

**Non-Specialty Mental Health Services
Outreach and Education Plan
Approval Standards Matrix and
Worksheet**

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MEDI-CAL MANAGED CARE PLAN (MCP) SUBMISSION INFORMATION

Plan Information	Name/Date
MCP Name	
County	
Date Plan Submitted	
Date Sent for Revisions <i>(mark as N/A if approved on first submission)</i>	
Date Re-Submitted with Revisions <i>(mark as N/A if approved on first submission)</i>	
Date Approved	

DHCS REVIEWER INFORMATION

Reviewer Information	Name/Date
Name/Role	
Date of initial review	
Date of revision review	

INSTRUCTIONS

Submission Scoring

If an Outreach and Education Plan meets requirements for all categories as determined by the DHCS reviewer on initial submission, the reviewer will mark "Approved as Submitted" in the Submission Score table. Then, the DHCS reviewer will return the scoring form to the MCP along with a statement of approval, via email.

If an Outreach and Education Plan receives a score of "Additional Information Requested (AIR)" for any category, the reviewer will mark "AIR" and the Outreach and Education plan will be returned to the MCP for revision & resubmission. The DHCS reviewer will return this scoring form to the MCP along with a request for revision, via email. MCPs must resubmit their plans for re-review no later than to October 20, 2024.

If an Outreach and Education Plan receives a score of "Does Not Meet" on any category, and the MCP is unable or unwilling to revise their plan, the reviewer will mark "Denied" in the Submission Score table.

Once the Outreach and Education Plan is approved, the MCP may implement the Outreach and Education Plan. Outreach and Education Plans must be implemented by January 1, 2025, per APL 24-XXX requirements.

Outreach and Education Plan Approval Standards Summary Score

DHCS reviewers will evaluate MCPs' Outreach and Education Plans to determine if they meet the criteria included for each category of the plan. If the reviewer determines the plan fulfills a category, they will select "Meets" in the "Score" column.

If the DHCS reviewer determines that the Outreach and Education Plan does not meet the criteria for a category, they will mark "Does Not Meet" in the "Score" column. The DHCS reviewer will provide specific feedback on why the submitted content does not meet the requirements, in the "Revision Instructions" column. The DHCS reviewer will then mark "Additional Information Requested (AIR)" in the [Submission Score section](#).

SUBMISSION SCORE

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

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OUTREACH AND EDUCATION PLAN APPROVAL STANDARDS SUMMARY SCORE

Categories	Score
Developed with stakeholder & tribal partner engagement [SB 1019: 14190.1.(a)(1)]	Choose an item.
Alignment with Population Needs Assessment/NCQA Population Assessment [SB 1019: 14190.1.(a)(2)]	Choose an item.
Alignment with utilization assessment [SB 1019: 14190.1.(a)(2)]	Choose an item.
Alignment with National Culturally & Linguistically Appropriate Services Standards [SB 1019: 14190.1.(a)(3)]	Choose an item.
Best practices in stigma reduction [SB 1019: 14190.1.(a)(3)]	Choose an item.
Multiple points of contact for Member access [SB 1019: 14190.1.(a)(3)]	Choose an item.
Primary Care Provider Outreach and Education [SB 1019: 14190.1.(e)]	Choose an item.

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.	
MCPs sent email attestation as to the convening with their Community Advisory Committee, per APL requirement	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.	

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 the [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: MCP contract requirements & APL 21-004).	Choose an item.	

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 the [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.	

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 the [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.	

SB 1019 Outreach and Education Plan Approval Standards Matrix and Worksheet

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 & Tribal Partner Engagement”)</i></p>	<p>Choose an item.</p>	

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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 the [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.	
Outreach and Education Plan notes if MCPs partnered with County Mental Health Plan (MHP) partners in the development of their outreach and education plans to coordinate efforts to educate Members on how to access mental and behavioral health services.	Choose an item.	

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 the [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.	

Category: Primary Care Provider Outreach and Education

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 the [Primary Care Provider Outreach and Education](#) row.

Plan Component	Score	Revision Instructions
Outreach and Education Plan describes MCP’s plan to conduct annual outreach and education to primary care providers (PCP) regarding covered Non-Specialty Mental Health Services.	Choose an item.	
The PCP outreach and education plan notes how the PCP plan was informed by the Quality Improvement and Health Equity Committee (QIHEC).	Choose an item.	