

## MEETING AGENDA

**Meeting / Project Name:** SUD All County Quarterly MOU Meeting

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

**Date:** September 18, 2025

**Time:** 9-10AM

**Location:** Webex

**Facilitator:** Nicole Escobar

**Attendees:** Ranell Brown, Nancy McClafin, Vivian Agudelo, Shiann Hogan, Julie Soto, 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, Brandon Yadi, Stephanie Wilson, Carina Monroy

### Materials- available on Sharefile

- Policy Grid
- SUD Referral Data (SABIRT)
- ECM Data
- Community Supports Data
- Annual MOU reporting
- MOU meeting outcomes

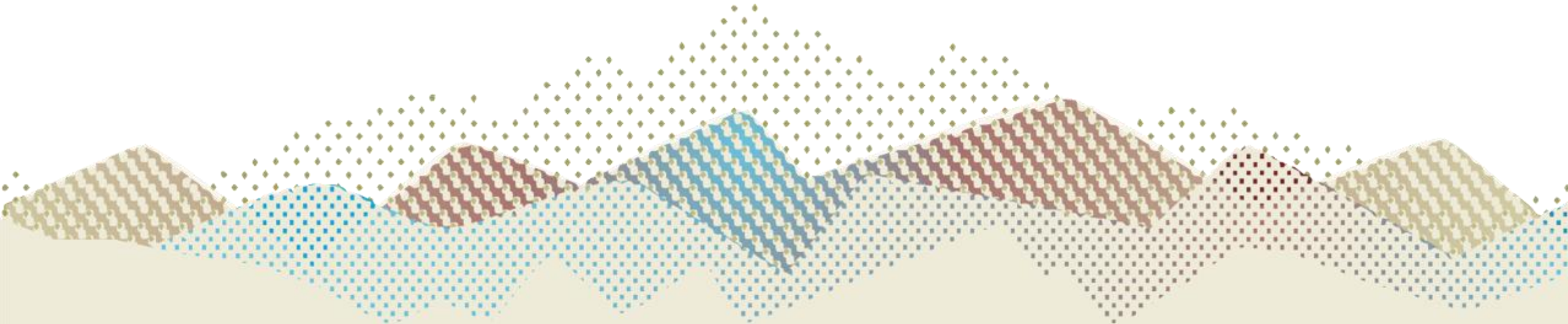
Topic	Description
<b>MCP/ BHP Obligations</b>	<p><u>Oversight Responsibility</u></p> <ul style="list-style-type: none"> <li>i. Meet at least quarterly, as required.</li> <li>ii. Report on MCP’s compliance officer no less frequently than quarterly. MCP’s compliance office is responsible for MOU compliance oversight reports as part of MCP’s compliance program and must address any compliance deficiencies in accordance with MCP compliance program policies.</li> </ul>
<b>Training and Education</b>	<ul style="list-style-type: none"> <li>• DMC-ODS policies and procedures, and with clinical practice standards.               <ul style="list-style-type: none"> <li>• Where do counties feel gaps remain in workflows?</li> <li>• Are there any areas where Partnership can provide assistance and training?</li> </ul> </li> </ul>

<p><b>Screening, Assessment, and Referrals</b></p>	<p>PHC Policies &amp; Procedures (for reference only)  MCUP3101: Screening and Treatment for Substance Use Disorder  MPCP2017: Scope of Primary Care – Behavioral Health and Indications for Referral Guidelines</p> <p>SUD screening &amp; intervention data</p>
<p><b>Care Coordination and Collaboration</b></p>	<p>Partnership Policies &amp; Procedures (for reference only)  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</p> <p>ECM &amp; CS Data for FY24/25  CalAIM KPI Summary  ECM Services  Community Supports Services</p>
<p><b>Quality Improvement</b></p>	<p>MCP Update: Behavioral Health Access Line</p>
<p><b>Data Sharing and Confidentiality</b></p>	<p>HEDIS rates MY 2024 – Plan level</p>
<p><b>Dispute Resolution</b></p>	<p>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.</p>
<p><b>Walk-on Items</b></p>	<ol style="list-style-type: none"> <li>1- Partnership policy numbers – what is changing?</li> <li>2- Annual reporting of MOU activities – linking to agendas</li> <li>3- Others?</li> </ol>
<p><b>Topics for Next Meeting</b></p>	



