



Q1 2025 Tulare County Behavioral Health/MCP Quarterly MOU Meeting


Date & Time March 18, 2025 - 2:00 – 3:00 PM
Frequency Quarterly
Location Virtual - Teams
Meeting Leader Facilitator: Perry Shelton Jr. Meeting Minutes: Lali Witrigo

Attendees




Organization	Name & Title	Attended
Tulare County Behavioral Health Department	Andrew Ruddy, Staff Services Analyst III Managed Care, QI, MH	<input type="checkbox"/>
	Angela Sahagun, Division Manager, Managed Care, BH	<input type="checkbox"/>
	Aziza E. Citi, LMFT, Clinical Supervisor, Children Authorization Unit, QI, MH	<input type="checkbox"/>
	Betsy Ayello, Unit Manager, Children Authorization & Adult, Managed Care, QI, MH	<input checked="" type="checkbox"/>
	Cynthia Hernandez, Mental Health Clinic Manager Health	<input checked="" type="checkbox"/>
	Dr. Case Ennis, MA, DSW, LMFT, Deputy Director Clinical Services, BH	<input type="checkbox"/>
	Elsie Lopez-Triste, Administrative Aide	<input checked="" type="checkbox"/>
	Fabiola E Wallace, LMFT, Clinic Service Manager, PoF Team, BH	<input type="checkbox"/>
	Jeffery L Blackmon, Admin. Specialist, Managed Care, QI, MH	<input type="checkbox"/>
	Joseph Hamilton, LMFT, Clinical Administrator, VAIC, PAC/PYS & Housing	<input checked="" type="checkbox"/>
	Kristin Rupp, Clinical Services Manager, Mental Health, VAIC	<input checked="" type="checkbox"/>
	Liz Mason, LMFT, Clinical Administrator VAIC, Recovery and Prevention	<input type="checkbox"/>
	Omar Venegas, Supervising EHR Specialist, BH	<input checked="" type="checkbox"/>
	Veronica Maldonado, Statt Service Analyst, Managed Care, QI, MH	<input type="checkbox"/>
Kaiser Permanente	Ava Lillard, MOU Contract Manager	<input type="checkbox"/>
	Lali Witrigo, MOU Coordinator	<input checked="" type="checkbox"/>
	Melissa Gonzalez, County Lead, Medi-Cal Engagement	<input checked="" type="checkbox"/>
	Stephanie J Chandler, Managerial Consultant	<input checked="" type="checkbox"/>
	Vanessa Arreola-Brister, County Medi-Cal BH Liaison	<input checked="" type="checkbox"/>
	Zia Xiong, Manager, Behavioral Health	<input checked="" type="checkbox"/>
Health Net	Perry Shelton Jr., Community Liaison	<input checked="" type="checkbox"/>
	Myriah Kemp, Senior Manager BH Utilization Mgt.	<input checked="" type="checkbox"/>
Anthem	Denise Ornelas, Program Manager, County Management	<input checked="" type="checkbox"/>
	Brandi Jenkins, Program Manager, CalAIM	<input checked="" type="checkbox"/>
	Cheryl Laundry, Program Manager, CalAIM	<input type="checkbox"/>
	Fargol Riahi, Behavioral Health	<input type="checkbox"/>
	Janet Paine, Director, County Account Manager	<input type="checkbox"/>
	Terese Spencer, Behavioral Health	<input type="checkbox"/>

