Meeting Minutes

CHPIV and Imperial County Behavioral Health Services

Meeting Title: Care Coordination Quarter 1 2025 Meeting
Date/Time of Meeting: February 20, 2025 at 3:30pm
Frequency: Quarterly
Dial in: Zoom call in

Meeting Leader:	Bryan Weiss

CHPIV/Health Net	Yes/No	Imperial County Behavioral Health Department	Yes/No
Bryan Weiss, Senior Consultant	Yes	Jose Lepe – Deputy Director of Children's Services	Yes
Jacqueline Kalajian, Program Manager III	No	Nancy Del Real, Deputy Director of Administration	Yes
Myriah Kemp, Sr. Manager, Clinical Services	Yes	Victoria Mansfield – Deputy Director, Substance Use Disorder Treatment Division	Yes
Kathleen Lang, Vice President Operations	No	Maria Ruiz, Deputy Director of Mental Health Triage and Engagement Unit	Yes
		Sarah Moore, Behavioral Health Manager-Managed Care	Yes
		Rosalva Armburo, Program Supervisor, Quality MCP	Yes
		Debbie Garcia, Administrative Analyst III	Yes
		Ryan Taylor, Manager, Access and Information Systems	Yes

Agenda

Categories	Details	Responsible Party
I.	**Welcome and Introductions** Bryan Weiss introduced himself to the group as the interim Program Manager for Imperial County following Nadia Mincey's departure from the organization.	All
II.	**MOU Updates** 1) **P&P Development** The parties continue to work on development of the P&P. Each party is updating the referral, care coordination and other sections of the document. The parties have agreed to meet in April to consolidate and refine the entire document. Bryan will send a meeting scheduling poll to schedule.	Bryan

III.	**Health Plan Updates**
	
	   1) **APL 24-012 – NSMHS: Member Outreach, Education and Experience**
	
	     Bryan reviewed the APL released in September 2024 which aims to address gaps in services by requiring MCPs to develop plans and conduct annual outreach and education to members and Primary Care Providers (PCPs) regarding covered NSMHS. CHPIV has developed a plan which will be forwarded upon its release. In the future, CHPIV will collaborate and incorporate Imperial County in the development of forming these plans. The goal of this document is to share how our members can access our mental health services. Sarah shared that this will be good for Imperial County as members will be aware of additional resources.
	
	   2) **Flyers:**
	      a. **Community Supports**
	      b. **ECM**
	      c. **Community Health Worker**
	      d. **Transportation**
	
	Bryan shared the updated flyers for ECM, Community Supports, Community Health Worker, Transportation. A link is provided below for all reference materials available to members on the CHPIV website.
	
	[PDF] CHPIV_Community_ Supports_brochure_ [PDF] CHPIV-ECM-Children-and-Youth-BKT137 [PDF] Community_Health_ Worker_CHPIV_ENG. [PDF] CHPIV-Transportati on-Booklet-Remedia
	
	[PDF] Modivcare App Transportation Flyer [PDF] APL 24-012 NSMHS SB 1019 FINAL.pdf
	
	https://chpiv.org/member-resources/
	
	Bryan discussed the new agenda topics in the agenda because of the DHCS Annual Report specific subject areas to discuss at each quarterly meeting.
			Bryan

IV.	**County Updates** Debbie shared the MHSA implementation will take effect on July 26th as part of the Act. The County is working on coordination of access to services prior to receiving the MHSA funding. There is more to come. Services will include housing and substance abuse disorders. Active coordination with the MCPs for this implementation. The County is investigating participation in BH-CONNECT. The State is requesting the counties input. The BH-CONNECT initiative is designed to increase access to and strengthen the continuum of community-based behavioral health services for Medi-Cal members living with significant behavioral health needs.		Imperial County Team

V.	**Follow-Up Items**	
	1) **Provider training scheduling**	
	The County provided additional clarity on the requested provider training from CHPIV to be focused on the Transition of Care (TOC) tool and the types of NSMHS that are available as well as how to refer. From the options offered, the County would prefer a PowerPoint presentation that would concentrate on the basics. The County suggested this PowerPoint be presented at the next unit meeting scheduled for April 2nd at 8:00 AM. Bryan will develop a presentation.	All

Care Coordination

Myriah shared the data for the Referral and Care Coordination statistics as well as Unduplicated member served. The Case Management referrals was new in the fourth quarter of 2024 in which Case Management does screening for any medical needs of the member. The data for the screening tool will be attached to the minutes and was verbally discussed. Data presented in the quarterly meeting will always be one quarter in arrears, therefore the data presented was for the 4th quarter of 2024.

