

THE FIRST 5 COUNTY COMISSIONS MOU POST-RELEASE WEBINAR

Date: December 16, 2024
Time: 10:00 – 11:00 AM PT
Number of Speakers: Enter number
Duration: 32 minutes

Speakers:

- » Amara Bahramioref (Presentation and Q&A)
- » Charlotte Scully (Q&A)
- » Marisa McGrenera (Q&A)
- » Kim Swift (Q&A)

TRANSCRIPT:

13:00:26—Amara Bahramioref—Slide 1

Good morning. We'll give it just a couple of minutes to allow everybody to get in. Thank you so much for joining us this morning.

13:01:05—Amara Bahramioref—Slide 1

Thank you so much for those that just joined us. Just give us a couple of minutes. I am seeing the number of participants increase. So we will give it a couple of minutes to allow everybody to join the session this morning.

13:01:51—Amara Bahramioref—Slide 1

Good morning. Happy Monday. My name is Amara Bahramioref and I'm the branch chief in the managed care policy branch supporting the development of the managed care MOU templates.

13:02:01—Amara Bahramioref—Slide 1



We are excited to have everybody here today to talk a little bit about the first five MOU that we have finalized at the latter half of this year.

13:02:10—Amara Bahrami—Slide 1

Really appreciate everyone's partnership and assistance with getting that MOU across the finish line.

13:02:15—Amara Bahrami—Slide 1

Just some housekeeping items today. We do want to let you know that this session is being recorded and will be posted on the DHCS website.

13:02:22—Amara Bahrami—Slide 1

So I wanted to flag that for your awareness. We will also have an opportunity at the end to answer questions. So please hold your questions till the end. And at that point in time, you'll be given the opportunity to drop your questions in the chat.

13:02:34—Amara Bahrami—Slide 1

and or raise your hand to ask your question verbally.

13:02:38—Amara Bahrami—Slide 1

So with that being said, we will jump in and get started today.

13:02:42—Amara Bahrami—Slide 2

do a quick preview of today's objectives for our discussion. So we are going to review the updates that we've made to the first five MOU template.

13:02:51—Amara Bahrami—Slide 2

We're going to review next steps for executing the MOUs and the MOU execution timeline

13:02:56—Amara Bahrami—Slide 2

And then we're going to open it up to you all to ask any questions that you may have to support the execution of the MOUs.

13:03:07—Amara Bahrami—Slide 3

All right. Really just want to level set on the goals for these MOUs.

13:03:13—Amara Bahrami—Slide 3

So as you're aware, probably the 2024 managed care contract requires our managed care plans to enter And

13:03:20—Amara Bahrami—Slide 3

into MOUs with counties and third party entities.

13:03:23—Amara Bahrami—Slide 3

To really improve the care coordination for Medi-Cal members that may be accessing services in different delivery systems.

13:03:30—Amara Bahrami—Slide 3

Some of the goals for acquiring these MOUs are really to establish minimum requirements across all of the different parties. So as you're aware, the first five MOU template

13:03:39—Amara Bahrami—Slide 3

is a series of 11 other MOU templates that the department issued. Some of those templates include county child welfare, focuses on in-home supportive services. So there's a pretty big variance of templates that were developed

13:03:51—Amara Bahrami—Slide 3

The intent and goals of these MOUs are really to clarify roles and responsibility for coordinating services for these Medi-Cal members to really ensure that there isn't confusion as these members are accessing services in different delivery system.

13:04:05—Amara Bahrami—Slide 3

It also formalizes processes for how the managed care plans and the other parties will collaborate and coordinate on population health programs, such as referring and linking members to community supports and enhanced care management.

13:04:18—Amara Bahrami—Slide 3

managers. It establishes data sharing pathways between the managed care plans and other parties.

13:04:24—Amara Bahrami—Slide 3

And also it includes some quality improvement and oversight and accountability requirements for the managed care plans and how they're coordinating with the other party.

13:04:32—Amara Bahrami—Slide 3

And the goal is also to provide transparency to ensure that all of the

13:04:38—Amara Bahrami—Slide 3

the roles and responsibilities for the parties are very clear.

