Presented to: The Sacramento Medi–Cal Managed Care Stakeholder’s Advisory Committee

By: the Sacramento GMC Plans and Sacramento County MHP
Outline

- Requirements of the DHCS– RECAP
- Performance Measures and Metrics– Status UPDATE
- The First Four Months
- Coordination with Sacramento County Mental Health Plan (CMHP)– Status UPDATE
- Mental Health Quick Reference Guide
- Questions
Managed Care Plans must:

- Continue to ensure mental health screening of all beneficiaries by network PCPs. Beneficiaries with positive screening results may be treated by a network PCP within the PCP’s scope of practice.

- Cover and pay for mental health assessments by a licensed mental health professional for members with potential mental Health conditions which are beyond the PCPs scope of practice.

- Utilize an Assessment Tool agreed upon by the MHP

- Enter into an MOU with the MHP that covers:
  1. Basic Requirements;
  2. Covered Services and Populations;
  3. Oversight Responsibilities of the MCP and MHP;
  4. Screening, Assessment, and Referral;
  5. Care Coordination;
  6. Information Exchange:
  7. Member and Provider Education;
  8. Dispute Resolution;
  9. After–Hours Policies and Procedures; and,
  10. Reporting and Quality Improvement Requirements

- Provide Services in a linguistically and culturally appropriate manner

- Appropriately manage beneficiaries’ mental and physical health care, which includes, but is not limited to, the coordination of all medically necessary, contractually required Medi-Cal–covered services, including mental health services, both within and outside the MCP's provider network.


Mental Health Benefits UPDATE 4/28/14
Status Update - NO CHANGE

- In development by DHCS.
- An All Plan Letter is forthcoming
Coordination with Sacramento County MHP

The CMHP and MCPs continue to hold workgroup meetings to address the core MOU elements:

1. Basic Requirements;

2. Covered Services and Populations;

3. Oversight Responsibilities of the MCP and MHP;
   • Two-fold: Operational and Clinical
   • Key individuals are being assembled and processes reviewed.

4. Screening, Assessment, and Referral;
   • MCP and CMHP must agree on a screening/assessment tool and referral process
   • Workgroup has discussed if a standard form agreed upon by all four plans would be possible.
   • Workgroup has collectively reviewed various screening/assessment tools
   • Plans are working on both internal and external referral processes

5. Care Coordination
   • Ensuring coordination between physical health and mental health providers is key.
The CMHP and MCPs have held workgroup meetings to address the core MOU elements:

6. Information Exchange
   • Hospital Plan and ER Plan
   • (MH Quick Reference Guide/ Internal Coordination Reference Guide)

7. Member and Provider Education
   • When available MCPs have shared member/provider education materials regarding the changes to mental health benefits.

8. Dispute Resolution;
   • Process as outlined in the current MOU will be our guide and modified as deemed necessary

9. After-Hours Policies and Procedures; and,
   • All of the Plans have 24/7 Member Service/ Nurse Advice lines with staff educated on the new MH provision and able to do a “warm hand off” to an on-call Nurse or Plans’ MH provider access team.
     • MHP Access Team is available 24/7 to respond to referrals

10. Reporting and Quality Improvement Requirements
# Medi-Cal Behavioral Health Quick Guide

<table>
<thead>
<tr>
<th>Health Plan</th>
<th>Medi-Cal Specialty Mental Health Services¹</th>
<th>Medi-Cal Managed Care Plan Behavioral Health Services²</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthem Blue Cross</td>
<td>Sacramento MHP Access Team (888) 881-4881</td>
<td>Anthem Blue Cross (855) 323-2211</td>
</tr>
<tr>
<td>wellpoint.com</td>
<td>(916) 874-8070 (TTY)</td>
<td></td>
</tr>
<tr>
<td>Health Net</td>
<td>Sacramento MHP Access Team (888) 881-4881</td>
<td>Managed Health Network (MHN) (888) 426-0030</td>
</tr>
<tr>
<td><a href="http://www.HealthNet.com">www.HealthNet.com</a></td>
<td>(916) 874-8070 (TTY)</td>
<td></td>
</tr>
<tr>
<td>Molina Healthcare</td>
<td>Sacramento MHP Access Team (888) 881-4881</td>
<td>Molina Healthcare (888) 665-4621</td>
</tr>
<tr>
<td>MolinaHealthcare.com</td>
<td>(916) 874-8070 (TTY)</td>
<td></td>
</tr>
<tr>
<td>Kaiser Permanente</td>
<td>Sacramento MHP Access Team (888) 881-4881</td>
<td>Kaiser Permanente, Department of Psychiatry (877) 496-0450</td>
</tr>
<tr>
<td>KP.org</td>
<td>(916) 874-8070 (TTY)</td>
<td></td>
</tr>
</tbody>
</table>

