

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

For Managed Care Non-Specialty Mental Health Services

# Agenda

- » Welcome and Introductions
- » Senate Bill (SB) 1019 Requirements Overview
- » Outreach & Education Plan Approval Standards Overview
- » Public Comments: Questions and Discussion
- » Next Steps
- » Closing Remarks

# Welcome & Introductions

# SB 1019 Requirements Overview

# Bill Objective

- » Under Medi-Cal, many medically necessary, covered mental health services go 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 and primary care providers (PCPs) are aware of all covered NSMHS.
- » SB 1019 provides a framework to address gaps in utilization by focusing on cultural and linguistic appropriateness of outreach and education materials.

# Medi-Cal Managed Care Plan (MCP) Responsibilities

- » MCPs must develop and implement an **annual outreach and education plan** for Members and PCPs about 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 ensures 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 Standards Overview

# 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 today's stakeholder and tribal partner engagement session for SB 1019 approval standard finalization
- Provide expertise and guidance concerning approval standard development

## » DHCS

- Facilitate this public workshop
- 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, October 1, 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 submission due date

# Submission Score

## SUBMISSION SCORE

Choose 1	Submission Review Options
<input type="checkbox"/>	Approved as Submitted
<input type="checkbox"/>	Additional Information Requested (AIR)
<input type="checkbox"/>	Denied

# Required Categories

## OUTREACH AND EDUCATION PLAN APPROVAL STANDARDS SUMMARY SCORE

Categories	Score
<a href="#">Developed with stakeholder &amp; tribal partner engagement</a> [ SB 1019: <a href="#">14190.1.(a)(1)</a> ]	Score Options Choose an item.
<a href="#">Alignment with Population Needs Assessment/NCQA Population Assessment</a> [ SB 1019: <a href="#">14190.1.(a)(2)</a> ]	Choose an item. Meets Does not meet
<a href="#">Alignment with utilization assessment</a> [ SB 1019: <a href="#">14190.1.(a)(2)</a> ]	Choose an item.
<a href="#">Alignment with National Culturally &amp; Linguistically Appropriate Services Standards</a> [ SB 1019: <a href="#">14190.1.(a)(3)</a> ]	Choose an item.
<a href="#">Best practices in stigma reduction</a> [ SB 1019: <a href="#">14190.1.(a)(3)</a> ]	Choose an item.
<a href="#">Multiple points of contact for Member access</a> [ SB 1019: <a href="#">14190.1.(a)(3)</a> ]	Choose an item.

# Stakeholder & Tribal Partner Engagement

## Category: Developed with stakeholder & tribal partner engagement Plan

Identify if the MCP's Outreach and Education Plan "Meets" or "Does not meet" each plan component and provide revision instructions for any component identified as "Does not meet".

Once this table is scored, place the final score in the Outreach and Education Plan Approval Standards Summary Score table in the [Developed with stakeholder & tribal partner engagement](#) row.

Plan Component	Score	Revision Instructions
Outreach and Education Plan describes MCP collaboration with tribal partners.	Choose an item.	
Outreach and Education Plan describes MCP collaboration with the community advisory committee (CAC) established by the MCP.	Choose an item.	
Outreach and Education Plan describes MCP collaboration with local stakeholders representing diverse racial and ethnic communities.	Choose an item.	
Outreach and Education Plan describes how community advisory committee, local stakeholder, and tribal partner engagement influenced Outreach and Education Plan elements.	Choose an item.	

# Population Needs Assessment/NCQA Population Assessment

## Category: Alignment with Population Needs Assessment/NCQA Population Assessment

Identify if the MCP's Outreach and Education Plan "Meets" or "Does not meet" each plan component and provide revision instructions for any component identified as "Does not meet".

Once this table is scored, place the final score in the Outreach and Education Plan Approval Standards Summary Score table in the alignment with [Population Needs Assessment/NCQA Population Assessment row](#).

Plan Component	Score	Revision Instructions
A Population Assessment was submitted by MCP along with Outreach and Education Plan.	Choose an item.	
The Outreach and Education Plan describes how the outreach/education materials and messaging are designed to be appropriate for the diversity of the plan enrollee membership.	Choose an item.	
The Outreach and Education Plan describes how the population's language translation needs are met (reference: <a href="#">MCP contract requirements</a> & <a href="#">APL 21-004</a> ).	Choose an item.	

