

CalAIM ECM and Community Supports Technical Assistance Webinar

January 17, 2024

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VISUAL	SPEAKER – TIME	AUDIO
Slide 1	Amara Bahramioref – 01:25	<p>Good morning everybody. Thank you for joining us. We will give it just a minute so everybody can join the meeting and then we will jump in and get started. Right. Good morning and happy New Year. My name is Amara Bahramioref and I'm a Branch Chief in Managed Care Quality and Monitoring supporting the MOU effort. Today we are going to talk a little bit more about the Targeted Case Management MOU template. We are excited to go over this template and get some feedback from all of you. I do want to notate that this webinar is being recorded and will be posted online. So I wanted to make you all aware. We will give you an opportunity to ask questions at the end of this presentation. You can do that by raising your hand and or dropping your questions in the chat. So thank you so much. We will jump in and get started.</p>
Slides 2-3	Amara Bahramioref – 02:51	<p>My apologies, my computer is a little delayed, so I apologize for the flipping between the screens. But for today's objectives, we are going to review on the targeted case management MOU template. We're going to review the MOU execution timelines and then open it up for valuable feedback from all of you. So we wanted to just kind of start with a high level overview of the goals of the memorandums of understanding. Our new 2024 Medi-Cal Managed Care Contract requires our managed care plans to enter into MOUs with counties and third parties to ensure a provision of the whole-system, person-centered care approach. So some of the goals of the MOU were really to establish minimum requirements around some of the key contract provisions, which we'll cover in a little bit more detail later on in this webinar.</p>

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Slide 3	Amara Bahramioref – 03:37	Really clarify roles and responsibilities for coordination of delivery of care and services for all members, including services that may be carved out of the managed care plan. It establishes formal processes for how the managed care plans and other parties will collaborate and coordinate on population health programs, including referring and linking members to community supports. It also establishes data sharing pathways between the managed care plans and other parties to really support that care coordination and enable robust monitoring across the parties. It also provides overall oversight and accountability between the parties and provides transparency regarding roles and responsibilities between the parties.
Slides 3-4	Amara Bahramioref – 04:25	As you can see, the goals of the memorandum of understanding are very lofty and we're really excited about and improving members access to care with these MOUs. Right, so we wanted to provide high level overview of some of our valuable MOU resources that we've created. DHCS has launched a DHCS MOU webpage, which is linked in this deck that was attached to the invite. We can also drop that link in chat for everybody to access this. This website contains all of the MOU templates that we've issued thus far. We have issued about eight other MOU templates. It also includes the All Plan Letter (APL), which provides guidance to our managed care plans, but also provides a bunch of details related to the MOU effort and then it contains, thank you Sophie. Also, the base MOU template, which really sets the foundation for the MOUs. We'll talk about that a little bit more in future slides.

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Slide 4	Amara Bahramioref – 05:24	In addition, we've included an MOU FAQ, which includes bunch of valuable resources about 16 pages that provides questions and answers related to the MOU. So I highly encourage if you have questions, reference that document. If you have additional questions outside of these resources. There also is an inbox that is linked on that website. You can submit questions directly to us and we are happy to assist in providing technical assistance to execute these MOUs. Other valuable updates will be posted on the website related to webinars. We do anticipate that we will host another webinar after we've released the final TCM MOU to provide an overview of the changes that were made based on the stakeholder comment period, which closes today.
Slide 5	Amara Bahramioref – 06:11	So we wanted to just kind of give you an overview of how the TCM MOU fits into the other policy documents that the department has released related to this larger MOU effort. So as I kind of referenced earlier, we did release an all plan letter, which provides guidance to our managed care plans and really sets forward the expectations surrounding the MOU. Explains the intent and purpose of some of the provisions of the MOUs, and it also contains other monitoring requirements that we've set forward on our managed care plans. We also issued what we're referring to as a base MOU template, which really sets forward the minimum provisions that are required in all of the memorandum of understanding. Some of those provisions include clarifying rules and responsibilities between the managed care plans and other parties establishing rules for dispute resolution.