# SUD Quarterly MOU Meeting

September 18, 2025



# Agenda

- CalAIM data
  - Programmatic Overview FY 24/25
  - Enhanced Case Management
  - Community Supports
- SUD referral data
- Launch of Partnership's Behavioral Health Access Line
- ED data – presenting diagnosis
- HEDIS Plan level rates MY2024
- Policy number changes

# CaAIM KPI Summary

Utilization, enrollment, and provider metrics on CaAIM services related to Enhanced Care Management, Community Support, Street Medicine, and Community Health Workers

# Members Served      # Serving Providers



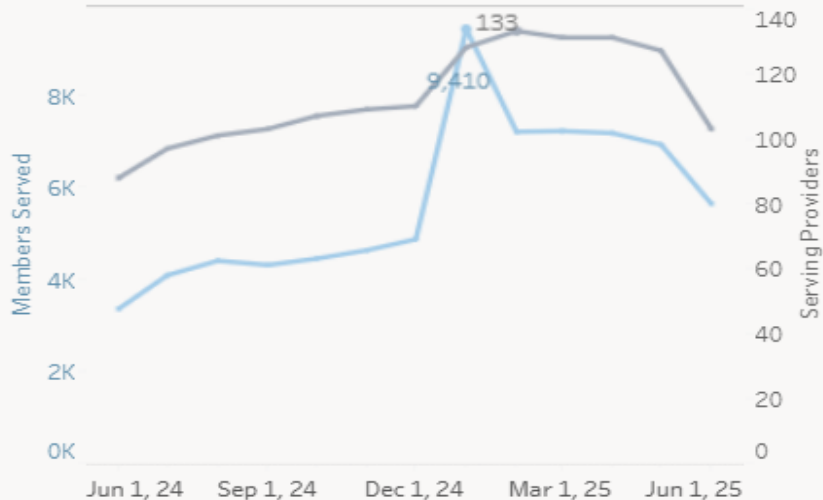
## Enhanced Care Management

**76,076**  
Claims

**14,987**  
Members Served

**165**  
Serving Providers

**87%**  
Enrolled Members Served



