

PREP MEETING FOR TECHNICAL SUPPORT MEDI-CAL MEMBER ADVISORY COMMITTEE

Language Justice Orientation

Zoom Interpretation/Logistics

Meeting Information

Meeting Information

- » Meetings will be recorded for note-taking and internal review purposes.
- » Electronic notes will be taken throughout the meeting.
- » Meeting summaries will be sent to members (once they are available to the public).
- » We will NOT put any identifiers on our notes (e.g., names) for any public meeting summaries or documents.
- » Notes will not be shared outside of our Everyday Impact Consulting project team.
- » Recordings will be deleted annually.

Meeting Information (Continued)

- » Please remain muted until a facilitator invites you to speak.
- » We seek to promote healing through the Medi-Cal Member Advisory Committee (MMAC) meetings by integrating art throughout the process.

List of Acronyms

- » **MMAC:** Medi-Cal Member Advisory Committee
- » **DHCS:** Department of Health Care Services

MEDI-CAL MEMBER ADVISORY COMMITTEE MEETING

Wednesday, September 11, 2024

Welcome

Agenda

- » Welcome and Grounding Activity (5 min)
- » DHCS Leadership Introductions (5 min)
- » Director's Update (10 min)
- » Refresher: Medi-Cal Covered Mental Health Services (20 min)
- » Mental Health Resources for Kids and Parents: BrightLife and Soluna (15 min)
- » Mental Health Breakout Rooms Discussion (45 min)
- » Members Share Discussion Highlights (15 min)
- » Next Steps (2 min)
- » Closing Remarks (3 min)

Community Norms and Agreements

- » We acknowledge and respect differing views, opinions, and experiences.
- » This is an honest, brave, and kind space.
- » It's okay not to understand or know everything.
- » We will ask for what we need to feel good about being here, support each other, and learn together as we go.
- » There are no "stupid questions." We all have different levels of understanding and different perspectives.
- » We choose collaboration.
- » We value staying on task.
- » What happens here stays here. What's learned here leaves here.

Grounding Activity



DHCS Leadership Introductions



Tracy Arnold

Assistant Director, Office of
Communications and
Legislative and
Governmental Affairs



Paula Wilhelm

Deputy Director,
Behavioral Health

Director's Update

Refresher: Medi-Cal Covered Mental Health Services

Paula Wilhelm, Deputy Director, Behavioral Health

Agenda

- » What is mental health, and what is covered?
- » Navigating mental health services
- » How can members access those services?
- » Questions and discussion

What is Mental Health?

“Mental health includes... emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.”

