THE WAIVER: A NEW FRONTIER

Going Where No Behavioral Health Plan Has Gone Before

March 11-13, 2020
Embassy Suites by Hilton Monterey Bay Seaside
CIBHS YAPP APP FOR 2020 CalQIC
The Waiver: The New Frontier

Downloading your app is easy on iOS and Android.
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- You'll be asked to install Yapp from the app store (if you don't have it already).
- Open Yapp and tap “Download an existing Yapp” and our app will appear.
- For those who don’t have an iOS or Android mobile device, just click on this link in your computer’s browser, https://my.yapp.us/YGFR29, and the app will open in read only mode.
<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00am – 8:15am</td>
<td>Breakfast Buffet</td>
<td>Atrium</td>
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<tr>
<td>7:00am – 5:00pm</td>
<td>Registration</td>
<td>Laguna Grand Ballroom Foyer</td>
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<tr>
<td>8:15am – 8:30am</td>
<td>Welcome</td>
<td>Laguna Grand Ballroom</td>
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<td>8:30am – 10:30am</td>
<td>DHCS - State of the State Review</td>
<td>Laguna Grand Ballroom</td>
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<td>• DHCS Organizational Chart</td>
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<td>• California Advancing and Innovating Medi-Cal (CalAIM)</td>
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<td>• MH and ODS Waivers moving forward – what to expect</td>
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<td></td>
<td><strong>Erika Cristo</strong>, Chief, Program Policy &amp; Quality Assessment Branch, Department of Health Care Services (DHCS)</td>
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<td><strong>Carla Minor</strong>, Chief, Staff Services Manager II, Network Adequacy &amp; Monitoring Section (DHCS)</td>
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<td><strong>Cynthia Hudgins</strong>, Section Chief Provider &amp; County Monitoring Medi-Cal Behavioral Health Division (DHCS)</td>
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<td><strong>Paula Wilhelm</strong>, Director of Policy, County Behavioral Health Directors Association of California (CBHDA)</td>
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<td>10:30am – 10:45am</td>
<td>Break</td>
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<tr>
<td>10:45am – 12:00pm</td>
<td>EQRO Overview of review protocols on both sides</td>
<td>Laguna Grand Ballroom</td>
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<td><strong>Saumitra SenGupta</strong>, PhD, Executive Director, MH-EQRO, BHC-CalEQRO</td>
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<td><strong>Rama Khalsa</strong>, PhD, Director, DMC-EQRO, BHC-CalEQRO</td>
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<td><strong>Gale Berkowitz</strong>, DrPH, Deputy Director, MH-EQRO, BHC-CalEQRO</td>
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<td>This session will highlight the latest in CalEQRO’s review protocols for both MHPs and DMC-ODS Plans. It will highlight the similarities and distinctions, followed by a review of the level of integration between the two systems across the state and how CalEQRO tailors its onsite reviews based on these factors.</td>
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<td>12:00pm – 1:00pm</td>
<td>Lunch (Included with registration)</td>
<td>Atrium</td>
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1:00pm – 2:15pm

**BREAKOUT 1: SUDS – Withdrawal Management for OP and IOP County**
panel members to share the phases of WM implementation. ................. Salon ABC

**Tianna D. Nelson, PhD, LMFT**, Division Director, Substance Use Treatment Services Quality Improvement & Data Support, County of Santa Clara, Behavioral Health

**Cameron Duvall, LMFT**, Clinical Review Specialist, Alameda County Behavioral Health Quality Assurance

**Theresa Ly, MPH**, SUD Program Specialist, Alameda County Behavioral Health SUD System of Care

This session will discuss Santa Clara County and Alameda County’s successes and challenges in implementing 3.2 withdrawal management programs within their respective DMC-ODS SUD Systems of Care. The session will also illuminate upcoming Bay Area initiatives to incorporate ASAM 3.7 and 4.0 on a regional basis.

**BREAKOUT 2: CANS/PSC-35** ................................................................. Salon DEFG

**Eileen Quinn-O’Malley, LMFT**, Behavioral Health Program Coordinator, County of San Diego Health and Human Services Agency

**Timothy E. Hougen, PhD**, Deputy Director Children & Youth Collaborative Services (CYCS), TAY & MHSA, San Bernardino County Department of Behavioral Health

Implementation & Utilization of the Child & Adolescent Needs and Strengths within the San Bernardino County Dept. of Behavioral Health will be reviewed. Lessons learned, challenges in sustaining the use of CANS, Coordination with Child Welfare and use of data reports.

