



Quarter 3 2025 Imperial County Behavioral Health/MCP Quarterly MOU Meeting

Thanks Date & Time August 6; 2:00-3:00p
Frequency Quarterly
Location Virtual
Meeting Leader Giselle Fernandez, Consultant IV/MOU Coordinator-Kaiser Permanente

Attendees

Organization	Name & Title	Attended
Imperial County	Sarah Moore - QI compliance and contracts	<input type="checkbox"/>
	Victor Torres - Program Supervisor, Behavioral Health Services	<input checked="" type="checkbox"/>
	Victoria Mansfield - Deputy Director, SUD at BH	<input type="checkbox"/>
	Ryan Taylor- Manager, information systems team, medical records and accessibility	<input checked="" type="checkbox"/>
	Jose Lepe - Deputy Director, Children Services	<input type="checkbox"/>
	Nancy Del Real - Deputy Director of Administration, Imperial County Behavioral Health Services	<input type="checkbox"/>
	Brenda Sanchez - Deputy Director for youth and adult division	<input checked="" type="checkbox"/>
	Mary Esquer – Deputy Director Adult and Older Services	<input checked="" type="checkbox"/>
	Rosalva Aramburo - Program Supervisor for quality and SUD and MHP	<input type="checkbox"/>
	Maria Ruiz - Deputy Director, BH Services	<input type="checkbox"/>
	Debbie Garcia - BHSA Coordinator	<input type="checkbox"/>
	Gabriela Jimenez - Assistant Director, Imperial County Behavioral Health Services	<input type="checkbox"/>
Kaiser Permanente	Molly Tanner, Program Liaison	<input type="checkbox"/>
	Giselle Fernandez, Consultant IV/MOU Coordinator	<input checked="" type="checkbox"/>
	Lindsey Wright, Medi-Cal Policy and Local Engagement Lead Imperial, Orange and San Diego Counties	<input checked="" type="checkbox"/>
	Lana Chov, Senior Manager; Medicaid Care Delivery & Operations, MOU Implementation	<input type="checkbox"/>
	Ava Lillard, Contract Manager	<input checked="" type="checkbox"/>
	Tim Thai, Consultant IV/MOU Coordinator	<input type="checkbox"/>
	Jared Martin, Contract Manager	<input type="checkbox"/>
	Anna Yutuc, Managerial Consultant	<input type="checkbox"/>

Agenda

Topics	Presenters
I. Welcome & Introductions	All

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III. Follow-up Items <ol style="list-style-type: none"> 1) MOU Implementation Next steps <p><i>Giselle to schedule meetings to discuss the Operating Guidelines and Workflows – awaiting county availability</i></p> <p><i>Giselle to also coordinate a time for the County to review the Training and Education material provided - awaiting county availability</i></p> 2) KP services and referral process <p><i>BH Contact card for County confirmation – County to review and provide contact information.</i></p> 3) DOFR MOU <p><i>Giselle to follow up with Anna on DOFR – in progress. Follow-up meeting to be scheduled with Nancy Del Real.</i></p> 4) Steering Committee Meetings <p><i>County to extend an invitation to steering committee meetings. The next meeting is scheduled for June 23rd. Lindsey Wright from KP will be main point of contact for now and will include other/additional SMEs as needed.</i></p> 5) Transitional Rent <p><i>Lindsey Wright (KP) will schedule a meeting with Victor Torres (Imperial County) to discuss and review Transitional Rent – Complete. Lindsey met with Victor to discuss next steps/process re: Transitional Rent</i></p> 6) Data Sharing <p><i>An IT to IT meeting will be scheduled for additional discussion and review County to review questions and provide IT Contacts. Ryan Taylor (County) to be included in the email communication and any subsequent meetings</i></p> 	
III. MOU Updates <ul style="list-style-type: none"> • Annual Review - DHCS (Department of Health Care Services) requires an annual review of the Memorandum of Understanding (MOU) between Managed Care Plans (MCPs) and other entities to ensure ongoing clarity, accountability, and effective coordination of care for Medi-Cal members. This review helps identify any necessary modifications, updates, or renewals of the MOU's provisions related to roles, responsibilities, and service delivery. Ava Lillard (KP Contract Manager) shared that she would be sending an email to Sarah Moore (County Contracts Contact) to confirm if a formal meeting was needed to discuss any potential amendments to the joint MHP/DMC-ODS MOU. • Training and Education – As mentioned during the follow-up discussions portion of the agenda, Giselle in the process of coordinating a time for the County to review the Training and Education material provided • Operating Guidelines - Giselle to connect with Sarah upon her return to schedule meetings to discuss the Operating Guidelines and Workflows 	Kaiser Permanente
IV. County BH Program Updates <ul style="list-style-type: none"> • County shared that there are currently no significant clinical updates 	Imperial County Team