13:04:42—Amara Bahrami—Slide 3

I really just want to reiterate that the MOU templates are not really intended to create new policy. They're really intended to incorporate policy that exists in different policy vehicles such as the managed care contract or all plan letter policy documents. So it's really supposed to just consolidate

13:05:00—Amara Bahrami—Slide 3

policy and program requirements into a single document.

13:05:07—Amara Bahrami—Slide 4

With that being said, we want to just quickly review the structure of the MOU requirements that were released.

13:05:14—Amara Bahrami—Slide 4

to really level set on sort of the intent and purpose and all of the structure related to the policy that was

13:05:21—Amara Bahrami—Slide 4

created for this effort. So as I mentioned earlier.

13:05:25—Amara Bahrami—Slide 4

This first five MOU template is a broader set of documents that were released to really support execution of MOUs more broadly for members that are receiving services

13:05:35—Amara Bahrami—Slide 4

In the Medi-Cal delivery system and delivery systems that are outside of Medi-Cal traditionally.

13:05:40—Amara Bahrami—Slide 4

So in conjunction with the release of these documents, we developed what we refer to as an all plan letter

13:05:46—Amara Bahrami—Slide 4

which provides guidance to our managed care plans related to the requirements for the separate. So it really explains the intent and purposes of each of the provisions of the MOU.

13:05:57—Amara Bahrami—Slide 4

it sets forward the expectations that we placed on the managed care plans.

13:06:01—Amara Bahrami—Slide 4

Such as the annual MOU review. It also details requirements that are related to the department's monitoring of this effort.

13:06:11—Amara Bahrami—Slide 4

And really explain some of the compliance that we're going to expect to hold the managed care plans accountable.

13:06:18—Amara Bahrami—Slide 4

We also released a base MOU template that really contains all of the provisions that are included in all of the MOUs. We'll review that in a little bit more in detail in the future. And the intent of this template is to really

13:06:30—Amara Bahrami—Slide 4

just set the foundation for what we refer to as our bespoke MOU template. So for today's discussion, the bespoke MOU template is the first five MOU template, and it really just outlines

13:06:41—Amara Bahrami—Slide 4

specific policy requirements related to how the managed care plans will coordinate

13:06:46—Amara Bahrami—Slide 4

with the other party. The circumstance, it's the first five county commissions

13:06:50—Amara Bahrami—Slide 4

So it contains the general provisions that are in the base MOU template and also those program specific

13:06:57—Amara Bahrami—Slide 4

requirements and it also contains recommended optional provisions throughout the template. You may have noticed that there is a difference in font and that was done with intent.

13:07:05—Amara Bahrami—Slide 4

So any of the provisions that are italicized are optional provisions that the parties may

13:07:11—Amara Bahrami—Slide 4

may include, but the managed care plans are not required to have included in the template that was issued by DHCS.

13:07:18—Amara Bahrami—Slide 4

As you may already be familiar, it also links to other specific policies that are

13:07:24—Amara Bahrami—Slide 4

notated in the specific MOU template.

13:07:32—Amara Bahrami—Slide 5

So I just really want to give an overview of some of the resources. So as a part of this effort, we did um

13:07:39—Amara Bahrami—Slide 5

create a DHCS MOU MCP website, which houses all the policy documents that we just talked about. So it includes that all plan letter.

13:07:47—Amara Bahrami—Slide 5

the base MOU template and also the link to the first five MOU template.

13:07:51—Amara Bahrami—Slide 5

We also have a MOU FAQ that provides a ton of details related to questions that may arise.

13:07:59—Amara Bahrami—Slide 5

As the parties are executing the MOU. So we would definitely encourage you to take a look at that resource. It's very helpful.

13:08:05—Amara Bahrami—Slide 5

For the parties that are executing the managed care plans, both the managed care plan and also the first five county commissions.

13:08:12—Amara Bahrami—Slide 5

We also post other important updates as updates arise. So for example, this webinar today was posted on the website.

13:08:20—Amara Bahrami—Slide 5

And it also contains any updates that may occur following this meeting.