Q1 2025 Tulare County Behavioral Health/MCP Quarterly MOU Meeting





Agenda

Topics	Presenters
I. Welcome & Introductions	All
II. Follow-up Items 1) None.	All
III. MOU Updates 1) Betsy shared that the Anthem's MOU is with the contracts unit to finalize redline and then go to Anthem for signatures. 2) Betsy also reported that Kaiser Permanente and Health Net's MOUs have been submitted to the contracts unit to finalize redline and then to the respective MCP for signatures. She added that this will be the first time an MOU with Kaiser Permanente is executed. MOUs with the other MCPs are amendments. 3) Perry asked if the MOU requires two signatures. Betsy confirmed it does and will ensure contracts make those updates. Betsy confirmed that titles will be kept on the responsible person section.	Kaiser Permanente Health Net Anthem
IV. County BH Program Updates 1) Omar presented high level of Screening and TOCs data available and provided by Jeff. A total of 386 screenings / TOCs completed for both youth and adults and broken down by MCP (Anthem and Health Net).  Tulare MHP Q2 24_25 -October-Dec 2) Betsy shared that Veronica is the POC for reconciliation if needed. 3) Betsy reported that there was an new email address to Anthem's referral form. 4) Cynthia inquired if the client refuses to wait until the warm hand off is completed, is Anthem amenable to having the staff do the warm hand off without the client present? <i>Brandi will take that back to Janet and get back to Betsy.</i> 5) Kristin shared concern with sober living benefits. Brandi shared that this might be based on the sober living entity (Lemonade Recovery) and stated this is different than the service under CS for Sobering Center which is only 24 hours. 6) Betsy/Cynthia asked how to clients know if this is covered? Brandi shared the client will need to check with the sober living entity. 7) Kristin / Cynthia shared concern as the county may not have access to additional funding to support clients with paying for sober living / helping pay for deposit, etc. Brandi shared sober living is not a covered benefit under MCPs however Day Hab is a benefit under CalAIM. 8) Kristin shared concerned regarding transportation concerns. ModivCare does not show up or arrive late, etc. This is a concern with clients under Anthem	County Team

Q1 2025 Tulare County Behavioral Health/MCP Quarterly MOU Meeting

Topics	Presenters
<p>and Health Net. <i>Perry shared Health Net has an escalation line for staff to escalate these types of issues in real time. Health Net also has a provider line for staff to call as the issue comes up to try to get this resolved in real time. Brandi will take this back to Janet for follow up.</i> No issues noted for Kaiser Permanente.</p> <p>9) Omar shared Tulare County is working on the CLR pilot for BH and is meeting with Anthem this Friday.</p>	
<p>V. Health Plan Updates</p> <p>1) Kaiser Permanente – Lali shared high level information on the following topics. For complete details, refer to the attachment/report included below.</p> <ul style="list-style-type: none"> a. Membership b. Transportation Services (NMT and NEMT) - Transportation Benefits c. Cal-AIM Programs <ul style="list-style-type: none"> i. ECM and CS Enrollment Data ii. Flyers: ECM, CS and CHW d. Attachments / Reports <div style="text-align: center;">  Tulare BH MOU Quarterly Meeting - </div> <ul style="list-style-type: none"> e. Data Sharing, Closed Loop Referrals and Operating Guidelines – Lali asked for point of contacts for these topics as the KP would like to begin conversations on this. Betsy asked to include all TC BH staff on the call for Data sharing and Operating Guidelines. Integrated Systems / Shannon Tolbert would be best for CLR. 	<p>Kaiser Permanente</p>
<p>2) Health Net</p> <ul style="list-style-type: none"> a. Mental Health Resources – Perry shared this effort is driven by APL 24-012 and would like to invite all to the Community Advisory Committees (CAC) to collaborate on how to best reach the underserved communities in Tulare County. The dates for the meetings are below. <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  hn-member-behavi oral-health-benefits </div> <div style="text-align: center;">  hn-member-behavi oral-health-benefits </div> </div> <ul style="list-style-type: none"> b. Non-Specialty Mental Health Services – APL 24-012 – CAC meeting dates: <ul style="list-style-type: none"> i. Q1 - 3/25/2025, 12pm - 1:30pm ii. Q2 - 6/24/25, 12pm - 1:30pm iii. Q3 - 9/23/25, 12pm - 1:30pm iv. Q4 - 12/8/25, 12pm - 1:30pm c. Teledoc Member Flyer 	<p>Health Net</p>