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Slide 5	Amara Bahramioref – 07:10	Then we've also included some optional provisions that you'll see contained throughout the MOU templates, which are notated in brackets and italics and those we put forward as recommended provisions to include, but really encouraging there to be discussion at the local level to see if it makes sense to include those provisions or not. So please, we encourage collaboration and coordination on those optional provisions. Then we have what we refer to as the bespoke MOU templates, which in this circumstance is really specific to the targeted case management MOU and it contains specific provisions that are related to a specific program or programs, depending on the MOU type, which really provides some additional clarification. We're going to talk about the TCM bespoke MOU template in more detail later on in the presentation.
Slide 6-7	Amara Bahramioref – 08:07	Great. So the purpose of the TCM MOU is really to improve care coordination between the MCPs and the LGA TCM programs through the following channels, really opening up channels of communication and improving communication between the MCPs and the TCM programs to coordinate care for individuals receiving services from both parties and really to address non-duplication of services and referrals, to really support that whole person care approach. So we really think that this is a really great opportunity for these parties to collaborate and ensure members are receiving services that they need in different delivery systems. Also, really focus on enhancing each other's party's understanding of the other respective services related to eligibility criteria, referral processes and operations to really support the member.
Slide 8	Amara Bahramioref – 09:09	So next we want to just kind of talk about the base MOU templates, which are contained in the targets that are really contained in each of the MOU templates that we've issued thus far. So really kind of serving as the foundation of how we built, developed these MOU templates. So as you can see, there's the definition section that really sets forward some defined terms such as the MCP TCM liaison and this also provides the capitalized terms that are otherwise not defined in the specific MOU but are defined in the new 2024 managed care contract.

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Slide 8	Amara Bahramioref – 09:48	Also contains services that are covered by the MOU. So in this circumstance it would be those TCM services, sets forward party's obligations and really describes each party's provisions of services and their oversight responsibilities. A training and education section which requires the MCP to provide education materials to members and network providers about the covered services and other party's services when available and setting forward on training responsibilities related to those services.
Slide 8	Amara Bahramioref – 10:21	There's also a referral section which requires the parties to refer to each other as appropriate and describes each other's referral pathways. There's a care coordination section, which as you've seen in the goals and the foundation of the MOU that really describes the policies and procedures for coordinating care between the parties and addressing barriers to care coordination and then really ensuring monitoring and improvement for the care coordination moving forward. We've also placed the quarterly meeting requirements, which requires the parties to meet quarterly to address care coordination and quality improvement activities to really improve the coordination and collaboration across the entities. There also is a quality improvement section which requires the parties to develop quality improvement activities specific for the oversight of the MOU requirements.

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Slide 8	Amara Bahramioref – 11:17	<p>In addition, some of the foundation of the MOU is really related to data sharing and confidentiality, which requires the MTPs to have policies and procedures for sharing the minimum data and information necessary to ensure that the MOU requirements can be met. So this really sets forward the minimum necessary information that needs to be shared to really support the care coordination and the goals of the MOUs. There's also a dispute resolution section that includes the requirement to describe the policies and procedures for resolving disputes that may occur between the parties. We've included an equal treatment section that provides that nothing in the MOU is intended to benefit or prioritize Medi-Cal members over persons who may not be receiving services from the other party. Then we have a general section that contains some of the contract requirements that are in the managed care contract, such as posting the MOU publicly once it's executed, the annual review requirements of the MOU and notating that the MOU cannot be delegated.</p>
Slide 9	Amara Bahramioref – 12:28	<p>So we wanted to give a quick overview of some new policy that was released that was incorporated into the TCM MOU which probably many of you have already seen as it was... The MOU was released for public comment and the comments are due back today. So DHCS will release an updated ECM policy guide in this month we anticipate, and then the new version of the guide is going to contain some additional provisions. So DHCS maintains the guidance that was effective July 1st, 2024, that members cannot duly enroll in county TCM and ECM.</p>

