



MCP-MHP QI & CLINICAL OVERSIGHT  
Wednesday, June 19th, 2024 10:30 AM – 11:30 AM  
Microsoft Teams Meeting

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

Facilitator: Allissa Lopez

### **1. Minutes Review Process & Notification, via email**

- a. Minutes will be emailed out by Medical Services support staff to all to review and make edits. All edits are due within 10 days of receipt of draft minutes. Finalized minutes will be emailed out and then will be posted to KernBHRS public website within 30 days of the meeting date. Minutes Review will be removed from future agendas.

### **2. Action Items**

- a. Reviewed previous Action Items and determined completion.

### **3. Introductions**

- a. Accomplished

### **4. Hot Topics**

- a. CalWORKs
  - i. Funding has ended, and the clinic will close by June 30<sup>th</sup> 2024. We have identified and are working through the client lists. Some clients qualify for transition of care to MCPs. KernBHRS' plan is to transition all the clients to their geographic specialty plan provider. Then, if client is needing a transition of care, the geographic team will be facilitating that transition of care. Any issues or inconsistencies you find, please make those known to Jeffery Kaya or Allissa Lopez as soon as possible.

### **5. MOU**

- a. Collaborative MOU development, updates
  - i. Anthem and Kaiser MOU review steps are with the agency.
  - ii. Executed MOU with Kern Health Systems and is posted on KernBHRS public website.
- b. Quarterly good faith updates
  - i. We will have our quarterly good faith updates as we continue to progress through our MOU negotiations.
- c. Mutually agreed upon policy and procedures
  - i. Upcoming meetings with each plan currently scheduled planning to meet monthly.
  - ii. KernBHRS is currently working through all the asks in the MOU and identifying what we have in existence for policies and procedures and will start working to develop the ones that we don't have. KernBHRS will send identified policies and procedures to MCPs for review and feedback.
- d. Areas of Quarterly Review

- i. Review Individual care Coordination (Issues or Barriers to Care)
  - a. KHS identified item: KHS and KernBHRS will take this item offline to discuss individuals transition of care inconsistencies and iron out.
  - b. Jared (Anthem) reported that Transition of care tool report received shows none for Q1.
    - 1. Jeffery (Care Coordination Unit) reported our tracking indicates that several were sent to Anthem. Jeffery to send this data over to Jared.
- ii. MOU Monitoring and Compliance
  - a. This will come into play when we have our MOUs executed and are required to monitor them annually based on date of execution.
- iii. Quality Improvement Activities and outcomes
  - a. Will further discuss when we look at policies and procedures and what items we are working on improving as a group.
- iv. Systemic and Specific Case Concerns
  - a. None identified by group
- e. MOU Annual Review
  - i. Kern Health Systems, May 2025
  - ii. Anthem, tbd
  - iii. Kaiser, tbd

## **6. Updates from Managed Care Plans and Mental Health Plan**

- a. Anthem
  - i. No new updates
- b. Kaiser
  - i. No new updates
- c. Kern Health Systems
  - i. No new updates
- d. KernBHRS
  - i. Adult System of Care
    - a. Emily Lyles reported total wait time to transition clients out has improved greatly. Emily thanked our MCP partners for the feedback and hopes moving forward this continues to improve.
  - ii. Children's System of Care
    - a. No new updates
  - iii. Clinical Plan Services
    - a. Heather Hornibrook reported that her division (including contracted providers) has implemented an internal process to monitor total wait times and have also seen improvements.
    - b. Regarding the Transition of Care, the team has worked on ensuring that all providers are trained appropriately and ensuring there are no gaps. This continues to be a work in progress but overall has seen improvements.
  - iv. Departments Supports
    - a. No new updates
  - v. Finance
    - a. Lynn Corse reported Training Services team will be developing brief trainings to help staff understand the referral process better, to help ensure no gaps will occur during the referral process.
  - vi. Kern Linkage Division
    - a. Michelle Culy reported her division has submitted their portion for the implementation plan for Justice involved initiative.
    - b. Homeless outreach teams and Homeless adult team have moved and are now located in Hope on Hart. Will be participating in outreach events

with the city and hoping to get some individuals linked to the managed care plans.

vii. Medical Services

a. Allissa Lopez reported CCU is entering phase 2 of implementation plan of expanding and taking over all transitions of care for our entire department. CCU will take over Transitions of Care for all clinics that KernBHRS runs as a provider before the end of the year, and then will move on to those the MHP contracts with. Allissa thanked our MCP partners for their continued patience and feedback.

viii. Quality Improvement Division

a. Lesleigh Davis reported QID has been participating in an Assessment of our Quality Improvement processes and Care Coordination processes. DHCS is using NCQA MHBO standards to evaluate our performance. There has been a collection of several different documents, and they will be due to NCQA end of September. KernBHRS anticipates opportunities for growth to come from this and improvement will be based on incentives as we will be participating in one of the BH connect incentive programs using that evaluation.