2:15pm – 2:45pm

**Break**

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A Big Thank you to the Counties that contributed Baskets:

**Butte, Tuolumne, Plumas, Napa, Placer, Sonoma, Colusa, Calaveras, Siskiyou, Sacramento, Madera**
On May 6, 2016, the Centers for Medicare and Medicaid Services (CMS) published the Medicaid and Children’s Health and Insurance Program Managed Care Final Rule (Final Rule) aimed at aligning the Medicaid Managed Care regulations with the requirements for other major sources of coverage. The Final Rule stipulates requirements for coverage and authorization that became effective July 1, 2017. On May 31, 2019, the MHSUDS IN 19-026 titled “Authorization of Specialty Mental Health Services” was released by the California Department of Health Care Services (DHCS). This IN provides the policy which includes the requirement for concurrent review and authorization for psychiatric inpatient hospital and psychiatric health facility services. Three different county models of implementation will be presented.
Thursday, March 12, 2020

7:00am – 5:15pm  Registration ................................................... Laguna Grand Ballroom Foyer

7:00am – 8:00am  Breakfast Buffet ......................................................... Atrium

7:55am – 8:00am  Welcome Back .............................................................. Laguna Grand Ballroom

8:00am – 9:30am  SUDS IA-ODS PSPP Waiver Monitoring Program .... Laguna Grand Ballroom

Lindsey O'Leary, LMFT, Quality Improvement Program Manager, Monterey County Behavioral Health
Steve Lownsbery, LMFT, Clinical Standards Coordinator, Substance Use Treatment Services, County of Santa Clara
Susanne Snowden, LCSW, ADS Utilization Review Coordinator, Napa County Health & Human Services
Azahar V. Lopez, PsyD, CHC, Program Manager BHS-DUI & Court Programs, SUD Support Manager Authority & Quality Improvement Services, Orange County
Cynthia Hudgins, Section Chief Provider & County Monitoring Medi-Cal Behavioral Health Division (DHCS)

The details of the DMC-ODS 1115 Waiver are extensive. This session will review county’s auditing expectations and monitoring tools used to address the Intergovernmental Agreement (IA) regulatory and compliance issues. Will present audit documentation needs and at some of the barriers to implementation of these extensive reviews. Review how counties are utilizing audits to address the quality of services and exploring how to integrate mental health and substance use audits. Examine how to address concurrent audits for beneficiaries receiving co-occurring treatment as enhanced providers. DHCS will offer a better understanding of the IA regulatory obligations and the PSPP process.

9:30am – 10:45am  County Panel - Cultural Competence Plans ................. Laguna Grand Ballroom

Tracy Lacey, LMFT, Senior Mental Health Services Manager - MHSA Coordinator, Solano County Behavioral Health
Sergio Aguilar-Gaxiola, MD, PhD, Director of the UC Davis Center for Reducing Health Disparities (CRHD)

Explore the benefits of community engagement to inform quality improvement (QI) plans to reduce stigma and improve timely access for underserved communities as part of a Solano County MHSA Innovation Project. Take a deeper look at QI plans developed by community stakeholders focused on health equity and cultural responsivity.

10:45am – 11:00am  Break
Thursday, March 12, 2020

11:00am – 12:00pm  
**Eating Disorders Innovation Plan, Benefit Mapping, EPSDT Supplemental Services, CBHDA and CAHP Eating Disorders Workgroup Product**  
Laguna Grand Ballroom  
*Tamara Weaver, MPA, LCSW, Chief Quality Management Officer, San Bernardino County Department of Behavioral Health*  
*David R. Block, MD, MMM, FAPA, Psychiatrist II, Department of Behavioral Health, County of San Bernardino*  
*Sarah Eberhart-Rios, Health & Human Services Branch Director, Sutter Yuba Behavioral Health*  
This session will detail service approaches for beneficiaries with severe eating disorders, including those with complex needs. Overview of two county’s approaches to complex case management, as well as an introduction to a prospective Innovation project will be addressed. Technical benefit structures available under Medi-Cal, Medicare, and MHSA, as well as strategies to coordinate care between Mental Health Plans and Managed Care Plans, will be reviewed.

12:00pm – 1:00pm  
**Lunch** (Included with registration)  
Atrium

12:15pm – 12:45pm  
**CalQIC 2020 Planning Meeting**  
Atrium  
*Jump on board and be a part of the CalQIC 2021 Planning Committee! If you’re even a little curious, please join the CalQIC 2020 Planning Committee to hear about their experiences planning the 2020 conference. Seeking CalQIC veterans as well as those who may be new to CalQIC. All welcome! Bring your lunch to the designated table.*

1:00pm – 2:30pm  
**Recovery Oriented Documentation: The Intersection between Clinical Process and Billable Activity**  
Laguna Grand Ballroom  
*Wendy Wheelwright, LMFT, Quality Improvement Manager, Behavioral Health Division, Department of Health Services, Sonoma County*  
*Lisa Nosal, LMFT, Utilization Review Manager, Sonoma County Department of Health Services, Behavioral Health Division*  
Balancing clinical and billing considerations can be challenging for behavioral health providers. This session will explore a recovery-oriented documentation framework that supports the integration of clinical process and claimable activities. Additionally, the presentation will include documentation training techniques which are applicable to both Mental Health and Substance Use Disorder Services.