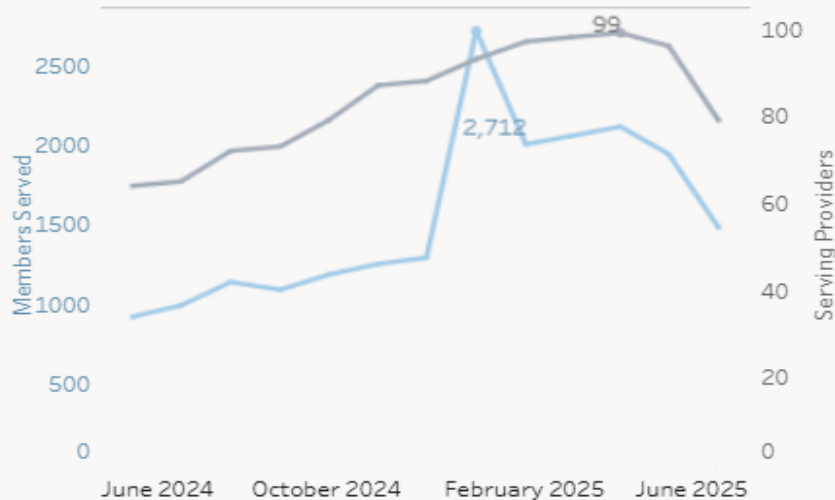
## Community Support

**41,799**  
Claims

**5,554**  
Members Served

**121**  
Serving Providers

**84%**  
Enrolled Members Served

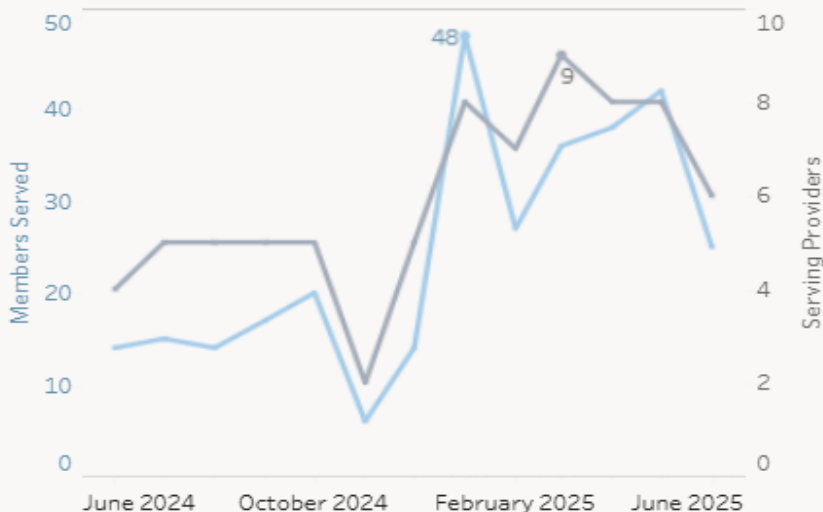


## Street Medicine

**468**  
Claims

**171**  
Members Served

**12**  
Serving Providers

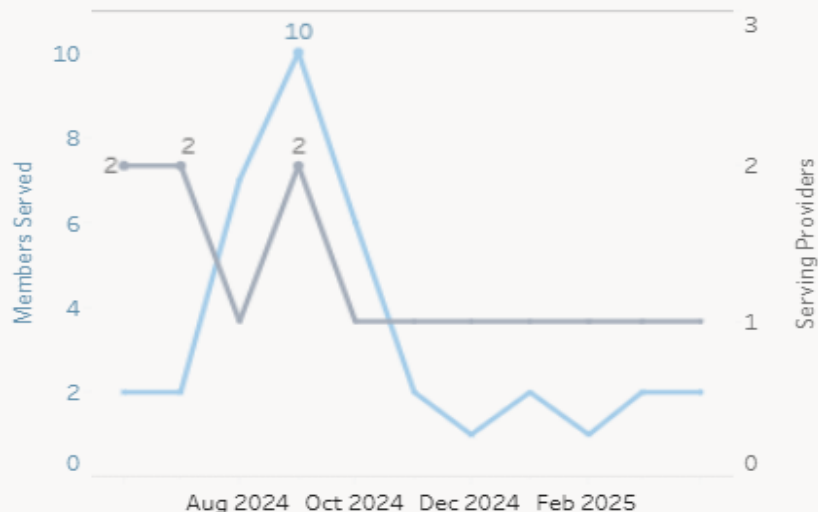


## Community Health Worker

**48**  
Claims

**32**  
Members Served

**4**  
Serving Providers



# Enhanced Care Management by County and Population of Focus



Number of claims, members enrolled, and members served for Enhanced Care Management (ECM) overtime, by county, and by ECM population of focus (POF)

Last refreshed: 8/17/2025 11:01:40 PM  
Data refreshed monthly  
Prepared by Jen Kung (JKung@partnershiphp.org)

