

Managed Care Plan–Correctional Facility MOU Template: Post-Release Stakeholder Webinar

Objectives for Today's Webinar

1. Provide Brief Overview of Standard DHCS Memorandum of Understanding (MOU) Requirements
2. Provide Overview of Managed Care Plan (MCP)–Correctional Facility (CF) MOU Provisions
3. Provide Overview of Feedback Received on MCP–CF MOU Template Provisions and Substantive Changes Implemented to the MCP-CF MOU Provisions
4. Discuss Approach and Timeline for Execution of MCP–CF MOUs

Standard DHCS MOU Requirements



Goals of DHCS MOUs:

The 2024 Medi-Cal Managed Care Contract (“Contract”) requires all MCPs to enter into MOUs with counties and third-party entities—including CFs—to contractually ensure the provision of whole-system, person-centered care.

DHCS Goals for Requiring MOUs:

- » Incorporate existing service and program requirements into a single document.
- » Establish minimum requirements around key Contract provisions for MOUs (e.g., training, data-sharing).
- » Clarify roles and responsibilities for coordination of the delivery of care and services of all Members, including across MCP carved out services.
- » Establish formal processes for how MCPs and CFs will collaborate and coordinate on programs.
- » Establish data sharing pathways between MCPs and CFs to support care coordination and enable robust monitoring.
- » Provide mechanisms to ensure overall oversight and accountability for MCPs to execute MOUs with CFs.
- » Provide transparency into roles/responsibilities and relationships between MCPs and CFs.

MOU Requirements and Structure

The MCP-CF MOU Template is part of a broader set of documents and guidance focused on the release and execution of the MOUs. These items include:

APL on MOU Requirements

APL 23-029 explains the Base MOU Template and Bespoke MOU Templates. APL 23-039:

- Explains the intent and purpose of the provisions set forth in the MOUs;
- Sets expectations of MCPs, such as an annual review of the MOU;
- Details requirements related to MOU execution and submission to DHCS; and
- Lays out a monitoring plan for how DHCS will oversee MCP compliance with the MOU requirements.

Base MOU Template

The Base MOU Template contains provisions that must be included in all MOUs. The Base MOU Template:

- Clarifies roles and responsibilities of MCP and CFs;
- Establishes “rules of engagement” to cooperate and address disputes; and
- Includes DHCS recommended optional provisions that parties may consider for execution.

MCP-CF MOU (Today’s Focus)

Specific to MCP and CF’s relationship and programs applicable under the MOU (e.g., Reentry Initiative and CF Partners), the MCP-CF MOU:

- Contains general **and** program-specific required provisions, including incorporating CF requirements based on existing guidance;
- Contains DHCS-recommended optional provisions that parties may consider for that particular MOU; and
- Links to specific policies incorporated in the MOU.

General MOU Resources

» **DHCS maintains resources to assist MCPs and CFs with MOU implementation.**

» [DHCS MOU Webpage](#)

- Houses the DHCS-issued APL 23-029, Base MOU Template and Bespoke MOU Templates.
- Houses the MOU FAQs, which provide additional guidance on the APL, Base MOU, and Bespoke MOU Templates; clarifies aspects of MOUs in response to stakeholder feedback; addresses questions on optional provisions, data sharing, enforcement; and more.
- DHCS MOU email address: MCPMOUS@dhcs.ca.gov.

» [DHCS Justice-Involved Initiative Webpage](#)

- The Policy and Operational Guide for Planning and Implementing the Justice-Involved Reentry Initiative is available at the link [Policy and Operational Guide for Planning and Implementing the Justice-Involved Reentry Initiative](#).
- DHCS JI email address: CalAIMJusticeAdvisoryGroup@dhcs.ca.gov.

The screenshot shows the top navigation bar of the DHCS website with links for Home, About DHCS, and Translate. The DHCS logo is prominently displayed. The main heading reads "Memoranda of Understandings Between Medi-Cal Managed Care Plans and Third Party Entities". Below the heading is a link to "Return to the Managed Care All Plan Letters Homepage" and a paragraph of introductory text about the MCP Contract and its requirements for partnerships with Third Party Entities.