Myriah also shared that staffing has increased to improve the response to the members phone inquiries.

Screening Tool Data Q4 2024:

Imperial

Screening Tool Type	Oct-24	Nov-24	Dec-24	Total
ADULT	**17**	**4**	**4**	**25**
MCP (NSMHS)	17	3	4	24
MHP (SMHS)	0	1	0	1
YOUTH	**6**	**1**	**6**	**13**
MCP (NSMHS)	6	1	4	11
MHP (SMHS)	0	0	2	2
Grand Total	**23**	**5**	**10**	**38**

Referral and Care Coordination Data Q4 2024:

Referral Category	Activity Type	Imperial County
Received by MCP	Screening MH	0
	TOC Add-On	0
	TOC Stepdown	5
MCP Total		**5**
Sent to MHP	Screening MH	1

Myriah

	Screening SUD	0	
	TOC Add-On (MH)	0	
	TOC StepUp (MH)	0	
	TOC (SUD)	2	
MHP Total		**3**	
Referred to CM	Member referred to case management	3	
Referred to CM Total		**3**	
VID Requests	VID Benefit Explanation	1	
VID Total		**1**	
Other	Met SMHS – Member Declined		
	Care Coordination	39	
Other Total		**39**	
Grand Total		**51**	

Unduplicated Members Served Data:

Medi-Cal	Jul 2024	Aug 2024
2: CHPIV	**1,538**	**1,626**
IMPERIAL	1,538	1,626

VII.	**Referrals** The parties will work collaboratively to avoid any delays in any referral barriers. There were no issues to discuss at the meeting regarding referrals	All
VIII.	**Strategies to Avoid Duplication of Services** The parties discussed the intent to identify and develop protocols to ensure County led versus ECM led case management services do not overlap There were no items to discuss surrounding strategies to avoid duplicative services	All
IX.	**Dispute Resolution** The parties discussed the intent to resolve any disputes collaboratively prior to any escalation to the State. The parties also agreed that any disputes would not wait until the quarterly meetings.	All

	There were no dispute resolutions items to discuss at the meeting.		
X.	**Member Engagement** The parties discussed the intent of this agenda item is to capture member facing efforts to strengthen community outreach and health outcomes. There were no specific member engagement items to discuss at the meeting	All	
XI.	**Data Exchange** 1) **Data element review feedback** Ryan has reviewed the demographics, services, and diagnostic data elements shared by Bryan where Ryan feels comfortable and will assist with the County's performance measures. Ryan is still reviewing the ECM/CS data elements. Bryan will send Ryan a brief survey on the data exchange process as well as connect Ryan with Dusten Hickman at Health Net who will help to re-establish the SFTP connection through CalMHSA to test the data exchange connection.	Bryan	

XII.	**Action Items**
	    1)
	    2)
		All	

XIII.	**Open Forum** Myriah inquired with the County if there was any place to offer walk-ins by members at a specific location. The County shared that the clinics will accept walk-ins Monday through Friday between 8:00 am and 5:00 pm but there really isn't an option for the weekends. Immediately after the meeting, Jose shared the County has another option at Casa Serena, which is a therapeutic specialized center offering multisensory comfort rooms as preventative resource for individuals experiencing any emotional crisis. Casa Serena is open during the week (Monday through Friday) from 7:00 am to 10:00 pm. If a member needs any assistance during the weekend they can contact the Mobile Triage Response Team at 1-800-817-5292.	All	