



MEETING AGENDA / MINUTES

Meeting/Project Name:	DMC-ODS All County MOU Quarterly Meeting		
Date of Meeting:	12/19/2024	Time:	9:00 AM
Meeting Facilitator:	Nicole Escobar	Location:	Webex

Meeting Objective/s

Facilitate effective collaboration and continuous improvement in all areas covered by the MOU between MCP and DMC Plan Counties

Meeting Agenda

Topic	Person(s) Responsible	Time Allotted
MCP Obligations	Nicole Escobar	6 Minutes
DMC State Plan County Obligations	Nicole Escobar	6 Minutes
Training and Education	Nicole Escobar	6 Minutes
Screening, Assessment, and Referrals	Nicole Escobar	6 Minutes
Care Coordination and Collaboration	Nicole Escobar	6 Minutes
Quality Improvement	Nicole Escobar	6 Minutes
Data Sharing and Confidentiality	Nicole Escobar	6 Minutes
Dispute Resolution	Nicole Escobar	6 Minutes
Walk-On Items	All	6 Minutes
Topics for Next Meeting	All	6 Minutes

Attendees

Name	Department/Division	Attended
Tracie Squiers		X
Scott Kennelly	Butte County	
Tony Hobson	Colusa County	
Paula Henry	Del Norte County	
Ranell Brown	Del Norte County	
Shiann Hogan	Del Norte County	
Eloise Jones	Glenn County	
Joe Hallet	Glenn County	X
Emi Botzler Rodgers	Humboldt County	
Kayleigh Emry	Humboldt County	

Nancy Starck	Humboldt County	
Paul Bugnacki	Humboldt County	
Deanna Bay	Humboldt County	X
Michelle Thomas	Humboldt County	X
April Giambra	Lake County	
Chrissy Andrus	Lake County	
Elise Jones	Lake County	
Vanessa Mayer	Lake County	
Amber Westphal	Lake County	X
Barbara Longo	Lassen County	
Tiffany Armstrong	Lassen County	
Catherine Condon	Marin County	
Cody Milner	Marin County	
Jordan Hall	Marin County	
Jenine Miller	Mendocino County	X
Cassandra Eslami	Napa County	
Nathan Hobbs	Napa County	X
Kelly Miner-Gann	Nevada County	
Kara Kusalich	PHC	
Carina Monroy	PHC	X
Cindy Wilson	PHC	X
Nicole Escobar	PHC	X
Stephanie Wilson	PHC	X
Vivian Agudelo	PHC	X
Amy Ellis	Placer County	
Julie Soto	Placer County	
Scott Genschmer	Placer County	X
Gary Sanderson	Plumas County	
Jessica McGill	Plumas County	
Lisa Beck	Plumas County	
Sharon Sousa	Plumas County	
Laura Burch	Shasta County	
Miguel Rodriguez	Shasta County	
Lea Salas	Sierra County	
Sheryll Prinz-McMillan	Sierra County	
Toby Reusze	Siskiyou County	
Sarah Collard	Siskiyou County	X

Emery Cowan	Solano County	
Emily Cowan	Solano County	
Jen Mullane	Solano County	X
Cammie Noah	Sonoma County	
Christina Marlow	Sonoma County	
Katrina Surprise	Sonoma County	
Masha McCarthy	Sonoma County	
Wendy Wheelwright	Sonoma County	
Will Gayowski	Sonoma County	
Arin Travis	Sonoma County	X
Jennifer Pimentel	Sonoma County	X
Phillip Hernandez	Sutter County	
Shawne Corley	Sutter County	
Rick Bingham	Sutter/Yolo County	X
Jayne Bottke	Tehama County	
Connie Smith	Trinity County	
Julie Freitas	Yolo County	

Notes, Decisions, Issues

Nicole started the meeting with housekeeping items and review of agenda:

- Please keep muted unless there are questions or comments
- MCP Obligations
 - a. Oversight Responsibility
 - i. Meet on quarterly basis
- DMC State Plan County Obligations
 - a. Oversight Responsibility
 - i. Meet on quarterly basis
- Training and Education
 - a. Continuing to develop additional training opportunities for internal and external engagement
 - i. Nicole asked if there were any areas where anyone feels like there are gaps that remain in existing workflows? Areas that PHC needs to think about on SUD side where improvement may be needed? Could be PHC end or County end.
 - 1. No comments were made
 - ii. Nicole asked if there was any training that is needed.
 - 1. Nathan mentioned an area where Napa can benefit from additional training around transportation benefits.
 - a. Nicole will be sending “How to Access Transportation” to the entire group and is willing to schedule an extra meeting for training.
 - 2. Nathan added: Who can they contact if there are any issues/concerns about transportation services?