13:08:25—Amara Bahrami—Slide 5

And then if there's any questions that may arise after reviewing all of the materials linked above, we do have a specific email box to assist with

13:08:34—Amara Bahrami—Slide 5

addressing any questions that may arise. So that email address is listed here. It's mcpmous at dhcs.ca.gov.

13:08:44—Amara Bahrami—Slide 6

Right, so now we are going to move into the purpose of the first five MOU template. So it really seeks to improve care coordination between the managed care plans

13:08:55—Amara Bahrami—Slide 6

And the first five county commissions. We really see this as a vehicle of really opening and improving the channel of communication across the parties. We think that both of them

13:09:05—Amara Bahrami—Slide 6

Both parties have a critical role in ensuring that Medi-Cal members receive the services that they need to really

13:09:12—Amara Bahrami—Slide 6

provide them with the best outcomes. And so really focusing on improving the channel of communication and coordinating services

13:09:20—Amara Bahrami—Slide 6

across these parties. It also enhances each other's party's understanding and the roles and responsibilities that those parties serve and holistically being able to provide care for this member.

13:09:30—Amara Bahrami—Slide 6

some of the requirements that we'll go over in a little bit more detail include training and education so that that enhance understanding of each other's roles in the delivery system can be improved.

13:09:47—Amara Bahrami—Slide 7



All right. So as you are probably aware, we did release the first five MOU

13:09:53—Amara Bahrami—Slide 7

template for stakeholder feedback, we also hosted a webinar after we released the template to receive

13:10:00—Amara Bahrami—Slide 7

some additional feedback related to this template as everybody serves a critical role and we really want to thank everybody for providing that feedback. It really helped shape the development of the template.

13:10:10—Amara Bahrami—Slide 7

So we received about 83 comments during the feedback period.

13:10:14—Amara Bahrami—Slide 7

And you'll see we reviewed those comments and addressed those comments in the final version of the MOU template that we released

13:10:22—Amara Bahrami—Slide 7

Earlier this year.

13:10:24—Amara Bahrami—Slide 7

And we hosted that

13:10:26—Amara Bahrami—Slide 7

the stakeholder webinar in July to receive feedback from all of you and it was a very fruitful conversation. So we really appreciate that feedback.

13:10:34—Amara Bahrami—Slide 7

And we are lucky enough to have partnered with CA First 5 Association throughout the stakeholder feedback to ensure that it was meeting

13:10:42—Amara Bahrami—Slide 7

the needs and intents of the first five county commission as well. So really appreciate that partnership and assistance and feedback during that comment

13:10:52—Amara Bahrami—Slide 7

period. So thank you so much.

13:10:54—Amara Bahrami—Slide 7

And Amy, I do see your comment in the chat about sharing a copy of the slides. Yes, we would be happy. I believe they are attached to the invite, but we can also

13:11:01—Amara Bahrami—Slide 7

ensure that you receive a copy of them as well.

13:11:04—Amara Bahrami—Slide 7

So thank you for that feedback.

13:11:10—Amara Bahrami—Slide 8

All right, so we really just want to go over the base MOU templates as kind of notated before. These are the provisions that are

13:11:17—Amara Bahrami—Slide 8

In every single MOU template, so these are contained in the bespoke first five county commission MOU template.

13:11:24—Amara Bahrami—Slide 8

So really just focusing on ensuring that we have consistency in how the managed care plans are operating with the other parties.

13:11:30—Amara Bahrami—Slide 8

So some of the key provisions include definition sections, what services are covered by the MOU,

13:11:36—Amara Bahrami—Slide 8

each party's obligation, the training and education requirements that I talked about earlier.

13:11:41—Amara Bahrami—Slide 8

to really open and improve those channels of communication.

13:11:45—Amara Bahrami—Slide 8

It goes over the referral section.

13:11:47—Amara Bahrami—Slide 8/9

care coordination, quarterly meeting requirements that we've placed on the parties, quality improvement, data sharing and confidentiality.

13:11:56—Amara Bahrami—Slide 9

dispute resolution, equal treatment, and then some of the general provisions that are

13:12:01—Amara Bahrami—Slide 9

really required as a result of our policy that we placed on the managed care plan, such as publicly posting the MOUs.