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Slide 9	Amara Bahramioref – 13:10	The updated policy guide that will be released this month provides a time limited exemption to TCM and ECM overlap, which really notates that beginning July 1st, 2024 members who meet ECM population of criteria, population of focus criteria should be enrolled in ECM and may no longer be enrolled in ECM county based TCM programs at the same time except for a one-year exemption from July 1st, 2024 to June 30th, 2025 for cases where the member is receiving county-based TCM for addressing communicable diseases for the sole purpose of receiving a home visiting program, supporting the healthy development and wellbeing of children and families.
Slide 9	Amara Bahramioref – 13:55	Ultimately, the ECM provider must retain primary responsibility for overall coordination across physical and behavioral health delivery systems and social supports. Then as notated, this is contained in the TCM MOU that was released for public comment. Then some other provisions that are really specific to the TCM MOU template includes the definition section, which really defines the LGA TCM program services, then LGA TCM program obligations, which provides a focus on the services that are provided by the TCM program. Then there's also a specific section related to eligibility screening and referrals to LGA TCM program and the MCP, which really clarifies the responsibilities across the parties and developing policies and procedures to support the screening and referrals.
Slide 10	Amara Bahramioref – 15:02	In addition, we have the coordination and collaboration between the MCP, LGA and TCM programs, which again requires policies and procedures to really outline coordinating members' access to care for services that are delivered in each of the delivery systems. So the MOU execution timeline for this, MOUs are required to be executed by January 1st, 2024 for this memorandum of understanding. We understand that the MOUs might take some time to execute. So we have implemented a requirement that the managed care plans can submit quarterly reports demonstrating good faith effort for the MOUs that are not executed by that July 1st, 2024 date. The managed care plans are aware of this process, so we will work collaboratively with them to receive that quarterly report and we'll work on establishing those timelines.

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Slide 11-12	Amara Bahramioref – 16:11	So we are going to pull down the slide deck and then open it up for questions with all of you. I will say that if you have any specific questions related to the TCM and ECM overlaps, I would encourage you to ask those early on as we do have some subject matter experts that are here today, that are only able to join us for the next 13 minutes or so. So if you have any of those questions, please prioritize those at the beginning of the call. Feel free to raise your hand and or drop your question in the chat. Then Alice, I'm going to request that you pull down the slide deck so that I can see people's faces and really have an collaborative...
Slide 12	Amara Bahramioref – 17:00	Then Amy, I see your question about the due date for the quarterly report. We have not established that when the targeted case management MOU quarterly report will be due, the MCPs were already required to submit their first quarterly report at the end of December. We've received that for all of our managed care plans for the MOUs that have already been issued and so that we'll have more information forthcoming. We are anticipating releasing this MOU template sooner than we've issued those other templates. So our hope is that the MCPs and TCM programs will have the MOUs executed by July 1st, 2024, but we understand that there may need to be an opportunity to communicate good faith effort. Alrighty. Could you please provide more information about the overlap of TCM and CHW services?
Slide 12	Laura Miller – 18:15	It looks like Amara froze just at the wrong moment. She did. I'm Laura Miller. I'm in primary care internal medicine doc in quality and population health management. I think I want to want to wait on that. I know that we have talked about those differences, but I'm not prepared to delineate perfectly, so I want to let that one be unless somebody from Manatt or other DHCS folks are on the line and can support that. So I'm going to go on to the next question. There's Amara back. Are you stable and able to chat Amara?
Slide 12	Amara Bahramioref – 19:14	Yes I am.

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Slide 12	Laura Miller – 19:19	I was trying to riff here. I was wondering, so I am not able to super accurately answer the TCM CHW question, so if you can take that one, that would be great. It's the overlap question.
Slide 12	Amara Bahramioref – 19:37	Yes, thank you. That is a great question. I think I'm going to need to circle back with you...
Slide 12	Laura Miller – 19:46	Okay. Amara is intermittently freezing, but I did hear her say circle back, so that's great. So we will do that. The question from Melissa about does TCM have the same populations of focus? The ECM populations of focus are not the same as TCM and I would describe it as a series of overlapping Venn diagrams. So other than those two TCM services, the communicable diseases and the home visiting for newborns, et cetera, those are the two that are on a glide path and are allowed to have ECM and TCM for this year. But otherwise they are different populations of focus. The next question, some MOUs are executed sooner than others. Is there a standard annual review due date or does it go by execution date? Amara really is the subject matter expert on this one, so I'm going to have to defer that.
Slide 12	Amara Bahramioref – 21:16	Thank you Laura. I'm back. Thank you. I apologize, I'm having some technical difficulties, so I'm going to stay off camera in hopes that I can stay connected because I keep getting disconnected, so I apologize. Thank you for that question, Amy. I think we are going to need to circle back with you on that as most of our focus has been on the MOUs that are executed July 1st or January 1st. It's a great question. We are going to need to take that back and then provide a response. I will notate that the execution dates are going to be different regardless of when we've required the MOUs to be executed.