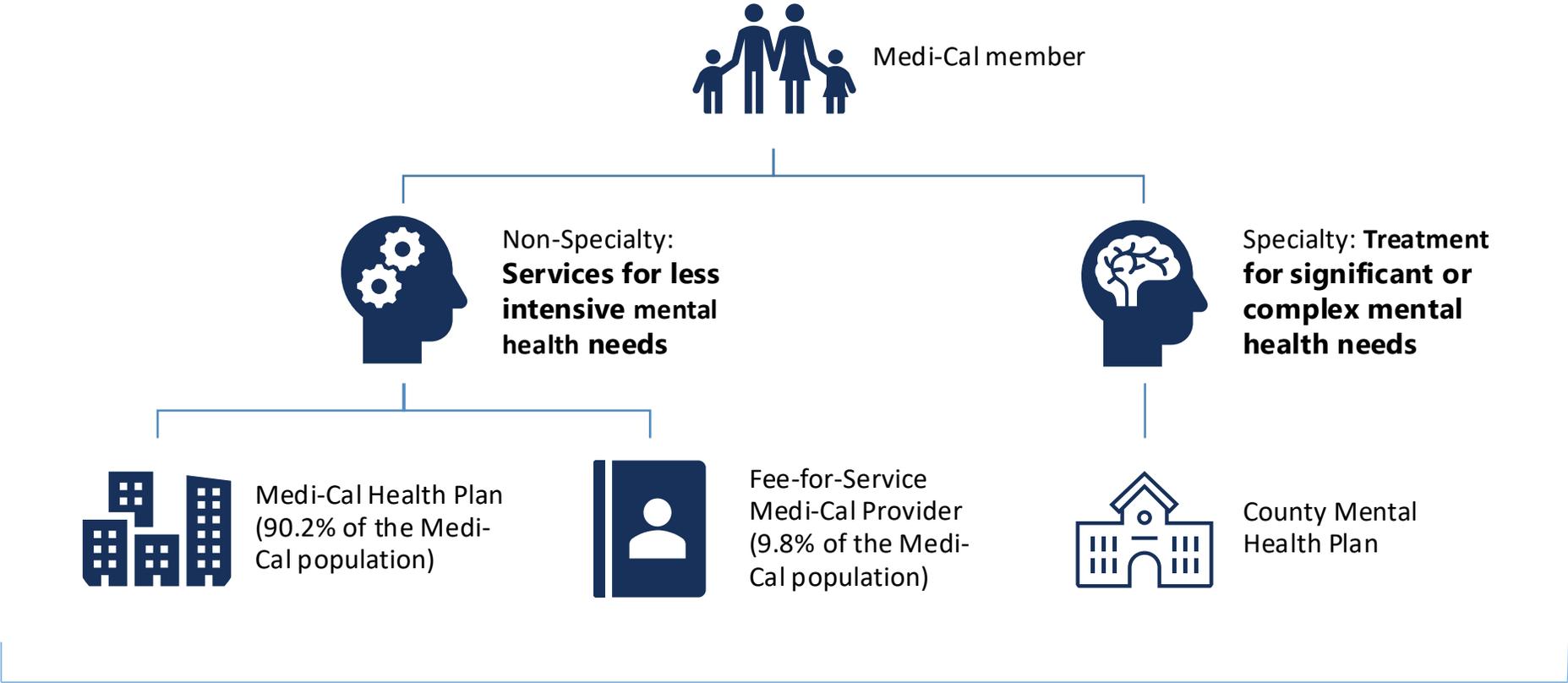
Resource: [U.S. Centers for Disease Control and Prevention](#)

What is Covered?

Examples of covered mental health services include, but are not limited to:

- » Mental health screening and assessment
- » Individual, group, and family therapy
- » Community Health Worker services
- » Peer Support Specialist Services
- » Intensive outpatient or intensive in-home services
- » Crisis services
 - Mobile crisis response
 - Crisis intervention
 - Crisis stabilization
 - Crisis residential
- » Additional services for children (e.g., therapeutic behavioral services, therapeutic foster care)

Navigating the Mental Health Care System



Pharmacy/medications are generally provided via Medi-Cal Rx.



How Can I Get Care?

Contact your Medi-Cal Health Plan

Contact your Medi-Cal Health Plan

You can contact your health plan by calling the phone number on your health plan identification card. Let the health plan representative know you need assistance with accessing mental health services. They will assess your needs and refer you to where you can get help.

Contact your County Mental Health Plan

Visit DHCS' [Medi-Cal Managed Care Health Care Options](#).

Find information about plan(s) by choosing your county. You can view plan materials, a provider directory, a list of drugs covered, and a handbook with information for members.

Fee-for-Service

The Medi-Cal Health Plan must:

- » Maintain a 24-hour phone line to assist members.
- » Maintain a website with contact and service information.



How Can I Get Care?

Contact your
Medi-Cal Health Plan

Contact your County
Mental Health Plan

Fee-for-Service

Contact your County Mental Health Plan

- » There is one specialty County Mental Health Plan operated by each county. You do not need to be enrolled in or choose a plan.
- » You can call your County Mental Health Plan's toll-free phone number for help finding services. A representative will screen and refer you to a provider or to your Medi-Cal Health Plan for non-specialty services.
- » You can also visit the County Mental Health Plan's website to locate a provider directory and member handbook.

Visit DHCS' [County Mental Health Plan Directory](#).

The county must:

- » Maintain a 24-hour phone line to assist members.
- » Maintain a website with contact and service information.



How Can I Get Care?

Contact your
Medi-Cal Health Plan

Contact your treating provider

- » If you have Medi-Cal Fee-for-Service, ask your doctor's office if they accept Medi-Cal.
- » Ask your provider what mental health benefits they cover under Medi-Cal.

