

Dual Eligible Stakeholder Call Update for Stakeholders April 23, 2013

Purpose: To update stakeholders and ask for an update on local stakeholder engagement efforts. In December 2012, DHCS indicated they would involve stakeholders about every 90 days and they are still trying to do that.

Health Plans (Plans) attending the call: Orange, Alameda, San Mateo, Santa Clara, Los Angeles, San Diego, Riverside, San Bernardino

About 90 stakeholders were on the line

CMS approved MOU with DHCS. Readiness review efforts are now underway. Onsite portion will begin in May. Readiness assessment is built from Care Coordination standards. These are fundamental to the project.

DHCS has been talking with Plans and counties about local MOUs. They expect that they will be signed by June 1. The Managed Care Department must review the MOUs.

They are working on the outcome measures – a percent of capitation will be withheld until those measures are achieved. Several measures are shared with BH; they are now in discussion about what is a fair share incentive payment to the MHPs. Behavioral health measures have been pulled out into a word document (attached)

Plans were then asked to update their work with stakeholders and MHPs –

- Alameda – local stakeholder process ongoing. Last meeting last Friday, working with providers
- San Mateo – we have not had a stakeholder process since December. Meeting monthly with BH. Member Services Director is working with HiCAP staff that will assist our members in decisions re: enrollment and we are training the BH team so that they know what to do when enrollment packet comes out. Medical Director is doing a presentation to the providers in May
- Santa Clara – engaging stakeholders on the service provider level, just met with stakeholders in April. Exec directors of agencies
- Los Angeles – LA care health plan – meeting with stakeholders and the Department of Mental Health. Also have dual advisory group – 30 participants. Will engage the providers as next step
- Orange County – we have had stakeholder meetings open to the public, they have focused on the MOU and BH specific workgroup. Have given presentations at MH Board and steering committee. What are lessons learned? – Reach out to natural delivery systems. Is it the county, is it the

MHP – Rollin says it is the MHP. Sara says it is whomever you have the MOU with.

- San Diego – George Scolari – geographic managed care. We formed a SD dual advisory committee, also a San Diego Behavioral Work/Health Plan work group. Looking for joint approaches. County BH and county organizational providers have to work with 4 different health plans so there is going to have one organization that does the credentialing. HPs want to make it good for county BH providers.
- Riverside – IEHP – has a good relationship with both of our counties. Working with counties to figure out how to incorporate quality withholds.

When asked who are providers: A: Stakeholders are meeting with Beneficiary Advocates and County Behavioral Health. One of the most effective practices, physician and providers receive enrollment materials posted in their office. We always send things to beneficiaries but getting things to the providers is effective