

Managed Care Plan – Correctional Facility MOU Template Webinar

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Speakers:

- » Michael Hedin
- » Autumn Boylan
- » Amara Bahramiaref

TRANSCRIPT:

11:00 – 11:06am—Michael Hedin—Slide 1, Opening

This is our Department of Health Care, Department of Health Care Services (DHCS), managed care plan, Correctional Facility MOU template. Stakeholder webinar welcome. It's 11:00. We're just getting started.

I see we have about 60 or so of us joining the meeting. Looks like the attendee list is climbing slowly, so I'm sure a few more will be joining us.

So for today my name is Michael Haddin.

I work at DHCS. In the program support unit under the Correctional Facility.

Oversight section under Autumn Boylan, and we're excited to give the presentation here today.

I just want to give a little bit of housekeeping and to set you all up here. So this is a team's webinar, so we've disabled the mics and the video.

So you're not gonna be able to turn those on. The chat has also been turned off, but we will be using the Q&A feature. And so the Q&A feature you can find that button.

Select it and then throughout the presentation.



Feel free to send in your questions.

Questions. And then at the end of the presentation, we should have plenty of time.

We can go through those written questions and maybe some verbal questions, but feel free to send those in.

We'll address those towards the end of the presentation at the Q&A area.

This presentation will also be recorded and so after we finish the presentation today, we'll have an e-mail going out to everybody who registered with some other supporting documents such as we're gonna send out.

Presentation here that we're gonna look at today.

We're gonna also provide the MOU, Umm template along with an Excel spreadsheet to send in any feedback.

And so when we send that e-mail out, I'll also give you a reminder of when that stakeholder comment period is over as well.

So everybody's aware of that.

Looks like, yeah, we're climbing up there pretty good at the attendees.

We got about 85 on the line right now and I see it's still climbing.

So welcome everybody.

Thanks for coming today.

I will pass this over to our presenters today, Autumn Boyland and we also have Amara and I should have asked how to pronounce your last name, Amara.

11:06—Autumn Boylan—Slide 2, Objectives for Today's Webinar

All right.

Good morning, everybody.

Thank you so much for joining us today.

And Mike, you can go to the next slide. Today's presentation is really about the Memorandum of Understanding that template that we have shared out for public comment.

The session will walk through the MOU, including the MOU requirements for our medical managed care plans and this session is specifically focused on the Memorandum of Understanding template.

Between the managed care plans and correctional facilities.

This is part of the justice involved reentry initiative and when we launch the justice involved reentry initiative last October, there were a lot of questions about MOU



agreements between the managed care plans and the correctional facilities.

And this is kind of a result of some of the feedback and lessons learned that we've gotten from the participating county's have been.

And a part of our reentry initiative since last year, it's also a part of kind of an outcome of the work that we've been doing with our managed care plans.

In partnership with the California Department of Corrections and Rehabilitation and California Correctional Health Care Services, or county jails and use correctional facilities. We really see that Memorandum of Understanding as an opportunity for our medical managed care plans and Correctional Facility partners.

To deepen and strengthen the relationships that exist.

In some form or another between the MC, PS and correctional facilities across the state, as you all have been working collaboratively to plan for and implement the reentry initiative.

But this MOU really gives us an opportunity to take those agreements and relationships a step further by memorializing some of the data sharing expectations, making sure that there's clear.

Understanding of the roles and responsibilities of managed care plans to support re-entry of individuals who are, or who are recently incarcerated and released back into the community, or will be releasing back into the community as part of the Re-entry initiative and really to make sure that we're support.

Individuals appropriately in community based settings so that.

Individuals have more support.

For a coordinated reentry, and that the managed care plans are taking the responsibility to help ensure that that coordinated re-entry is happening through their network providers for enhanced care management.

So we've talked a lot over the last year or two about the reentry initiative itself. And although this MOU was not necessary at the beginning of.

The Go live period in October of 2024, when the 1st.

Three correctional facilities went live.

We did always plan to have the MOU template made available so that it could become a part of this program.

So that's what we're rolling out here today.

So there is an expectation on part of the medical managed care plans as part of your managed care plan contract that the managed care plans are making a good faith effort to execute these memorandums of understanding with our county Correctional Facility partners.

