

**DHCS Behavioral Health Forum
Coordinated and Integrated Systems of Care for MHSUDS and
Medi-Cal Managed Care
Integration Forum - Charter**

Background and Purpose of the Forum:

To provide key stakeholders, and other interested parties, with updates regarding critical policy and programmatic issues impacting public mental health and substance use disorder services (MHSUDS). The Behavioral Health Forum will provide stakeholders with an opportunity to learn about the status of more than 100 program and policy issues identified in the DHCS Business Plan, as well as from other sources (e.g., the *California Mental Health and Substance Use System Needs Assessment and Service Plan*), which have been organized into a grid format and assigned to three Forums (Strengthen Specialty Mental Health and Drug Medi-Cal County Programs and Delivery Systems; Coordinated and Integrated Systems of Care for MHSUDS and Medical Care; and Coordinated and Useful Data Collection, Utilization, and Evaluation of Outcomes). Each of these forums will provide DHCS with a venue for updating stakeholders on identified priority areas. These forums will also give stakeholders across the state and interested parties an opportunity to provide input on these priorities. Stakeholder participation will vary depending on the particular topic being addressed by that forum. If appropriate, DHCS will convene workgroups of key stakeholders and subject matter experts to develop recommendations related to specific program and policy issues. Please note: Not all topics being tracked by the forums will have work groups.

The Integration Forum will specifically address key areas related to the development of a coordinated and integrated system of care for mental health, substance use disorder treatment and Medi-Cal Managed Care.

Objectives:

- Identify barriers and possible solutions to coordination and integration of managed care, mental health and substance use disorder services
- Promote and identify best practices and key principles of integrated care throughout the state
- Identify user-friendly mechanisms to disseminate, maintain and update resources and case studies
- Present best service models and delivery system design to support co-occurring disorders, managed care, mental health and substance use disorder services
- Identify solutions to workforce development issues around coordinated and integrated care

FY 2014/2015 Priorities:

DHCS identified several priority areas (listed in bold below) for the current fiscal year. The bullets listed under each priority area represent those corresponding items from the stakeholder issues grid. These grid items may inform the discussion, recommendations, and/or work plan related to the overarching priority area. However, additional issues and/or requirements (not listed below) may also inform the priority area.

- ✓ **Best Practices**
 - Identify best practices and key principles of integrated care (Grid Issue #6)

- ✓ **Dispute Resolution**
 - Problem Resolution Process- Ensure adequate clinical & administrative problem resolution processes between MCPs and MHPs (Grid Issue #34)
 - Improve MHSUD beneficiary problem resolution experience through greater cross training and collaboration between the behavioral health system, and improved telecom capacity (Grid Issue #35)
 - Remove barriers (administrative barriers) to exchange of electronic health records and coordination of care. (Grid Issue #27)

- ✓ **Monitoring Effectiveness of MOU's**
 - Monitor of the effectiveness of MOUs (MCP and MHP), EQRO, CCI Complaint tracking, general QI results and other quality compliance tools and requirements (Grid Issue # 24)
 - Develop stronger monitoring and oversight by DHCS regarding implementation and operations of the MOUs between Plans and MHPs (Grid Issue #20)

- ✓ **Ombudsman Services**
 - Evaluate how best to deliver DHCS Ombudsman services (given MH and SUD and Managed Care needs) Ombudsman Program (Grid Issue #2)

- ✓ **Quality Improvement Dashboard**
 - Use MMCD data and MHSUDS data to improve QI-Dashboard development (Grid Issue #25)

- ✓ **Screening and Assessment**
 - Evaluate the current mental health and substance use disorder screening tools used by both the plans and the MHPs; ensure routine screen for substance use disorder (including SBIRT) and mental illness (Grid Issue #37)
 - Re-examine screening and assessment tools used by MC Plans and MHPs for MHSUD (Grid Issue #38)

Forum Details:

Date	July 2014
Chairs	Rob Maus, Substance Use Disorder Services Lanette Castleman, Mental Health Services Liana Lionov, Medi-Cal Managed Care
Correspondence	MHSUDStakeholderInput@dhcs.ca.gov