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Slide 12	Amara Bahramioref – 21:52	So I think we need to think through that a little bit more and provide some additional details to the plans. So thank you for that great question and thanks Laura for filling in. It looks like we have another question. Isabella, on TCSs TCM site, there is a link for a list of LGAs participating in the TCM program, but it only gives the TPs by county. Where would we find a list of LGA names for the county? Is there a different from the TCM MOU at all? Do we have anyone that oversees the TCM program from DHCS? Do we have Uma on the call by chance that can maybe provide a little bit more information on the county list? It looks like Uma is...
Slide 12	Uma de Silva – 22:58	Hello everybody.
Slide 12	Amara Bahramioref – 22:59	Thank you.
Slide 12	Uma de Silva – 22:59	Yes, I'm on the call, but I'll have to circle back on that as well. So let me take this question back and then we'll share the responses. Amara I'll work with you on how we share the responses.
Slide 12	Amara Bahramioref – 23:11	Sounds great. Thank you. We appreciate that feedback.
Slide 12	Uma de Silva – 23:15	Definitely.
Slide 12	Amara Bahramioref – 23:22	Alrighty, some really great questions. So thank you all. Do we have any more questions? Feel free to raise your hand and or drop it in the chat. There's flexibility in the term of the MOU and that's why it's contained in bracket. So really there needs to be a level of coordination between the parties on how long the term will be. We do have a requirement on the managed care plans to complete an annual review of the MOU.
Slide 12	Marisa McGrenera – 24:02	Hey Amara, I see a question from Sarah Grant about the cover page of the local health department MOU. I can speak to that. Attachment F just means it's an attachment to the APL that was released along with the MOUs, which contains the requirements and expectations on MCPs. So the MOU is a template to be utilized, but as it was published, it was published as an attachment to the APL. So that's why it says attachment F.

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Slide 12	Amara Bahramioref – 24:32	Thank you. Any other questions? Yes, we can drop the APL in the chat for you. It's 23-029, but I'll drop it in the chat as well. Oh, thank you Sophie. Alrighty. Any other questions? Are MCPs required to have liaisons with each LGA? Yes, that would be a requirement to ensure that there would be coordination and really ensure that there's a point of contact to assist with resolving any concerns. So there would need to be a point of contact for each LGA. Now whether it's a different point of contact or not, we really need to make sure that the needs can be met. So we understand that there may need to be some flexibility in that regard, but making sure that there can be appropriate coordination to resolve any concerns that are addressed would be important to take into consideration when assigning those liaisons.
Slide 12	Amara Bahramioref – 26:08	Great questions. Any other questions? We'll give it just a minute longer. When will the final MOU be released? So next steps for the MOU, great question. We are expecting all feedback in today. We will be reviewing the feedback, making appropriate edits to the MOU template and then we'll be releasing it as final. So I would anticipate it being released as final in the first quarter of this year. We don't have a firm update at this time because it's really dependent on the number of comments that we receive for this MOU, but we're looking forward to receiving the feedback and then determining what edits we will and won't be incorporating based on the feedback we've received.
Slide 12	Amara Bahramioref – 27:05	Any other questions? If not, I want to thank everybody for joining us today and I want to thank our internal partners for joining and supporting the discussion and we'll circle back on a few of the questions that we received that we didn't have answers on, and thank you so much for that. I see one more question. Will there be an opportunity for stakeholder feedback on included edits for the final MOU? There typically is not. We will work with some of the key associations to ensure and complete kind of a fatal flower review before we do final edits, but we do not anticipate that we would release for an extensive stakeholder review process a second time as we've already distributed that for stakeholder feedback.