Contact your County
Mental Health Plan

If you do not have a provider

- » Call the DHCS Medi-Cal Helpline at 1-800-541-5555.
- » You can visit a community health center or clinic. Use this resource to [find a health center in your area](#).
- » Your county human services agency may also be able to help you find a provider in your area. Use the [County Office List](#) to identify and contact an office near you.

Contact your Fee-For-
Service Provider

Finding a Good Provider for You

» Plans are required to post a current provider directory online. A health care provider is a person or entity that provides medical care or treatment.

A provider directory includes:

- » Where providers are located
- » Services they provide
- » Cultural and language services that are available from the providers
- » More

» For questions about providers, contact your Medi-Cal Health Plan or County Mental Health Plan.

Questions and Discussion



Mental Health Resources for Kids and Parents: BrightLife and Soluna

Autumn Boylan, Deputy Director, Office of Strategic Partnerships

Governor Newsom's Master Plan for Kids' Mental Health

- » Uses an approach that focuses on treating all aspects of the individual, recognizes the role their network of support plays, and brings services to where they live.
- » Children and Youth Behavioral Health Initiative (CYBHI) at its core, a \$4.7 billion dollar investment.



Mental Health virtual services applications

- » In January 2024, DHCS launched two free mental health services applications (apps) for all families with children, teens, young adults, and their caregivers, regardless of insurance coverage or immigration status



How do the apps work?

BrightLife Kids
A CalHOPE program by Brightline



soluna
a CalHOPE Program by Kooth



What do these apps offer?



Professional Coaching



Care Navigation Services



Educational Content



Peer Communities

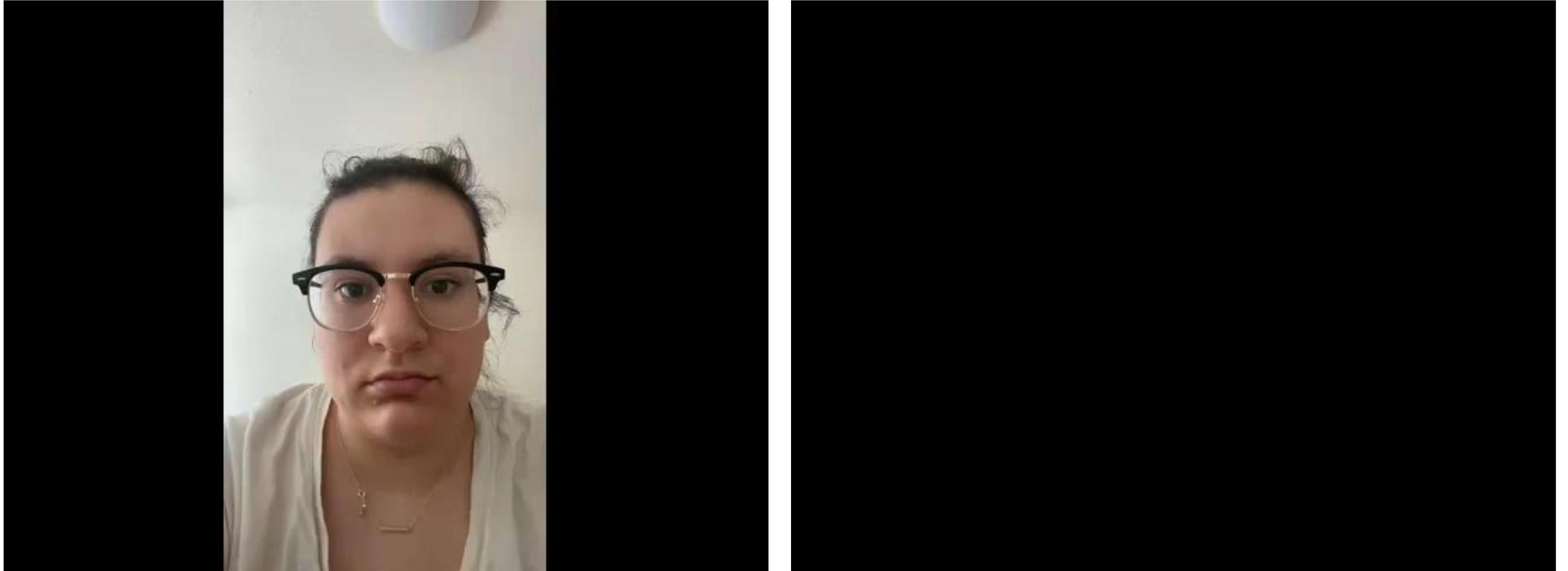


Assessments and Tools



Crisis and Safety Protocols

Testimonials – Young People on Soluna



Mental Health Breakout Rooms Discussion

Breakout Room Discussion Instructions

Members and DHCS staff will now join one breakout room for the next 45 minutes to discuss mental health topics, followed by everyone coming back together to share discussion highlights.