Q1 2025 Tulare County Behavioral Health/MCP Quarterly MOU Meeting

Topics	Presenters
 <p>Teladoc Member Flyer MediCal.pdf</p> <p>d. Transportation Services (NMT and NEMT)</p> <p>e. Behavioral Health Referral Data</p> <p>i. Screening Tool</p> <p>ii. Transition of Care Tool</p> <p>iii. NSMHS Utilization</p> <p>f. Membership and Transportation Utilization</p> <p>g. Membership enrollment</p> <p>h. ModivCare Utilization</p>  <p>Q1_2025 Data Sheet - Health Net_Tulare</p> <p><u>Follow up:</u> Perry provided the following information on 3/18 via email to Elsie, Betsy, and Kristin:</p> <ul style="list-style-type: none"> Health Net Medi-Cal Non-Specialty Mental Health Services Education and Outreach Plan.  <p>hn-medi-cal-nsmhs-education-plan-202!</p> <ul style="list-style-type: none"> Revised PCS requirements with DHCS Input. Here's an update on the Transportation Benefit. Health Net will now process the PCS form for NEMT, and this is the updated form. This process went into effective 03/01/2025. A Prior Authorization is now needed for NEMT. Health Net internal team that is creating these authorizations are called the Care Ride Unit. In addition to having the Physician Certified Statement (PCS) on file, the approved prior authorization will also come from Health Net's Care Ride Unit.  <p>25-183_CA_Rev w DHCS Input - PCS Fc</p> <ul style="list-style-type: none"> For internal PCS form issues, the email is CareRideUnit CareRideUnit@healthnet.com ModivCare can be contacted for real time issues regarding transportation. That would be at CAEscalations@modivcare.com <CA.Escalations@modivcare.com>. The number for the escalation line for external providers is 1-866-529-2128. 	

Q1 2025 Tulare County Behavioral Health/MCP Quarterly MOU Meeting

Topics	Presenters
<p>3) Anthem – refer to report for complete details on the items below.</p> <p>a. Non-Specialty Mental Health Services Member Facing Flyer was shared. Anthem created this document in response to APL 24-012. A provider training deck has also been developed. Reach out to Janet Paine if you are interested in receiving it.</p> <div data-bbox="427 577 479 636" data-label="Image"> </div> <p>11255262 1063248CAMENABC</p> <p>b. Membership</p> <p>c. Transportation Services (NMT and NEMT) - Transportation Benefits</p> <p>d. Cal-AIM Programs</p> <p> i. ECM and CS Enrollment Data</p> <p> ii. Flyers: ECM, CS and CHW</p> <p>e. Attachments / Reports</p> <div data-bbox="435 913 483 972" data-label="Image"> </div> <p>Anthem Data Report Tulare County</p>	Anthem
<p>VI. Care Coordination</p> <p>1) Kristin shared concern regarding transportation. ModivCare does not show up or arrive late, etc. Perry provided a response via email on 3/18 (refer to notes above). Brandi will take this back to Janet for follow up. No issues noted for Kaiser Permanente.</p> <p>2) Cynthia inquired if the client refuses to wait until the warm hand off is completed, is Anthem amenable to having the staff do the warm hand off without the client present.</p>	All
<p>VII. Referrals</p> <p>1) Omar presented a high level of Screening and TOCs data available. A total of 386 screenings / TOCs completed for both youth and adults and broken down by MCP (Anthem and Health Net).</p> <p>2) Betsy shared that Veronica is the POC for reconciliation if needed.</p> <p>3) Betsy reported that there was a new email address to Anthem's referral form.</p>	All
<p>VIII. Strategies to Avoid Duplication of Services</p> <p>1) Kristin / Cynthia shared concern as the county may not have access to additional funding to support clients with paying for sober living / helping pay for deposit, etc. Brandi shared sober living is not a covered benefit under MCPs however Day Hab is a benefit under CalAIM. Perry / Brandi shared the importance of ECM/CS referrals to MCPs to avoid duplication of services.</p>	All
<p>IX. Dispute Resolutions – None.</p>	All

Q1 2025 Tulare County Behavioral Health/MCP Quarterly MOU Meeting

Topics		Presenters
X. Collaboration		
1) Omar shared Tulare County is working on the CLR pilot for BH and is meeting with Anthem this Friday.		All
XI. Member Engagement		
1) Health Net invited all to the Community Advisory Committees (CAC) to collaborate on how to best reach the underserved communities in Tulare County.		All
XII. Action Items		
1) Cynthia inquired if the client refuses to wait until the warm hand off is completed, is Anthem amenable to having the staff do the warm hand off without the client present? Brandi will take that back to Janet and get back to Betsy.		All
2) Kristin shared concerned regarding transportation concerns. This is a concern with clients under Anthem and Health Net. Perry provided a response via email on 3/18 (refer to notes above). Brandi will take this back to Janet for follow up.		
XIII. Open Forum Discussion – None.		All
XIV. Next Meeting: 3 rd Tuesday of the 3 rd month of every quarter from 2:00 – 3:00 pm		
1) June 17 th		All
2) September 16 th		
3) December 16 th		