HSD BHS Operation Meeting

March 20, 2025 | 1:00-2:30pm

MS Teams

Present: County of San Diego (COSD) Behavioral Health Services (BHS), Blue Shield Promise (BSP), Kaiser Permanente (KP), Community Health Group (CHG), Molina, MH Contractors Association, Optum Administrative Services Organization, County of San Diego SDAIM, SCAN

ITEM	SUMMARY	ACTION ITEM
1. **Welcome/Introductions**	ADSPA not in attendance.	
2. **QI Activities** a. QI HSD WG Update	HSD Behavioral Health Quality Improvement Workgroup is working with the health plans on the HEDIS/Performance Improvement Projects (PIPs) for follow up after an emergency department visit for mental health and substance use. Discussion of sharing aggregate numerators and denominators for outcome measures.	N/A

2. **MOU Requirements.**
   a. Resources for Members.
     • Translation to San Diego's 8 threshold languages.
       i. Arabic, Chinese (Mandarin), Korean, Persian, Somali, Spanish, Filipino (Tagalog), Vietnamese
 	
   b. Annual Report Requirements – CY2024 San Diego County BHP-MCP Annual Report Submission completed and is posted on Optum.
	a. MCPs confirmed translations the Resources for Members document based on assigned languages pending approvals.
	
	b. BHP Annual support submission is complete and posted on Optum Healthy San Diego website.
		a. MCPs to follow with BHP on approval status of translation process.

3. Care Coordination and Referral
a. Transition of Care Form:
    i. Process Map was updated with MCP confirmation of receipt within 2 business days and is posted on Optum Website.
    ii. BHS updated TOC Explanation Sheet for BHP Providers.
 	
b. How to operationalize:
    i. Strengths, barriers and plans to improve effective collaboration
    ii. Member engagement challenges and successes
    iii. Joint Operating Guidelines-Kaiser Draft to share with group
	a. TOC Process Map Updated. Process Map missing some zip codes on last page. Providers informed of the TOC Tool and process. Communication has been good and no barriers. There is room for refinement with the process.
	
	b. Kaiser presented the MOU Operating guidelines draft example. Emphasizing the scope of the signed MOU. The intent is to have it available to other care plans. All MCPs and BHP to continue to review and collaborate on creation of MOU Joint Operating Guidelines.
		a. BHP to update Process Map MCP Identifies member.
		
		b. MCP and BHP to continue discussions in creation of MOU Joint Operating Guidelines.

5. Dispute Resolution Process a. No disputes	No Disputes.	N/A
6. Systematic and Case-Specific Concerns a. If any, disputes and resulting outcomes	Blue Shield Promise is currently in case conference with the County on a specific case. Utilized the case conference request form and it has been going well.	N/A
7. Data Exchange/Interoperability a. Update on Optum Data Reports to include inpatient hospitals information. (synthesized version of the MCP-2 and MCP-3) b. Strategies to address duplication of services	Due to the transition to the new EHR all reports are being prioritized for re-programming. No definitive timeline currently but will be working to establish one. MCP CHG utilizing reports to monitor service duplication.	BHP to bring updates to next meeting.

8. Other/Additional Topics
a. CY2025 Quarterly Meetings
    • March 20, 2025
    • June 12, 2025
    • September 18, 2025
    • December 18, 2025		

Next Meeting: Thursday April 17, 2025 1PM		