



MCP-MHP QI & CLINICAL OVERSIGHT
Wednesday, September 18th, 2024 10:30 AM – 11:30 AM
Microsoft Teams Meeting

MCP-MHP QI & Clinical Oversight Minutes

Facilitator: Allissa Lopez

1. Action Items/Hot Topics

- a. None

2. Introductions

- a. Accomplished

3. MOU

- a. MOU Status
 - i. Anthem: MOU draft feedback is currently under review with KernBHRS, and a response will be provided to Anthem by next week.
 - ii. Kaiser: MOU draft feedback is currently under review with KernBHRS.
 - iii. Kern Health Systems: MOU has been executed, KernBHRS received feedback from DHCS, and a minor amendment will be completed. KernBHRS is currently working on policies and procedures that will accompany and apply to the MOU.
- b. Policy and Procedures
 - i. Anthem- Currently focusing on executing the MOU before we move on to the next step.
 - ii. Kaiser- Currently focusing on executing the MOU before we move on to the next step.
 - iii. Kern Health Systems-First submission of policies and procedures sent to the health plan for review.
 - iv. Allissa (KernBHRS) shared that we are open to receiving any draft policies and procedures for the MOU from the health plans, we have not received any. We are working through the entire MOU and will be providing monthly submissions.
- c. Areas of Quarterly Review
 - i. Review Individual Care Coordination (Issues or Barriers to Care)
 1. Allissa Lopez opened this topic to the group, and none were reported.
 - ii. MOU Monitoring and Compliance
 1. Allissa stated this will be a topic of conversation in the upcoming quarterly meetings but asked all if they had anything for the group today on this topic?
 - a. Jared Martin (Anthem BC) asked when we get to point of execution, how much time would be needed for the annual review if there are any modifications?
 - i. Allissa expressed that at least 3 months would be needed to ensure it runs through the contract process, legal department and receive a board date and time.
 - b. Jared shared Anthem BC will align with Kern Health Systems time frame.

- iii. Quality Improvement Activities & outcomes
 - 1. Melinda Santiago (KHS) asked if in the interim, is there is anything that can be done that would support the HEDIS measures quality improvement efforts verses waiting for the data exchange?
 - 2. **Action Item: Allissa to schedule meeting with QID Administrator and Melinda to discuss these HEDIS measures.**
- iv. Systemic and Specific Case Concerns
 - 1. Melinda asked for update on departmental wide training of TOC at KernBHRS.
 - a. Allissa stated our Care Coordination Unit has expanded to manage plan functions. CCU has completed the internal team training and implementation. We are now at the phase of taking over our contract providers TOCs and looking to this process being completed by end of the year. Expectation is that by January 2025 CCU will be managing this for the entire department.
 - 2. Melinda asked how KernBHRS is navigating clients who were determined to be ready for transition to lower level of care but are found to be unprepared upon evaluation by Kern Health Systems.
 - a. Allissa expressed that this is when the respective parties would need to meet to discuss these specific cases.
 - 3. Melinda asked if KernBHRS is aware when a difficult client is in ECM and if KernBHRS is collaborating with ECM providers to support and wrap around them.
 - 4. Allissa mentioned that there are layers to the solution. Part of what we need to do in the MOU is a giant info share. Allissa has reached out to all of our partners to find out who are your Community Support Services, CS, and ECMs. We need to educate our respective systems on what benefits each MCP offer, and who the providers are. We won't know this without a data share if the client doesn't share it with us. Using the information you have already been able to share with us, our training services team is creating a training that will be distributed throughout our department. To continue supporting our clients with all of the benefits that are open to them, we may need to consider a workaround for how we find this information in the interim.
- d. MOU Annual Review
 - i. Anthem, tbd
 - ii. Kaiser, tbd
 - iii. Kern Health Systems, May 2025

4. Plan Updates

- a. Anthem
 - i. Jared Martin shared he has no updates at this time.
- b. Kaiser
 - i. Melissa Gonzalez shared she has no updates at this time.
- c. Kern Health Systems
 - i. Community Supports Services (CSS) are working on the transitional rent process and how they will align with and collaborate with KernBHRS. More to come on this and will be sharing in the future. Plan is to go live January 1, 2025.
 - ii. ECM update: DHCS is requiring all the plans to go to a standardized referral form throughout the state effective January 1, 2025. Kern Health Systems is in the process of configuring a referral form and will be pushing it out to partners in