# Utilization Assessment

## Category: Alignment with Utilization Assessment

Identify if the MCP's Outreach and Education Plan "Meets" or "Does not meet" each plan component and provide revision instructions for any component identified as "Does not meet".

Once this table is scored, place the final score in the Outreach and Education Plan Approval Standards Summary Score table in the alignment with [Alignment with Utilization Assessment](#) row.

Plan Component	Score	Revision Instructions
Utilization Assessment was submitted by MCP along with Outreach and Education Plan	Choose an item.	
Utilization Assessment accounts for utilization of covered mental health benefits by race, ethnicity, language, age, sexual orientation, gender identity, and disability. <i>(Note: MCPs may describe if data capture of the required descriptors is not adequate at this time for this type of analysis, and what they are doing to improve data capture)</i>	Choose an item.	
The Outreach and Education Plan provides strategies to reach Member groups with low utilization of Non-Specialty Mental Health Services, as identified in the utilization assessment	Choose an item.	

# National Culturally & Linguistically Appropriate Services Standards

## Category: Alignment with National Culturally & Linguistically Appropriate Services Standards

Identify if the MCP's Outreach and Education Plan "Meets" or "Does not meet" each plan component and provide revision instructions for any component identified as "Does not meet".

Once this table is scored, place the final score in the Outreach and Education Plan Approval Standards Summary Score table in the alignment with Alignment with [National Culturally & Linguistically Appropriate Services Standards](#) row.

**Note:** The Outreach and Education Plan can include language from the MCP's policies and procedures on culturally and linguistically appropriate service standards to satisfy these requirements.

Plan Component	Score	Revision Instructions
Outreach and Education Plan describes how MCP will 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." [5]	Choose an item.	
Outreach and Education Plan describes how MCP will inform "all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing." [6]	Choose an item.	
Outreach and Education Plan describes how MCP will ensure "the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided." [7]	Choose an item.	

# National Culturally & Linguistically Appropriate Services Standards

Plan Component	Score	Revision Instructions
<p>Outreach and Education Plan describes how MCP will provide “easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.” [8]</p>	<p>Choose an item.</p>	
<p>Outreach and Education Plan describes how MCP will partner “with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.” [13]  <i>(Note: also see section on “Developed with Stakeholder &amp; Tribal Partner Engagement”)</i></p>	<p>Choose an item.</p>	

# Stigma Reduction

## Category: Best practices in stigma reduction

Identify if the MCP’s Outreach and Education Plan “Meets” or “Does not meet” each plan component and provide revision instructions for any component identified as “Does not meet”.

Once this table is scored, place the final score in the Outreach and Education Plan Approval Standards Summary Score table in the alignment with [Best Practices in stigma reduction](#) row.

Plan Component	Score	Revision Instructions
Outreach and Education Plan directly addresses actions/steps/language used to reduce stigma in outreach and education plans/materials.	Choose an item.	
<i>Outreach and Education Plan notes collaboration with Mental Health Services Act coordinator for guidance. (Optional)</i>	Choose an item.	

# Multiple points of contact for Member access

## Category: Multiple points of contact for Member access

Identify if the MCP's Outreach and Education Plan "Meets" or "Does not meet" each plan component and provide revision instructions for any component identified as "Does not meet".

Once this table is scored, place the final score in the Outreach and Education Plan Approval Standards Summary Score table in the alignment with Alignment with [Multiple points of contact for Member access](#) row.

Plan Component	Score	Revision Instructions
Outreach and Education Plan lists multiple points of contact for Members to access mental health benefits (e.g., MCP website, MCP phone number, MCP email, MCP ombudsman, etc.)	Choose an item.	

# 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 approval standards will be posted on [SB 1019 website](#) by end of July.<sup>1</sup>
- » MCP outreach and education plans are due by October 1, 2024.<sup>2,3</sup>

<sup>2</sup> Dates subject to change

<sup>3</sup> See All Plan Letter (APL) 24-XXX, “NON-SPECIALTY MENTAL HEALTH SERVICES: MEMBER OUTREACH, EDUCATION, AND EXPERIENCE REQUIREMENTS for final plan submission due date

**Questions?**  
**Email SB 1019 Implementation Team**