13:12:07—Amara Bahrami—Slide 9

And some of the other monitoring components.

13:12:14—Amara Bahrami—Slide 9

All right, with that background, we want to really go into what changes have occurred as a result of all the valuable feedback that you shared with us.

13:12:23—Amara Bahrami—Slide 9

So we received a pretty substantial amount of feedback related to the fact that

13:12:30—Amara Bahrami—Slide 9

each first five county commission, some of them are direct service providers and others are not.

13:12:35—Amara Bahrami—Slide 9

So we really tried to clarify the roles and responsibilities and make it a little bit more flexible and nimble.

13:12:42—Amara Bahrami—Slide 9

So that this could meet a broader set of needs for those first five providers that are direct providers and then the first five county commissions that are not direct providers.

13:12:52—Amara Bahrami—Slide 10

So you can see we added in a definition to really clarify what first five services

13:12:58—Amara Bahrami—Slide 10

are we added some um

13:13:00—Amara Bahrami—Slide 10

Brief nuances to the first five provider definition.

13:13:04—Amara Bahrami—Slide 11

And then we also made some modifications to the referral

13:13:09—Amara Bahrami—Slide 11

section to really notate the differences between the first five services.

13:13:14—Amara Bahrami—Slide 11

first five county commission and first five providers.

13:13:18—Amara Bahrami—Slide 11

To really clarify some of the concerns that we received during the stakeholder feedback.

13:13:25—Amara Bahrami—Slide 11

We welcome you to review the MOU template holistically, as you'll see that this theme is sort of carried throughout the MOU template.

13:13:37—Amara Bahrami—Slide 12

sort of moving on to the referral section, you can see this is an area where we made substantial edits again to really

13:13:44—Amara Bahrami—Slide 12

address that there are differences in how the service in the first five services and how they're delivered either directly by the first five providers or not.

13:13:54—Amara Bahrami—Slide 12

So we've added and really strengthened the language here

13:13:57—Amara Bahrami—Slide 12

We've also added in several optional provisions as notated previously. These are the provisions that are notated in italics throughout the template.

13:14:06—Amara Bahrami—Slide 12

And these are provisions that the parties may opt to include during the MOU negotiation

13:14:12—Amara Bahrami—Slide 12

process. So we really tried to make this as flexible as possible to really account for the different structures at the local level.

13:14:19—Amara Bahrami—Slide 12

While also creating consistency and meeting the goals and intent of our MOUs. And so, you know, we would encourage parties where appropriate to consider these optional

provisions and negotiate these

13:14:30—Amara Bahrami—Slide 12

During the MOU execution process and really hope that this helps address the feedback that

13:14:36—Amara Bahrami—Slide 12

we received during the comment period.

13:14:43—Amara Bahrami—Slide 13

In addition, in that same vein, we also received some feedback related to concerns

13:14:50—Amara Bahrami—Slide 13

regarding some staffing at the local level. So we have made some clarification to this section regarding care coordination.

13:14:57—Amara Bahrami—Slide 13

And how to really coordinate care for these members.

13:15:02—Amara Bahrami—Slide 13

So added in some additional optional language that can be leveraged and then also added in some more nimble language

13:15:09—Amara Bahrami—Slide 13

That includes, you know, to the extent possible at that local level, you know, providing that care coordination. And so really just added some clarification there

13:15:17—Amara Bahrami—Slide 13

And then also

13:15:19—Amara Bahrami—Slide 13

added some clarification regarding the enhanced care manager provider because we know a number of first fives are

13:15:25—Amara Bahrami—Slide 13

you know working um with the enhanced care managers and or providing enhanced care management services. So added in some language there as well.

13:15:38—Amara Bahrami—Slide 14

We also received some comments related to data sharing and confidentiality so really

13:15:44—Amara Bahrami—Slide 14

A majority of these requirements are placed on the managed care plan and really just added in some flexibility

13:15:51—Amara Bahrami—Slide 14

for what the managed care plans need to consider when sharing um

13:15:54—Amara Bahrami—Slide 14

sharing data with the first fives.

13:15:57—Amara Bahrami—Slide 14

So we added some clarification there and then we made some more just holistic changes to align with some of the other MOU templates that we released previously.