MCP-CF MOU Provisions



Purpose of the MCP-CF MOU Template

- » The MCP-CF MOU outlines service provision, care coordination, referral, oversight, and other requirements based upon the *Policy and Operational Guide for Planning and Implementing the Justice-Involved Reentry Initiative* (“*Reentry Policy and Operational Guide*”) and provisions in the *2024 MCP Contract*.
- » Through negotiating the MOU, MCPs and CFs will:
 - Open or improve channels of communication between MCPs and CFs;
 - Enhance each party’s understanding of the other’s respective services, referral processes, and operations; and
 - Clearly delineate roles and responsibilities to support the implementation of the Reentry Initiative, including plans for ongoing communication and collaboration.

Reminder: Base MOU Template Requirements

Every MOU template contains the following provisions as required under the Contract:

- » **Definitions**
- » **Quality Improvement**
- » **Services Covered by This MOU**
- » **Data Sharing and Confidentiality**
- » **Party Obligations**
- » **Dispute Resolution**
- » **Training and Education**
- » **Equal Treatment**
- » **Referrals**
- » **General**
- » **Care Coordination**
- » **Quarterly Meetings**

Reminder: Optional Requirements of MCP-CF MOU Template


In addition to required provisions in the MCP-CF MOU template, MCPs and CFs may implement *additional, optional* provisions specific to their collaboration processes. The MCP-CF MOU Template contains suggested optional provisions, including:

- » Indicating mode of communication (e.g., telephone, email, fax) and required timeframe of response to referrals or other related communications.
- » County-specific Pre-Release Care Manager and Post-Release JI ECM Provider assignment process.
- » County-specific processes for identification of eligible Providers who may serve as the In-Reach Pre-Release Care Manager and/or Post-Release ECM Provider to serve Members who are not yet assigned to an MCP.
- » County-specific processes for identification of an approved out-of-network behavioral health provider if there is no available in-network Provider to see the Member within the recommended Behavioral Health Link follow up timeframe.

Feedback on the MCP-CF MOU Template

Throughout the MOU development, DHCS gathered stakeholder feedback. DHCS worked to align the MCP-CF MOU with stakeholders' needs and ensure current guidance was reflected in the MOU.

- » **DHCS hosted a stakeholder webinar in July** during the stakeholder comment period to review the MCP-CF MOU.
 - **DHCS received 140 stakeholder comments during the stakeholder comment period.** DHCS reviewed these comments and revised the MOU to address these comments where possible.
 - The following slides provide an overview of substantive changes made to the MCP-CF MOU in response to stakeholder feedback. Additional, non-substantive changes were also made during the MOU finalization process that are not detailed in this webinar.



**Thank you for
your valuable
feedback!**

Overview of Feedback Received to MCP- CF MOU Template Provisions



Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “CF Obligations” section of the MCP-CF MOU template to address stakeholder feedback (Slide 1 of 2).

» **Summary of Updates:** Language was revised throughout the MOU template to add requirements that the CF to meet quarterly with the MCP; ensure sufficient staffing to support compliance and management of the MOU; and require CFs to train and orient appropriate employees to the MOU.

» **New Provisions:**

- The Correctional Facility Responsible Person must meet at least quarterly with MCP, as required by Section 9 of this MOU.

Additional updates to quarterly meeting requirements were implemented in Section 9 and will be described later in the presentation.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “CF Obligations” section of the MCP-CF MOU template to address stakeholder feedback (Slide 2 of 2).

