



Healthy San Diego Behavioral Health Work Group

Formed in 1998, Healthy San Diego is the umbrella in which Medi-Cal Managed Care Plans operate. Within Healthy San Diego is the Behavioral Health Work Group (BHWG), a collaboration of San Diego's Medi-Cal Managed Care Plans, County Behavioral Health Services, Hospitals, County and Health Plan providers, Health Centers and Advocates.

With the implementation of the Coordinated Care Initiative (CCI) and Cal MediConnect, the San Diego Health Plans chose the BHWG as the forum to implement behavioral health activities relating to the CCI to be consistent with how behavioral health services are delivered and coordinated. Recent accomplishments include the following:

- Facilitated Managed Care trainings to all County Behavioral Health providers.
- BHWG sponsored the Cal MediConnect Behavioral Health Kick Off Event held in February 2014. Over 150 County Behavioral Health Managers and Directors attended. Speakers included our County Behavioral Health Director, County Behavioral Health Clinical Director, County Behavioral Health Chief of Quality Improvement, Chair of the Healthy San Diego Behavioral Health Work Group and the Cal MediConnect Ombudsman.
- Developed joint Health Plan/County Behavioral Health Policy and Procedures to ensure all plans have similar procedural systems in place for our County Behavioral Health providers.
- To address concerns County Behavioral Health providers had relating to credentialing by 4 different Health Plans, the Plans contracted with a single Credentialing Verification Organization (CVO). County Behavioral Health providers only have to be credentialed and re-credentialed through this one CVO.
- Developed a Coordination of Care Card that provides key contact information for County Behavioral Health providers including a direct contact to send claims to. This ensures appropriate processing of the claims so these providers can continue to be reimbursed for Medi-Cal behavioral health services not covered by a Cal MediConnect plan. The back side of the card is a Matrix that provides detailed instructions on how to participate in the Plans Interdisciplinary Team and be involved in the development of the Individual Care Plan.

SAN DIEGO COUNTY AGING & INDEPENDENCE SERVICES/HEALTH PLAN ACTIVITIES

- Developed IHSS and MSSP Coordination Cards with key contact information.
- Developed IHSS and MSSP Procedural Manuals and Policy & Procedures.
- In an effort to make referrals easier and more coordinated, San Diego County Aging & Independence Services (AIS) created a Care Coordination Unit (CCU). The CCU is staffed by 6 AIS staff, 5 of them Social Workers. The CCU toll free number is dedicated to our local Healthy San Diego plans and calls are answered immediately. Health plans have easy access to information about members receiving IHSS or MSSP services and can arrange expedited referrals and participation in Interdisciplinary Care Teams.