And with the California Department of Corrections and Rehabilitation, California Health,



California Correctional health care services teams for state prisons as well. And so today, we're going to talk about the MOU requirements and kind of the approach that DHCS take in terms of the standard MOU templates. We'll also review the specific provisions of the Managed Care Plan Correctional Facility. MOU template discuss our approach to executing these agreements and what that what the expectations are for our medical managed care plan partners and leave plenty of time for Q&A. And as Mike said, you can ask your questions throughout the presentation in the Q&A and.

11:07—Amara Bahramiaref—Slide 3-6 General MOU Goals and Requirements

Perfect. Thank you so much, Autumn.

Good morning.

My name is Amara Bahramiaref and I'm the branch chief in Managed Care Quality and Monitoring and the Managed Care Policy Branch and my team was responsible for the development of the MOU policy in the contract and also the All Plan Letter and also providing the support for.

The development of the Memorandum of Understanding templates and also supporting the monitoring.

So we kind of have our hands in all of the different pots here. We have had the opportunity,

for this specific MOU to work in partnership with office strategic partnerships and we're really excited about this opportunity and it's a pleasure to be here today.

With that, we can go to the next slide. So as Autumn sort of already described, there were 2024 Medi-Cal Managed Care Contract requirements that requires that managed care plans to enter into MOUs with third parties. So we actually.

Developed about 13 specific MOU templates.

Understanding that Medi-Cal members are getting.

Services from other partners.

You know the delivery system for Medi-Cal members can be very complex and we really wanted to focus on a whole system person centered care approach with all of the different entities that are providing care for a Medi-Cal members.

So we established some goals while we were moving forward with this effort to develop



these, the policies surrounding the MOU, so.

Today, we're going to be specifically talking about the Correctional Facility MOU, but really just want you all to be.

Aware that there is 13 other MOU's and so we really tried to think about this from a holistic approach and how we can really bring together all of the organizations across the State of California together to have some consistent approaches, but also grant flexibility as we.

Understand that there are a lot of nuances at the local level, and so you'll sort of see that in the development of the MOU as Autumn kind of dives into it a little bit further. Later on in the presentation.

So some of the goals for the MOU really incorporating existing program requirements into a single document for the managed care plan and in some circumstances for the other party.

Also, establishing pretty minimum requirements that you'll see and what we refer to as our base MOU.

So training. Ensuring the parties ultimately understand roles and responsibilities across the partnership, you know, data sharing, there's also quality assurance section.

So it's some of these you'll see more specifically.

In the base MOU that we'll over in more details also really ensuring that there's clear roles and responsibilities of who is responsible for providing what service, including MCP services that are carved out of the managed care contract, ensuring that there's really clear and transparent roles and responsibilities for.

The relationships between the managed care plans and ultimately the correctional facilities on establishing consistent and formal on processes for how.

These entities will ultimately coordinate care and then also providing some mechanisms for oversight and accountability to ensure ultimately we're working collectively and collaboratively to improve our delivery system for our medical members.

With that, we can go to the next slide.

So we really just kinda want to take a quick moment to overview some of the policy that we developed and sort of how we set up the MOU structure. As I mentioned, the Correctional Facility MOU is one of 13 MOU templates to the department has developed and or.



Plans to develop. And so we really just wanted to flag that for awareness.

I mentioned already that there is contractual requirements, but we also developed what we refer to as an all plan letter which is guidance to our managed care plans that really sets forward detailed.

For the expectations of what?

What the managed care plans must do from a policy and also a monitoring perspective so that APL is 23-029.

It is published on our Managed Care MOU website.

I'm happy to drop that into the link after on my portion of the presentation, but the MOU requirements really explains the intent and the purpose of the provisions set forth in the MO U's it sets really clear expectations for.

The MCP, such as publishing their executed MOU on their website.

Completing an annual review of their MOU, publishing a report on annual report on their website.

So really trying to make sure that we're setting forward clear expectations for our managed care plans and trying to be transparent as possible on with the other party and other organizations that are interested in the executed MOUs. And as I mentioned this APL also lays out monitoring.

How we plan to ultimately monitor the execution of these MOUs.