Breakout Room Topics:

- » Breakout Room 1: General discussion about how members see/think about mental health
- » Breakout Room 2: How members access information
- » Breakout Room 3: Member support and engagement

MMAC Members Share Discussion Highlights



Next Steps

- » Attend the next virtual MMAC meeting on Wednesday, December 11, 2024, from 5:30 – 7:30 p.m.
- » Everyday Impact Consulting will share action items and one-on-one debrief meetings will be conducted in a couple of weeks.

Closing Remarks



APPENDIX



Medi-Cal Managed Care and Fee-for-Service

Non-specialty mental health services:

- » Individual and group mental health evaluation and treatment (psychotherapy, including family therapy and dyadic services).
- » Psychological testing when clinically indicated to evaluate a mental health condition.
- » Outpatient services for the purposes of monitoring medication treatment.
- » Outpatient laboratory, medications,* supplies, and supplements.
- » Psychiatric consultation.

*All pharmacy/medications covered through Medi-Cal Rx, effective January 1, 2022

Specialty Mental Health Services

Outpatient

- » Mental Health Services
 - Assessment
 - Plan development
 - Therapy
 - Rehabilitation
- » Medication Support Services
- » Day Treatment Intensive
- » Day Rehabilitation
- » Crisis Residential Treatment
- » Adult Residential Treatment
- » Crisis Intervention
- » Crisis Stabilization
- » Targeted Case Management
- » Peer Support Services (effective July 1, 2022)
- » Mobile Crisis Services (effective January 1, 2023)

Inpatient

- » Acute Psychiatric Inpatient Hospital Services
- » Psychiatric Health Facility Services

Services for youth <21 years of age*

- » Intensive Care Coordination
- » Intensive Home-based Services
- » Therapeutic Behavioral Services
- » Therapeutic Foster Care

*Must cover additional services not included in the Medi-Cal State Plan as medically necessary, per the federal Early and Periodic Screening, Diagnostic, and Treatment mandate.

