

# CalAIM Behavioral Health Administrative Integration

# Early Contract Integration Informational Webinar

Thursday, July 13, 2023

# Housekeeping



Participants are in listen-only mode.



Submit questions via the Q&A function.



Live closed captioning is available – see the link in the Chat.



Slides will be posted to [the CalAIM BH Administrative Integration webpage](#) – see the link in the Chat.

# **Welcome and Introductions**



# DHCS Presenters

- » **Paula Wilhelm**, Assistant Deputy Director, Behavioral Health
- » **Helen Lao**, Program Implementation Section, Legislation and Regulations Branch, Medi-Cal Behavioral Health Policy Division

# Agenda

- » Background: Medi-Cal Transformation
- » Overview of Behavioral Health Administrative Integration
- » Phase 2 Implementation: Early Contract Integration
- » Timeline Review
- » Questions & Next Steps

# **Background: Medi-Cal Transformation**



# Medi-Cal Transformation and CalAIM

- » California is transforming the Medi-Cal program **to ensure Californians get the care they need to live healthier lives.**
- » Medi-Cal transformation means **a more coordinated, person-centered, and equitable health system** that goes beyond the doctor's office or hospital and addresses all of their physical and behavioral health needs.
- » The **California Advancing and Innovating Medi-Cal (CalAIM) initiative** includes multiple initiatives designed to reduce complexity across Medi-Cal delivery systems for behavioral health services, including Behavioral Health Administrative Integration.

# **Overview of Behavioral Health Administrative Integration**



# Overview

- » Consolidation of specialty mental health services (SMHS) and substance use disorder (SUD) services into a **single county-based behavioral health program**, operated under a single, integrated contract between counties and DHCS.
- » Aligns with other [CalAIM Behavioral Health initiatives](#) designed to streamline and simplify access criteria, reimbursement, and documentation requirements.

# Goals

The **primary goals** of Behavioral Health Administrative Integration are to **improve health care outcomes and the experience of care** for Medi-Cal beneficiaries—particularly those living with co-occurring mental health and SUD issues—**by reducing administrative burden** for beneficiaries, counties, providers, and the state.

# Concept Paper

- » Developed with input from counties and other key stakeholders, on January 23, 2023, DHCS released a [concept paper](#) that **details the state's framework for meeting the goals of Behavioral Health Administrative Integration** through a phased implementation between now and 2027.

# Behavioral Health Administrative Integration for DMC-ODS and DMC

- » **Drug Medi-Cal Organized Delivery System (DMC-ODS) counties** will operate a single integrated managed care program for behavioral health as a prepaid inpatient health plan (PIHP), the same structure currently used for counties' separate Mental Health Plans (MHPs) and DMC-ODS programs.
- » **DMC counties** will continue providing SUD services outside the managed care structure while participating in all other applicable aspects of this initiative, including adopting a single, updated MHP and DMC contract with DHCS that promotes the goals of Behavioral Health Administrative Integration.

# Phased Implementation



Note: The time periods specified above and on the coming slides refer to calendar years. AB 133 currently provides for the statewide adoption of integrated contracts by January 1, 2027.

# **Phase 2 Implementation: Early Contract Integration**



# Phase 2 Voluntary Contract Integration



- » Each early implementer county (DMC-ODS or DMC) will voluntarily enter into an integrated contract with DHCS effective January 1, 2025.
- » These counties will be required to integrate certain county operations and will also participate in integrated DHCS oversight activities (see the next slide).

# 11 Components of Behavioral Health Administrative Integration

## Streamlining the Beneficiary Experience

- 1. County-Operated 24/7 Access Line**
2. Screening, Assessment & Treatment Planning
- 3. Beneficiary Materials, Appeals & Grievances**

## Integrating County Structures & Processes

- 4. DHCS-County Contracts**
5. Data Sharing & Privacy
- 6. Cultural Competence Plans**
- 7. Quality Improvement**

## Integrating DHCS Oversight Functions

- 8. External Quality Reviews**
- 9. DHCS Compliance Reviews**
- 10. Network Adequacy**
11. Provider Oversight

\*Counties that adopt integrated contracts in Phase 2 must participate in integration of the 8 components show in **bold**. Certain requirements within these components apply to SMHS and DMC-ODS but do not apply to the DMC program.

# Streamlining the Beneficiary Experience

## **(1) County-Operated 24/7 Access Line**

- A single 24-hour access line available in each county to connect beneficiaries to appropriate SMHS or SUD services

## **(3) Beneficiary Materials, Appeals & Grievances**

- A single beneficiary handbook and provider directory in each county, including a single set of beneficiary rights and procedures (e.g., appeals and grievances)

# Integrating County Structures & Processes

## **(4) DHCS-County Contracts**

- A single, integrated contract with DHCS that covers the administration of both SMHS and SUD services

## **(6) Cultural Competence Plans**

- An integrated CCP using an updated, DHCS-issued CCP template

## **(7) Quality Improvement**

- An integrated QI plan with a comprehensive list of performance measures that address both SMHS and SUD services that is monitored by a single, integrated QI committee