2:30pm – 2:45pm  
**Break**
Thursday, March 12, 2020

2:45pm – 3:45pm  
**NACT & 274 Implementation Strategies**  
(County Only Session)  
- Laguna Grand Ballroom  
- Julia Soto, LCSW, QM Program Supervisor, Placer County  
- Jennifer Ludford, MPA, Staff Services Analyst, HHS Systems of Care Quality Management, Placer County  
- Jeremy Peterson, Analyst, Mental Health Division, Napa County Health & Human Services Agency  
- Tammy Ramsey, Senior Health Care Program Analyst, Santa Clara County  
This open-forum panel discussion will provide an overview of county practices and challenges for meeting Network Adequacy standards. This discussion is targeted for those overseeing or responsible for collecting and reporting network adequacy data in county quality assurance and/or compliance programs.

3:45pm – 5:00pm  
**County to County - Learning From Your Peers in a Brave New Waiver World**  
- Laguna Grand Ballroom  
- Twylla Abrahamson, PhD, Deputy Director, Placer County Health & Human Services, Children’s System of Care  
This session has been designed to capitalize on the broad range of experience from all attendees who represent a diverse cross section of mental health and substance use disorder quality improvement coordinators, compliance officers, and support personnel. The questions will cover those solicited in advance and during the first two days of the conference and a preliminary perspective will be given by the facilitator/presenter who represents a medium sized county, and has also worked at an organizational provider site. This will be followed by input from other attendees. The issues raised will cover a broad range of topics that have been submitted by QI Coordinators and Compliance Officers across the state throughout the year, both technically challenging and covering some basics.

5:00pm – 5:15pm  
**Wrap Up and Conclusion**  
- Laguna Grand Ballroom

5:15pm – 6:15pm  
**Optional Networking at Embassy Suites**  
- Laguna Grand Ballroom
Registration ................................. Laguna Grand Ballroom Foyer

Breakfast Buffet ............................. Atrium

Welcome Back ................................. Laguna Grand Ballroom

Quality Improvement Work plans for DMC-ODS and MHPs (EQRO) ................................. Laguna Grand Ballroom

Saumitra SenGupta, PhD, Executive Director BHC-EQRO
Rama Khalsa, PhD, Director, CalEQRO-DMC
Gale Berkowitz, DrPH, Deputy Director, CalEQRO-MH

This session will highlight two counties with examples of both DMC-ODS and MHP Quality Improvement Plans. The presenters will discuss the lessons learned in developing the DMC QI plans, and the key areas of similarities and contrasts with the MHP QI plans that the counties have had longer experience with.

QI Work plan with County examples ................................. Laguna Grand Ballroom

Chantal Stendardo, LCSW, Chief Mental Health Clinician, San Joaquin County Behavioral Health
Catherine Condon, MPH, BHRS Division Director, Marin County Behavioral Health & Recovery Services
Dawn Kaiser, LCSW, CPHQ, Director of Quality Management at Santa Clara County Behavioral Health

Legal Update - 2020 ................................. Laguna Grand Ballroom

Linda J. Garrett, JD, President, Garrett Consulting Group, LLC
Andrew J. Garrett, Esq, Attorney, Garrett Law, LLP

This presentation will focus on newly enacted legislation that affects California healthcare providers and their patients. It will also feature a review of proposed federal regulatory changes that will impact SUD treatment programs and the confidentiality rules they must follow (Part 2). We will also address multi-disciplinary teams and confidentiality.

Break

Legal Update – 2020 (Con’t) ................................. Laguna Grand Ballroom

Linda J. Garrett, JD, President, Garrett Consulting Group, LLC
Andrew J. Garrett, Esq, Attorney, Garrett Law, LLP

Wrap Up and Conclusion ................................. Laguna Grand Ballroom
2020 CalQIC Planning Committee

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Co-Chairs
Deputy Director, Placer County Health & Human Services
Children’s System of Care

Lisa Storment, LCSW
Co-Chairs
Assistant Manager Quality Management
Napa County Health and Human Services Agency

Rob George, LCSW
Co-Chairs, Elect
Senior Mental Health Services Manager
Solano County HSS Behavioral Health

Amanda Davis, Psy.D
Co-Chairs, Elect
Quality Improvement Supervisor
Solano County HSS Behavioral Health

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Interim Quality Assurance Administrator
Alameda County Behavioral Health | Quality Assurance

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Riverside University Health System – Behavioral Health

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Substance Use Treatment Services
County of Santa Clara

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County of Santa Clara

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Butte County

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BH Recovery Specialist III
Quality Improvement Division,
Quality Monitoring Team
Kern County

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Quality Improvement Manager
Department of Health Services
Sonoma County