

I. PURPOSE

To describe the training and education facilitated by the MCP and MHP and/or DMC-ODS.

II. BACKGROUND

On October 12, 2023, DHCS released BHIN [23-056](#) Memorandum of Understanding Requirements for Medi-Cal Managed Care Plans and Medi-Cal Mental Health Plans and [Attachment 1](#) and BHIN [23-057](#) Memorandum of Understanding Requirements for Medi-Cal Managed Care Plans and Drug Medi-Cal Organized Delivery System Counties and [Attachment 1](#). Both BHINs provide guidance to county Mental Health Plans (MHP) and Drug Medi-Cal Organized Delivery Systems (DMC-ODS) entering a Memoranda of Understanding (MOU) with Managed Care Plans (MCP). The MOU template outlines the responsibilities and obligations of each party to coordinate and facilitate the provision of services to members where they are served by both parties. In addition, the BHIN specifies the oversight, compliance, and reporting requirements.

III. POLICY

The Parties will provide educational materials to beneficiaries and network providers about accessing medically necessary services and train network providers, and as applicable, subcontractors and downstream subcontractors on the MOU requirements and services provided by each party.

IV. SCOPE

The scope of this policy applies to County MHP and/or DMC-ODS, MCP, and their providers who work directly with members, caregivers, and providers.

V. PROCEDURES

A. Provider and Member Education

1. Parties must provide training and orientation for their employees who carry out activities under this MOU and, as applicable, Network Providers, Subcontractors, and Downstream Subcontractors who assist with carrying out responsibilities under this MOU.
 - a. The training must include information on MOU requirements, what services are provided or arranged for by each Party, and the policies and procedures outlined in the MOU.
 - b. For persons or entities performing these responsibilities as of the Effective Date, the Parties must provide this training within 60 Working Days of the Effective Date.
 - c. The Parties must provide this training prior to any such person or entity performing responsibilities under this MOU and all such persons or entities at least annually thereafter.
 - d. Parties must require its Subcontractors and Downstream Subcontractors to provide training on relevant MOU requirements and DMC-ODS and/or MHP services to their contracted providers.
2. The Parties each must provide the other Party, Members, and Network Providers with training and/or educational materials on how MCP Covered Services and DMC-ODS and/or MHP services may be accessed, including during nonbusiness hours.
3. The Parties will together develop training and education resources covering the services provided or arranged by the Parties, and each Party must share their training and educational materials with the other Party to ensure the information included in their respective training and education materials includes an accurate set of services provided or arranged for by each Party and is

consistent with MCP and DMC-ODS and/or MHP policies and procedures, and with clinical practice standards.

VI. REVIEW STATEMENT

The Medi-Cal Behavioral Health policies and procedures are subject to amendment at any time at the discretion and mutual agreement of the County of San Diego Behavioral Health Services Division and Managed Care Plan.

I. REFERENCES

- A. MCP’s Medi-Cal Managed Care Contract Exhibit A, Attachment III
- B. MHP Contract
- C. DMC-ODS Intergovernmental Agreement
- D. California DHCS Behavioral Health Information Notice (BHIN) [23-056](#) Memorandum of Understanding Requirements for Medi-Cal Managed Care Plans and Medi-Cal Mental Health Plans and [Attachment 1](#)
- E. California DHCS Behavioral Health Information Notice (BHIN) [23-057](#) Memorandum of Understanding Requirements for Medi-Cal Managed Care Plans and Drug Medi-Cal Organized Delivery System Counties and [Attachment 1](#).
- F. CalAIM Population Health Policy Guide

II. ATTACHMENTS

N/A

III. REVIEW/REVISION HISTORY

First Issued: September 30, 2025