# Integrating DHCS Oversight Functions

## **(8) External Quality Reviews**

- A single, annual EQR that addresses both SMHS and SUD

## **(9) DHCS Compliance Reviews**

- A single, integrated county compliance review for SMHS and SUD

## **(10) Network Adequacy**

- A single set of network certification submission documents inclusive of both SMHS and SUD
- DHCS will certify a single behavioral health provider network and apply standards for both MH and SUD access and capacity

# DMC County Participation

- » DMC counties will be expected to enact the following key changes under the integrated DHCS-County contract:
  1. Execution of an **integrated contract on a Calendar Year cycle**;
  2. Operation of a **single 24/7 access line** with capacity to triage, screen, and schedule follow-up appointments;
  3. Use of a **single provider directory and set of procedures for beneficiary rights, appeals, and grievances** for SMHS and SUD services;
  4. Implementation of **an integrated compliance review process**; and
  5. Establishment of a **single submission process** for timely access data.

# DMC County Participation

- » In addition, DHCS is considering other opportunities under the integrated contract to enhance the experience of care for Medi-Cal beneficiaries with co-occurring behavioral health needs in DMC counties.
- » For example, the integrated contract could require additional attention to co-occurring needs with respect to the following MHP functions (which some DMC counties may have already voluntarily extended to their DMC programs):
  1. Beneficiary handbooks
  2. Integrated cultural competence plans
  3. Quality improvement plans and external quality review

# Request for Expression of Interest (REOI)

- » Released on June 15, 2023, **due by July 31, 2023.**
- » Opportunity for counties to indicate interest in early adoption of integrated DHCS-County contracts.
- » Counties that submit Expression of Interest (EOI) will participate in a workgroup from September 2023 to September 2024, ahead of implementation on January 1, 2025.
- » EOI is **non-binding**; counties that submit EOI may choose **not** to participate in early contract integration.
- » The deadline for **binding** participation in voluntary integration is **August 1, 2024.\***

***\*Revised date***

# Expression of Interest (EOI) Submission

- » County EOI submissions must be submitted to [BHCalAIM@dhcs.ca.gov](mailto:BHCalAIM@dhcs.ca.gov) **by 5:00 p.m. on July 31** with the subject line "EOI for BH Administrative Integration Integrated Contract Early Implementation."
- » County EOI submissions must include:
  - **County name**
  - **Name, title, and email address** of person completing EOI
  - **Name(s) and title(s) of staff person(s)** who will participate in the Integrated Contract Early Implementers workgroup (not to exceed 3 persons, with at least one representative each from the county SMHS and DMC/DMC-ODS program)
  - **Statement of Interest and Experience** demonstrating the county's interest in voluntary implementation of the integrated county contract beginning in 2025 (max. 750 words)

# Integrated Contract Early Implementers Workgroup

- » Workgroup membership made up of representatives from counties that submit an EOI by July 31, 2023 (see next slide).
- » The workgroup will meet (at minimum) on a bi-monthly basis (every other month) beginning in September 2023 to allow members to provide feedback on DHCS proposals for integrating county structures and processes.
- » The deadline for **binding** participation in voluntary integration (effective January 1, 2025) is **August 1, 2024\***

*\*Revised date*

# Workgroup Member Expectations

- » Members of the Integrated Contract Early Implementers Workgroup will be expected to:
  - Send a consistent representative(s) to all workgroup meetings;
  - Review and provide input on proposed policies and processes regarding the integrated contracts and integrated DHCS oversight;
  - Share integration experiences, best practices, and lessons learned; and
  - Advise on areas where additional technical assistance from DHCS would be helpful to counties as they integrate various components.

# Preview of Integrated Contract Early Implementers Workgroup Topics

- » Integrated DHCS-County Contract
- » Network Adequacy: Proposal for Integrated Network Certification Submission
- » Integrated DHCS Compliance Reviews: DHCS Timeline for Concurrent SMHS and SUD Reviews
- » Recommendations for additional areas of focus/administrative integration issues

# Timeline Review



# Early Contract Implementation Timeline

Milestone	Date
DHCS Release Concept Paper	January 23, 2023
DHCS Release REOI for Integrated Contract Early Implementation	June 15, 2023
<b>County EOI Due</b>	<b>July 31, 2023</b>
DHCS Launch Integrated Contract Early Implementers Workgroup	September 2023 <i>(Exact Date TBD)</i>
County Deadline to Commit to Voluntary Early Integrated DHCS-County Contracts	<b>August 1, 2024*</b>
Integrated DHCS-County Contracts with Opt-in Early Integration Counties Take Effect	January 1, 2025

***\*Revised date***

# Updates & Next Steps

- » DHCS will engage DMC-ODS Regional Model counties separately, beginning in late 2023 or early 2024.
- » DHCS established a dedicated [BH Administrative Integration Webpage](#) to post relevant updates, FAQs, and other technical assistance materials.
- » **Next Steps:**
  - Submit additional REOI questions to [BHCalAIM@dhcs.ca.gov](mailto:BHCalAIM@dhcs.ca.gov).
  - Submit EOI **by July 31** to [BHCalAIM@dhcs.ca.gov](mailto:BHCalAIM@dhcs.ca.gov).

# Q&A



**Thank you for joining!**