- a. Nicole let the group know PHC has an escalation email for transportation, and it will be included with the “How to Access Transportation”
- Screening, Assessment, and Referrals
 - a. PHC Policies & Procedures (for reference only) – Included in ShareFile
 - b. Up for renewal in January
 - c. Counties can access Policies and Procedures in PHCs Website
 - i. Can be used if staff member does not have access to ShareFile (let PHC know if anyone needs to be added for access)
 - d. Amber asked if the number on beneficiaries’ insurance cards can show county access line number for SUD services as the number currently listed is not the most direct way?
 - i. Nicole confirmed PHC can change the phone number moving forward and asked for the preferred phone number.
 - 1. Amber to email Nicole.
- Care Coordination and Collaboration
 - a. PHC Policies & Procedures (for reference only) – Included in ShareFile
 - b. Up for renewal in January
 - c. Counties can access Policies and Procedures in PHCs Website
 - i. Can be used if staff member does not have access to ShareFile (let PHC know if anyone needs to be added for access)
- Quality Improvement: No updates
- Data Sharing and Confidentiality
 - a. Currently reviewing including SUD data in HIE; internal discussions around what these parameters are but nothing to currently update on at this moment
- Dispute Resolution
 - a. Parties must agree to dispute resolution procedures
- Walk-On Items
 - a. None
- Topics for Next Meeting
 - a. Deanna asked when PHC is sending out the DMCS requirements annual training?
 - i. Nicole stated the training will be released as soon as the new BHIN is out

Action Items		
Action	Owner	Due Date
1. Send out “How to Access Transportation” to counties	PHC	12/31/2024
2. Provide Transportation email to counties	PHC	12/31/2024
3. Request to change SUD Access phone number on member’s insurance cards	Nicole	12/31/2024

MEETING AGENDA

Meeting / Project Name: DMC-ODS | All County MOU Quarterly

Objective of Meeting: The purpose of this quarterly meeting is aiming to facilitate effective collaboration and continuous improvement in all areas covered by the MOU between Managed Care Plan (MCP) and DMC State Plan Counties.

Date: December 19, 2024

Time: 9:00AM – 10:00AM

Location: Webex

Facilitator: Nicole Escobar

Attendees: Ranell Brown, Nancy McClafin, Vivian Agudelo, Shiann Hogan, Julie Soto, Toby Reusze, Sarah Collard, Vanessa Mayer, Deanna Bay, Emi Botzler Rodgers, Paul Bugnacki, Connie Smith, Miguel Rodriguez, Laura Burch, Tiffany Armstrong, Barbara Longo, Jenine Miller, April Giambra, Cammie Noah, Christina Marlow, Catherine Condon, Cassandra Eslami, Julie Freitas, Emily Cowan, Jayme Bottke, Sharon Sousa, Scott Kennelly, Lea Salas, Joe Hallett, Eloise Jones, Tony Hobson, Kelly Miner-Gann, Rick Bingham, Shawne Corley, Scott Genschmer, Amy Ellis, Sheryll Prinz-McMillan, Elise Jones, Chrissy Andrus, Will Gayowski, Cody Milner, Lisa Beck, Nancy Starck, Kayleigh Emry, Jordan Hall, Jessica McGill, Amber Westphal, Catherine Condon, Philip Hernandez, Nicole Escobar, Brandon Yadi, Stephanie Wilson, Carina Monroy

Materials

- Policy Grid (all policies are available for download via Sharefile)
- SUD Referral Data (SABIRT)

Topic	Description
MCP Obligations	<u>Oversight Responsibility</u> <ol style="list-style-type: none"> i. Meet at least quarterly with the DMC State Plan County, as required. ii. Report on MCP’s compliance officer no less frequently than quarterly. MCP’s compliance office is responsible for MOU compliance oversight reports as part of MCP’s compliance program and must address any compliance deficiencies in accordance with MCP compliance program policies.
DMC State Plan County Obligations	<u>Oversight Responsibility</u> <ol style="list-style-type: none"> i. BHP & MCP meet at least quarterly with MCP.
Training and Education	<ol style="list-style-type: none"> a. To ensure compliance with the MOU, the Parties must provide training and orientation to their respective employees who carry out activities under the MOU. The Parties must share their training and educational materials with the other Party to ensure the information included in their respective training and education materials includes an accurate set of services provided or arranged for by each Party and is consistent with MCP and MHP and