The department also developed what we refer to as a base MOU template.

So this template is really just meant to sort of standardize what provisions are included in all of the 13 MOU templates that we developed that are more program specific.

So for the conversation today, we did develop a managed care Correctional Facility specific MOU template that contains more general and program specific provisions.

The base MOU template is really just sort of our standard and what we use to ultimately develop.

Follow up all of those other very specific what we refer to as bespoke MOU templates.

And that MOU, you can also be executed for entities that may not have a program specific MOU.

So maybe a little less applicable for this conversation, but just a good to understand that the base MOU template really is a standardized template that's in all 13 MOUs us throughout. For that the department developed.



In the provisions as well, you will notice that we do have some.

Optional and recommended provisions that are notated in italics throughout the MOU template. You may have already seen that and those were just, you know, in many circumstances items that we don't necessarily have requirements for, but we would recommend that the parties consider when they're negotiating the MOU so.

You will see those notated in italics, and for today's conversation we do.

We will be specifically talking about the Correctional Facility MOU.

As I as I mentioned it contains the base MOU and then specific program requirements including requirements based on existing Correctional Facility, guidance of the departments issued.

It also, as mentioned, includes recommended provisions.

We definitely love your feedback. If there's any additional recommended provisions that we should consider to include and then includes links to specific policies that are incorporated in the MOU.

So that one stop shop for everything related to the collaboration and coordination between the managed care plan and the correctional facilities.

And with that, we can go to the next slide.

So really just wanted to talk about some of the resources that we created as a result of this sort of larger effort.

So DHCS maintains resources to assist MCP's and correctional facilities with MOU implementation. Our department has stood up this MCP MOU website that contains a bunch of helpful information.

So it contains that all plan letter that I was discussing to you, if you're not a managed care plan and you're curious about the requirements on the managed care plan that's linked on the website. It also includes the link to the base MOU.

And then once we move forward with finalizing the Correctional Facility MOU template, it will be published on the website.

It also includes, you know, quick updates and additional information such as an MOU FAQ, which provides some really helpful context to address some questions that you may have as you're executing the MOU. So it really encourage you all to take a look at that.

And then if there's any specific questions regarding sort of the MOU structure and



requirements of the MOU, we're happy to.

Help support and our e-mail address is also listed here. So MCP MOUS at dhcs.ca.gov and then our partners in Office Strategic Partnership also has the DHCS Justice Involved Initiative website, which you probably are pretty familiar with and that includes the. Link to the policy and operational guide for planning and implementation of JI Re-entry Initiative. And then they also have an e-mail specific if you have.

A specific question related sort of the policy requirements.

On the managed care plans or the correctional facilities?

So they would be able to assist you with that. And with that, I believe I'm going to be passing it back to autumn.

11:15—Autumn Boylan—Slide 7-10-MCP-CF MOU Provisions

All right.

Thank you so much, Amara.

And again, we'll be monitoring the Q&A throughout the session. So folks have questions as you are going as we are going through, please feel free to drop them in the Q&A and we'll be happy to answer them. And as Mike said at the top.

Of today's webinar we will be sharing out all of the information.

Presented today, including the MOU template for public comments.

And Amara, just put the link to the MOU web page in the chat.

So let's get to some of the specific details for the MCP Correctional Facility MOU.

And as Amara said, you know, these are bespoke templates that are really are meant to be a template that can be used by our managed care plans with a Correctional Facility partner specific to.

The reentry initiative and the relationship between correctional facilities and the managed care plans.

But the idea is that all of the components of the MOU are going to be consistently applied in arrangements and agreements between managed care plans and correctional facilities.

So we really do want to get your input on the provisions. If we go to the next slide, you'll see that the purpose and we've talked about this already a little bit, but some of the things that the MOU specifically address.

As a service provision, care coordination, which again is essential to a coordinated reentry and supporting individuals as they are being released from incarceration and and integrating back into the community referral protocols. Oversight of the MOU itself and other requirements that are specific to the reentry initiative and.



Detailed in our policy and operations guide as well as the 20.

