courtney Gray*  
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RE: Provider Relations Liaisons for CCPs

DATE: April 18, 2024

The Behavioral Health Services Department (BHSD) has a newly formed Provider Network Management team under the Provider Relations Division. The members of this team may be familiar to the CCPs as they have served as contract monitor contacts in prior roles with BHSD. The goal of this change is to streamline communication, standardize feedback and ensure alignment across our network. This is the initial step and we will continue to make improvements to our structure and maximize the subject matter expertise of staff throughout BHSD.

### **Provider Liaison Roles**

- Primary point of contact for each assigned agency which includes Exhibit As and related invoices.
- Monitor agencies for overall standing utilizing TBD tools, i.e. provider dashboards.
- Oversee and assist providers with integrated Medi-Cal audit processes.
- Support providers in meeting and maintaining requirements with State and Federal regulations including CalAIM and DMC-ODS through technical assistance and trainings.
- Support and triage inquiries related to the following:
  - contract language (i.e. boilerplate and Exhibit A)
  - budget information
  - performance monitoring
  - RFSQs
- Coordinate and/or facilitate twice annual State of Affairs provider meetings with each agency to review performance and triage issues in collaboration with representatives from system delivery, finance, analytics and reporting, and quality management staff.

### **Key Points of Contact**

Provider Liaison key contacts for each of the CCPS are listed below:



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| Staff Name     | Email Address  | Assigned CCP  |
|----------------|--|---|
| Lorena Madrid  | <a href="mailto:Lorena.madrid@hhs.sccgov.org">Lorena.madrid@hhs.sccgov.org</a>         | <ul style="list-style-type: none"> <li>• <u>Bill Wilson Center</u></li> <li>• <u>Caminar</u></li> <li>• <u>Catholic Charities</u></li> <li>• <u>Community Solutions</u></li> <li>• <u>Fred Finch</u></li> <li>• <u>Momentum for Health</u></li> </ul> |
| Rita Mamarian  | <a href="mailto:Rita.mamarian@hhs.sccgov.org">Rita.mamarian@hhs.sccgov.org</a>         | <ul style="list-style-type: none"> <li>• HealthRight360</li> <li>• Kidango</li> <li>• Mental Health Systems (Turn Behavioral Health Services)</li> <li>• Pathway</li> <li>• Telecare</li> </ul>   |
| Renee Marquett | <a href="mailto:Renee.marquett@hhs.sccgov.org">Renee.marquett@hhs.sccgov.org</a>       | <ul style="list-style-type: none"> <li>• Alum Rock Counseling Center</li> <li>• Children's Health Council</li> <li>• Pacific Clinics</li> <li>• Rebekah Children's Services</li> <li>• Seneca</li> <li>• Starlight</li> </ul>                         |
| Alicia Partee  | <a href="mailto:Alicia.partee@hhs.sccgov.org">Alicia.partee@hhs.sccgov.org</a>         | <ul style="list-style-type: none"> <li>• Asian Americans for Community Involvement</li> <li>• Gardner</li> <li>• Hope</li> <li>• Indian Health Center</li> <li>• Mekong</li> <li>• Ujima</li> </ul>   |
| Lupe Ramirez   | <a href="mailto:Guadalupe.ramirez@hhs.sccgov.org">Guadalupe.ramirez@hhs.sccgov.org</a> | <ul style="list-style-type: none"> <li>• 7th Avenue (IMD)</li> <li>• Crestwood Behavioral Health (IMD, SNF)</li> <li>• Inspire Behavioral Health</li> </ul>   |



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|--|--|--|
|  |  | <p>formerly Dycora (IMD)</p> <ul style="list-style-type: none"><li>• Helios Healthcare (SNF)</li><li>• Medical Hill - Oaklandidence Opco (SNF)</li><li>• Silicon Valley Post formerly Herman (SNF)</li><li>• Telecare dba Garfield (SNF)</li><li>• A&amp;A Health Services-ART (RCF)</li><li>• Diya (RCF)</li><li>• Front Street Drake House (RCF)</li><li>• Lassenpark Villa (RCF)</li><li>• Laurel Care (RCF)</li><li>• South County Retirement Home (RCF)</li><li>• Stone Haven Care (RCF)</li><li>• Success (RCF)</li><li>• Sunrise RCFE, Inc. (RCF)</li><li>• Vila Victoria (formerly CNBA) (RCF)</li></ul> |
|--|--|--|

For any questions, please contact BHSD Provider Relations by email [BHSDPR@hhs.sccgov.org](mailto:BHSDPR@hhs.sccgov.org)