

Introductions

Amara Bahramioref, Branch Chief, Managed Care Policy Branch, Managed Care Quality and Monitoring Division (MCQMD), called the Managed Care Advisory Group (MCAG) meeting into session and welcomed all in attendance on the webinar.

Directors Opening Remarks

Michelle Baass, Director, Department of Health Care Services thanked the group and recognized all the recent updates and changes.

2024 Managed Care Plan (MCP) Post-Transitional Updates

Bambi Cisneros, Assistant Deputy Director, Health Care Delivery Systems (HCDS) gave a presentation on the 2024 MCP Post-Transitional updates.

- » MCP Transition Monitoring Approach:
 - Used MCP survey responses to collect information on all transition members and special populations and community supports.
 - Stakeholder surveys
 - Data sharing across plans
 - Post transition monitoring – data regarding timely claims payments, member grievances, and access for potential oversight actions.
 - Regular Quarterly Monitoring – tracks trends and indicators such as grievances, CoC, etc.
- » Subacute Transition Context – approximately 4,700 members identified to transition from FFS to an MCP on January 1, 2024: about 4,000 ICF/DD and 700 Subacute.
- » Oversight – working with ICF/DD, hosting office hours and meeting weekly with ICF/DD providers.
 - Weekly meetings with key ICF/DD home providers and provider associations to discuss concerns.

Enhanced Care Management (ECM)

Laura Miller (MD), Medical Consultant II, Quality & Population Health Management gave a presentation on ECM Program.

» Population of Focus (POF) Launches:

- Launched Birth Equity POF:
 - Priority focus area for TCS includes transitions for pregnant/postpartum individuals.
 - FAQ soon to be available on ECM webpage.
 - Recently had transitional care services summit in LA. ECM Equity of Population was highlighted at that summit. Takes a while for data to flow after POF focus launches but that's what these meetings are for.
- Launched Justice-Involved JI POF:
 - Pre-release JI services planned for October 2024
 - Post-release services started in January 2024
 - Meeting with plans 1:1
- Spotlight release on ECM for Homelessness:
 - Spotlights help with storytelling and providing policy.
 - Inter-relation with ECM and CS. Spotlight helps promote this relationship.

» Quarterly Implementation Report Data Update:

- DHCS released updated ECM and CS Quarterly Implementation Report on Jan 29, 2024, summarizes implementation trends and data for the first 18 months of both programs (Jan 2022-June 2023).

» Referral/Authorization Process Update:

- Unified form that standardizes referrals. Previously, initial authorization was a standard 12 months with six (6)-month increments. ECM is a long-term change and cannot be fit into six (6)-12 months.
- If there's data that qualifies a Member for ECM, the plan should authorize. Majority of referrals should be sourced from community to reach out to the plan.
- Recent ECM Updates:
 - Updated policy guide
 - POF criteria to be enrolled in ECM and not enrolled in ECM/County-based TCM programs at the same time.

- Has One (1) year exception where a Member can be in both County-based TCM for communicable diseases and County-based TCM for home visiting programs.
 - Exclusively Aligned Enrollment (EAE)
- » Persons Experiencing Homelessness Spotlight

Screening and Transition of Care Tools

Alexandria Simpson, Staff Services Manager II (SSMII), Medi-Cal Behavioral Health Policy and Dana Durham, Division Chief, Managed Care Quality and Monitoring Division (MCQMD) gave a presentation of Screen and Transition of Care Tools:

- » Previous methods led to inconsistencies around when and how members were referred. To streamline the process and improve patient care, DHCS developed standardized Screening and Transition of Care Tools.
- » Working groups to inform tool development and process included beta testing, pilot testing, field testing, and public comments to solicit feedback.
- » Successes of the care tool:
 - Increased clinical efficiency and reliability.
 - Supports information exchange across delivery systems.
 - Provides insight into service delivery and supports care coordination and non-duplication of services.
 - Undertook an assessment as implementation concluded. Received feedback on implementation.
- » Next Steps:
 - Stakeholder engagement
 - Targeted one-on-one with MCPs and MHPs
 - Identify areas for technical assistance and/or quality improvement.

Memorandum of Understandings (MOUs)

Amara Bahramioref, Branch Chief, Managed Care Policy Branch, gave a presentation on the goals of the MOUs:

- » Establish minimum requirements.
- » Clarify roles/responsibilities for coordination of delivery of care and services.
- » Establish formal processes.
- » Establish data sharing pathways.

MOU Resources:

- » [MCPMOUS](#) webpage – houses [APL 23-029](#), [Base MOU Template](#)
- » [MOU FAQs](#)
- » MCQMD Technical Assistance

Base MOU Template Requirements:

- » Services Covered by MOU, Party Obligations, Training and Education, Referrals, Care Coordination, Quarterly meetings, QI, Data Sharing and Confidentiality, Dispute Resolution, Equal Treatment, and General.

2024 MOU Execution Timeline, Quarterly Submission Reporting:

- » Q4: 2023, last business day of December
- » Q1 2024, Last business day of April
- » Q2 2024, Last business day of July
- » Q3 2024, Last business day of October
- » Q4 2024, Last business day of January

Managed Care Plan (MCP) Liaisons

Dana Durham, Division Chief of Managed Care Quality and Monitoring, gave a presentation on MCP Liaisons:

- » Long Term Services and Supports (LTSS): Day to day for assisting facilities in addressing claims/payment inquiries and assist with care transitions.
- » In-Home Supportive Services (IHSS): Day to day coordination with county IHSS agency.
- » Dental: Available to Medi-Cal dental Providers to assist with referring Member to other Covered Services
- » MCP Child Welfare: Serves as escalation point to identify/resolve systematic/operational obstacles for accessing services.
- » California Children's Services (CCS): Serves as primary POC responsible for CCS members' care coordination.
- » Tribal Liaison: Works with each IHCP
- » Regional Center (RC): Assist members with disability in understanding/accessing services, and central POC for questions/concerns.
- » Transportation Liaison: Direct line for providers and Members to receive real-time assistance.

Providing Access and Transforming Health (PATH) Technical Assistance (TA) Marketplace Updates

Shel Wong, Chief of the Project Coordination Section, gave a presentation on

- » TA Marketplace feedback – previously difficult to navigate.
- » December 2023 – revamped TA marketplace homepage/secondary pages.
- » January 2024 – TA Marketplace Advanced Filters were added.
- » Homepage shows project domains, TA reference materials, various resources.

Vision of The Cross (VOTC) A Guide to Our Technical Assistance (TA) Marketplace Journey

Andrea Edwards, VOTC Program Administrator, gave a presentation on

- » Vision's recovery campus:
 - 32-bed women's substance use residential treatment program.
 - 30-bed men's residential treatment program.
 - Outpatient & Intensive Outpatient programs.
- » TA Marketplace Success:
 - Established relationships with vendors.
 - Received incredible ECM comprehensive assessment.
 - Incorporates best practices for ECM program.

Open Discussion

- » Next meeting is Thursday, June 13, 2024, at 1700 K St, Sacramento CA.