

# **SB 1019: Development of Outreach and Education Approval Standards**

For Managed Care Non-Specialty Mental Health Services

# Agenda

- » Welcome and Introductions
- » Senate Bill (SB) 1019 Overview
- » Outreach & Education Plan
  - Meeting Objective and Participant Roles & Responsibilities
  - Approval Standard Components and Initial Proposal
- » Public Comments: Questions and Discussion
- » Next Steps
- » Closing Remarks

# Welcome & Introductions

# SB 1019 Overview

# Bill Objective

- » Under Medi-Cal, many covered mental health services needs are under utilized each year. This finding has been exacerbated since the COVID-19 Public Health Emergency, with low use rates of Non-Specialty Mental Health Services (NSMHS).
- » SB 1019 aims to address these gaps in utilization by ensuring Members & primary care providers (PCPs) are aware of all covered NSMHS.
- » SB 1019 provides framework to address gaps in utilizations by ensuring the cultural and linguistic appropriateness of outreach and education.

# Medi-Cal Managed Care Plan (MCP) Responsibilities

- » MCPs must develop and implement an **annual outreach and education plan** for Members and PCPs regarding covered NSHMS.
- » MCPs must submit plans to DHCS for approval before implementation.
- » After a plan is approved by DHCS, MCPs must provide Members and PCPs the approved outreach and education by **January 1, 2025**.

# Plan Approval Standards Development

- » Plan approval standard development will ensure plans:
  - » Align with cultural and linguistic appropriateness standards (CLAS)
  - » Utilize best practices in stigma reduction
  - » Provide multiple points of contact for Members to access mental health benefits
- » SB 1019 directs DHCS to consult with stakeholders to develop the standards by which outreach and education plans are reviewed and approved.

# **Outreach and Education Plan Approval Standard Development**

# Meeting Objective & Participant Roles and Responsibilities

**Objective:** Provide an open forum for stakeholders and tribal partners to provide input on the development of outreach and education plan approval standards

## » Stakeholders/Tribal Partners

- Participate in stakeholder and tribal partner engagement sessions for SB 1019 approval standard development
- Provide expertise and guidance concerning approval standard development

## » DHCS

- Facilitate stakeholder and tribal partner meetings
- Develop and provide approval standards to stakeholders and tribal partners for their review and feedback
- Finalize approval standards before MCP outreach and education plan due date in September 2024<sup>1</sup>

<sup>1</sup>Dates subject to change; see All Plan Letter (APL) 24-XXX, "NON-SPECIALTY MENTAL HEALTH SERVICES: MEMBER OUTREACH, EDUCATION, AND EXPERIENCE REQUIREMENTS for final due dates

# Required: Alignment

Approval standards must ensure that MCP's outreach and education plans are aligned & informed by:

- » Cultural and linguistic appropriateness standards (CLAS)
- » Best practices in stigma reduction
- » Population Needs Assessment/(NCQA) Population Assessment
- » A utilization assessment of MCP's covered mental health services, known as NSMHS

# Tribal Engagement

- » MCPs should coordinate with their tribal liaisons in the development of their outreach and education plans to ensure plans incorporate tribal partner input and address continuity of care for American Indian MCP Members.
- » MCPs should reference [APL 24-002](#) for further guidance on tribal liaison roles and responsibilities, as well as relevant trainings on (1) [cultural humility](#) and (2) the Indian Health Service [trauma-informed care and historical trauma](#).

# Required: MCP Stakeholder Engagement

MCPs must develop their outreach and education plans with stakeholder/tribal partner input, and must engage:

- » Plan's Community Advisory Committee
- » Local stakeholders representing diverse racial and ethnic communities

# Required: Multiple Points of Contact

Outreach and education plans must provide multiple points of contact for Members to access mental health benefits.

Points of contact may include, but are not limited to:

- » MCP Contact Information: website, phone number, and/or email address
- » MCP Ombudsman
- » DHCS Ombudsman

# Optional Outreach & Education Plan Components

Outreach and education plans may include:

- » Consumer-friendly information in existing member-facing communication channels, such as the MCP's website
- » An independent evaluation plan to assess and improve outreach to members related to NSMHS

Outreach and education methods may include, but are not limited to:

- » Online outreach
- » Mail
- » Telephone
- » Partnerships with community-based organizations
- » Partnerships with primary care providers
- » Use of navigators, community health workers, and other providers trained to conduct outreach and education

# Outreach and Education Plan Approval Standards: Initial Proposal

Plan Components	Description
Cultural & linguistic appropriateness standards	Plan ensures compliance with NCLAS Communication and Language Assistance Section
Best practices in stigma reduction	Plan addresses how they are applying stigma reduction practices, as well as why they included specific practices, in their outreach and education plan
Multiple points of contact for Member access	Plan lists more than one point of contact for member access
Alignment with Population Needs Assessment/NCQA Population Assessment	Plan contains language addressing how outreach and education incorporates findings from the Population Needs Assessment/NCQA Population Assessment
Alignment with utilization assessment	Plan includes tactics to address any utilization gaps outlined in the submitted utilization assessment
Developed with Stakeholder and Tribal Partner Engagement	Email attestation that Community Advisory Committee was involved in plan development

# Questions & Discussion



# Next Steps

- » Written feedback about the proposed approval standards should be sent to [SB1019@dhcs.ca.gov](mailto:SB1019@dhcs.ca.gov)
- » Final public meeting to present the approval standards will occur in **June 2024** (Date will be posted on [SB 1019 website](#))
- » MCP outreach and education plans are due by September 2024<sup>1</sup>

<sup>1</sup>Dates subject to change; see All Plan Letter (APL) 24-XXX, “NON-SPECIALTY MENTAL HEALTH SERVICES: MEMBER OUTREACH, EDUCATION, AND EXPERIENCE REQUIREMENTS for final due dates

**Questions?**  
**Email [SB 1019 Implementation Team](#)**



# Appendix

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# CLAS: Communication and Language Assistance Section

- » Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
- » Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
- » Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
- » Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.