

MCP-MHP QI & CLINICAL OVERSIGHT  
Wednesday, March 19th, 2025 11:00 AM – 12:00 PM  
Microsoft Teams Meeting

## **MCP-BHP QI & Clinical Oversight Minutes**

Facilitator: Allissa Lopez

### **1. Action Items**

- a. Reviewed previous Action Items and determined status.

### **2. Introductions of New Attendees**

- a. Accomplished

### **3. Hot Items**

- a. None at this time.

### **4. MCP and BHP Plan Updates**

- a. Anthem
  - i. Denise Ornelas reported no new updates.
- b. Kaiser
  - i. Timothy Thai reported no new updates
- c. Kern Health Systems
  - i. Melinda Santiago reported no new updates.
- d. KernBHRS
  - 1. Adult
    - i. Emily Lyles reported no new updates
  - 2. Behavioral health Transformation (BHT)
    - i. On Liz Bailey's behalf, Allissa Lopez shared a reminder to attend our MHSA stakeholder meetings, which take place at the KernBHRS Westchester facility on the second Wednesday of each month. On the third Wednesday of each month, there is also a virtual alternative for those who are regional. Our stake holders who speak Spanish will gather in the same building at 12pm, a virtual meeting is also an option. Please contact Liz Bailey if you would like to be added to the email list.
  - 3. Children's Services
    - i. Christina Castro reported no new updates
  - 4. Crisis Services
    - i. Tonya Mann reported Adult PEC construction is almost complete and will be back up and operational very soon.
  - 5. DMC-ODS Services
    - i. Ana Olvera shared a reminder that our clients can access services by contacting the SUD access line. Clients will first receive a screening and then a level of care will be determined, and they will receive a referral to the appropriate provider here in Kern County. Anna will provide the SUD access line phone number and referral form in the group meeting chat.

- ii. Allissa shared our county is working towards the implementation of SB43. We have in-person community meetings that take place every other month. If you are interested in attending, please let us know and we will send that information forward.
- 6. Quality Improvement Services
  - i. Lesleigh Davis informed the group that our first external quality review with HSAG is scheduled for April. This year HSAG is focusing on performance measures. The nine HEDIS measures that the BHPs are responsible for setting up, some of which include information that is provided to us by the MCPs, timeliness and network adequacy.
  - ii. KernBHRS is planning to participate in the BH connect Access, Reform and Outcomes Incentive Program. To qualify for the incentive program through the Department of Healthcare Services, we had to participate in the NCQA self-assessment. It wasn't a self-assessment of the entire NCQA community behavioral health organization standards, it was just two chapters. Program submission will be at the end of June. Part of that incentive program relies on the data and some of the overlap that we have with the MCPs.
- 7. Technology Services
  - i. Rachelle Hunt shared that meetings with all MCPs have been completed and she will be taking some of the information that was received in those meetings back to the CalMHSA. Anthem and Kaiser have already started some communication with CalMHSA to share data. Rachelle will work to find out how that relates to us getting the data and how we will implement those data exchange needs.
  - ii. We are beginning a new prescription module for the EHR, which will be launched in time for the upcoming fiscal year.

## **5. Areas of Quarterly Review**

- a. Policy and Procedure development
  - i. Allissa shared we are working on these items currently with Kern Health Systems. As of now we are still waiting to execute with Anthem & Kaiser.
  - ii. Melinda shared that KHS is working through the policies and there is a meeting scheduled for looking at the renewal of the MOU.
  - iii. Allissa asked Timothy Thai (Kaiser) if Kaiser is taking the lead on a web-based program that would house all the policy and procedures.
    - a. Tim Thai stated this did not sound familiar to him, but he would investigate and report back.
- b. Review Individual Care Coordination (Issues or Barriers to Care)
  - i. Melinda (KHS) stated there are no concerns currently.
- c. Systemic and Specific Case Concerns
  - i. Allissa reported continued challenges seen in our community is the stepping down from specialty mental health individuals who are on long-acting injectable medications. We are working to identify where we encounter those barriers and to notify the MCPs directly to ensure that those individuals do not get linked back into our system.
  - ii. Melinda advised to continue to ensure that the teams are sending those Transition of Care step-downs to the MCPs.
  - iii. Allissa reported KernBHRS partners with a local hospital in a Psychiatry, Residency & Fellowship training program and part of the training is Grand Rounds which allows providers to collect CMEs. These trainings are specific to mental health. Please share with your community providers if interested in attending. Allissa will send a flyer out in a email to the MCPs.