Scan QR code

BrightLife Kids
A CalHOPE program by Brightline



BrightLife.Kids/ca

 **soluna**
a CalHOPE Program by Kooth



SolunaApp.com

Testimonial – Parents Love BrightLife Kids

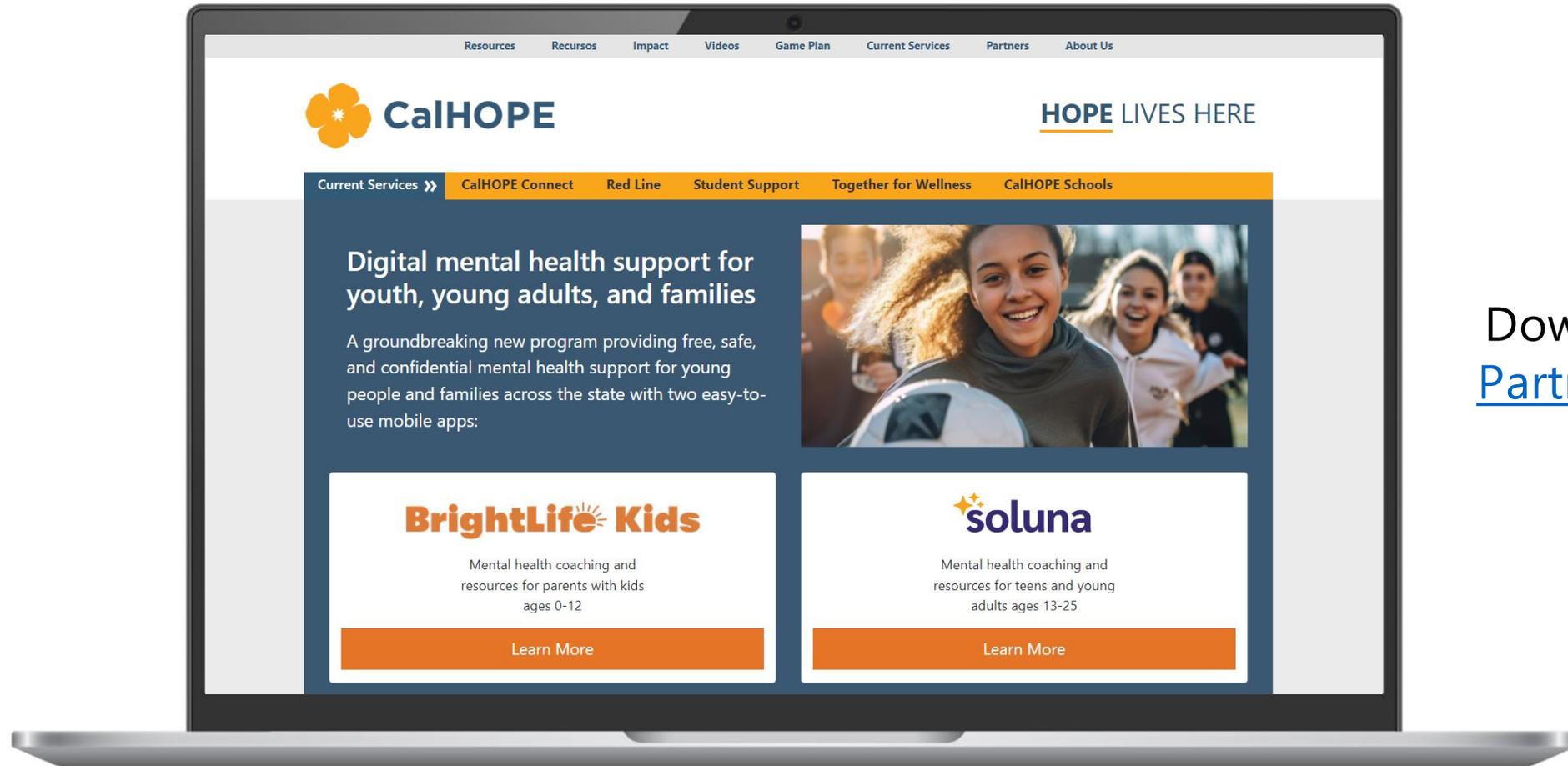


"We are no longer facing the mountain of trying to figure out how to find help for my child. I am in great debt to Brightline and my child is doing wonderfully."

"Dad, I had an anxious moment this morning and I remembered what Jordan told me and I said it to myself 3 times and the day was great"
-Taula

Results: Taula has a strong connection with Jordan (her BrightLife Kids coach!) and looks forward to seeing him every week. He's taught her skills to overcome anxiety, build self-confidence, and be resilient!

Learn more at CalHOPE.org



Download the
[Partner Toolkit](#)
Today

Positive Parenting, Thriving Kids

- » Covering 20 topics (in English and Spanish), Positive Parenting, Thriving Kids is a series of **FREE** videos and print resources to provide parents & caregivers with practical, evidence-based information and skills to address the most common parenting challenges.

The screenshot shows the website for 'Positive Parenting, Thriving Kids'. At the top, there are navigation links for 'Child Mind Institute', 'Self-Care & Connection', 'Healthy Growth', 'Big Changes & Challenges', and 'Family & Community Stress'. A language toggle switch is set to 'ENG'. Below the navigation, the page title is 'Thriving Kids Projects > Positive Parenting, Thriving Kids'. The main content area features the 'Positive Parenting, Thriving Kids' logo and a description: 'A series of free videos and print resources with practical, evidence-based information and skills to address your most common parenting challenges.' It also mentions 'Created in partnership with the State of California' with a map icon. A blue button labeled 'View All Videos' with a downward arrow is present. Below the button is a link for 'Versión en español / Spanish version'. On the right side, there is a video player showing a man and a woman sitting on steps, with a large blue play button overlay. The video player includes a '2:20' duration indicator and the text 'Overview Video'.