b. Behavioral Health specific HEDIS measures were mandated by DHCS, so we have contracted with CalMHSA to produce that data for us. There are some variables that we don't have access to, so CALMHSA is making arrangements with DHCS to pull that data for various counties.

c. Behavioral Health Concepts was the organization that performed the external quality reviews for the specialty mental health and DMC ODS carve outs. DHCS has now ended its contract with Behavioral Health Concepts, and they have contracted with same organization that does the external quality reviews for the MCPs and so this will bring us closer together in partnership. This year will only be a desk review, and formal in person reviews will start next year.

d. Melissa Sutherland (Kaiser) asked if we should be doing something with HEDIS measures before our next meeting in September? Melissa expressed that she would be interested in having conversations about audit methodology in the future and would like to set up some meetings. DHCS may start soon doing a combination audit as a result of these MOUs.

e. Melinda (Kern Health Systems) stated that as we operationalize the MOU there are lots of opportunities for that data exchange. Would first like to get the eligibility and enrollment data going back in forth between us then moving on to developing a way to share information in a way that makes it easier, so we are not all making separate efforts to get the same data.

ix. Substance Use Disorder

a. Ana Olvera reported CalWorks MOU with funding is ending 6-30-24. Good news is the CalWORKs participants all have Medi-Cal and still have access to any of our MH/SUD services and any other health related services. Ana thanked everyone including the MCPs in helping us transition clients into needed services.

x. Technology Services

a. Rachelle Hunt reported that KernBHRS is still working on an agreement with CALMHSA for the health information exchange platform that they are building. Rachelle asked the MCPs "Where are your organizations looking to as far as selecting a health information exchange?" Should this be something that we are all collaborating on? Are you interested in hearing more about the CALMHSA solution? Do you already have a solution in place that you would like us to consider?

- b. Melissa (Kaiser) responded that they are currently invested in Unite Us and FindHelp.org but would be interested in participating in a demo with CALMHSA and vice versa. Kaiser is interested in having an SFTP established in each county to help with sharing data.
- c. Rachele will work on connecting those who are interested with CALMHSA.
- d. Melinda (KHS) reported Chris was working to send the data specs over that they have been working on to CALMHSA so they could do their own analytics and then provide feedback and a name with who KHS could connect with.
- e. Jared Martin (Anthem) reported that they currently have a relationship with CALMHSA and have established a MOU between them to exchange data. They exchange a E37 or E34 file to CALMHSA, and CALMHSA turns around and pushes it out to the county. CALMHSA connect is a different process and is working to turn themselves into an HIE. Jared suggested that all should be looking towards a QHIO not a HIE solution. He expressed that ultimately, we need to go with a qualified health information organization as part of the data sharing agreement and data exchange framework. California currently has nine QHIOs that qualify. Jared and Rachele will connect offline to discuss further.

**7. Next MCP-MHP QI & Clinical Oversight Meeting- Wednesday, September 18th, 2024, 10:30AM-11:30AM**

<i>Date</i>	<i>Agenda Item</i>	<i>Action Step</i>	<i>Responsible Party</i>	<i>Due Date</i>	<i>Status</i>

**Attendees:**

- Allissa Lopez**-KernBHRS Administrator-Medical Services
- Ana Olvera**-KernBHRS Administrator-SUD
- Brieanna Cox**-Kaiser-Clinical Program Manager
- Claytranique Johnson**-KernBHRS
- Courtney Morris**-KHS-BH Supervisor
- Denise Ornelas**-Anthem Program Manager
- Emily Lyles**-KernBHRS Administrator-Adult SOC
- Erin Endes**-KHS-Health Services manager
- Heather Hornibrook**-KernBHRS- Clinical Plan Services Administrator
- Jared Martin**-Anthem BC-Program Director
- Jeffery Kaya**-KernBHRS-CCU Supervisor
- Jennie Sill**-KernBHRS- Childrens SOC Administrator
- Jessica Armstrong**-KernBHRS Deputy Director
- Kulwant Kaur**-KHS Outpatient Clinical Manager
- Lesleigh Davis**-KernBHRS QID Administrator
- Loni Hill-Pirtle**-KHS Director of ECM
- Lynn Corse**-KernBHRS Administrator-Finance
- Melinda Santiago**-KHS Director of Behavioral Health
- Melissa Gonzalez-Kaiser**- MOU Coordinator Consultant
- Melissa Sutherland**-Kaiser MH & SUD MOU Lead
- Michelle Culy**-KernBHRS Administrator
- Michelle Curioso**-KHS Director of Population Health Management

**Rachelle Hunt**-KernBHRS IT Administrator

**Sherrill Elson**-KernBHRS-CCU

*Scribe: **Trina Owens***

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