- d. Quality Improvement Activities & Outcomes
  - i. Allissa reported that we are starting the HEIDIS measures data share with KHS to help meet some of those expectations.
- e. MOU Status, Monitoring and Effectiveness
  - i. Anthem-We have our MOU status, and our compliance provided recommendations regarding breach language. We are looking to have those final components reviewed from Anthem and plan to move forward.
  - ii. Kaiser- There are some outstanding items that are currently under review.
  - iii. KHS- We are approaching our annual review, and that meeting is scheduled.
  - iv. Melinda (KHS) asked that as we talk about the MOU in different sections such as the policy and procedures, would it be appropriate to bring them to these meetings and dive in and have deeper conversations about them with the other MCPs and determine what is working in other counties.
  - v. **Action Item:** Allissa agreed that we will bring these to our next meeting and discuss them in our hot items section.
- f. MOU Annual Review
  - i. Anthem, tbd
  - ii. Kaiser, tbd
  - iii. Kern Health Systems, Meeting is scheduled for May 14<sup>th</sup>, 2025 at 10 am

**6. Next MCP-MHP QI & Clinical Oversight Meeting- Wednesday, June 18th, 2025, 11:00AM-12:00PM**

<i>Date</i>	<i>Agenda Item</i>	<i>Action Step</i>	<i>Responsible Party</i>	<i>Due Date</i>	<i>Status</i>
9/18/24	Plan Updates	Rachelle to discuss standardized referral form at data share meetings on how we will utilize this form and integrate it into KernBHRS.	Rachelle Hunt	12-18-24	Pending
03/19/25	MOU status, Monitoring and Effectiveness	Allissa to add MOU section Policy and Procedures to next meeting agenda in Hot Items section for discussion with all MCPs.	Allissa	06/18/2025	Pending

**Attendees:**

**Adriana Salinas**-KHS  
**Allissa Lopez**-KernBHRS Administrator-Medical Services  
**Ana Olvera**-KernBHRS Administrator-SUD  
**Candee Del Rio**-KernBHRS Finance Director  
**Claytranique Johnson**-KernBHRS Administrative Coordinator-Medical Services  
**Cristina M. Castro**-KernBHRS Behavior Health & Recovery Specialist III  
**Denise Ornelas**-Anthem  
**Emily Lyles**-KernBHRS Administrator-Adult SOC  
**Heather Hornibrook**-KernBHRS Deputy Director of Administrative Services  
**Jessica Armstrong**-KernBHRS-Deputy Director -Clinical Services Administration  
**Lesleigh Davis**-KernBHRS Administrator-QID  
**Melinda Santiago**-KHS-Director of Behavioral Health  
**Michelle Culy**-KernBHRS Administrator for KLD  
**Michelle Curioso**-KHS  
**Olatokunbo Ajibola-Stott**-Kaiser  
**Rachelle Hunt**-KernBHRS- Resource Operations Manager for Infrastructure and IT Division  
**Robin Taylor**-KernBHRS-Deputy Director of Specialty Clinical Services  
**Sarah Paulsen**-Anthem- Director of Behavioral Health  
**Timothy Thai**-Kaiser-MOU Coordinator  
**Tonya Mann**-KernBHRS Administrator-Crisis  
Scribe: **Trina Owens**