¹Medi-Cal Specialty Mental Health Services

County Behavioral Health Services covers inpatient and outpatient Medi-Cal Specialty Mental Health services to all Medi-Cal beneficiaries including those on a Medi-Cal Managed Care Plan. Covered benefits are for clients with serious and persistent psychiatric illness requiring complex biopsychosocial services in order to maintain stability. These services are commonly provided by Sacramento County’s contracted network and inpatient psychiatric hospitals.

²Substance Use Treatment

Medi-Cal beneficiaries can receive substance abuse services through the County Behavioral Health Services’ Alcohol and Drug Program. These programs can be accessed by calling the Sacramento County Systems of Care Line. Medi-Cal beneficiaries in need of Acute Medical Detoxification are covered by their Medi-Cal Managed Care Plan. Acute Medical detoxification means treatment in an acute medical facility for a serious medical condition relating to substance withdrawal.

*Medi-Cal beneficiaries can access a County Behavioral Health program directly.*

*For emergencies call 911 or the Psychiatric Emergency/Urgent Services Line at (916) 732-3637 after hours line (888) 881-4881*

## Medi-Cal Specialty Mental Health Services¹

County Behavioral Health Services covers inpatient and outpatient Medi-Cal Specialty Mental Health services to all Medi-Cal beneficiaries including those on a Medi-Cal Managed Care Plan. Covered benefits are for clients with serious and persistent psychiatric illness requiring complex biopsychosocial services in order to maintain stability. These services are commonly provided by Sacramento County’s contracted network and inpatient psychiatric hospitals.

## Substance Use Treatment

Medi-Cal beneficiaries can receive substance abuse services through the County Behavioral Health Services’ Alcohol and Drug Program. These programs can be accessed by calling the Sacramento County Systems of Care Line. Medi-Cal beneficiaries in need of Acute Medical Detoxification are covered by their Medi-Cal Managed Care Plan. Acute Medical detoxification means treatment in an acute medical facility for a serious medical condition relating to substance withdrawal.

## Medi-Cal Managed Care Plan Behavioral Health Services²

Medi-Cal Managed Care Plans cover behavioral health services for members who do not qualify for Specialty Mental Health covered by the County. Each Medi-Cal Managed Care Plan has their own network of contracted behavioral health providers.

## The Office of the Ombudsman

If there is a problem getting necessary care through a managed care plan, members and providers should first contact the plan’s customer service department. In most cases, the health plan will resolve the issue. In the event a plan ember feels his/her needs are not being met, the Office of the Ombudsman is available to assist. The goal of the Medi-Cal Managed Care Office of the Ombudsman is to develop fair solutions to health care access problems in order to ensure that members receive all medically necessary covered services for which plans are contractually responsible. (1-888-452-8609 M-F 8am-5pm PST) This is accomplished in the following ways:

- Serving as an objective resource to resolve issues between Medi-Cal managed care members and managed care health plans.
- Conducting impartial investigations of member complaints about managed care health plans.
- Helping members with urgent enrollment and disenrollment problems.
- Offering information and referrals.
- Identifying ways to improve the effectiveness of the Medi-Cal managed care program.
- Educating members on how to effectively navigate through the Medi-Cal managed care system.
Mental Health Benefits: “The Trouble Shooters”

Members are encouraged to contact their Plan Member Services Department first

- Available via toll-free number 24 hours a day, 7 days/wk, 365 days/yr
- Multi-lingual staff that can communicate with Member in their preferred language.
- Have all the needed resources and tools to facilitate Member requests (i.e.: appointment scheduling, PCP change, Member grievance, link with after hours nurse advice line, new ID card, health education resources, information about programs/services in the community.)

Sacramento GMC Plan Member Services Departments can be reach at:

Anthem 1-800-407-4627

Molina Healthcare 1-888-665-4621

Health Net 1-800-675-6110

Kaiser Permanente 1-800-464-4000

Mental Health Benefits UPDATE 4/28/14
Questions?