



HEALTH CARE REFORM IMPLEMENTATION UPDATE

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WHAT WILL WE BE TALKING ABOUT?

- Paint the picture of change.
- Provide insight into the policy level expectations Healthcare Reform creates for Health Departments, Medi-Cal Managed Care Plans (MHP's) (IEHP, IEHP Kaiser, Molina, Molina Healthnet), and the Department of Behavioral Health.
- Provide insight into the issues healthcare leaders, providers and consumers are grappling with and seeking to solve.



WHAT DOES THE CURRENT LANDSCAPE LOOK LIKE?

- Health Care Reform Expands insurance coverage.
 - Through Covered California.
 - Through Medi-Cal.

Sets all kinds of expectations for information sharing, and coordination of care in order to save money and improve the quality of care for patients.

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WHAT IS THE LANDSCAPE?

- Different health structures.
- Different MOU structures.
- Different covered entities.
- Different regulations.
- Different Business Associate Agreements (BAA).
- Different technological capabilities.
- SAME PATIENT.

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WHAT IS THE LANDSCAPE?

- Health care reform also sets benefit levels.
- Ten Essential Health Benefits.
- Enhance current benefits which were in compliance, or bring out of compliance benefits into compliance.
- For everyone except Federal Insurance Programs; i.e., Medicare and some other small exceptions.
- Medi-Cal and all other Commercial Insurances.

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WHAT IS THE LANDSCAPE?

- Focus on Medi-Cal expansion.
- Focus on the Behavioral Health Benefit, one of the essential ten health benefits.
- Focus on the Structure of the benefit.

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BEHAVIORAL HEALTH BENEFITS AS OF JANUARY 1, 2014

- In the State of California, beneficiaries with Medi-Cal as their insurance, fall into three tiers of benefit levels:
- Who's responsible for what on the MENTAL HEALTH side?
 - Tier 1: (Medi-Cal Managed Care Plan (MCP) Within the scope of the Primary Care Practitioner (PCP) (Usually mild).
 - Tier 2: (MCP) Out of the scope of the PCP or Pediatrician but not meeting Specialty Mental Health criteria (This is new!!! And would include mild to moderate).
 - Tier 3: (County Mental Health Plan (MHP) Meeting medical necessity criteria for Specialty Mental Health Services (Significant to severe).

NEW!!!



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IMPLEMENTATION OF A NEW TIER OF BENEFITS (TIER II)

What have we done?

- Capitalized on our long standing relationships with our Medi-Cal Managed Care Plans (IEHP, IEHP Kaiser, Molina, Molina Healthnet).
- Increased our meeting frequency from 6 times a year to 4 times a month.
- Developed protocols for referrals between tiers.
- Concentrated on understanding and resolving client issues.
- Concentrated on understanding and resolving provider issues.

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BEHAVIORAL HEALTH BENEFITS ALCOHOL AND DRUG SERVICES

Who's responsible on the Alcohol and Drug Side? Drug
Medi-Cal Benefits Administered at County Level

- Outpatient Drug Free
- Perinatal Residential
- Perinatal Outpatient
- Narcotic Treatment
- **Lots of discussion about expanded benefits still underway.
 - Intensive Outpatient
 - Other Benefits still under discussion

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HOW WILL MEDI-CAL EXPANSION BE MONITORED FOR DBH?

- MOU Requirements for Medi-Cal Expansion
 - Basic requirements.
 - Covered services and populations.
 - Oversight responsibilities of the MCP and the MHP.
 - Screening, Assessment and Referral.
 - Care Coordination.
 - Information exchange.
 - Reporting and Quality Improvement Requirements.
 - Dispute Resolution.
 - After-Hours Policies.
 - Member and provider Education.

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WHAT'S BEFORE US FOR PATIENT EXPECTATIONS?

| NEED | THAT WAS THEN | THIS IS NOW (or coming soon) |
|---|--|--|
| Appointments | "We can fit you in in XX Days." | Same day attention for acute illness. |
| Sick or Injured at an Inconvenient Hour | Go to an urgent-care center or emergency room to see someone who does not know your history. | Clear arrangement for after-hours care. Your medical history available electronically. |
| Prescription Renewal | Call office and wait for doctor to call you back. | Nurse handles immediately. |
| Preventive Care | Remember to make appointments for checkups, screenings and vaccines. | Electronic record tracks preventive measures and reminds you and professionals. |
| Test Results | Play phone tag with the doctor. | Available at online portal. |
| Follow-up Care | Up to you to make timely appointments. | Office tracks and reminds you of needed follow-up. |
| Specialist Appointments | Specialists and primary care doctors many not communicate. | Primary care doctor coordinates with specialists. |
| Hospital Release | Doctor has no idea you're in the hospital unless you initiate contact. | Knows when you are hospitalized and takes initiative to follow up. |

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WHAT ARE WE MANAGING?

- A lot of coordination.
- A change in behavior around coordination and information sharing.
- An increased attention to how information and data can be shared.
- Greater knowledge of insurance status at the provider and consumer level.
- A greater knowledge about Managed Care as providers, leaders and consumers.

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QUESTIONS? PLEASE CONTACT:
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