

County of San Diego Behavioral Health Plan & Medi-Cal Managed Care Plans



CY 2024
Annual Report

County of San Diego BHP & MCP CY2024 Annual Report

Introduction

The San Diego County HHS Behavioral Health Services (BHS) Department administers an integrated Behavioral Health Plan (BHP) which includes both the Mental Health Plan (MHP) and the Drug Medi-Cal Organized Delivery System (DMC-ODS) Plan.

Medi-Cal members also receive services through Medi-Cal Managed Care Plans (MCP). There are 4 MCPs in San Diego County: Blue Shield of California Promise Health Plan, Community Health Group Partnership Plan, Kaiser Permanente, and Molina Healthcare of California. In addition to physical health care services and benefits such as Enhanced Care Management (ECM) and Community Supports (CS), MCPs also cover non-specialty mental health (NSMH) services.

Per California Department of Health Care Services [BHIN 23-056](#), [BHIN 23-057](#), and [APL 23-029](#), BHPs and MCPs are required to submit an annual report that includes updates from the quarterly meetings between the BHP and the MCPs and the results of their annual MOU review.

This report serves as County of San Diego BHP and MCPs Annual Report for CY2024.

Healthy San Diego Behavioral Health Operations Subcommittee

Formed in 1994, Healthy San Diego (HSD) is the Medi-Cal managed care system in San Diego County. It comprises consumers, professionals, providers, Health Plans, and various staff from County of San Diego Health and Human Services Agency departments. It is the goal of HSD to establish and maintain a Medi-Cal managed care system that integrates public health functions and services of a local health department with private sector full-risk, full-service health plans; and that also allows for patient choice, and local involvement of providers, consumers, and advocates.

In 2014, the [HSD Behavioral Health Workgroup](#), which in 2018 became the Behavioral Health Operations (BH Ops) [subcommittee](#), was convened to develop policies as well as procedures that support members who are mutually served by the BHP and the MCPs and improve access to quality physical and behavioral health services that is well coordinated. The subcommittee continues to meet monthly.

The HSD BH Ops subcommittee members agreed to optimize the use of the meetings and developed policies & procedures that align with the MOU requirements per [BHIN 23-056](#), [BHIN 23-057](#), and [APL 23-029](#).

Annual Report Review

Review Process and Outcomes

At the HSD BH Ops Quarterly Meeting held virtually on December 19, 2024, the participants reviewed the requirements for the annual report per [BHIN 23-056](#), [BHIN 23-057](#), and [APL 23-029](#). A draft of the report was circulated by BHP on December 30, 2024 for review and input. Feedback received from the MCPs are incorporated in this report.

MOU Modifications or Renewals

N/A for CY2024. The MOUs between the San Diego BHP and the MCPs are expected to be signed in CY2025.

Quarterly Meetings between BHP and MCPs

The HSD BH Ops Quarterly Meetings were held virtually on:

- March 7, 2024
- June 6, 2024
- September 19, 2024
- December 19, 2024

Summary notes from the Quarterly Meetings are publicly accessible on the [Healthy San Diego Behavioral Health Operations webpage](#)¹ and portions included in the report sections below.

Attendees

All Quarterly Meetings were attended by the BHP Liaison and Responsible Person, as well as the MCPs' MHP & DMC-ODS Liaisons and Responsible Persons.

Other attendees included representatives from County Behavioral Health Services, Kaiser, Community Health Group, Blue Shield Promise, Molina Healthcare of California, Alcohol and Drug Services Provider Association, Mental Health Contractors Association, Optum (BHP's Administrative Services Organization or ASO), and County of San Diego's Medical Care Services (SDAIM).

The subcommittee's [list serve](#) is available at the end of this report.

¹ <https://www.optumsandiego.com/content/SanDiego/sandiego/en/county-staff---providers/healthy-san-diego.html>

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Care coordination and referrals

To enhance the established care coordination and referrals process between the BHP and MCPs, the subcommittee made improvements on the [MOU Care Coordination Form](#) which is used locally to initiate case conferences and include multiple sectors as needed.

Additionally, quarterly meetings included agenda items on how to operationalize items within the MOU including:

- Ensuring coordination of care with Member's Primary Care Provider
- BHP providers assessing for, and referring members to, MCP benefits such as Enhanced Care Management (ECM) and Community Supports (CS)
- BHP and MCP providers engaging in collaborative treatment planning
- BHP and MCP providers ensuring Member engagement
- BHP and MCP providers communication processes
- Ensuring non-duplicative treatment within BHS and MCP
- Coverage of services outside of normal business hours

Strategies to address duplication of services

The BHP and the MCPs have a well-established practice of collaboration. It was agreed that the practice of MCP Liaisons and BHP Liaison working together as needed has been successful and should continue.

Additionally, the BHP produced service reports to securely share with the MCPs. These reports include specialty mental health services received by the MCP member to assist with care coordination activities. One report is sent daily to show inpatient admissions, and a separate report is sent monthly indicating BHS program, service and care coordinator information for MCP provider follow up. In addition to coordinating care, MCPs utilize these reports in efforts to minimize duplication of services as well.