- » **Summary of Updates:** Language was revised throughout the MOU template to add requirements that the CF to meet quarterly with the MCP; sufficient staffing to support compliance and management of the MOU; and require CFs to train and orient appropriate employees to the MOU.
- » **New Provisions:**
 - The Correctional Facility Responsible Person must ensure there are sufficient staff at the Correctional Facility to support compliance with and management of this MOU.
 - The Correctional Facility Responsible Person must manage and oversee the Correctional Facility Liaison (if the Correctional Facility Responsible Person is not also the Correctional Facility Liaison).
 - The Correctional Facility Liaison must ensure the appropriate communication and care coordination is ongoing between the Parties, facilitate quarterly meetings in accordance with Section 9 of this MOU, and provide updates to the Correctional Facility Responsible Person, as appropriate.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Compliance by Subcontractors and Downstream Subcontractors” section of the MCP-CF MOU template to address stakeholder feedback.

- » **Summary of Updates:** This section was added to mandate that the CF ensures all contractors comply with MOU provisions (modeled on an analogous section for MCPs in Section 4):
- » **New Provisions:**
 - Correctional Facility must require and ensure that its Subcontractors and Downstream Subcontractors, as applicable, comply with all applicable provisions of this MOU.

Note: For purposes of this MOU, subcontractors and downstream subcontractors of the Correctional Facility means any individual(s) or entity(ies) with whom the Correctional Facility contracts with or to whom the Correctional Facility delegates to carry out any of its obligations or responsibilities under in this MOU.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Referrals” section of the MCP-CF MOU template to address stakeholder feedback.

- » **Summary of Updates:** This section was revised to clarify existing language that 1) short-term model timelines apply to all referral activities, and 2) MCPs are responsible for ensuring medically necessary Covered Services for which a Member is eligible, upon the release and effectuation of active MCP coverage. This section was additionally revised to clarify that referral activities described in the section apply only to circumstances where the CF is providing pre-release care management via their embedded providers.
- » **New Provisions:**
 - If Correctional Facility is providing pre-release care management, MCP and Correctional Facility must coordinate to ensure that MCP receives all Member referrals for services or supports and any information needed to support the referral (e.g., Member’s name, date of birth, Client Index Number, expected address at the time of release, expected release date, recommended timeframe for requested services) for MCP to authorize and ensure the services or supports are available to Members upon release and effectuation of active MCP coverage.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Care Manager Assignments” section of the MCP-CF MOU template to address stakeholder feedback.

- » **Summary of Updates:** This section was revised to clarify existing language that short-term model timelines apply to all care manager assignment activities. This section was also revised to remove specific steps for provider assignment (aligned with Section 8.4 of the P&O Guide); this change increases flexibility in the MCP-CF MOU Template as many CFs and MCPs have developed their own methods for assignment. MCPs and CFs must follow the approach described in the P&O Guide or their own mutually agreed upon and formally documented policies and procedures.
- » **New Provisions:**
 - MCP and Correctional Facility must work collaboratively to ensure that each Member is assigned a Pre-Release Care Manager and Post-Release ECM Provider (if different from the person assigned as the Pre-Release Care Manager). These assignments must be made as described in Section 8.4 of the CalAIM JI Reentry Policy and Operational Guide or as described in mutually agreed upon and formally documented policies and procedures. For Members with short-term stays, assignments should take place in accordance with the short-term model timelines defined in Section 8.2: Short-Term Model Minimum Requirements of the CalAIM JI Reentry Policy and Operational Guide.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Behavioral Health Links” section of the MCP-CF MOU template to address stakeholder feedback.

- » **Summary of Updates:** This section was revised to clarify that the MCP must assist the pre-release care manager or post-release JI ECM provider in arranging appointments for Non-Specialty Mental Health Services (NSMHS) links after release from incarceration, in alignment with [APL 22-006](#):
- » **New Provisions:**
 - For MCP-enrolled Members who do not meet the criteria for SMHS, DMC, or DMC-ODS services, Correctional Facility must ensure that the Member’s Pre-Release Care Manager coordinates with the Post-Release JI ECM Provider (if different) to facilitate the Member’s Behavioral Health Link for managed care and/or fee-for-service delivery system Providers.
 - Additional information on MCP role coordinating behavioral health services for Members who do not meet the criteria for SMHS, DMC, or DMC-ODS services (including definitions of SMHS criteria) is located in [APL 22-006](#).