13:16:05—Amara Bahrami—Slide 15

So you can see these additional changes here, just notating some changes to the terms.

13:16:10—Amara Bahrami—Slide 15

some of the services and really notating that as resources allow, because we know that there were some concerns about

13:16:16—Amara Bahrami—Slide 15

that local level of staff engagement and involvement.

13:16:21—Amara Bahrami—Slide 15

And then some changes to the liaison and then also some

13:16:26—Amara Bahrami—Slide 15

included some examples to really help solidify what these requirements mean and how they can act.

13:16:31—Amara Bahrami—Slide 15

be implemented at the local level.

13:16:37—Amara Bahrami—Slide 16

Right. So sort of what's next. You know, we've deployed the MOU template. We're really excited. We know that

13:16:44—Amara Bahrami—Slide 16

This is a passionate group of stakeholders and we appreciate all of the feedback. And now what's next is we really look forward to the parties negotiating on these MOUs at the local level.

13:16:55—Amara Bahrami—Slide 16

So the managed care plans have the requirement to demonstrate a good faith effort to execute that MOUs by January 1st, 2025. We know that that deadline is fast approaching. So we've given some flexibility.

13:17:08—Amara Bahrami—Slide 16

So the MCPs are umps

13:17:11—Amara Bahrami—Slide 16

required to submit that executed MOUs on a rolling basis and then the department is

13:17:17—Amara Bahrami—Slide 16

really monitoring the managed care

13:17:20—Amara Bahrami—Slide 16

plans compliance with executing or the demonstrating a good faith effort to execute the MOU by submitting a quarterly report to us.

13:17:28—Amara Bahrami—Slide 16

And that quarterly report will begin

13:17:34—Amara Bahrami—Slide 16

the January 31st, 2025. So you'll see that's how we're going to be really monitoring the managed care plans

13:17:39—Amara Bahrami—Slide 16

compliance, we ultimately understand that the managed care plans, it's going to take time to execute the MOUs with the first five county commissions and really want to make sure that that's done thoughtfully. So we have given

13:17:49—Amara Bahrami—Slide 16

some flexibility to allow the managed care plans to demonstrate that good faith effort to sort of work

13:17:56—Amara Bahrami—Slide 16

with the first five county commissions to execute the MOU. So you can see that timeline.

The timeline notated here is the quarterly report that the managed care plans are required to submit to us that really demonstrates that good faith effort.

13:18:09—Amara Bahrami—Slide 16

So we wanted to just kind of highlight that as we know

13:18:12—Amara Bahrami—Slide 16

that there sometimes is concern from the other party about the

13:18:15—Amara Bahrami—Slide 16

The timeline that's fast approaching, but really just want to notate that there is some flexibility in that timeline and we're really

13:18:21—Amara Bahrami—Slide 16

wanting these to um there to be you know

13:18:24—Amara Bahrami—Slide 16

good faith effort to really execute those MOUs.

13:18:29—Amara Bahrami—Slide 17

So with that, Alice, I'm going to ask that you pull down the slide deck and then we will open it up.

13:18:35—Amara Bahrami—Slide 17

for questions that may arise.

13:18:39—Amara Bahrami—Slide 17

So please feel free to drop your question in the chat and or raise your hand.

13:18:45—Amara Bahrami—Slide 17

We would love to hear from all of you and really just appreciate the partnership and assistance with the development of this

13:18:51—Amara Bahrami—Slide 17

MOU template. It really takes a village and really appreciate the engagement on this.

Q&A Session

13:19:07—Amara Bahrami

I am not seeing any questions. Oh, I think there's one from Charlotte. Thank you, Omar and team, for your hard work on this.

13:19:16—Amara Bahrami

We have a few plans mentioning that the quarterly report and providing updates to the MCP compliance officer

13:19:22—Amara Bahrami

is not part of the role of the first five liaison as mentioned under the definitions section. I see there's an

13:19:29—Amara Bahrami

as appropriate clause, but can you share any additional information on this?

13:19:36—Amara Bahrami

I think we may have to take this back unless anybody from either and or my team has any clarifying questions.