24 MCP contract.

So we are hoping that through negotiating the MOU Managed Care plans and correctional facilities will, like I said, deepen and strengthen their relationship, open channels of communication and explicitly agree to terms and around how those communications will happen and the frequency for example, want to make sure that. Each party understands the respective services that are being offered and that there's clear referral procedures.

And operational procedures that are outlined in the MOU and again clearly delineates the roles and responsibilities on the next slide. You'll see kind of an overview of each of the sections that's included in the base MOU, which includes specific definitions and services that are covered by the MOU.

The obligations of each party that enters into the agreement, training and education requirements for providers and Members.

Referral protocols.

The provision of quarterly meetings.

To discuss and monitor the implementation of the MOU, make sure things are staying on track and that the coordination is actually happening. There are specific provisions around quality improvement, data sharing and confidentiality, dispute resolution, and some other kind of more general terms.

So these are all of the requirements that are consistently.

In all of the MOU templates.

But the actual context and substance of the MOU terms is specific to the re-entry initiative. Go to the next page, you'll see some of the details that are specific to the Correctional Facility MOU.

So for example, under the definitions, it includes terminology such as the Ji liaison.

Who? The Correctional Facility responsible individual is for the MO U.

Who and who? The liaison for the managed care plan, will be at the Correctional Facility.

We define terms such as behavioral health link and prerelease care manager.

Those terms are already identified in our Ji reentry policy and Operations guide, but really kind of putting them here as well to make sure that folks understand the roles and responsibilities that those clear definition in terms of.

Of which roles need to be filled as parties to the MOU.

It also includes both the MCP and Correctional Facility obligations

11:24—Autumn Boylan—Slide 11



So the correctional facilities in this context are required to implement the reentry initiative as part of California's 1115 waiver that's detailed in statute that all correctional facilities must go live with the reentry initiative by October.

Of 2026.

And again, those requirements are spelled out in the policy and operations guide.

It also includes the managed care plan responsibilities in terms of ensuring that there is an ECM provider assigned that the JI liaison is the point of contact to make sure that the enhanced care management provider is being assigned to support people who are releasing from incarceration that there.

Is somebody at the managed care plan who's taking response?

Ability and is accountable to making sure that they are upholding their own obligations related to the MOU and to their obligations to the Correctional Facility and to make sure that they're training and educating their providers. For example, goes into some detail about those training and educational requirements include.

What training?

The managed care plans may provide to correctional facilities and to their providers about the services that are available.

And on the next page you see some additional requirements about the referrals and what you will see in the document.

Can we go to the next slide please?

11:24—Autumn Boylan—Slide 12-13

So in the referral section of the MOU template, it includes.

You know an obligation for the parties to work collaboratively to develop policies and procedures around referrals.

A lot of this work, by the way.

This isn't new requirements.

This is just memorializing existing requirements that are outlined already, specifically in the reentry initiative policy and operations guide, but memorializes some of the collaboration and agreements.

Between managed care plans and correctional facilities to work out some of the details about how they will operationalize those requirements that are part of the policy and operations guide for the reentry initiative.

So again, some of the specifics around that include.

Whether you know that around the care management model, making sure that the documentation that supports the individual, such as the health risk assessment, the reentry.

Care plan are shared with the managed care plan and the ECM provider post release

and making sure that there are mechanisms in place for the managed care plan and correctional facilities to share information that's needed to support authorization of services and supports for Members upon release into the.

Community, making sure that there's an identification of post release covered services that is specified in the Reauthor plan and that there are processes for the warm hand off.

To happen between the pre-release care manager and the ECM provider so that that continuation of services can happen in the Community setting and there's also a section specific to closed loop referrals which is a mandate for our Medi-Cal managed care plans to make sure that the referrals that.

Are made to ECM and community support providers.

Are actually happening in that there's a closed loop around?

Those referrals to make sure so that they can be tracking to make sure that folks are getting access to the care and support that they need on the next page, you'll see some of the care coordination and collaboration responsibilities that are spelled out in the MOU which include.

Requiring parties to work collaboratively to develop again the operational procedures related to these components, that there is a care manager assigned pre-release and post release depending on the.

On the model that the Correctional Facility.

Is implementing for care management whether that?