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Care Manager Warm Handoffs” section of the MCP-CF MOU template to address stakeholder feedback (Slide 1 of 2).

- » **Summary of Updates:** This section was updated to clarify that the CF and MCP must develop written policies and procedures to coordinate post-release warm handoffs. DHCS may review these policies and procedures as a part of ongoing monitoring activities.
- » **New Provision:**
 - If the Warm Handoff does not occur before the Member is released from the Correctional Facility, Correctional Facility and MCP must develop written policies and procedures...
- » **Summary of Updates:** This section was additionally revised to modify timeline requirements in the MOU to indicate that warm handoffs should take place within one week of notification of release:
- » **New Provision:**
 - Warm Handoffs occur within the first week following notification of the Member’s release.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Care Manager Warm Handoffs” section of the MCP-CF MOU template to address stakeholder feedback (Slide 2 of 2).

- » **Summary of Updates:** This section was revised to indicate that the CF is responsible for sharing the Reentry Care Plan with the post-release JI ECM Provider (if different than the Pre-Release Care Manager) during the warm handoff or within one business day of unexpected release, with the post-release JI ECM Provider responsible for sharing with additional providers as needed; the requirement for the CF to share the Reentry Care Plan with additional entities was removed to reduce administrative burden. If a post-release JI ECM provider has not been assigned, the CF must share the Reentry Care Plan with the MCP, which is then responsible for ensuring the Reentry Care Plan is shared with the post-release JI ECM provider upon assignment.
- » **New Provisions:**
 - All necessary information to support the Warm Handoff is shared with the Post-Release JI ECM Provider within one business day of the Member’s release. If the Post-Release JI ECM Provider was not identified prior to release, the Correctional Facility must share all necessary information with the MCP, which is then responsible for sharing that information to the Post-Release JI ECM Provider upon their assignment.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Coordinated Care at Reentry” section of the MCP-CF MOU template to address stakeholder feedback.

- » **Summary of Updates:** This section was revised to explicitly state that the MCP is responsible for ensuring appropriate provider assignment even if ECM is declined.
- » **New Provisions:**
 - MCP must ensure Members have access to Covered Services, including ECM, upon reentry into the community, either on the day of release or the day their MCP enrollment is effective (if enrollment is effectuated subsequent to release). In instances where a Member declines pre-release care management and/or post-release ECM, MCP must still ensure the Member is assigned to an appropriate provider for necessary post-release services.
 - Correctional Facility must notify MCP within one business day of a Member’s release, if Member is assigned to a MCP.

Updates to MCP-CF MOU Template Requirements

The following revisions were implemented to the “Quarterly Meetings” section of the MCP-CF MOU template to address stakeholder feedback.

- » **Summary of Updates:** Edits to quarterly meeting attendees and cadence were made to increase flexibility while maintaining the requirement that persons with leadership decision making abilities are involved in meetings.
- » **New Provisions:**
 - Quarterly Meetings may be county-wide (i.e., all MCPs in the county attend) or regional (i.e., all MCPs and Correctional Facilities in a region attend), with case-specific issues handled in a separate forum between only the relevant parties. The JI Liaison will facilitate these meetings. MCP must invite Correctional Facility Responsible Person and their designee(s), as needed, and any additional appropriate Correctional Facility executives to participate in meetings with the MCP as frequently as necessary but at least quarterly...

Approach and Timeline to Executing MCP-CF MOUs



Approach for MCPs and CFs to Execute MOUs

DHCS will require MOUs between MCPs and CFs in their counties or regions of operation, including state prisons.

- » **County Jails and County Youth Correctional Facilities (YCF)** must enter into MOUs at a county level (e.g., County Sheriff signs on behalf of all jails in the county; County Probation signs on behalf of all YCFs in the county).
 - County Jails and County YCFs may either:
 - Enter into a unique MOU with each MCP in their county; or,
 - Enter into one MOU with all MCPs in their county.
- » **State Prisons (CDCR/CCHCS)** will negotiate one MOU on behalf of all state prisons with all MCPs.