Strengths, barriers, and plans to improve effective collaboration between the MCPs and the BHP

In July 2024, the BHP and MCPs launched the HSD BH Quality Improvement Projects subgroup that is dedicated to identify & discuss strengths, barriers, and plans to improve effective collaboration between the BHP and the MCPs. The initial area of focus was determined to be Follow-Up After Emergency Department Visit for Substance Use (FUA) and Follow-Up After Emergency Department Visit for Mental Illness (FUM) measures. The subgroup has been reviewing performance metrics and methodology to ensure accurate reporting. The detailed notes from the subgroup's meetings are publicly accessible on the [Healthy San Diego Behavioral Health Operations webpage](#).

In addition, the BHP and MCPs collaborated to develop the [Training Resource for Providers](#) which can be used bidirectionally by staff and network providers of the MCPs and of the BHP.

Disputes and resulting outcomes

On an as-needed basis, representatives are invited to participate in case conferences/consultations to assist with care coordination between the MCPs and BHP Members. This well-established case consultation process has been effective to date and as a result, there have been no requests for dispute resolution in CY2024.

Member engagement challenges and successes

To ensure Medi-Cal members receive timely and coordinated specialty and non-specialty mental health services (SMHS/NSMHS), the BHP and MCPs developed process maps for screening activities and for transitions of care in alignment with State requirements. These processes establish a mechanism for member access across the BHP or MCP delivery systems as clinically indicated. These process maps are publicly accessible on the [Healthy San Diego Behavioral Health Operations webpage](#).

Additionally, the representatives from the Mental Health Contractors Association (MHCA) and the Alcohol and Drug Services Providers Association (ADSPA) presented information at a subcommittee meeting on member engagement challenges to include members refusing ECM services (client choice), clarification on the ECM coordinator role, and communication among care providers. Information was used to discuss methods for increasing education to members and Medi-Cal benefit resources such as those that explain what [ECM](#) and [CS](#) are and what services are offered. Resources were developed and have been shared with providers and members and are posted on the [County SDAIM website](#). As transportation benefits are also an identified area of need, a local document on [Transportation for Medi-Cal Members](#) was created for informational purposes and was also distributed.

As of December 2024, the BHP has circulated for MCPs' review the draft Resource for Members which may be used to encourage Member engagement and retention in services. This resource will be translated into San Diego's 8 threshold languages and distributed widely once finalized.

HSD Behavioral Health Operations Subcommittee List Serve

Organization	Name	Email Address	Role per MOU
Alcohol and Drug Services Providers Association (ADSPA)	Varond, Marisa	marisa.varond@mcalisterinc.org	
Blue Shield Promise	Brennan-Cooke, Jesse	jesse.brennan-cooke@blueshieldca.com	MCP Responsible Person (MHP & DMC)
Blue Shield Promise	Fonte, Jessica	Jessica.Fonte@blueshieldca.com	MCP Liaison (MHP & DMC)
Blue Shield Promise	Fritz, Kimberly	kimberly.fritz@blueshieldca.com	
Blue Shield Promise	Nguyen, Mimi	Mimi.Nguyen@blueshieldca.com	
Community Health Group	Tapia, Sal	STapia@chgsd.com	MCP Responsible Person & MCP Liaison (MHP & DMC)
County of San Diego Behavioral Health Services	Amacher, Carlie	Carlie.Amacher@sdcounty.ca.gov	
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County of San Diego Behavioral Health Services	Lang, Tabatha	Tabatha.Lang@sdcounty.ca.gov	MHP Liaison & Responsible Person and DMC-ODS Liaison & Responsible Person
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County of San Diego Behavioral Health Services	Soriano, Christian	Christian.Soriano2@sdcounty.ca.gov	
County of San Diego, Medical Care Services (SDAIM)	Summers, Heather	Heather.Summers@sdcounty.ca.gov	
Hospital Association of San Diego and Imperial Counties	Sumek, Caryn	csumek@hasdic.org	
Kaiser Permanente	Ahern-Edwards, Katie	katherine.c.ahern-edwards@kp.org	

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Organization	Name	Email Address	Role per MOU
Kaiser Permanente	Giselle Fernandez	giselle.h.fernandez@kp.org	
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Kaiser Permanente	Tanner, Molly	molly.tanner@kp.org	MCP Responsible Person & MCP Liaison (MHP & DMC)
Kaiser Permanente	Lindsay Wright	Lindsey.M.Wright@kp.org	
Mental Health Contractors Association (MHCA)	Laidlaw, John	jlaidlaw@opsam.org	
Molina Healthcare of California	Gonzaga, Laurence	laurence.gonzaga@molinahealthcare.com	MCP Liaison (MHP & DMC)
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SCAN	McGougan, Jill	JMcGougan@scanhealthplan.com	MCP Responsible Person & MCP Liaison (MHP & DMC)