**17,146**  
ECM Enrolled Members

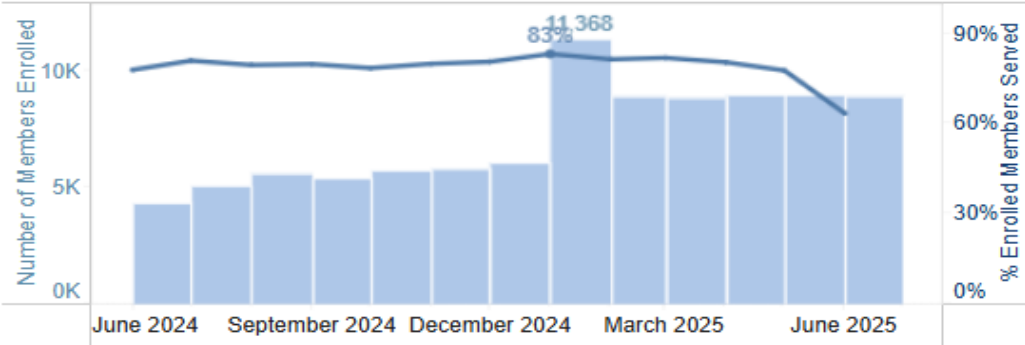
**14,987**  
Members Served

**76,076**  
Claims

**87%**  
Enrolled Members Served

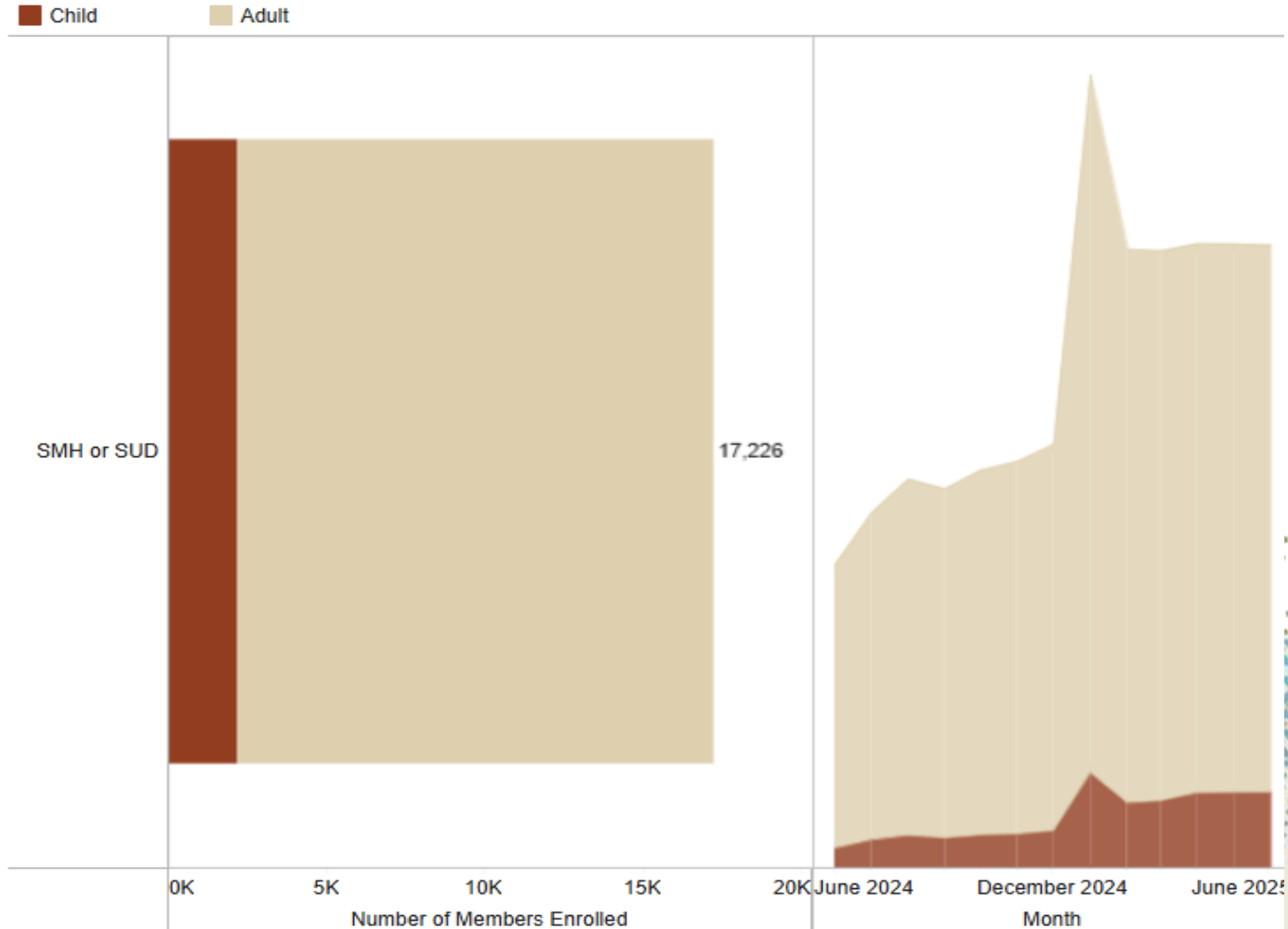
**165**  
Serving Providers

## Trend of Number of Members Enrolled and Percent of Enrolled Members Served



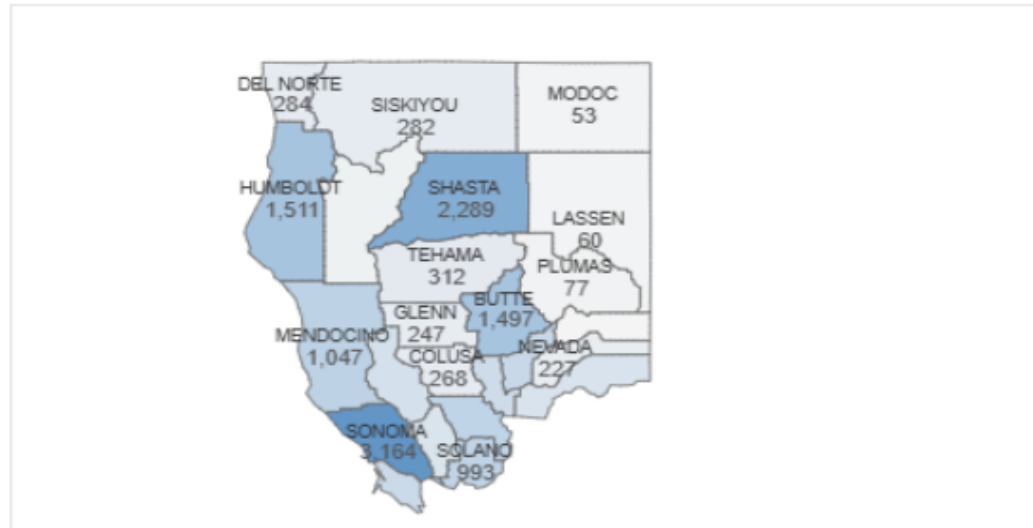
## Number of Members Enrolled by Population of Focus (POF)

Select a POF on the chart to filter the dashboard by POF



## Number of Members Enrolled by County

Select a County on the map to filter the dashboard by County



18 3,164

# Community Supports by County and Support Type

Number of claims, members enrolled, and members served for Community Supports overtime, by county, and by support type



Last refreshed: 8/17/2025 11:01:40 PM

Data refreshed monthly

Prepared by Jen Kung (JKung@partnershiphp.org)