13:19:42—Amara Bahrami

clarification that they can provide on this piece. We might need to take this question back, Charlotte.

13:19:49—Amara Bahrami

And we're happy to get back to you. We can add that to the Friday call if needed.

13:19:53—Charlotte Scully

Thank you, Amar. We appreciate you taking that back.

13:19:55—Amara Bahrami

Does that mean?

13:19:58—Amara Bahrami

Perfect. Thank you. Does anyone have any

13:20:01—Amara Bahrami

feedback to provide on that?

13:20:06—Amara Bahrami

All right, we'll take that one back and we'll get back to you on Friday. Our Marissa, I see you coming off mute if you want to.

13:20:11—Marisa McGreener

Yeah, we can review the provision and confirm, but I believe the MCP compliance officer

specific to the MCP liaison role

13:20:18—Marisa McGreenera

And we did not mention a compliance officer specifically on the first five side as we realized the structure

13:20:25—Marisa McGreenera

may be different. And so instead relegated that to the responsible person who's designated by the first five to oversee the MOU.

13:20:34—Marisa McGreenera

in terms of...

13:20:36—Marisa McGreenera

MOU obligations.

13:20:41—Charlotte Scully

Thank you, Marissa. That's helpful. I'll take that back to the team. And if there's any further questions, we'll circle back.

13:20:48—Amara Bahrami

Sounds great. Thank you, Charlotte. I appreciate that.

13:20:53—Amara Bahrami

All right, let's see.

13:20:58—Amara Bahrami

To what extent are the MCPs or first five programs allowed to change the MOU? So that's a great question. So the current policy is that if there are revisions to what we refer to the mandatory provisions, those that are not notated in italics.

13:21:15—Amara Bahrami

Those would need to be reviewed and approved by the department. The managed care plans would have the responsibility to submit that to the department to review and approve prior to execution.

13:21:25—Amara Bahrami

If the parties opt to add in additional provisions, those do not need to be reviewed by the

13:21:32—Amara Bahrami

department. So there is definitely some flexibility um

13:21:37—Amara Bahrami

In relation to the MOU templates. But really, you know, the goals and intent of the MOU is just sort of circling back to those is to ensure that we do have consistency so

13:21:48—Amara Bahrami

We did go through a pretty extensive stakeholder process to

13:21:51—Amara Bahrami

You know, really try to ensure that

13:21:54—Amara Bahrami

the required provisions should remain in the template. And that was really the intent and focus of those.

13:22:00—Amara Bahrami

we would really encourage the parties to work together and really try to stay within the realms of the

13:22:07—Amara Bahrami

the required provisions and add in additional clarification if needed. And if there's any clarification that really may change, we would recommend including those in the policies and procedures. So hopefully that's helpful.

13:22:19—Amara Bahrami

would also really encourage you to work in partnership with your local managed care plans. They are very familiar with this process. As mentioned previously, they're in the process of executing a number of different MOU templates with other parties.

13:22:32—Amara Bahrami

They are also very familiar with this process.

13:22:37—Amara Bahrami

Then Rosalind, I see your comment about

13:22:48—Amara Bahrami

to support the MCP. So really just trying to clarify that the intent

13:22:54—Amara Bahrami

And focus. Can everybody hear me?

13:22:56—Amara Bahrami

I'm getting an unstable connection.

13:23:02—Marisa McGreener

Yes, we can give you Amara.

13:23:03—Kim Swift

Yeah, we...

13:23:03—Amara Bahrami

Perfect. Okay. Sorry. I just wanted to make sure. So really just wanted to clarify here is that really what the document is incorporating is the managed care requirements into a single document.

13:23:15—Amara Bahrami

Those of you that may be a little less familiar, we have different policy documents that we use to

13:23:22—Amara Bahrami

place requirements on our managed care plan, such as our contract or all plan letters.

13:23:27—Amara Bahrami

our policy guides. And so really the intent and focus of the template is to really

13:23:33—Amara Bahrami

to use MOU template to consolidate those existing policy requirements that we have placed on the managed care plan into one document.

13:23:42—Amara Bahrami

So I hope that provides some clarification for you.

