

2024 MOU Annual Report

MOU Effective Date	MOU Type	Combined MOU	Description of Combined MOU	Plan Code	Plan Name (auto-populates)	County (auto-populates)	Reporting Year	Other Party Organization & Name	Multi-Party MOU	Description of Multi-Party MOU	Meeting Attendees	Topic: Care Coordination	Topic: Referrals	Topic: Strategies to Avoid Duplication of Services	Topic: Dispute Resolution	Topic: Collaboration	Topic: Member Engagement
N/A	LHD: Local Health Departments WC: Local Health Departments/WIC																
N/A	CW: Local Government Agencies/Social Services Departments: Social Services and Child Welfare TCM: Local Government Agencies: Targeted Case Management																
8/08/2024	RC: Regional Centers	No	N/A	306	Inland Empire Health Plan	San Bernardino	2024	Inland Regional Center	No	N/A	IRC: Elyth Galardo, Jonathan Edick, Pamela Hurt, Wasima Abi IEHP: Mariela Cepeda, Manager of Specialty Kids Intervention Team/ MOU Liaison	BH Transition process has been developed and currently being piloted. IFSP care coordination/case management	Increase of data/documentation requests (Vision benefit/requirement, PHM letters-IFSPs needed)	While duplication of services has not been actively addressed in JOMs, there have not been issues. Also, as the payer of last resort, IRC refers to the MCP for all services prior to approving. The high volume of mutual Members and limited data sharing from IRC are existing challenges. In 2025, duplication of services will be a standing agenda item to ensure potential duplication is addressed	There have been no issues with dispute resolution	JOMs are conducted routinely and daily communications are continuous to ensure optimal care coordination and case management of mutual Members. Continuous communication ensures barriers such as some data exchange issues can be overcome.	Success Stories include home modification approvals with support of Michelle Knighten, IRC Physical Therapist, cubby bed approval with support of IRC team, and AOR Process with IRC diagnosis letter.
7/2/2024	SMHS: Local Government Agencies/Social Services Departments: Specialty Mental Health Services	Yes	DMC-ODS	305	Inland Empire Health Plan	Riverside	2024	Riverside University Health System- Behavioral Health	No	N/A	IEHP: Amy Myer Anais Sievers Anita Holmes (Director, Integrated Care, MOU Liaison) Arlene Ferrer Aurelia Zamarripa Ben Jaungga Beth Donovan Brian Colmesares Brittany Corsaro Carmen Vega Jamesia Brown Krisya Garan Martinez Leslie Ruiz Natalia Reynoso Yajaira Aragon RHHS BH: April Frey Ashley Trevino-Kwong Belinda Flourmy Bill Breneman Brandon Jacobs, Deputy Director, Quality Management (MOU Liaison) Janine Moore Marcus Cannon	County MHP and MCP share and discuss reports on Screenings and Transition of Care Tools at quarterly meetings, detailing referral and coordination outcomes and referral dispositions report.	County MHP and MCP share and discuss reports on Screenings and Transition of Care Tools at quarterly meetings, detailing referral and coordination outcomes and referral dispositions report. We also communicate almost daily with Riverside County to address referral questions and requests. Additional meetings are scheduled as needed to resolve outstanding issues or discuss barriers.	During Quarterly meetings, discussions are held between MHP intake unit and IEHP referring unit to encourage communication as needed for confirmation of active services to avoid duplication of services. Both agencies ask Members to confirm SUD Treatment with other providers. IEHP BH and CM review current history of BH authorizations and psychotropic Rx to confirm current treatment. Units will continue to discuss how to identify members in each other's systems.	At this time neither agency has identified a dispute. The MCP and MHP are prepared to follow the dispute resolution process outlined in the MOU.	The MCP and MHP are actively involved in a DHCS and BH Behavioral Health Collaborative. In quarterly meetings, we review weekly updates, discussing any barriers or opportunities for improvement.	Member engagement is discussed at a high level during quarterly JOM meetings. Other meetings are held with MHP to further discuss member engagement in details. Successes include strengthened relationship with MHP for improved member engagement and opportunities to share community events that are held by each agency. Challenges include not being able to reach the Member.
