MEDICARE-MEDICAID PLAN (MMP) AND MENTAL HEALTH PLAN (MHP)

Laurence Gonzaga, M.A. - Behavioral Health, County Programs Expert Liaison
Arlene Ferrer, M.A. - Behavioral Health, County Programs Expert Liaison
Michael Navarro, RN - Care Management, Manager
Gloria Stowe, LVN - Care Management, Nurse Trainer
Ben Jáuregui, MPA - Long-Term Services and Supports (LTSS), Manager
Juan Ortega - Provider Delegation, Manager
OVERVIEW OF CA 1.7 MEASURE

- 3-Way Contract Between DHCS, CMS, and IEHP
- Quality Withholds Measure 2015
- Quality Withhold Measure 2017
- Spirit – Real Time Care Coordination
- Letter – Yearly Case Review for all Remaining
COUNTY BH SERVICES

- System designed primarily for the Medi-Cal Population, meeting “Specialty Mental Health Services” Criteria.
  - Mental health symptoms with significant functional impairments
- “Specialty Mental Health Services” means:
  - (a) Rehabilitative Mental Health Services, including:
    - (1) Mental health services;
    - (2) Medication support services;
    - (3) Day treatment intensive;
    - (4) Day rehabilitation;
    - (5) Crisis intervention;
    - (6) Crisis stabilization;
    - (7) Adult residential treatment services;
    - (8) Crisis residential treatment services;
    - (9) Psychiatric health facility services;
  - (b) Psychiatric Inpatient Hospital Services;
  - (c) Targeted Case Management;
  - (d) Psychiatrist Services;
  - (e) Psychologist Services
# Membership Report: IEHP DualChoice CAL MedicOnnect

## 2018 Total DualChoice CAL MedicOnnect Population

<table>
<thead>
<tr>
<th>Grouping</th>
<th>Parent IPA</th>
<th>Members</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delegated</td>
<td>Heritage Medical</td>
<td>3,148</td>
</tr>
<tr>
<td></td>
<td>Primecare Medical Network</td>
<td>3,882</td>
</tr>
<tr>
<td></td>
<td>Epic Health Plan</td>
<td>1,717</td>
</tr>
<tr>
<td></td>
<td>CPN - Horizon Valley Medical Group</td>
<td>508</td>
</tr>
<tr>
<td></td>
<td>Dignity Health Physicians Network - IE</td>
<td>387</td>
</tr>
<tr>
<td></td>
<td>Pomona Valley Medical Group</td>
<td>278</td>
</tr>
<tr>
<td></td>
<td>Riverside Medical Clinic</td>
<td>519</td>
</tr>
<tr>
<td></td>
<td>San Bernardino Medical Group</td>
<td>535</td>
</tr>
</tbody>
</table>

| Direct         | IEHP Direct                                            | 14,806  |

**2018 Total CMC Members**: 25,780

## 2017 Total Measure Population by Last Active IPA

<table>
<thead>
<tr>
<th>Grouping</th>
<th>Parent IPA</th>
<th>Riverside</th>
<th>San Bernardino</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delegated</td>
<td>Heritage Medical</td>
<td>63</td>
<td>33</td>
<td>96</td>
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<tr>
<td></td>
<td>Primecare Medical Network</td>
<td>125</td>
<td>48</td>
<td>173</td>
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<tr>
<td></td>
<td>Epic Health Plan</td>
<td>15</td>
<td>41</td>
<td>56</td>
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<tr>
<td></td>
<td>Horizon Valley Medical Group</td>
<td>-</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td></td>
<td>Dignity Health Physicians Network - IE</td>
<td>-</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Pomona Valley Medical Group</td>
<td>-</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Riverside Medical Clinic</td>
<td>17</td>
<td>1</td>
<td>18</td>
</tr>
<tr>
<td></td>
<td>San Bernardino Medical Group</td>
<td>-</td>
<td>17</td>
<td>17</td>
</tr>
</tbody>
</table>

| Direct         | IEHP Direct (1)                                         | 382       | 246            | 628   |

**2017 Total by IPA**: 602, 423, 1,025
CARE MANAGEMENT OVERVIEW
CARE COORDINATION:
IEHP DUALCHOICE
CAL MEDICONECT PLAN

IEHP Direct and Delegated IPA are responsible for care management activities which include:

<table>
<thead>
<tr>
<th>Reviewing Health Risk Assessments (HRA)</th>
<th>Each member receives an HRA.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interdisciplinary Care Teams (ICT)</td>
<td>Building Individual Care Plan with Member input, PCP, and Specialists.</td>
</tr>
<tr>
<td></td>
<td>Review issues and concerns; Add recommendations to Individual Care Plan</td>
</tr>
<tr>
<td>Individual Care Plan (ICP)</td>
<td>All Members have an ICP.</td>
</tr>
<tr>
<td></td>
<td>Care Plan is available on IEHP Provider Web Portal. Members may request a copy of the care plan.</td>
</tr>
</tbody>
</table>
IEHP DIRECT CARE MANAGEMENT PROGRAM SUPPORT

- Transition of Care (TOC) Team: Follow-Up on Discharge from SNF/Hospital
- Special Mobile Assessment Response Team (SMART): Mobile Face-to-Face Team – RN and MSW
- My Path Program: Palliative Care
- Center of Excellence (COE)
  - Low desert
- Wellness Programs
  - High Blood Pressure, Diabetes, Healthy Heart, Asthma, and Stop Smoking
  - Refer online at https://ww3.iehp.org/en/Members/health-and-wellness/
- Intense Home Based Care Management
  - Charter Transitional Care Program
  - Landmark
LONG-TERM SERVICES AND SUPPORTS

- Community-Based Adult Services (CBAS)
- Multipurpose Senior Services Program (MSSP)
- In-Home Supportive Services (IHSS)
TRANSPORTATION BENEFITS

- IEHP Benefits include Transportation for ALL medically necessary Medi-Cal and/or Medicare services, including carved out services (i.e., dental, specialty mental health, and substance abuse treatment).