An embedded care management model or a mixed model or in an in reach model. We want to make sure that those arrangements are clearly outlined and the mechanisms for the reentry, planning and coordination are specified in the Memorandum of Understanding Agreement next.

And then there's some optional requirements in the template, including kind of the preferred modes of communication required, timeframe for response.

Those details can be negotiated between the managed care plan and the Correctional Facility.

We want to make sure that the county specific prerelease care manager and post release J i.e. CM provider assignment process is clearly detailed that there are specific processes in each county for identification.

Of providers that may serve as in reach providers, and ideally that those are providers that are a part of the managed care plan network.

So if there's some continuity of care that is happening for Members who are receiving prerelease and post release services, and the specific processes around identifying an out of network Beaver health provider, if there's not an in network behavioral health

provider.

That can see the member within the recommended.

Time frame for follow up.

So these are just some of the additional components of the MOU that we believe should be discussed and negotiated between the managed care plans and the correctional facilities as part of this process of negotiating and entering into an MOU. All right, next slide.

11:30—Autumn Boylan—Slide 14-Approach to Executing MCP-CF MOUs

So next we want to kind of get into the approach for executing these agreements and what the state's expectations are in that regard.

So if you go to the next page, you'll see this outlined. We do expect county jails and youth correctional facilities to enter into these memorandums of understanding that can be done, however, at a county level.

So for example.

The County Sheriff would sign on behalf of all of the jails in the county.

And county probation would sign on behalf of all of the youth correctional facilities in the county.

We do understand, though, that there are unique circumstances in each county where it may be the County Sheriff that is leading the reentry initiative work or it could be another county entity that is leading the Correctional Facility work. So as part of your comment period.

Review of the MOU template.

We'd love to hear feedback from you all.

All about who do you think should be the signatory of these memorandums of understanding.

Certainly there are county entities such as public health or health services or other departments like behavioral health, who have a role to play in the justice involved reentry initiative.

Some are even leading those efforts, such as public health, could be leading the actual reentry work.

But we know that there are agreements between those county entities.

And the County Sheriff for county probation officer.

And so we want to make sure that all parties that are necessary to enter into the agreement and carry out the obligations that are specified in the agreement are part of the agreement itself.

And so we'd love to hear feedback on that piece as well. And for state prisons, the plan is to negotiate a single MOU on behalf of all state prisons with.



With each of the MC, PS and we've been having.

Conversations with our colleagues at the California Department of Correctional of Corrections and Rehabilitation and the California Correctional Health Care services agencies around the MOU, in collaboration with MCPs on a regular basis.

So we'll continue to have those conversations, but.

You know, this is kind of our approach.

We don't need necessarily an agreement for each Correctional Facility, but at a county level with those entities that are responsible for carrying out the.

Obligations under the MOU next.

In terms of the timeline for executing the MOU.

The expectation is that for correctional facilities that go live with prerelease services prior to or on January 1st, the Correctional Facility and the MCP would.

Negotiate the MOU and execute that agreement by January 1st.

And if that deadline is not met, that there be quarterly reports.

On the progress of negotiating that MOU that are submitted by the Managed care plan and the Correctional Facility and then for correctional facilities that go live or counties that go live with pre release services after January 1st, 2026, we would want that negotiation to still be.

Happening as part of the lead up to the go live so that the MOU is in place by the go live date.

Again, all of this is up for comment, so you can comment on the MOU template itself as well as the execution timeline. When you provide your responses to the MOU.

But this is what we are aiming for and what we're seeking comment about.

And one of the best practices that we wanted to highlight here is that you really if you haven't already started negotiating the terms of the MOU that you commence negotiation.

In the terms of the MOU, when the readiness assessment is submitted by the Correctional Facility, so that would apply, for example, for that second cohort of correctional facilities that may go live in April, July or October of 2026 next.

All right. So in terms of next steps, go to the next slide.

Again, we have released the MOU template. We'll share it out with everybody who's a part of this call today and we're seeking public comment on the MOU when we put out the MOU template. We also put out an Excel document that we would like for folks to.

Add your comments to so that we can easily.

Review and make sure that we're incorporating all appropriate feedback and getting the MOU turned around.