Parties to the MCP-CF MOU

During the stakeholder comment period, DHCS solicited input on the appropriate parties to the MOU. In alignment with feedback, DHCS is setting the following requirements:

- » The CF and any public entities (e.g., Public Health Agency) responsible for the delivery of correctional health services should each be parties* to the MOU (i.e., both agencies should sign the MOU).
 - *For Example: If the County Public Health Agency provides correctional health services at the CF, the County Public Health Agency and the CF should both be parties to the MCP-CF MOU. The parties should delineate among themselves which obligations under the MOU each party is responsible for carrying out.*

*Being "party" to the MOU means that by signing the MOU, the signing entity is agreeing to carry out the obligations set forth in the MOU as necessary and delineated among the parties to the MOU.

2025-2026 MOU Execution Timeline

- » For CFs that go live with pre-release services **prior to or on January 1, 2026, the effective date for CFs and MCPs to demonstrate a good faith effort to enter into an MOU is by January 1, 2026.**
 - Prior to finalizing a MOU, the MCP and CF must both submit reports on progress to DHCS on a quarterly basis.
- » For CFs that go live with pre-release services **after January 1, 2026**, the effective date for CFs and MCPs to demonstrate a good faith effort to enter into an MOU is **by the CF's go-live date.**
 - Prior to finalizing a MOU, the MCP and CF must both submit quarterly reports on progress to DHCS on a quarterly basis.

DHCS will require the submission of copies of the MOU for DHCS review and approval, in alignment with [APL 23-029](#), and will monitor MOUs on an ongoing basis.

Note: If a MCP and CF already have a MOU in place, the CF and MCP must update the MOU to ensure it meets mandatory provisions in the MCP-CF MOU Template developed by DHCS.



Best Practice: DHCS recommends that CFs and MCPs begin negotiating the MOU upon submission of the Readiness Assessment.

Questions?



Base MOU Template Requirements (1/3)

Every MOU template contains the following provisions as required under the Contract:

- » **Definitions.** Sets forth the defined terms used in the MOU such as the "MCP-Agency Liaison." Provides definitions for capitalized terms not otherwise defined in the MCP's Medi-Cal Managed Care Contract.
- » **Services Covered by This MOU.** Describes the services that the MCP and the CF must coordinate for Members.
- » **Party Obligations.** Describes each party's provision of services and oversight responsibilities (e.g., each party must designate a point of contact to act as the liaison for coordinating with the other party).
- » **Training and Education.** Requires MCP to provide education to members and Network Providers about covered services and CF's services available. Requires MCP to train employees who carry out responsibilities under the MOU and, as applicable, Network Providers, Subcontractors and Downstream Subcontractors on the MOU requirements and CF's obligations to provide care.

Base MOU Template Requirements (2/3)

- » **Referrals.** Requires the parties to refer to each other as appropriate and describes each party's referral pathways.
- » **Care Coordination.** Describes the policies and procedures for coordinating care between the parties, addressing barriers to care coordination, and ensuring ongoing monitoring and improvement of care coordination.
- » **Quarterly Meetings.** Requires the parties to meet at least quarterly to address care coordination, Quality Improvement (QI) activities, QI outcomes, and systemic and case-specific concerns, and to communicate with others within their organizations about such activities.
- » **Quality Improvement (QI).** Requires the parties to develop QI activities specifically for oversight of the MOU requirements, including any applicable performance measures and QI initiatives, such as those to prevent duplication of services, as well as reports that track referrals, Member engagement, and service utilization. MCP must document these QI activities in its policies and procedures.