13:23:50—Amara Bahrami

All right, the question, what is the guidance for first fives and MCPs that are working on contracting separately from this MOU process to develop a hub model? That's very, very great question. We understand that that's happening.

13:24:04—Amara Bahrami

In regards to enhanced care management. And also I know a lot of work's being done in this space in regards to the community health worker benefit.

13:24:13—Amara Bahrami

And so, you know, we understand that there are some provisions that may overlap with the contract.

13:24:19—Amara Bahrami

that are outlined in the MOU template, but we would still encourage the parties to move forward with executing the MOU because this is a little bit more broader than a provider contract.

13:24:29—Amara Bahrami

and so um

13:24:30—Amara Bahrami

We would encourage you to continue to work through the contracting process. That's going to contain some more

13:24:36—Amara Bahrami

details regarding payment and how the first five county commissions would partner with the managed care plans to ultimately provide services.

13:24:44—Amara Bahrami

This is a little bit more holistic in nature. And so we would encourage the parties to still move forward with executing the MOUs.

13:24:52—Amara Bahrami

I hope that addresses some of your questions, Ramona, if you have anything else, please feel free to drop in the chat and or come off mute.

13:25:02—Amara Bahrami

All right, Catherine, thank you for your question regarding the execution timeline.

13:25:08—Amara Bahrami

So there is not an absolute date to execute the MOU per se.

13:25:13—Amara Bahrami

We know that there are different

13:25:16—Amara Bahrami

timelines, depending on sort of the review structure and approval sort of at that local level and also on the managed care side.

13:25:23—Amara Bahrami

So really what the department is monitoring compliance with on the managed care side is that demonstration of a good faith effort. So we will be consistently monitoring that approach

13:25:35—Amara Bahrami

And making sure that the parties are collaborating and communicating.

13:25:39—Amara Bahrami

And that's what we'll be holding the parties accountable for. And so that's ultimately what we're going to be looking at. We don't technically have a drop dead date as we know that this takes collaboration and partnership by both parties.

13:25:51—Amara Bahrami

And that can take time.

13:25:56—Amara Bahrami

All right, Nikki West. I'm brand new to this since we have absolutely zero to two

13:26:03—Amara Bahrami

any kind of health care provisions of Medi-Cal. I'm required to sign something even though our first five doesn't

13:26:08—Amara Bahrami

have anything to do with it. We run rural preschools

13:26:12—Amara Bahrami

and other education programs. I appreciate the comment, Nikki. So the requirement

13:26:18—Amara Bahrami

is really on the managed care plan to coordinate with the first five county commissions

13:26:24—Amara Bahrami

If there's a circumstance where the MOU template is not applicable, please be sure to communicate that to the managed care plan.

13:26:33—Amara Bahrami

And have a conversation with the local managed care plan and they can kind of work with the department to communicate that if it's not applicable.

13:26:41—Amara Bahrami

But do just want to clarify the requirement is on the managed care plans. And that goes

back to them, you know, really demonstrating a good faith effort to execute the MOUs.

13:26:54—Amara Bahrami

Wendy.

13:26:55—Amara Bahrami

The question about signature page reference to subcontract downstream subcontractors.

13:27:01—Amara Bahrami

So I'm not sure if you're with the first five county commission or a managed care plan, but I think it could kind of depend depending on

13:27:09—Amara Bahrami

which party you're with.

13:27:12—Amara Bahrami

But we do understand that there may be circumstances, and I might ask Marissa for some of your assistance with this as well.

13:27:20—Amara Bahrami

But where the managed care plan and or the first five county commission might have a downstream subcontractor.

13:27:26—Amara Bahrami

to provide services and therefore we would request if they're providing services that are outlined in the MOU that they are a signature

13:27:34—Amara Bahrami

signatory of the MOU, but I'm going to ask Marissa to step in and assist with that as well.

