

LA County Managed Care Plans - Behavioral Health Services - Coordination of Care with DPH-SAPC



What is a managed care plan?

- Managed care is a term to describe the structure of health insurance
- A managed care organization contracts with providers, facilities, and physician provider groups at negotiated rates.
 - This results in lower healthcare costs for members of the health insurance plan
- For Medi-Cal only, LA County has a two plan model with LA Care and Health Net, along with Plan partners (e.g., BSC Promise, Molina)
- Types of Managed Care Plans
 - HMO, PPO, EPO, POS

Model of Care

Medi-Cal

- New CA Medi-Cal Managed Care Plan outpatient mental health benefit
- Target population: Medi-Cal beneficiaries with a DSM diagnosis and “mild to moderate” impairment in mental, emotional, or behavioral functioning
- The state’s intent is that these therapeutic services are **time-limited** and **solution-focused** with the goal of returning patients to primary care management when clinically appropriate
- Applied Behavioral Analysis (ABA) / Behavioral Health Treatment (BHT)

Model of Care

Cal MediConnect (CMC)

- Developed to support dual-eligible adults with disabilities (including the homeless), who have multiple chronic illnesses or functional or cognitive limitations
- Designed to bring a fully coordinated, person-centered focus to meeting the complex functional and health care needs of members with comorbid behavioral health and medical conditions
- Model of care promotes:
 - Coordination of care through an identified point of contact
 - Transitioning each member's care between health care settings and health care providers

Services Available – Medi-Cal

Medi-Cal Managed Care Plans

Mild-Moderate Impairments

PCP Decision Support

Individual and group therapy

Outpatient services to monitor drug therapy

*Psychological/Neuropsychological testing

Prescription drugs (carved in)

Laboratory services

Services Available – Medi-Cal

L.A. County DMH

Specialty Mental Health Services

Medication management

Assessment and treatment planning

Individual and group therapy

Crisis intervention

Crisis stabilization

Adult crisis residential services

Targeted case management

Adult residential treatment services

Full service partnerships

Acute psychiatric hospital services

Inpatient professional services

IMD psychiatric services

Services Available – Medi-Cal

Drug Medi-Cal Organized Deliver System

Specialty Substance Use Disorder Services

SUD Intensive Outpatient (IOP)

SUD Outpatient (OP)

Medications for Addiction Treatment (MAT)
(naltrexone, naloxone, buprenorphine)

Opioid Treatment Program

Residential Treatment (prior authorization req'd)

Withdrawal Management (detox)

Physician Consultation

Case Management/Care Coordination

Recovery Bridge Housing+

SUD Recovery Support Services

Exchange of Information between:

Physical Health & Substance Use Disorder Providers:

Generally, the sharing of information from a SUD provider (meaning, SAPC facility or rehab or SUD IOP/PHP/methadone provider) to a PCP almost always requires written member consent (except in a true emergency) due to 42 C.F.R. Part 2

Exchange of Information between:

Physical Health & Mental Health Providers:

Generally, the exchange of information between a mental health (not SUD) provider and a Primary Care Physician (PCP) for the purposes of care coordination does not require member consent

Why Coordinate Care?

- We all have pieces of the plan and vital patient information to potentially provide holistic care
- One provider's plan may enhance or detract from another provider's plan
- Patients tire of repeating their story, symptoms, etc. to multiple providers
- Relying on patients as historians can be touch and go sometimes
- Why give patients the chore of collecting information from different people/places?

Why Coordinate Care?

- Evidence of coordination of care between Cal MediConnect Health Plans and County BH Providers is **required**
- State recommends and encourages coordination of care between MCPs and County providers for any member
- Medi-Cal patients may transition from needing different types of providers based on level of impairment changes
- We are held to state oversight of coordination with each other on shared members

How can Managed Care Plans Help?

MCP Care Managers are a valuable partner in client care:

- ✓ Care Managers can identify if a client is in a medical or in a psychiatric hospital.
- ✓ Care Managers can collaborate with discharge planners
- ✓ Care Managers can help remove access barriers to treatment (ex. transportation).
- ✓ Care Managers can help access other needed medical/physical health and mental health services.
- ✓ Care Managers will continue to follow up until a client is connected with care.

Various Ways We Can Collaborate!

Interdisciplinary Care Team Meetings (ICTs)

Good ol' fashioned phone calls, emails (encrypted), and fax

Participation in clinical rounds (within DMH and MCPs)

Sharing of treatment plans

Sharing change of health status updates (IP admits, moves)

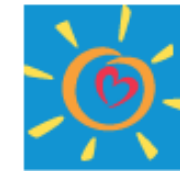
Participating in meetings like this to understand best practices and share resources

How to Refer: Beacon Health Options

County
Providers/Community Agencies
PCPs
Members

Beacon Customer
Service

Connection to
appropriate resource



Plan	Number to Beacon Customer Service	Care Management Referral Email/Fax	Email/Fax to send Screening Form	Designated Contact for Any Issues or Concerns	Phone Number	Email
LA Care	877-344-2858 (member friendly line)	Fax: 800-916-4102 CMC_LaCare@beaconhealthoptions.com	866-422-3413	Case Management line	562-246-3646	Julie.Flores@beaconhealthoptions.com
Blue Shield of CA Promise	CMC: 855-765-9701 Medicare: 866-752-4075	Fax: 877-752-3257 BSCPromiseCMC@beaconhealthoptions.com	866-422-3413	Liz Patel, Director of Clinical Management	714.715.0534	Elizabeth.Patel@beaconhealthoptions.com
CareMore	855.371.8092	Fax: 877.749.3734 AnthemBlueCrossCMC@beaconhealthoptions.com	866.422.3413	Hanh Truong, Manager of Clinical Services	781.315.5445	Hanh.Truong@beaconhealthoptions.com

How to Refer: MHN (for HealthNet)



Managed Health Network (MHN),
like Health Net, is part of the
Centene family of companies.

