### *HSD Behavioral Health Operations Quarterly Meeting*

December 19, 2024  |  1:00-2:30pm

MS Teams

**Present:** County of San Diego (COSD) Behavioral Health Services (BHS), Kaiser Permanente (KP), Community Health Group (CHG), Blue Shield Promise, Molina Healthcare, SCAN Health, Alcohol and Drug Services Provider Association (ADSPA), MH Contractors Association (MHCA), Optum Administrative Services Organization, County of San Diego SDAIM

| ITEM | SUMMARY | ACTION ITEM |
|---|---|---|
| 1.  **Welcome/Introductions** | MCP Responsible Persons, MCP Leadership, and County Leadership were represented at the meeting. | N/A |
| 2.  **MOU Requirements**<br>   a.   Resources for Members<br>        •  Translation to San Diego's 8 threshold languages.<br>             i.   Arabic<br>             ii.  Chinese (Mandarin)<br>             iii. Korean<br>             iv. Persian (Farsi and Dari)<br>             v.  Somali<br>             vi. Spanish<br>             vii. Filipino (Tagalog)<br>             viii. Vietnamese<br>   b.   Annual Report Requirements<br>        •  evidence of the annual review process and outcomes (summary of the review) | a.  Resources for Members<br>A draft of the Resource for Members was circulated by email prior to the meeting. There was no discussion on the content but considerations around sharing the cost of translating the document to the 8 threshold languages among the BHP and the MCPs was discussed.<br><br>b.  Annual Report Requirements<br>The required elements of the Annual Report due to the State on 1/31/2025 from the BHP and the MCPs was discussed. It was proposed that a single | a.  Resources for Members<br>*MCPs to discuss with their teams the content of the document and translation cost-sharing. MCPs to provide input at the next meeting.*<br><br>b.  Annual Report Requirements<br>*BHP to draft the report and send to MCP leads for feedback.* |

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| • copies of any MOUs modified or renewals (note: this will be N/A for the CY2024 report)<br>• updates from the quarterly meetings between BHP and MCPs | report can be shared/submitted by the BHP and MCPs. The BHP will draft the report and send out to MCP leads for feedback. The final version will include input received. | |
| **3. Care Coordination and Referral**<br>a. Strategies to address duplication of services (note: this is an element for the annual report) | • The practice of the BHP and MCP Liaisons working together as a strategy to address duplication of services was discussed as effective and should continue.<br><br>• Additionally, it was mentioned that the monthly MCP-3 report (that indicates BHS program, service and care coordinator information for MCP provider follow up) should continue as it contributes to care coordination as well as minimize duplication of services. | • N/A<br><br>• *Optum to continue to build a report that includes inpatient hospitals (i.e., synthesized version of the MCP-2 and MCP-3 reports).* |
| **4. QI Activities**<br>a. Highlights from the QI meetings | BHP brought up data metrics (i.e., HEDIS) infrastructure and Performance Measure Validation (PMV) through the State's External Quality Review (EQR) process. HSAG is the State's new EQR organization and that County BHP deliverables are due 1/13/2025. | N/A |
| **5. Dispute Resolution Process** | No known disputes. | N/A |
| **6. Systematic and Case-Specific Concerns** | | |

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|---|---|---|
| a. If any, disputes and resulting outcomes | • A case consult was submitted to BHP using the process and is pending for scheduling.<br>• Additionally, MCP requested clarification on the direct contacts on P&P for eating disorders. | *BHP will review the submitted case consultation.* |
| **7. Data Exchange/Interoperability**<br>a. Update on Optum Data Reports | There are multiple reports that need to be reconfigured, reprogrammed, developed because of the BHP's new electronic health record (EHR) system. MCP reports are a high priority. | *Optum to continue to rebuild and create the MCP reports from new EHR.* |
| **8. Other/Additional Topics**<br>a. Next Meeting is on Thursday, January 16, 2025, at 1pm.<br>b. CY2025 Quarterly Meetings<br>  • March 20, 2025<br>  • June 12, 2025<br>  • September 18, 2025<br>  • December 18, 2025 | It was agreed that the monthly cadence of the BH Ops meetings will continue until further notice. | N/A |
| **Next Meeting:** January 16th at 1PM | | |