	<p>DMC-ODS policies and procedures, and with clinical practice standards.</p> <ul style="list-style-type: none"> • Where do counties feel gaps remain in workflows? • Are there any areas where PHC can provide assistance and training?
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Screening, Assessment, and Referrals	<p>PHC Policies & Procedures (for reference only)</p> <ul style="list-style-type: none"> • MCUP3101: Screening and Treatment for Substance Use Disorder • MPCP2017 Scope of Primary Care – Behavioral Health and Indications for Referral Guidelines • PHC – Carelon will be reaching out to address needs related to members answering SUD questions positively on MH screening
Care Coordination and Collaboration	<p>PHC Policies & Procedures (for reference only)</p> <ul style="list-style-type: none"> • MCUP3101: Screening and Treatment for Substance Use Disorder • MPCP2017: Scope of Primary Care – Behavioral Health and Indications for Referral Guidelines • MCCP2032 CalAIM ECM • MCUP3142 Community Supports
Quality Improvement	<ul style="list-style-type: none"> • No updates at this time.
Data Sharing and Confidentiality	<ul style="list-style-type: none"> • PHC will be reviewing the opportunity to include SUD data in SacValley HIE. At this time there are no updates to share.
Dispute Resolution	<ul style="list-style-type: none"> • The parties must agree to dispute resolution procedures in the event any dispute or difference of opinion arises regarding which Party is responsible for service coverage arising out of or relating to the MOU. (ADM52)
Walk-on Items	<ul style="list-style-type: none"> • Discussion regarding HSAG performance measures and the use of MMEF vs EHR • Partnership is looking at ways to improve our warm handoffs
Topics for Next Meeting	

Paid Claims with Substance Use Disorder Diagnoses or Procedures

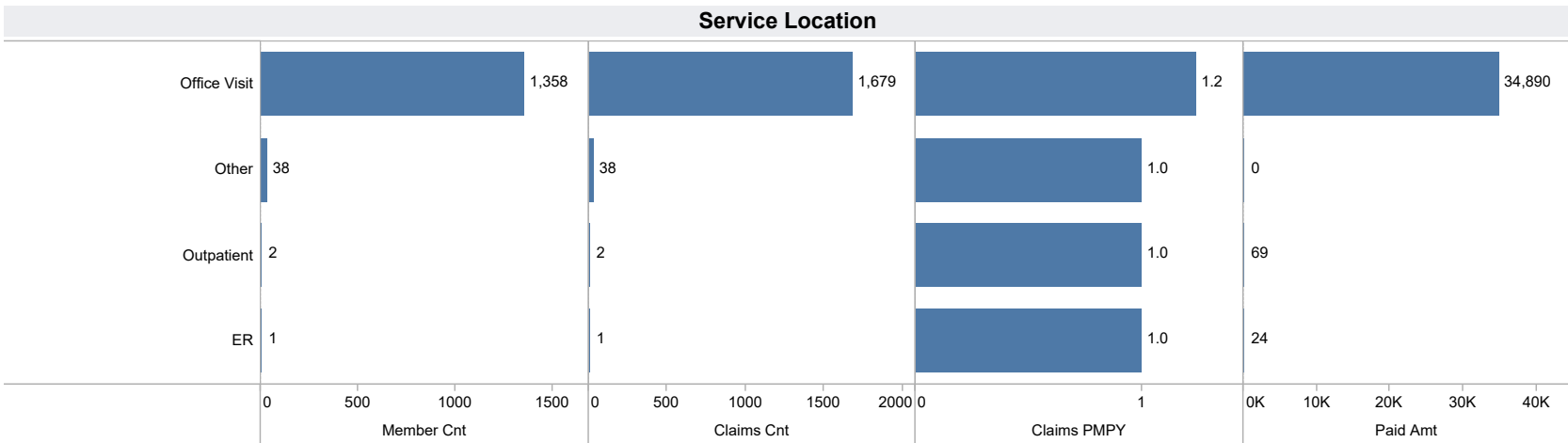
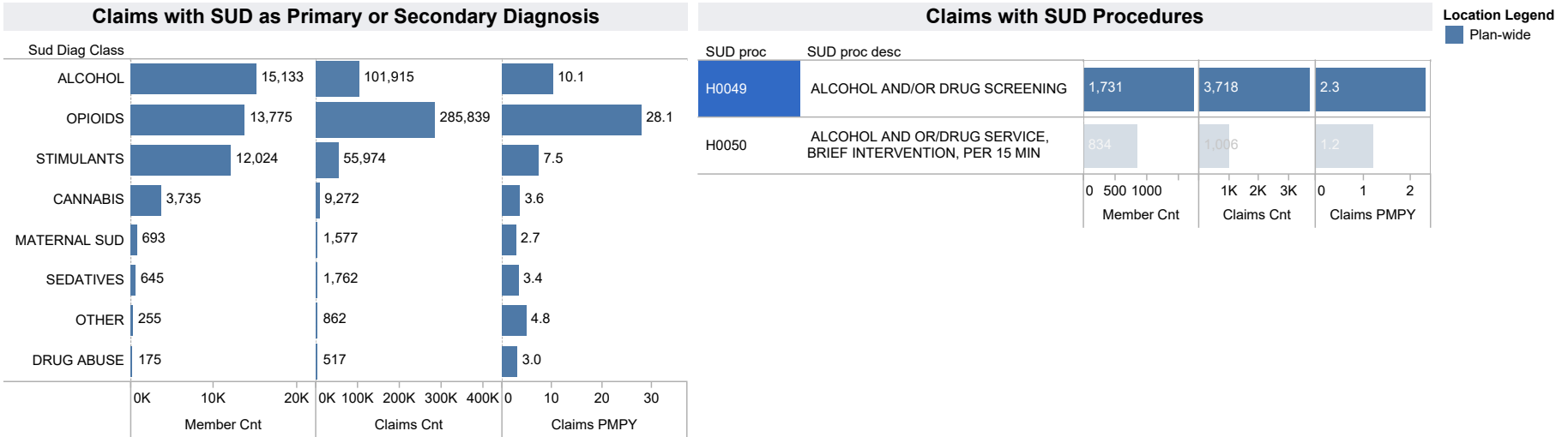
This view shows information on all the medical claims paid by PHC that had at least one substance use disorder diagnosis or procedure code in any position in the claim summarized by year and substance type, procedure, and service location.



