

HSD Behavioral Health Operations Meeting

March 7, 2024 | 1:00 pm - 3:00pm

MS Teams

Present: County Behavioral Health Plan, Blue Shield Promise, Community Health Group, Kaiser, Molina, Healthy San Diego, Alcohol and Drug Services Provider Association, Mental Health Contractors Association, Optum San Diego

ITEM	SUMMARY	ACTION ITEM
1. Welcome/Introductions	It was noted that this meeting is the scheduled Quarterly Meeting, per the Memorandum of Understanding (MOU) requirement.	N/A
2. Case Consultation/Dispute Resolution Process	Community Health Group (CHG) presented updated case conference form as a follow up from last meeting. The updated bi-directional form will be used moving forward.	N/A
3. Care Coordination and Referral	Behavioral Health Plan (BHP) provided an update on CalAIM's Justice Involved Initiative plans for implementation, including timeline and a general overview of the anticipated process for care coordination and referrals.	N/A
4. Additional MOU requirements	Training: As a follow-up from last meeting, Kaiser provided an update on the draft training template that may be used by another Managed Care Plan (MCP) and/or by Behavioral Health Plan (BHP).	Kaiser to present draft training outline at next meeting.
5. QI Activities a) Strengths, barriers, and plans to improve effective collaboration between the County Behavioral Health Services and the MCP(s)	BHP (Population Health Unit) proposed to launch a workgroup dedicated to behavioral health quality improvement activities, including identifying, discussing, and making recommendations to the Healthy San Diego Behavioral Health Operational Workgroup.	BHP (Population Health Unit) to reach out to MCP Leads to identify their Workgroup participants in the Quality Improvement (QI) Workgroup for behavioral health. In addition, Healthy San Diego will take back the feedback on how QI activities related to behavioral health may be incorporated into other workgroups.



6. Systematic and Case-Specific Concerns a) If any, disputes and resulting outcomes	No concerns were brought up at the meeting.	
7. Data Exchange/Interoperability	<ul style="list-style-type: none">• Optum, BHP’s Administrative Services Organization (ASO), discussed updates on the reports they have developed, including data elements, reporting period, reporting frequency, and how the reports are distributed to the MCPs. Optum plans to issue the first MCP-3 report by early April 2024.• In addition, BHP shared that County is moving to SmartCare as its behavioral health Electronic Health Record.	<ul style="list-style-type: none">• Optum will update the data elements for MCP-3 report based on input received at the meeting.• n/a
8. Other/Additional Topics	<ul style="list-style-type: none">• As part of MOU requirements, MCPs were asked if they have identified foster care liaisons.• Heathy San Diego provided an update on MOU process in San Diego County.• Blue Shield Promise (BSP) shared that they have been billed for Voluntary Inpatient Detox (VID) services by hospitals. BHP noted that single case agreements through Optum, as BHP ASO, may be used to address, if needed.	<ul style="list-style-type: none">• MCPs to send the names of their foster care liaisons to BHP.• n/a• BSP and BHP (Health Care Operations) will work offline to identify if this is a systemic issue. If so, VID document to be re-shared at next Hospital Partners meeting as reminder of process.
Next Meeting: 3/21/24 2:00-3:00PM		