Very quickly, once the comment period closes, so please review the MOU. Add your



feedback to the feedback matrix and return your feedback to DHCS by Friday, August 22nd and the feedback should be sent to CalAIMJusticeAdvisoryGroup@dhcs.ca.gov. We will then review all of that feedback.

Make any appropriate revisions to the template.

We'll have another webinar.

After the final MOU is released so that we can review the modifications and close the loop with you all in terms of what feedback was incorporated into the MOU and what the expectations are for incorporating for, for negotiating and executing the MOUs.

And that's it.

So we I know we have lots of time still left in today's meeting.

We do have a few questions in the chat. Folks can also raise your hand if you have comments or questions that you'd like to make, and we will do our best to answer all of the questions that are coming through. If there are any questions that we Don.

Get to today.

We'll be happy to share our responses to those questions.

Later this week, but we'll start with the questions that are in the chat while folks are thinking through what you've heard today.

So the first question I see is from Renee steeply.

The draft doesn't currently include any Correctional Facility specific data security requirements, and the examples given are DOJ requirements.

Cory and Klits, will that be incorporated into the draft?

There are specific requirements around data security.

You are welcome to make recommendations about additional requirements that are that should be included.

Since all correctional facilities are required to apply to be a medical provider as an exempt from licensure clinic, all of the correctional facilities are also covered under the HIPAA provisions, which are spelled out in the medical provider agreement as well. And so the MOU currently relies on those.

But.

If you think something's missing, please feel free to provide those comments and include citations to the specific requirements that you would like us to consider, including, and then the next question I see is, since the MOU is required by the MCPS, is that their independent responsibility to?

Ensure that the MOU is enacted rather than the third party responsibility.

I'm not sure exactly what that means, but I will say that.

But it is a requirement that the MCPS make a good faith effort to negotiate and enter into the Memorandum of Understanding with our Correctional Facility partners.



However, as part of the reentry initiative.

And what's required, kind of under the state mandates and state law for participation in the reentry initiative. It is the expectation that our county Correctional Facility partners.

Do enter into such an MOU.

With the managed care plans as part of this program and that is detailed in our policy and operations guide as well.

So although it is MC PS responsibilities to initiate those negotiations.

We do.

There is an expectation as part of the reentry initiative that correctional facilities reciprocate.

Let's see.

Just checking for new questions.

11:45—Autumn Boylan—Slide 15-Q&A

OK.

So we have a few.

One of the next questions is if we have our MOUs in place with our county entities, are we still going to need a release of information for each department? Or does the MOU cover us for data sharing?

For the those currently in custody at the county jail, DHCS did release a call in data sharing authorization.

Guide as well as re-entry data sharing tool kit for.

To discuss kind of what's needed in terms of data exchange and releases of information.

But the MOU does provide a mechanism for data sharing.

As well, and so I think that it would be good for folks to take a look at the guidance that's been provided and if you have any questions about that specifically, you can.

E-mail us at CalAIMJusticeAdvisoryGroup@dhcs.ca.gov.

We'll put that in the chat for folks.

OK.

And then there is another question.

How are individuals handling the execution of data sharing agreements in conjunction with MCP MOU? Other programs in our county usually execute the MOU prior.

However, with the go live deadlines, there is a stricter deadline.

So I think that question was actually not for DHCS, because they're asking for input from others.



So if others want to weigh in on that question, feel free to raise your hand and do so. That MOU, we are working through a data sharing agreement template as well between CDCR and our managed care plans. That template could be used as an appendix to this MOU, although there are data sharing provisions included in the MOU as well. And so I think that there are kind of parallel tracks in terms of what's happening. But again, if folks have other comments or Amara, if you have feedback on any particular.

Issues that are raised in the questions feel free to raise those.

And I know that there's a couple of.

Comments like for example IHE should be covered as well.

Thank you for that feedback.

I believe that we have addressed the questions that are, oh, wait, let me refresh. Sorry about that.

Who do we contact for a copy of the webinar recording in the previous data sharing recording we will send out an e-mail to all of the registrants.

And participants from today's meeting with the materials and information from today's webinar and make those available to folks. You can also e-mail us at our Kellyanne justice involved Advisory Group if you don't receive the materials and recordings and we'll make sure to get those over to you.