How to access care for members:

(800) 646-5610

or visit www.MHN.com



Plan	Number to MHN Customer Service	Email/Fax to send Screening Form	Designated Contact for Any Issues or Concerns	Phone Number	Email
Health Net	800.646.5610		CalMediConnect: Atlas Tanguay Medi-Cal/other LOBs: Dr. Jorge Zamora	Atlas Tanguay: 415.460.8030 Dr. Jorge Zamora: 818.543.9160	Atlas.E.Tanguay@healthnet.com Jorge.Zamora@healthnet.com

Appendix

Types of Managed Care Plans

- HMO – Health Maintenance Organization
 - There is a limited number of providers and facilities that a member can choose.
 - Care is coordinated through a primary care physician which refers member in-network should a specialist care is needed.
- PPO – Preferred Provider Organization
 - At a greater cost to the member, a wider network selection of providers and facilities are available.
 - Usually, no referral is required. There is some cost of obtaining care “outside” of the network, but the plan does offer some coverage.

Types of Managed Care Plans

- EPO – Exclusive Provider Organization
 - Care can only be obtained in-network
 - Primary care physicians facilitate only in-network
 - There is a limited number of providers and facilities that a member can choose.
- POS – Point of Service
 - Member can choose in- or out-of-network for each appointment
 - Co-pay is determined based on network coverage and type of provider

Managed Care Plans in LA County

Medi-Cal Only Beneficiaries		
Medi-Cal Managed Care Health Plan	BH Partner	Contact information
Health Net	MHN	Fax: (855) 703-3268 Phone: (800) 675-6110
Health Net – Molina	Molina	Fax: (562) 499-6105 Phone: (888) 665-4621
LA Care	Beacon	Fax: (866) 422-3413 Phone: (877) 344-2858
LA Care – Anthem	Anthem	Fax: (855) 473-7902 Phone: Medi-CalBHUM@wellpoint.com Phone: (888) 831-2246
LA Care – BSC Promise	Beacon	Fax: (866) 422-3413 Phone: (855) 765-9701
AIDS Healthcare Foundation	Positive Health Care PHC	Fax: (888) 235-8552 Phone: (800) 263-0067

Managed Care Plans in LA County

Cal MediConnect Beneficiaries

CMC Health Plan	Non-specialty Behavioral Health Services Provider	Contact Information
Blue Shield of CA Promise	Beacon	Fax: (866) 422-3413 Phone: (855) 765-9701
Anthem Blue Cross CMC	Beacon	Fax: (866) 422-3413 Phone: (855) 371-8092
Health Net	MHN	Fax: (855) 703-3268 Email: MHN.CMC@MHN.com Phone: (855) 464-3571
LA Care	Beacon	Fax: (866) 422-3413 Phone: (877) 344-2858
Molina	Molina	Fax: (562) 499-6105 Phone: (855) 665-4627

Managed Care Plans in LA County

Medi-Cal Only Beneficiaries - LA Care – Kaiser: See below for Regional Offices

Bellflower Area/Downey/Norwalk	Fax: (526) 657-2497 Phone: (562) 807-6200
Lancaster	Fax: (661) 951-2999 Phone: (661) 951-0070
Los Angeles – Sunset	Fax: (323) 783-4299 Phone: (323) 783-2600
Panorama City – Santa Clarita/Reseda	Fax: (800) 700-8705 Phone: (818) 758-1200
San Fernando Valley – Woodland Hills	Fax: (818) 592-3015 Phone: (855) 701-7955
San Gabriel Valley – Baldwin Park/West Covina	Fax: (626) 856-3010 Phone: (626) 960-4844
South Bay	Fax: (310) 517-3499 Phone: (310) 325-6543
West L.A	Fax: (323) 298-3119 Phone: (323) 298-3100

Master Contact List

MCP	Contact Person	Contact Number	Email
Blue Shield of CA Promise Health Plan	Liz Patel, Director of Clinical Management (Beacon)	714.715.0534	Elizabeth.Patel@beaconhealthoptions.com
Anthem Blue Cross CMC	Hanh Truong, Clinical Manager (Beacon)	562.246.3644 781.315.5445	Hanh.Truong@beaconhealthoptions.com
Health Net – MHN	Jorge Zamora, Program Manager (MHN)	818.543.9160 855.811.7038 (fax)	Jorge.Zamora@healthnet.com
LA Care	Rose Kosyan, Manager Clinical Services	213.694.1250 ext.4908	Vkosyan@lacare.org behavioralhealth@lacare.org
Kaiser	Hilary Frazer, Senior Managerial Consultant, SCAL Region	626.660.9951	Hilary.A.Frazer@kp.org
Molina Healthcare	Stephanie Zapata, Community Behavioral Health Liaison	888.562.5442 ext.125018	Stephanie.Zapata@Molinahealthcare.com
AIDS Healthcare Foundation AHF – Positive Health Care PHC	Alfred Burruel, Behavioral Health Liaison	213.448.2975	Alfred.Burrel@AIDSHealth.org