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Slide 12	Amara Bahramioref – 28:05	So if you have any feedback now, please feel free to submit it. Today is the last day to submit feedback. The deck should be attached to the invite. If you did not receive a copy of that, we'll be sure to make sure that you receive a copy. It'll also be published on our website and the recording will also be available on our website. Thank you Sophie, for attaching the deck.
Slide 12	Rebecca Grageda – 28:29	I have a question though about the changes. Is it okay to ask?
Slide 12	Amara Bahramioref – 28:33	Absolutely.
Slide 12	Rebecca Grageda – 28:34	So you were saying that this is pretty much the final for public comment. If there's any changes that maybe weren't on the original, would that go back out for public comment or will it just be what it is? Whatever folks have provided as their comments or suggestions, they'll be taken into consideration or not and then it is what it is or... I guess what I'm saying is if there's going to be some extensive changes, will it go back out for public comment?
Slide 12	Amara Bahramioref – 29:07	That's a great question. We don't anticipate extensive changes based on how we've done the process before. I also want to reiterate that the MOUs are really intended to cover and contain existing policy. So there would've been an opportunity to provide feedback on other policy that was implemented and really it wouldn't be a large divergence from what we have already included. If we would make edits and if there was a large divergence, we would work with our association partners. We've been working very closely with CIAC on this and we would work through that same process. So I do want to flag that. We don't anticipate major changes to the template and it's really just codifying existing policy. If there are major changes from our current policy, we would be working with our association partners, but we don't anticipate it would go out for a public comment again.
Slide 12	Rebecca Grageda – 30:05	Thank you. I have another question regarding TCM and ECM. I know that there's an exception for one year for the overlap for those certain populations. Is there going to be any further talk about that it being extended or making an exceptions or is that between the MCPs and the LHJs or does that need to come from DHCS, if at all?

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Slide 12	Laura Miler – 30:33	So I can speak to that a little bit. That was, I would say, an extended conversation to achieve that exception with CIAC and DHCS. So I think that that is probably no more movement there is what we would expect. So the one-year exception and then that would close. I don't anticipate there being further opening up of that conversation. It was extensively discussed before the exception was concretized.
Slide 12	Rebecca Grageda – 31:13	Thank you very much.
Slide 12	Amara Bahramioref – 31:18	Thank you. Then I see a few more questions. Will the policy guide be released before or after the final MOU is issued? We anticipate that the policy guide would be published before that final MOU is issued. If you have any feedback to add to that, please feel free to come off chat. If you want to have a conversation, it might be helpful to have a conversation if there's anything else that you want to add. If not, not a problem. Then I see another question. Are MCPs required to conduct the quarterly meetings prior to the execution of the TCM MOU?
Slide 12	Amara Bahramioref – 31:57	I will say the expectation is that the MOU would be executed July 1st, 2024. We wouldn't anticipate that there would necessarily be quarterly meetings prior to that execution date. But really conversations between the two parties to determine what provisions will or won't be contained in the MOU for those optional provisions that I talked about a little bit more in detail. So there would need to be a level of coordination to execute the MOU, but as far as quarterly report meetings prior to July 1st, we would not anticipate. We would not make that a requirement. All right. Any other questions?
Slide 12	Uma de Silva – 32:49	I just had a follow-up question for Isabel who raised a question about the target populations for TCM. So thank you for sharing the link and I looked at the page and on the left side of the page it lists all the LGAs. So I'm wondering if you were referring to a list of MCPs by county? I just wanted to clarify your question.

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Slide 12	Isabel Silva – 33:17	Hi Uma, it's Isabel. Thank you so much. No, I was trying to find out which local government agencies were participating. So are we... On that site it lists the county, so I represent Kern County. So is it the local health department that's participating? Is it our county probation agency that's participating? That's what I'm inquiring about. I'm still learning about the whole TCM process and program. So any background would be helpful.
Slide 12	Uma de Silva – 33:54	Thank you for clarifying. Yes. So it depends on the county and for Kern County, we'll just have to go back and make sure we know which agency within the county we are participating. Sorry. Thank you, Sarah. So for Kern County, it's probation.
Slide 12	Isabel Silva – 34:12	Thank you very much. That's what I figured, but I wanted to confirm. Thank you so much.
Slide 12	Uma de Silva – 34:16	Perfect. Thank you.
Slide 12	Amara Bahramioref – 34:30	Great questions. Anything else? Great. Thank you. Well, we look forward to receiving your feedback. I appreciate your patience as we work through some technical glitches today. Really want to thank everybody for joining. I appreciate the partnership that we've had with our internal divisions as well as our associations. It's been a collaborative effort and we look forward to further collaboration. So thank you everybody for your participation today, and we look forward to receiving your comments.