- Members contact ALC directly at: 866-880-3654 or call IEHP Member services:
  - Medicare: 877-273-4347
  - Medi-Cal: 800-440-4347

- Requests for transportation should be made at least 5 business days prior (with exceptions within 24 hours).

- Member should mention these appointments are for “County Behavioral Health”.

- UM (Utilization Management) Transportation is required to verify ALL appointments. Members would need to complete agency’s Release of Information (ROI) before requesting transportation.
BH AND SUD BENEFITS SUMMARY

- **Behavioral Health**
  - Outpatient Psychotherapy
  - Medication Management
  - Group Therapy
  - Intensive Outpatient
  - Partial Hospitalizations
  - Inpatient

- **Substance Use**
  - Intensive Outpatient
  - Partial Hospitalizations

- **BH Integrated Pain Program**

- **Eating Disorder**
CARE COORDINATION
Care Coordination with the County Behavioral Health Provider

IEHP and IPA Care Managers will contact County Behavioral Health Providers for all Members on their monthly list who are receiving Specialty Mental Health Services. Some discussions can include:

- When the Member needs linkage to health plan benefits.
- When the Member experiences a medical episode that is impacting behavioral health.
- When the Member experiences a behavioral health episode that is impacting physical health.
- When additional information is needed to complete the Individualized Care Plan.
CARE COORDINATION: PROCESS FOR DELEGATES

Documentation Requirement

- Documentation of outreach attempts must include:
  - The name of the Member’s county mental health Provider/county clinic;
  - The name of the person the MMP/IPA attempted to contact at the Member’s county mental health Provider/county clinic;
  - The time and date of the outreach attempt;
  - The method of the outreach attempt (e.g., phone, email, fax, in-person, etc.);
  - If successful, document care coordination discussed.

- For IEHP Direct, documentation of care coordination would occur in IEHP’s medical management system (MedHOK in the Communication Tab, under Contact Note).

- For IPA Delegates, documentation of care coordination would occur in the IPA’s medical management system.
CARE COORDINATION: PROCESS FOR DELEGATES

Report Overview

- Eligible Members
- Eligibility Date: Effective with IEHP and Effective with IPA
- Behavioral Health Diagnosis
- IEHP Behavioral Health Authorizations and/or Enrollment in Special Programs.
- Specialty Mental Health Services through County Behavioral Health
- Contact information for County Behavioral Health partners
- Measure Met
- IPA Outreach Attempts
- [Monthly CA1.7 Specialty MH Report to IPAs.xlsx](#)
CARE COORDINATION:
PROCESS FOR DELEGATES

Reporting Requirements

Definition of Successful Contact

- Discussion between the MMP/IPA and Member and the MMP/IPA and county Provider include:
  - Diagnoses (including medical, behavioral, and social needs), review treatment plans, and/or coordinate mental health services provided by the county Provider with any of the services (e.g., medical, LTSS, etc.) provided by the MMP/IPA. This exchange of information may be conducted via phone, secure email, fax, or in person.

Definition of Unsuccessful Contact

- MMP/IPA was unable to reach the Member or the Member’s county mental health Provider/clinic following at least three documented outreach attempts (for Provider and Member separately), for the purpose of care coordination of the Member’s mental health needs.
CARE COORDINATION: PROCESS FOR DELEGATES

Reporting Requirements

_dates_

- IPA will receive an automated report on the 1st of each month.
  - Beginning on 6/1/18, pick up files from the SFTP Specialty Mental Health folder.
- IPA will return completed report no later than the 15th of the following month.
  - Beginning on 7/15/18, place completed files in the SFTP IPA Oversight/YYYY/MM folder

_naming_

- Use naming of IPA Code_SpecialtyMH/MM/YYYY for file
  - Use the unique IPA code in the naming
  - Use the month the file was received in the naming
  - For example, by no later than July 15, 2018, the IPA will post XXX_SpecialtyMH_06_2018 file in the IPA Oversight/2018/July folder

Files

- When the IPA returns the completed report, IEHP will process report to determine which Members require additional outreach attempts to meet the measure.
- Depending on when IPA returns the completed report, the updated report of remaining follow ups may be one month behind
MONITORING AND OVERSIGHT
MONITORING AND OVERSIGHT

Documentation Requirement within the Case Management Files

- Delegation Oversight Team will be monitoring IPA’s to ensure the monthly reports are submitted on time and is completed each month.

- Delegation Oversight Nurse Auditors will include Members who are on the Specialty Mental Health report as part of files selected for auditing on a monthly basis. IPA’s are expected to document their discussion, coordination of care, and ICT’s within their case files.
  - Can be a separate field in your system
  - Can also be entered as case notes
  - Evidence of participants, roles, and any care plan updates
  - Scheduled follow up calls/interventions
QUESTIONS?

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