



State of California—Health and Human Services Agency
Department of Health Care Services



CalAIM Screening & Transition of Care Tools for Adults

Results from Field Testing

November 14, 2022

Overview

The Department of Health Care Services (DHCS) California Advancing and Innovating Medi-Cal ([CalAIM](#)) initiative “Screening and Transition of Care Tools for Medi-Cal Mental Health Services” (Screening and Transition of Care Tools) aims to design a coherent plan to address beneficiaries’ service needs across Medi-Cal mental health delivery systems, ensure all Medi-Cal beneficiaries receive coordinated services, and improve health outcomes. The goal of the Adult and Youth Screening Tools is to determine the appropriate mental health delivery system referral for Medi-Cal beneficiaries newly seeking mental health services. The goal of the Transition of Care Tool is to ensure that Medi-Cal beneficiaries who are receiving mental health services from one delivery system receive timely and coordinated care when their services are being transitioned to or added from the other delivery system. This document contains results from the Adult Screening and Transition of Care Tools. The results of the Youth Screening and Transition of Care Tools are contained in a separate document.

Both Adult and Youth Screening and Transition of Care Tools were designed in consultation with stakeholders and have undergone beta and pilot testing. Following pilot testing, the Adult Screening Tool scoring methodology was adjusted. This document summarizes feedback collected as part of a subsequent field testing period for the Adult Screening Tool, which was conducted from September 6, 2022, to October 3, 2022. Field testing was conducted by two county Mental Health Plan (MHP) and Medi-Cal Managed Care Plan (MCP) pairs. Field testing was designed to ensure additional testing of the Adult Screening Tool scoring methodology before the January 1, 2023 implementation date given the updates made following pilot testing. During the testing period, MHP/MCP staff completed a survey after each tool administration. The survey was designed to help identify critical issues in use of the tools and areas for improvement. The survey also included beneficiary-facing questions to gather information about their experience with the tools. The results presented below represent DHCS’ findings based on the survey data.

Behavioral Health
MS 2710

P.O. Box Number 997413, Sacramento, CA 95899-7413

Phone: (916) 440-7800

Internet Address: <http://www.DHCS.ca.gov>

Results Summary

A total of 111 surveys were completed for the Adult Screening Tool. Data from survey responses revealed several notable findings, which are outlined below.

Beneficiary Satisfaction

- Median beneficiary satisfaction with the Adult Screening Tool was 10 out of 10.

Administration Time & Completion

- Median administration time for the Adult Screening Tool was 10 minutes.
- The majority of Adult Screening Tools were completed over the phone.

Staff Training Levels

- The primary training levels of staff administering the Adult Screening Tool were Administrative (49%) and Master's degree (36%).
- A majority of tool administrators felt the tools were appropriate to their training level (98%).

Scoring & Beneficiary Placement

- Screening Tool:
 - 77% of beneficiaries screened were referred to non-specialty level of care (MCP) for assessment.
 - 23% of beneficiaries screened were referred to specialty level of care (MHP) for assessment.
 - 91% of those administering the screening tool believed that the beneficiary was referred to the right level of care for assessment.

Modifications to Tools

In response to the field testing results, the following updates have been made to the Adult Screening Tool:

Screening Tool

- Revised instructions to enhance clarity.
- Minor formatting revisions.

If you have questions about the Screening and Transition of Care Tools initiative, please e-mail DHCS at BHCalAIM@dhcs.ca.gov.