19-Dec	SMHS: Local Government Agencies/Social Services Departments: Specialty Mental Health Services	Yes	DMC-ODS	305	Inland Empire Health Plan	Riverside	2024	County of San Bernardino Department of Behavioral Health	No	N/A	IEHP: Anita Holmes, Director of Integrated Care (MOU Liaison) Amy Myer Anais Sievers Arlene Ferrer Aurelia Zamarripa Ben Jaungga Beth Donovan Brian Colmesares Brittany Corsaro Carmen Vega Jamesia Brown Krisya Garan Martinez Leslie Ruiz Natalia Reynoso Yajaira Aragon SBOBH: Susan Achuff, Dr. Jonathan Avalos, Christopher Bailey, David Black, Andy Camenas, Hanna Espinosa, Olga Elena Granillo, Sarah Hayes (MOU Liaison), KC Hamilton, Edith Lockeman, Heather Louer, Artemio Moran, Sonia Navarro, Rishi Parikh, Marlen Partida, Rick Shankelford, Michael Swetzer, Dr. EHP: Amy Myer Anais Sievers Anita Holmes, Director, Integrated Care (MOU Liaison) Arlene Ferrer Aurelia Zamarripa Ben Jaungga Beth Donovan Brian Colmesares Brittany Corsaro Carmen Vega Jamesia Brown Krisya Garan Martinez Leslie Ruiz Natalia Reynoso Yajaira Aragon RHHS BH: April Frey Ashley Trevino-Kwong Belinda Flourmy Bill Breneman Brandon Jacobs, Deputy Director, Quality Management (MOU Liaison) Janine Moore Marcus Cannon	County MHP and MCP share and discuss reports on Screenings and Transition of Care Tools at quarterly meetings, detailing referral and coordination outcomes and referral dispositions report.	County MHP and MCP discuss shared reports on Screenings and Transition of Care Tools at quarterly meetings, including referral and coordination outcomes and dispositions. In addition to quarterly meetings, we hold smaller, more focused meetings with county MHP intake units to address specific referral issues. We meet bi-monthly with San Bernardino County to discuss challenges, often related to county codes, that arise between quarterly meetings.	The current process for duplication review involves the IEHP IRC liaisons reviewing existing IEHP and IRC services for referred Members. For Members ages 0-3, the Individualized Family Service Plan (IFSP) is sent to the MCP to request services recommended for the Member. For Members 3 and over, since IRC is payer of last resort, IRC requires a denial letter from the MCP to fund services. Additionally, the IRC Liaisons will review and enhance the current process by reviewing the Member's file for IEHP services and confirm services being funded by IRC through contact with the Member's IRC Service Coordinator. The IRC Liaisons will work to further enhance this process and continue to request IRC's collaboration in enhancing this process.	At this time neither agency has identified a dispute. The MCP and MHP are prepared to follow the dispute resolution process outlined in the MOU.	The MCP and MHP are actively involved in a DHCS and BH Behavioral Health Collaborative. During Quarterly meetings updates from weekly meetings are reported; if there are barriers or ways to improve, it is discussed.	Member engagement is discussed at a high level during quarterly JOM meetings. Other meetings are held with MHP to further discuss member engagement in details. Successes include strengthened relationship with MHP for improved member engagement and opportunities to share community events that are held by each agency. Challenges include not being able to reach the Member.
7/2/2024	DMC-ODS: Local Government Agencies/County Behavioral Health Departments: Alcohol and Substance Use Disorder treatment services, DMC-ODS	Yes	SMHS	305	Inland Empire Health Plan	Riverside	2024	Riverside University Health System- Behavioral Health	No	N/A	IEHP: Amy Myer Anais Sievers Anita Holmes, Director, Integrated Care (MOU Liaison) Arlene Ferrer Aurelia Zamarripa Ben Jaungga Beth Donovan Brian Colmesares Brittany Corsaro Carmen Vega Jamesia Brown Krisya Garan Martinez Leslie Ruiz Natalia Reynoso Yajaira Aragon RHHS BH: April Frey Ashley Trevino-Kwong Belinda Flourmy Bill Breneman Brandon Jacobs, Deputy Director, Quality Management (MOU Liaison) Janine Moore Marcus Cannon	County MHP and MCP share and discuss reports on Screenings and Transition of Care Tools at quarterly meetings, detailing referral and coordination outcomes and referral dispositions report.	County MHP and MCP share and discuss reports on Screenings and Transition of Care Tools at quarterly meetings, detailing referral and coordination outcomes and referral dispositions report. We also communicate almost daily with Riverside County to address referral questions and requests. Additional meetings are scheduled as needed to resolve outstanding issues or discuss barriers.	During Quarterly meetings, discussions are held between MHP intake unit and IEHP referring unit to encourage communication as needed for confirmation of active services to avoid duplication of services. Both agencies ask Members to confirm SUD Treatment with other providers. IEHP BH and CM review current history of BH authorizations and psychotropic Rx to confirm current treatment. Units will continue to discuss how to identify members in each other's systems.	At this time neither agency has identified a dispute. The MCP and MHP are prepared to follow the dispute resolution process outlined in the MOU.	The MCP and MHP are actively involved in a DHCS and BH Behavioral Health Collaborative. During Quarterly meetings updates from weekly meetings are reported; if there are barriers or ways to improve, it is discussed.	Member engagement is discussed at a high level during quarterly JOM meetings. Other meetings are held with MHP to further discuss member engagement in details. Successes include strengthened relationship with MHP for improved member engagement and opportunities to share community events that are held by each agency. Challenges include not being able to reach the Member.