**6,649**  
Enrolled Members

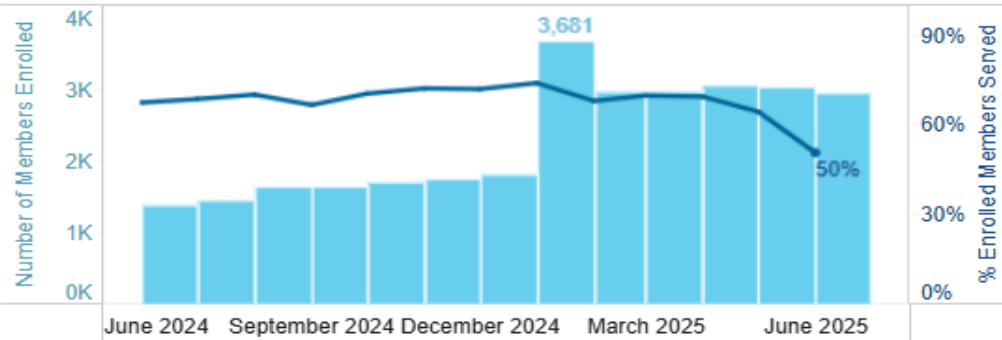
**5,554**  
Members Served

**41,799**  
Claims

**84%**  
Enrolled Members Served

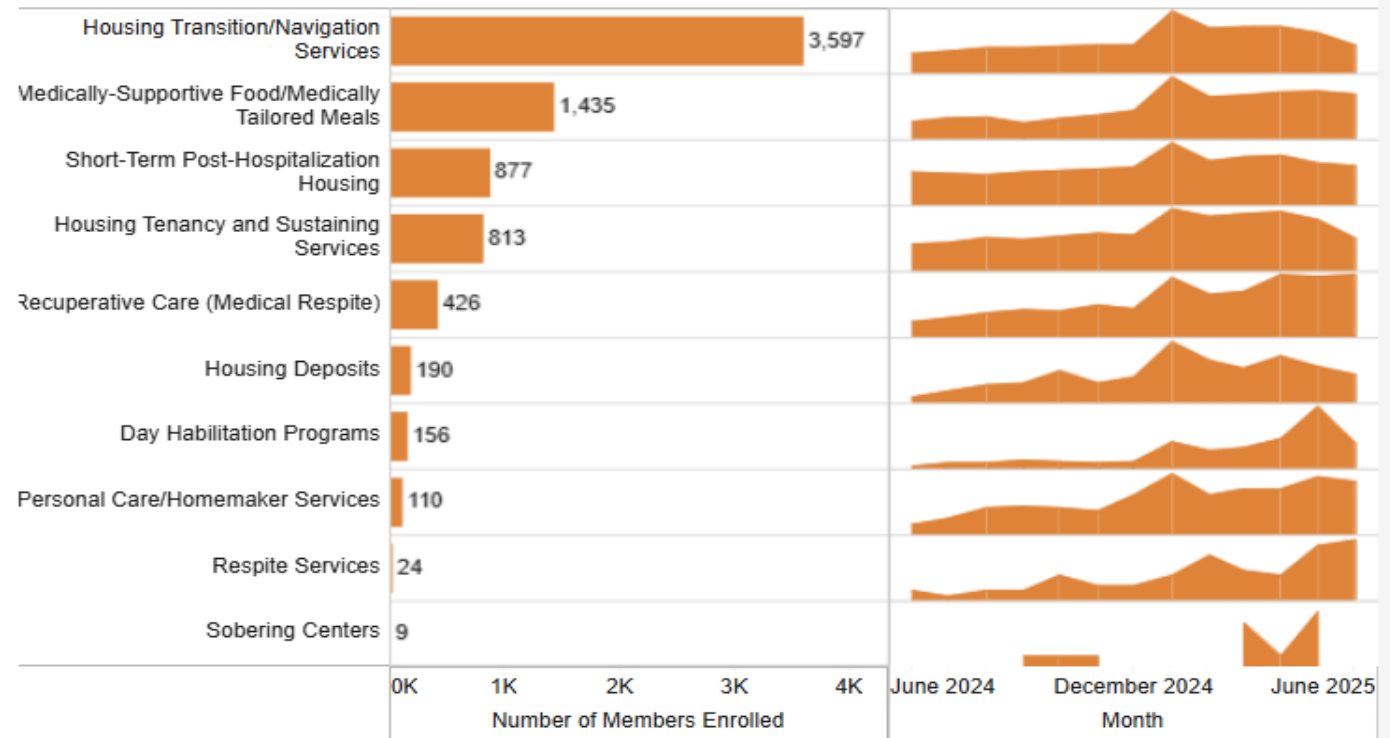
**121**  
Serving Providers

## Trend of Number of Members Enrolled and Percent of Enrolled Members Served



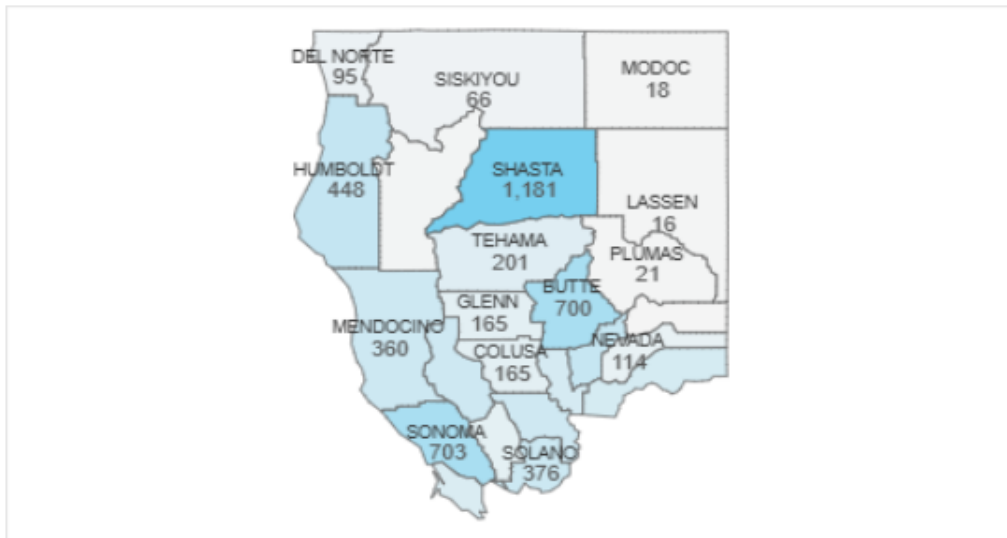
## Number of Members Served by Support Type

