

MCP-MHP QI & CLINICAL OVERSIGHT  
Wednesday, June 18th, 2025 11:00 AM – 12:00 PM  
Microsoft Teams Meeting

## MCP-BHP QI & Clinical Oversight Meeting Minutes

Facilitator: Ana Olvera

### I. Introductions

- a. Accomplished

### II. Hot Items

- a. MOU-Policies and Procedures

1. Ana reported KernBHRS administrators are reviewing elements of the MOU, and the required policies and procedures will be shared with each of the managed care plans for approval. Several meetings have been held with the MCPs to look at each of our current policies to ensure they meet the requirements and make edits if necessary.
2. Melinda reported that policies had been emailed out, but no further updates are available at this time.
3. KernBHRS Administrators reported no updates on policies that are ready to be sent forward to KHS for review at this time.

- b. Medi-Cal Redetermination Monitoring

1. Starting July 1<sup>st</sup>, 37 percent of individuals who were considered on a happy path for the last 5 years will now need to respond to the renewal packets that are being sent out or they will lose their Medi-cal.
2. Amisha Pannu asked if there are any efforts that KernBHRS is starting to make to assist individuals with the redetermination process to ensure they don't lose their Medi-cal. KHS is happy to collaborate and or share a list of the clients that will be affected by this. **ACTION ITEM:** Amisha to provide this list to KernBHRS
3. KernBHRS staff will remind clients that if they receive something in the mail regarding their Medi-cal they are welcome to bring it in to see if our staff can assist to ensure completion. We can also work with Department of Human services, if necessary.
4. **ACTION ITEM:** Amisha to work with KHS marketing team and provide KernBHRS with Medi-cal Redetermination campaign items to share with internal teams and contractors.

### III. MCP and BHP Plan Updates

- a. Anthem

1. Denise Ornelas reported no new updates

- b. Kaiser

1. Timothy Thai reported the Kaiser contract manager is continuing to work on MOU redlines with KernBHRS.

- c. Kern Health Systems
  - 1. Adrianna reported that KHS is seeking a commitment from KernBHRS to onboard housing trio services and become a Transitional Rent service provider by end of July or early August. Collaboration efforts on becoming an ECM provider are also ongoing.
- d. KernBHRS
  - 1. Adult
    - i. No new updates
  - 2. Behavioral Health Transformation (BHT)
    - i. Liz Bailey reminded the group to attend MHSa stakeholder meetings on the second Wednesday of each month at 12pm and then the third Wednesday of each month at 12 pm for our Spanish speaking stakeholders. These meetings can be attended virtually or in person at the Westchester facility. Please share with your members and contact Liz Bailey if you would like to be added to the email list.
  - 3. Children's Services
    - i. No new updates
  - 4. Crisis Services
    - i. Robin Taylor reported implementation of 5270 (30-day hold) is underway and will go to the Board of Supervisors for approval on July 15<sup>th</sup>. For questions, please reach out to Tonya or Robin.
  - 5. DMC-ODS Services
    - i. SUD services are currently soliciting and completing RFPs for several services. A recent RFP was issued to expand SUD residential services. KernBHRS is hoping to award some agreements to expand our residential capacity. Updates are expected next quarter if contracts are awarded.
    - ii. An RFP that was published today for medical detox services. Updates on proposals and onboarding to follow.
    - iii. There are seven clinics in the county that offer contingency management programs for clients with stimulant use disorders. Clients who provide urinalyses at program sites and prove to be free of stimulants will receive gift cards of increasing value over the 6-month program period. There have been great responses from the clients involved in this program and it can be accessed through the SUD Access Line.
  - 6. Quality Improvement Division
    - i. Ana reported KernBHRS is currently in the middle of a DHCS audit. This is the first time state audit is combining both the specialty mental health services and DMC-ODS services.
  - 7. Technology Services
    - i. No new updates provided.

#### **IV. Areas of Quarterly Review**

- a. Policy and Procedure development
  - 1. Currently in progress
- b. Review Individual Care Coordination (Issues or Barriers to Care)
  - 1. Melinda reported monthly meetings have taken place since January. These meetings have supported communication and help identify trends.
  - 2. Ana shared that SUD providers have reported changes or issues with the transportation benefit. Ana asked how do we address or resolve these issues?
  - 3. Amisha Pannu stated KHS is in the process of enhancing the oversight and monitoring of transportation services. If you hear about any transportation-related issues, please reroute the clients to the member service line so KHS can intervene and help resolve them.

4. Melinda suggested for KernBHRS to reinforce the release of information for the health plans. This coordination of care will help as we continue with data exchange on the Mental Health and SUD side.
  5. Ana reported that clients have stated transportation providers are requiring a 48-hour notice, is that correct?
  6. Melinda confirmed that to ensure adequate availability, transportation requests should be made at least 48 hours in advance.
- c. Systemic and Specific Case Concerns
1. No new updates
- d. Quality Improvement Activities & Outcomes
1. No new updates
- e. MOU Status, Monitoring and Effectiveness
1. Clay reported that Anthem is scheduled to go to the board as of July 15, 2025.
- f. MOU Annual Review
1. Anthem, tbd
  2. Kaiser, tbd
  3. Kern Health Systems will follow up with Allissa to determine if another meeting is needed. The goal is to review MOU elements related to data sharing and explore the eating disorder component.

## V. MOU Intersects

- a. Training and Education
1. Ana shared that training will be one of the initial items for the whole system of care. All staff and contractors will need to become familiar with MCP-covered services and referral procedures for ECM and other community supports. Lynn Corse is developing an overview of our whole system of care to provide to the Managed Care plans.
  2. Lynn will also contact the MCPs to obtain a complete overview of managed care services that are available.

## VI. Next MCP-MHP QI & Clinical Oversight Meeting- Wednesday, September 17th, 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
6/18/25	Hot Items	Amisha to provide list of shared clients affected by Medi-cal redetermination to KernBHRS.	Amisha Pannu	9-17-2025	Pending
6/18/25	Hot Items	Amisha to provide Medi-cal redetermination campaign items with KernBHRS to share with contractors.	Amisha Pannu	9-17-25	Pending

### Attendees:

Adriana Salinas-KHS  
 Amisha Pannu-KHS  
 Ana Olvera-KernBHRS Administrator-SUD

**Belinda Vieyra**-KernBHRS Administrator  
**Claytranique Johnson**-KernBHRS Administrative Coordinator-Medical Services  
**Denise Ornelas**-Anthem  
**Diana Bennett**-Kaiser  
**Emily Lyles**-KernBHRS Administrator-Adult SOC  
**Erin Endes**-KHS  
**Heather Hornibrook**-KernBHRS Deputy Director of Administrative Services  
**Liz Bailey**-KernBHRS Administrator  
**Melinda Santiago**-KHS-Director of Behavioral Health  
**Melissa Gonzalez**-Kaiser  
**Michelle Culy**-KernBHRS Administrator for KLD  
**Molly Tanner**-Kaiser  
**Robin Taylor**-KernBHRS-Deputy Director of Specialty Clinical Services  
**Timothy Thai**-Kaiser-MOU Coordinator  
**Tonya Mann**-KernBHRS Administrator-Crisis  
Scribe: **Trina Owens**