Base MOU Template Requirements (3/3)

- » **Data Sharing and Confidentiality.** Requires the parties to have policies and procedures for sharing the minimum data and information necessary to ensure the MOU requirements are met and describes the data and information the CF may share with MCP to improve care coordination and referral processes. Requires the parties to implement policies and procedures for how the minimum necessary information and data (determined by the parties) will be shared in accordance with applicable law.
- » **Dispute Resolution.** Describes the policies and procedures for resolving disputes between the parties and the process for bringing the disputes to DHCS when the parties are unable to resolve disputes.
- » **Equal Treatment.** Provides that nothing in this MOU is intended to benefit or prioritize Members over persons who are not Members also receiving services from the CF.
- » **General.** Sets forth additional general contract requirements, such as the requirements that the MCP must publicly post the executed MOU, the MCP must annually review the MOU, and the MOU cannot be delegated.

MCP-CF MOU Template (1/3)

The MCP-CF MOU template contains the following provisions specific to the MCP-CF relationship and their roles in the implementation of the Reentry Initiative:

- » **Definitions.** Definitions for “MCP Responsible Person,” “JI Liaison,” “CF Responsible Person,” “CF Liaison,” “Behavioral Health Link,” “Pre-Release Care Manager,” “Care Manager Warm Handoff,” “Post-Release JI ECM Provider,” “Qualified Individual,” and “Reentry Care Plan.”
- » **MCP Obligations.** Requirements for the MCP Responsible Person to meet at least quarterly with the CF, ensure training and education on Reentry Initiative policy, and establish a JI Liaison point of contact.
- » **CF Obligations .** Requirements for the CF to authorize and ensure delivery of pre-release care management services, staff a CF Liaison, mandate subcontractors comply with MOU provisions, and meet quarterly with the MCP.
- » **Training and Education Requirements.** Requirement that MCP provide CFs with training and/or educational materials on how MCP services may be accessed.

MCP-CF MOU Template (2/3)

- » **Referrals Requirements.** Requires the parties to work collaboratively to develop policies and procedures for referrals, including:
 - If the CF provides pre-release care management delivered by Embedded Pre-Release Care Managers, ensure development of a Health Risk Assessment and Goals and Objectives Document and Reentry Care Plan.
 - The MCP and CF must share all information needed to support authorization of services and supports for the Member upon release.
 - The CF must ensure identification of post-release Covered Services or supports and must ensure processes for the Pre-Release Care Manager to complete referrals to the MCP through the JI Liaison or another identified pathway.
 - The MCP must implement Closed-Loop Referral¹ requirements for all referrals made to ECM and Community Supports and ensure that, after release from incarceration, Members receive all Covered Services for which they are referred prior to release.

1. DHCS, "Closed-Loop Referral Implementation Guidance," December 2024. Available at: <https://www.dhcs.ca.gov/CalAIM/Documents/WIP-CLR-Implementation-Guidance.pdf>.

MCP-CF MOU Template (3/3)

- » **Care Coordination and Collaboration Requirements.** Requires the parties to work collaboratively to develop policies and procedures that ensure coordinate on of access to care and services, including:
 - **Care Manager Assignments.** Requires the parties to collaborate and share information to ensure that each Member is assigned a Pre-Release Care Manager and Post-Release ECM Provider. MCPs are responsible for ensuring appropriate provider assignment even if ECM is declined. MCPs and CFs must follow the approach described in the Reentry Policy and Operational Guide or their own mutually agreed upon and documented methods.
 - **Reentry Planning and Coordination.**
 - MCPs must share information about the Member's care and treating providers prior to incarceration upon request and respond to requests for service authorization and identification of in-network providers in a timely fashion.
 - MCPs and CFs must coordinate to ensure Member access to post-release non-specialty behavioral health care (as appropriate), participation in Behavioral Health Links, and information-sharing.
 - MCP and CF must develop written policies and procedures to coordinate to ensure a warm handoff within one week of notification of release.
 - MCPs and CFs must coordinate care at reentry, including notification of a Member's release, sharing the Reentry Care Plan, and ensuring access to post-release services and follow-up by ECM providers.