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<ul style="list-style-type: none"> Current processes are being discussed as it relates to Housing and Transitional rent to ensure coordination of care Ryan Taylor shared that the county is working on a referrals and data exchange pilot to support the CLR process 	
<p>V. Health Plan Updates</p> <ul style="list-style-type: none"> Kaiser Permanente - Giselle Fernandez shared the following information below. See attachment for details. <p> BH MOU - Imperial County Quarterly (Q3)</p> <p>Membership – KP currently has 27 members (May 2025) assigned to Imperial County (Current KP footprint includes 92275 and 92274 zip codes)</p> <ul style="list-style-type: none"> Transportation Services (NMT and NEMT) <ul style="list-style-type: none"> Transportation Benefits Cal-AIM Programs – Lindsey Wright (KP Medi-Cal Policy and Local Engagement Lead) shared member facing Flyers for ECM, CS and CHW. These flyers are available in multiple languages to meet DHCS requirements and ensure accessibility for all members Resources <ul style="list-style-type: none"> Southern California Behavioral Health Call Center - The Southern California region has implemented a new, single mental health appointment line(1-833- Kaiser Permanente-WITH-U / 1-833-579-4848) for our members. The standard operating hours are Monday – Friday, 8 a.m. – 5:30 p.m. PST A 24/7 Crisis call line is also available 1-800-900-3277 for members needing to speak to a Live therapist (no appointment services, however can manage warm hand-off) Members can also access various Health and Wellness support tools via Health and wellness Kaiser Permanente. In addition to how members can register for our Southern California Regional Virtual Behavioral Health Classes <p>RBH Classes English RBH Classes Spanish</p> 	Kaiser Permanente
<p>VI. Care Coordination</p> <ul style="list-style-type: none"> There were no updates, questions or concerns for Care Coordination at this time. 	All
<p>VII. Referrals</p> <ul style="list-style-type: none"> There were no updates, questions or concerns for Referrals at this time. 	

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VIII. Strategies to Avoid Duplication of Service <ul style="list-style-type: none"> Reviewed the foundation for Strategies to Avoid Duplication of Services – There were no updates, questions or concerns. 	All
IX. Dispute Resolutions <ul style="list-style-type: none"> Reviewed the foundation for Dispute Resolutions – there were no updates, questions or concerns. 	All
X. Collaboration <ul style="list-style-type: none"> There were no updates for Collaboration at this time. 	All
XI. Member Engagement <ul style="list-style-type: none"> Updates between Imperial County and Kaiser Permanente. There were no updates, questions or concerns. 	All
XII. Action Items <ul style="list-style-type: none"> MOU Annual Review <ul style="list-style-type: none"> Ava Lillard (KP Contract Manager) to email Sarah to confirm whether the County would like to schedule a formal meeting to review and discuss any potential amendments to the joint MHP/DMC-ODS MOU prior to annual execution date MOU Implementation Next steps <ul style="list-style-type: none"> Giselle to connect with Sarah upon her return to schedule meetings to discuss the Operating Guidelines and Workflows Giselle to also coordinate a time for the County to review the Training and Education material provided KP services and referral process <ul style="list-style-type: none"> BH Contact card for County confirmation – <i>County to review the BH Contact Card and provide recommended edits including if they wish to include an escalation contact</i> DOFR <ul style="list-style-type: none"> Follow-up meeting to be scheduled. Jared Martin (KP) reached out to Nancy Del Real and will coordinate a meeting upon her return Data Sharing <ul style="list-style-type: none"> An IT-to-IT meeting will be scheduled for additional discussion and review – <i>County to review questions. Ryan Taylor confirmed as the IT POC for the County</i> 	All
XIII. Open Forum Discussion <ul style="list-style-type: none"> No additional open forum topics 	All
XIV. Next Meeting – November 5, 2025; 2:00-3:00p	