January. **ACTION ITEM: For Rachelle Hunt- discuss at data share meetings how we will utilize this form, and whether it can be integrated into KernBHRS EHR.**

d. KernBHRS

- i. Adult system of Care
 - a. Emily Lyles reported no updates at this time but have seen many improvements in the use of the TOC tool and providing all the information.
- ii. Children's System of Care
 - a. Jennie Sill reported no updates at this time.
- iii. Clinical Plan Services
 - a. Heather Hornibrook reported that her team is tracking the transition of care tools internally and are really seeing improvements between our system and the managed care plans.
- iv. Crisis Services
 - a. Tonya Mann reported no updates at this time.
- v. Department Supports
 - a. Liz Bailey reported no updates at this time.
- vi. Finance
 - a. Candee Del Rio reported no updates at this time.
- vii. Kern Linkage Division
 - a. Michelle Culy announced the Mobile Unit is, up and running. Look out for us out in the community in the next few weeks.
- viii. Medical Services
 - a. Allissa reminded the group that our Care Coordination Unit, is managing all the transition of care lives in Medical Services.
 - b. SB 43 Update: KernBHRS has a meeting this week looping community members in on our departments progress towards SB 43. There are thirteen large workgroups who are addressing a range of items from Infrastructure to Medical, and Care Coordination to identify areas requiring support for the successful implementation of SB 43 in January 2026. Monthly in-person meetings are taking place with our Community Partners. If you are unable to attend in-person and are interested in participating virtually, please let Allissa know and we can navigate getting that option approved.
 - c. Jared Martin (Anthem BC) expressed interest in attending these monthly meetings virtually.
 - d. **Action Item: Allissa to bring this item forward and will close the loop with Jared.**
- ix. Quality Improvement Division
 - a. No updates at this time.
- x. SUD
 - a. Ana Olvera reported that currently we are taking referrals for our M.A.T Clinic from within our network, hospitals, and our managed care plans. Ana put a flyer in the chat and if you have any questions, you can reach out to the SUD access line.
- xi. Technology Services
 - a. Rachelle Hunt reported that we just signed our contract with CalMHSA on the HIE solution. We are meeting with them more now about this and we will soon be reaching out to Anthem and Kaiser regarding data exchange meetings.

- a. Allissa requested the group to review the proposed schedule and inform her via email if there are concerns. [Update: None reported. This will be our 2025 schedule.](#)

5. Next MCP-MHP QI & Clinical Oversight Meeting- Wednesday, December 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> |
|-------------|--|---|--------------------------|-------------------|----------------|
| 09/18/24 | <i>MOU-Quality improvement Activities and Outcomes</i> | <i>Allissa to schedule meeting with QID Administrator and Melinda (KHS) to discuss what can be done in the interim to support the HEDIS measures quality improvement efforts.</i> | <i>Allissa Lopez</i> | <i>12/18/2024</i> | <i>Pending</i> |
| 9/18/24 | <i>Plan Updates</i> | <i>Rachelle to discuss standardized referral form at data share meetings on how we will utilize this form and integrate it into KernBHRS.</i> | <i>Rachelle Hunt</i> | <i>12-18-24</i> | <i>Pending</i> |
| 09/18/24 | <i>Plan Updates</i> | <i>Allissa to bring forward option for virtual participation in monthly SB 43 meetings and close the loop with Jared Martin (Anthem BC)</i> | <i>Allissa Lopez</i> | <i>12/18/2024</i> | <i>Pending</i> |

Attendees:

Adriana Salinas-KHS-Director-County Initiative for Community Supports
Allissa Lopez-KernBHRS Administrator-Medical Services
Ana Olvera-KernBHRS Administrator-SUD
Ava Lillard
Belinda Vieyra-KernBHRS-Administrator-Clinical Plan Services
Candee Del Rio-KernBHRS Finance Director
Christine Pence-Senior Health Services Director-Kern Health Systems
Claytranique Johnson-KernBHRS Administrative Coordinator-Medical Services
Denise Ornelas-Anthem- County Accounts Manager
Dieumi Nguyen-Anthem BC-Program Director
Emely Arienza-
Emily Lyles-KernBHRS Administrator-Adult SOC
Heather Hornibrook-KernBHRS- Deputy Director for Administrative Services
Jared Martin-Anthem BC-Program Director
Jennie Sill-KernBHRS- Administrator- Children's SOC
Kulwant Kaur-KHS- Outpatient Clinical Manager
Liz Bailey-KernBHRS-Administrator-Department Supports
Loni Hill-Pirtle-KHS -Director of ECM
Melinda Santiago-KHS-Director of Behavioral Health
Melissa Gonzalez-Kaiser- MOU Coordinator
Michelle Culy-KernBHRS Administrator for KLD
Michelle Curioso-KHS Director of Population Health Management
Molly Tanner-Kaiser-Clinical Manager
Rachelle Hunt-KernBHRS- Resource Operations Manager for Infrastructure and IT Division
Sherrill Elson-KernBHRS-CCU-Therapist
Tonya Mann-KernBHRS-Administrator-Crisis Services
Scribe: Trina Owens

