

San Diego County MHP and DMC-ODS
Policy/Procedure: **Quarterly Meetings and Quality Improvement**
Date: **September 30, 2025**

I. PURPOSE

To establish expectations around quarterly meetings and quality improvement activities for 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 shall participate in quarterly meetings at a minimum to ensure compliance with oversight requirements and to address concerns pertaining to:

- Care coordination
- Quality Improvement (QI) activities
- QI outcomes
- Systemic and case-specific concerns

The Parties shall communicate related updates within their organizations.

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. PROCEDURE

- A. Quality Improvement activities shall include but are not limited to any applicable performance measures and QI initiatives including those to prevent duplication of services, as well as reports that track referrals, Member engagement, and service utilization.
 - a. [MHP] QI activities must include processes to monitor the extent to which Members are able to access mental health services across SMHS and NSMHS, and Covered Service utilization.
- B. Quarterly Meetings
 1. Meetings may be conducted virtually.
 2. Within 30 Working Days after each quarterly meeting, the Parties shall each post on its website the date and time the quarterly meeting occurred.
 - As applicable, Parties shall distribute to meeting participants a summary of any follow-up action items or changes to processes that are necessary to fulfill the Parties' obligations

under the Medi-Cal Managed Care Contract, the MHP contract or the DMC-ODS Intergovernmental Agreement, and the MCP MOU.

3. Meetings shall be:
 - Participated by each party's Responsible Person, while appropriate program executives shall be invited and attend as available.
 - As applicable, the Parties' Subcontractors and Downstream Subcontractors should be permitted to participate in these meetings, as appropriate.
4. The Parties must report to DHCS updates from quarterly meetings in a manner and at a frequency specified by DHCS.
5. Local Representation. MCP must participate, as appropriate, at meetings or engagements to which MCP is invited by MHP and/or DMC-ODS, such as local county meetings, local community forums, and MHP and/or DMC-ODS engagements, to collaborate with MHP and/or DMC-ODS in equity strategy and wellness and prevention activities.

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 and Managed Care Plan.

VII. 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

VIII. ATTACHMENTS

N/A

IX. REVIEW/REVISION HISTORY

First Issued: September 30, 2025