13:27:40—Marisa McGreener

Yeah, you may notice that where we have the subcontractor or downstream subcontractors underneath the mcp

13:27:48—Marisa McGreener

signatory, it's really intended to be a requirement on the MCP side so that if they

13:27:54—Marisa McGreener

have downstream network providers or subcontractors who they designate to help

deliver services in the area that may affect members who

13:28:03—Marisa McGreenera

are being coordinated with the first five, that they be a party to the agreement so that they're aware of

13:28:08—Marisa McGreenera

any relationship between the MCP and the first five and coordination efforts between the two so they can support

13:28:19—Amara Bahramioref

Thank you, Marissa. And then I see a question from Wendy. Can counties with multiple MCPs have more than one MCP sign on to the first five MOU if all parties agree? Absolutely.

13:28:32—Amara Bahramioref

anticipate and expect that there will be multi-party MOUs

13:28:35—Amara Bahramioref

And that is absolutely a combination that can exist. Say if you're a managed care plan operating in Sacramento County.

13:28:43—Amara Bahramioref

And there is also a first five county commission in Sacramento County. Then all five of the managed care plans that operate in that county could sign on to one MOU.

13:28:54—Amara Bahramioref

You know, we absolutely encourage that and understand that that may occur.

13:29:02—Amara Bahramioref

All right. How difficult it is to amend the MOU. I am imagining that first five MCP partnership could evolve over time and that we can agree to

13:29:13—Amara Bahramioref

now may be different in the future. Absolutely. We totally understand that and acknowledge that.

13:29:18—Amara Bahramioref

And the managed care plans are required to annually review their MOU template. And so there absolutely will be opportunities to update the MOU template in the future. We

do understand this partnership is fairly new.

13:29:31—Amara Bahrami

And, you know, we do anticipate that there will be an evolution in how the parties work together

13:29:38—Amara Bahrami

So would absolutely encourage that. And I think we're internally at the department sort of talking about what that looks like at a broader, larger level sort of moving forward but

13:29:47—Amara Bahrami

Just noting that the requirements are, you know, the managed care plans are required to review

13:29:52—Amara Bahrami

an update if the department releases new policy regarding the partnership between the managed care plan and the first five, the managed care plans would be expect to update the MOU to incorporate that policy.

13:30:04—Amara Bahrami

Just really want to highlight, we anticipate that this will be an evolution and we look forward to seeing that evolution to really improve care coordination.

13:30:15—Amara Bahrami

All right, Ramona, what is the guidance for first fives and MCPs that are working on contracting? I think we've addressed that. So thank you.

13:30:26—Amara Bahrami

Could a single MCP sign a multi-party MOU with more than one first five? Absolutely.

13:30:32—Amara Bahrami

Yep. It can happen both ways.

13:30:35—Amara Bahrami

So we absolutely understand that really encourage that conversation at the local level

13:30:41—Amara Bahrami

Because the managed care plans are ultimately going to be executing MOUs with first five county commissions that are in their service area. So just really keep that in mind as

you're having those conversations.

13:30:52—Amara Bahrami

Understanding, you know, Kaiser Permanente operates in 32 counties throughout the state. That might be one that

13:30:58—Amara Bahrami

warns a little bit of a larger conversation. So really encourage those multi-party MOUs where appropriate.

13:31:08—Amara Bahrami

All righty. I don't know. I don't think I see any hands raised. So I think we're good on that front. And I do think we've addressed all the questions in chat, but would really encourage if you have any other questions, appreciate the

13:31:20—Amara Bahrami

The wealth of questions this morning already, some really great questions coming through the chat and hopefully those will really assist with

13:31:27—Amara Bahrami

the execution of the MOUs. And then just a friendly reminder again, if questions arise after this, please do not hesitate to review the website, the DHCS MOU

13:31:37—Amara Bahrami

website. It contains a ton of really helpful information. And then if there's questions that arise outside of that, we're happy to address them in the email.

13:31:46—Amara Bahrami

that is also provided on the website. So really appreciate the

13:31:51—Amara Bahrami

the fruitful conversation this morning and also all of the support and assistance and creating this finalized MOU template.

13:32:04—Amara Bahrami

You're welcome, Melody. I appreciate the positive feedback and this positive partnership and really hope that everybody has a safe and happy holidays ahead. I know it's a busy month for everybody and

13:32:17—Amara Bahrami



So really appreciate that conversation and appreciate all of the support from our DHCS teams and also our partners at Manat as well. So thank you, everybody, and have a happy