Select a Support Type to filter the dashboard by Support Type



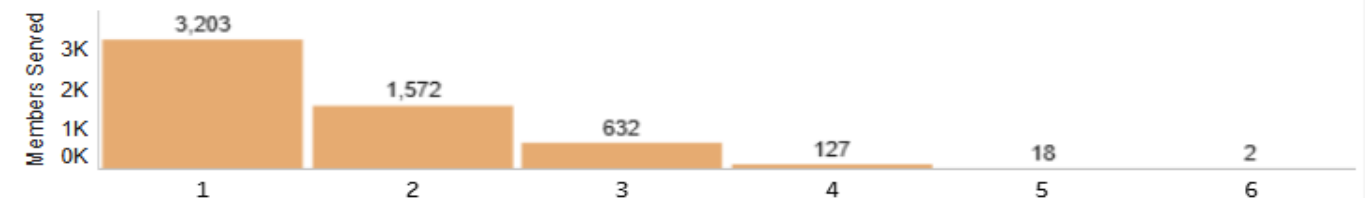
## Number of Members Enrolled by County

Select a County on the map to filter the dashboard by County



8 1,181

## Number of Members by Number of Support Types Received per Member



# Paid Claims with Substance Use Disorder Diagnoses or Procedures

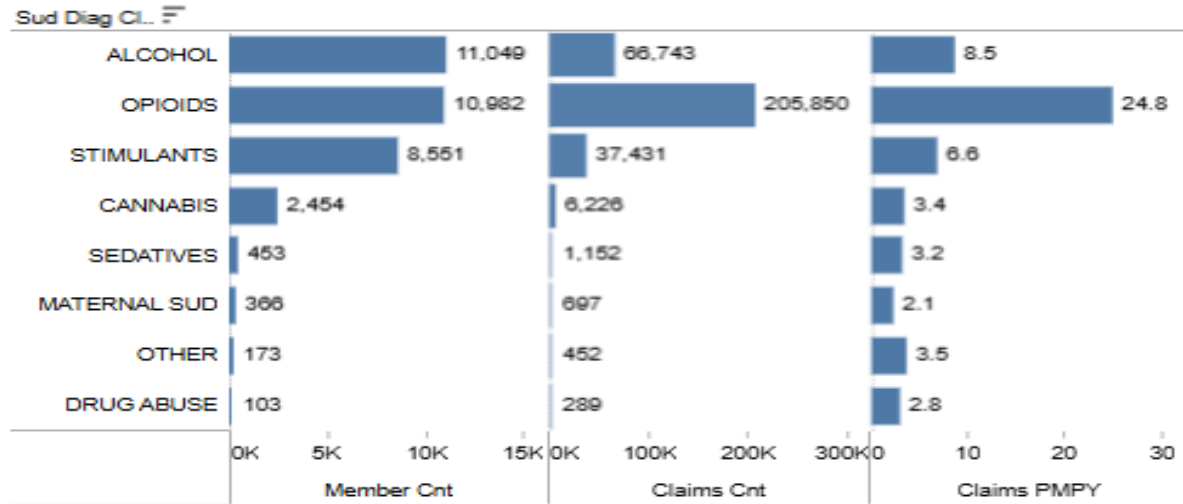
This view shows information on all the medical claims paid by PHC that had at least one substance use disorder diagnosis or procedure code in any position in the claim summarized by year and substance type, procedure, and service location.

Member Count: **45,107** | Claims Count: **402,667** in **2025**

Year of Service:  |
 Choose Location Level:  |
 Choose Location:  |
 Homelessness:  |
 Age Group:  |
 Risk Class:  |
 Kaiser Status:

Click on any bar or header below to filter on.