12/19/2023	DMC-QDS: Local Government Agencies/County Behavioral Health Departments, Alcohol and Substance Use Disorder treatment services, DMC-QDS	Yes	SMHS	306	Inland Empire Health Plan	San Bernardino	2024	County of San Bernardino Department of Behavioral Health	No	N/A	<p>IEHP: Anita Holmes, Director of Integrated Care (MOU Liaison) Amy Myer Ansis Sievers Ariene Ferrer Aurelia Zamarripa Ben Jauregui Beth Donovan Brian Calmesares Brittany Corsaro Carmen Vega Jameisa Brown Kristy Garza Martinez Leslie Ruiz Natalia Reynoso Yajaira Aragon</p> <p>SDBH: Susan Achuff, Dr. Jonathan Avalos, Christopher Bailey, David Black, Andy Condoles, Marina Espinosa, Olga Elena Granillo, Sarah Hayes (MOU Liaison), KC Hamilton, Edith Lockerman, Heather Louser, Artemio Moran, Sonia Navarro, Rishi Parikh, Marlen Partida, Rick Shackelford, Michael Switzer, Dr.</p>	<p>County MHP and MCP discuss shared reports on Screenings and Transition of Care Tools at quarterly meetings, including referral and coordination outcomes and dispositions. In addition to quarterly meetings, we hold smaller, more focused meetings with county MHP intake units to address specific referral issues. We meet bi-monthly with San Bernardino County to discuss challenges, often related to county codes, that arise between quarterly meetings.</p>	<p>County MHP and MCP discuss shared reports on Screenings and Transition of Care Tools at quarterly meetings, including referral and coordination outcomes and dispositions. In addition to quarterly meetings, we hold smaller, more focused meetings with county MHP intake units to address specific referral issues. We meet bi-monthly with San Bernardino County to discuss challenges, often related to county codes, that arise between quarterly meetings.</p>	<p>During Quarterly meetings, discussions are held between MHP intake unit and EHP referring unit to encourage communication as needed for confirmation of active services to avoid duplication of services. Both agencies ask Members to confirm SUD Treatment with other providers. EHP BH and CM review current history of BH authorizations and psychotropic Rx to confirm current treatment. Lists will continue to discuss how to identify members in each other's systems.</p>	<p>At this time neither agency has identified a dispute. The MCP and MHP are prepared to follow the dispute resolution process outlined in the MOU.</p>	<p>The MCP and MHP are actively involved in DHS and BH Behavioral Health Collaborative. During Quarterly meetings updates from weekly meetings are reported; if there are barriers or ways to improve, it is discussed.</p>	<p>Member engagement is discussed at a high level during quarterly JCM meetings. Other meetings are held with MHP to further discuss member engagement in details. Successes include strengthened relationship with MHP for improved member engagement and opportunities to share community events that are held by each agency. Challenges include not being able to reach the Member</p>
5/21/2024	IHSS: Local Government Agencies: In-Home Supportive Services	No	N/A	306	Inland Empire Health Plan	San Bernardino	2024	San Bernardino County IHSS Public Authority	No	N/A	<p>IEHP: Anita Holmes (MOU Liaison) Ariene Ferrer Ben Jauregui Beth Donovan Brittany Corsaro Gil Torres Jameisa Brown Kristy Garza Martinez Leslie Ruiz Michael Ruiz Garcia Natalia Reynoso Yajaira Aragon</p> <p>SB IHSS: Jake McCarthy, Jamiko Bell, Karol Pramoski, Laura Herculiz Lopez, Liz Lopez Avila, Loretta Sotile (MOU Liaison), Melissa Cardenas, Myette Christian, Nancy Solis, Sheila Johnson (MOU Liaison)</p>	<p>Discussed progress toward improving IHSS approval rates by assisting Members with Care Coordination needs to attend appointments. Also discuss time expectation for referral approvals and linkage to caregivers. No barriers at this time.</p>	<p>Discussed progress toward improving IHSS approval rates by assisting Members with Care Coordination needs to attend appointments. Also discuss time expectation for referral approvals and linkage to caregivers. No barriers at this time.</p>	<p>MCP and San Bernardino IHSS discussed outreach to mutual members for an emergency outreach process to prevent duplicated efforts in reaching to impacted Members (during natural disasters, PSPS shut off, etc.).</p>	<p>At this time neither agency has identified a dispute, therefore we are prepared to follow the dispute resolution process outlined in the MOU.</p>	<p>MCP and IHSS have mutually agreed to quality measures to improve mutual members health. The progress on efforts and activities are discussed at the quarterly meetings.</p>	<p>MHP and MCP discuss community events that are being held by each agency, courses available to members and their caregivers through other program such as sharing Community Wellness centers or courses for caregiver education. There have been no challenges.</p>