Member Count: **61,886** Claims Count: **591,245** Total Paid: **\$741,101,053** in **2024**

Year of Service: 2024 Choose Location Level: Plan-wide Choose Location: All Homelessness: All Age Group: All Risk Class: All Kaiser Status: All

Click on any bar or header below to filter on.



Provider Bulletin

Transportation Benefits: Getting Your Patients Transport

The Two Transportation Benefits (Updated 2/13/2023)

Non-Medical Transport (NMT)

Available to members who can utilize curb to curb service, meaning they are capable of getting from their home to the vehicle without assistance from the driver. Benefits include:

- Taxi transportation
- Gas mileage reimbursement
- Bus or para-transit tickets
- Meals, lodging, and other travel expenses

Non-Emergency Medical Transportation (NEMT)

Available to members that require door to door service, meaning they are not capable of getting from their home to the vehicle without assistance. Requires a justification signed by their physician. Benefits include:

- Wheelchair transportation
- Gurney transportation
- Ambulance transportation
- Air ambulance transportation
- Meals, lodging and other travel expenses

Note: Both NMT and NEMT services are subject to prior authorization by Partnership and have specific requirements to qualify based on the service being requested.

How to Connect Patients with NMT or NEMT Services

As of April 1, 2023, all transportation services are directly coordinated by Partnership's Transportation Services and can be requested by members and providers. Please call **(866) 828-2303** to speak to a specialist.

*Note: Transportation services are only available to Partnership members not assigned to Kaiser; for transportation for Kaiser assigned members please call **(844) 299-6230**.*

Additional NEMT Requirements

This service requires a TAR to be submitted by the NEMT vendor with an attached Physician Certification Statement (PCS) completed and signed by the medical provider in order to certify the member's eligibility to this benefit. Partnership can only accept our DHCS approved version of the PCS attached to this bulletin.

How to Report Issues with Transportation

Patients and providers can call Partnership Transportation Services Monday – Friday from 7 a.m. – 7 p.m. at **(866) 828-2303** to speak to a representative. Providers can email transportationhelpdesk@partnershiphp.org as well. Requests received are triaged based on urgency; urgent requests are responded to same or next day.

Important

A TAR is not required for emergency medical transportation that is provided by ambulance or helicopter (air ambulance) to a hospital for an emergency condition. If a member needs emergency transportation, dial 911.