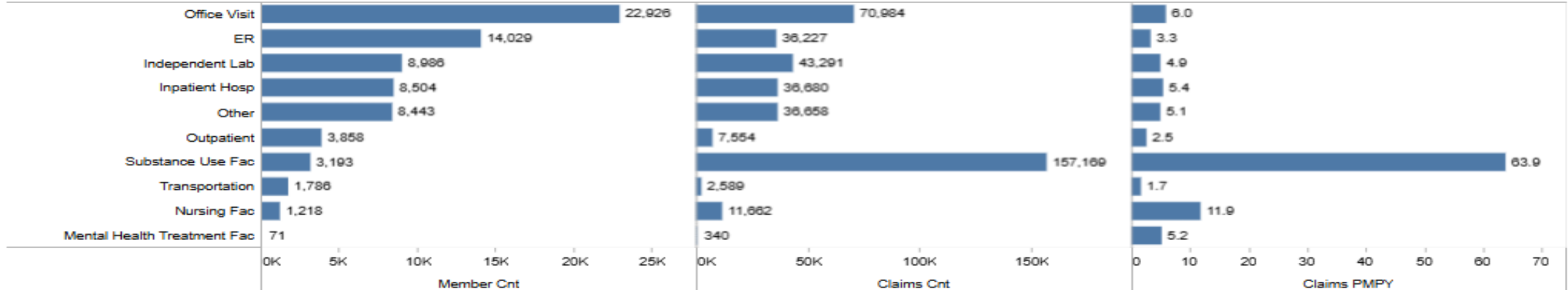
## Claims with SUD as Primary or Secondary Diagnosis



## Claims with SUD Procedures

SUD proc	SUD proc desc	Member Cnt	Claims Cnt	Claims PMPY
H0049	ALCOHOL AND/OR DRUG SCREENING	859	2,177	2.8
H0050	ALCOHOL AND OR/DRUG SERVICE, BRIEF INTERVENTION, PER 15 MIN	25	27	1.1

## Service Location



# Partnership BH Access Line

Partnership has opted to de-delegate member facing responsibilities from Carelon, including telephonic screening and referral to services.

Phone # will remain 855-765-9703

Access email: [BH-Access@partnershiphp.org](mailto:BH-Access@partnershiphp.org)

Fax line: 707-914-0453

Network services (credentialing, contracting, claim payment) will remain with Carelon.

Administrative questions: [somalley@partnershiphp.org](mailto:somalley@partnershiphp.org)

# HEDIS rates MY 2024 – Plan level

- **Above HPL** (high performance level, based on NCQA's Quality Compass Medicaid 90th percentile)
- **Below MPL** (minimum performance level, based on NCQA's Quality Compass Medicaid 50th percentile)

Measures	Plan Wide Performance	National Medicaid Benchmarks			
	Plan Wide	25TH	50TH	75TH	90TH
Follow-Up After Emergency Department Visit for Mental Illness (FUM) - 30 Days Total	29.01%	46.05%	53.82%	63.06%	73.12%
Follow-Up After Emergency Department Visit for Substance Use (FUA) - 30 Days Total	33.27%	26.79%	36.18%	41.86%	49.40%

## What is Partnership doing?

- Looking more closely at missed numerators where dates aligned but coding, provider type, or diagnosis failed

## What have we seen?

- SUD follow up claims have MH dx
  - This includes county behavioral health claims
  - Billing for case management is occurring with MH dx and not included in numerator
- Provider type has been flagged for additional review, specifically with FQHC billing



# Policy changes

Partnership is making changes to BH policy naming conventions:

- MPBP8003 (previously MCUP3028)- Mental Health Services
- MPBP8005 (previously ADM52)- Dispute Resolution (Partnership & BHPs)
- MPBP8007 (previously MCUP3101)- Screening & Treatment for SUD
- MPBP8011 (previously MPCP2017)- Scope of Primary Care – BH Referral Guidelines
- MPBP8013 (previously MCUP3145)- Eating Disorder Guidelines

**Policies are still migrating through committee. Please reference old policy number if new policy is not available.**

