

DEPARTMENT OF HEALTH CARE SERVICES – HEALTHY FAMILIES PROGRAM TRANSITION TO MEDI-CAL

MONITORING OBJECTIVES AND EXPECTED OUTCOMES

ACCESS TO MENTAL HEALTH SERVICES				
OBJECTIVE 6: Transitioned children will maintain access to mental health services				
CRITERIA	METRIC	FREQUENCY	DATA SOURCE	EXPECTED OUTCOME
HFP children and youth receiving specialty mental health services	Number of transitioned HFP children and youth receiving services from the county MHPs.	Monthly	Bi-Weekly Calls & Short Doyle Claim History (which will have a lag)	<ul style="list-style-type: none"> The number of unique HFP children and youth receiving care from the county MHPs will be similar to the number served before the transition. All referral process issues, access, transition issues, barriers, best practices, and other transition issues will
Consumer Satisfaction - Ombudsman Calls	Number and outcome of calls associated with transitioned HFP children and youths access to services	Monthly	DHCS Mental Health Ombudsman tracking system	<ul style="list-style-type: none"> Assist with problems accessing county MHP services Monitor resolutions to beneficiaries' difficulties accessing services, finding a provider, and general questions/issues with the HFP transfer.
MHP Claims	Number of claims with a transitioned or Optional Targeted Low Income Children's Program Aid Code	Monthly (with initial two-month lag)	Shorty-Doyle/Medi-Cal Claims system	<ul style="list-style-type: none"> Use of SMHS services
Calls with the California Mental Health Directors Association (CMHDA) and County MHPs	Number of calls	Monthly	Weekly calls	<ul style="list-style-type: none"> Learn the progress of the transition, any identified problems and determine their resolution Convene meetings as necessary or serve as liaisons between county MHPs and Medi-Cal managed care plans to address issues of coordination and provide a feedback loop to ensure resolution of any concerns
Calls with county MHPs, providers, stakeholders and CMS	Number of calls	Monthly	Monthly calls	<ul style="list-style-type: none"> Obtain input on the Healthy Families transition Identify any real or perceived problems and determine steps for resolution