



Drug Medi-Cal Organized Delivery System

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Agenda

- Overview
- Early findings
- Challenges
- Common Deficiencies
- Observations
- Discussion



ODS = Quality Improvement

- **Demonstration:** The act or process of providing evidence for or showing the truth of something
- **Pilot project:** Activity planned as a test or trial





DMC-ODS Impact



40 of CA's 58 counties have indicated they wish to participate, reaching >97% of CA's population

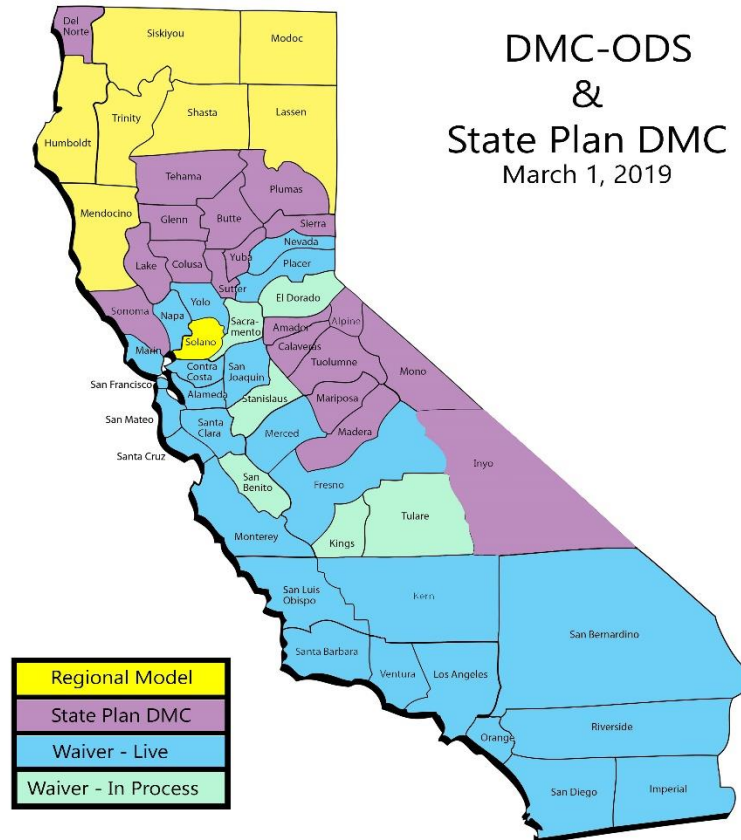


Live Counties - 27

- Riverside
- San Mateo
- San Francisco
- Marin
- Santa Clara
- Contra Costa
- Los Angeles
- Napa
- Santa Cruz
- San Luis Obispo
- San Bernardino
- Imperial
- Monterey
- Orange
- Monterey
- Orange
- San Diego
- Nevada
- San Joaquin
- Yolo
- Alameda
- Placer
- Santa Barbara
- Ventura
- Merced
- Fresno
- Kern



Current County Status





The Good News



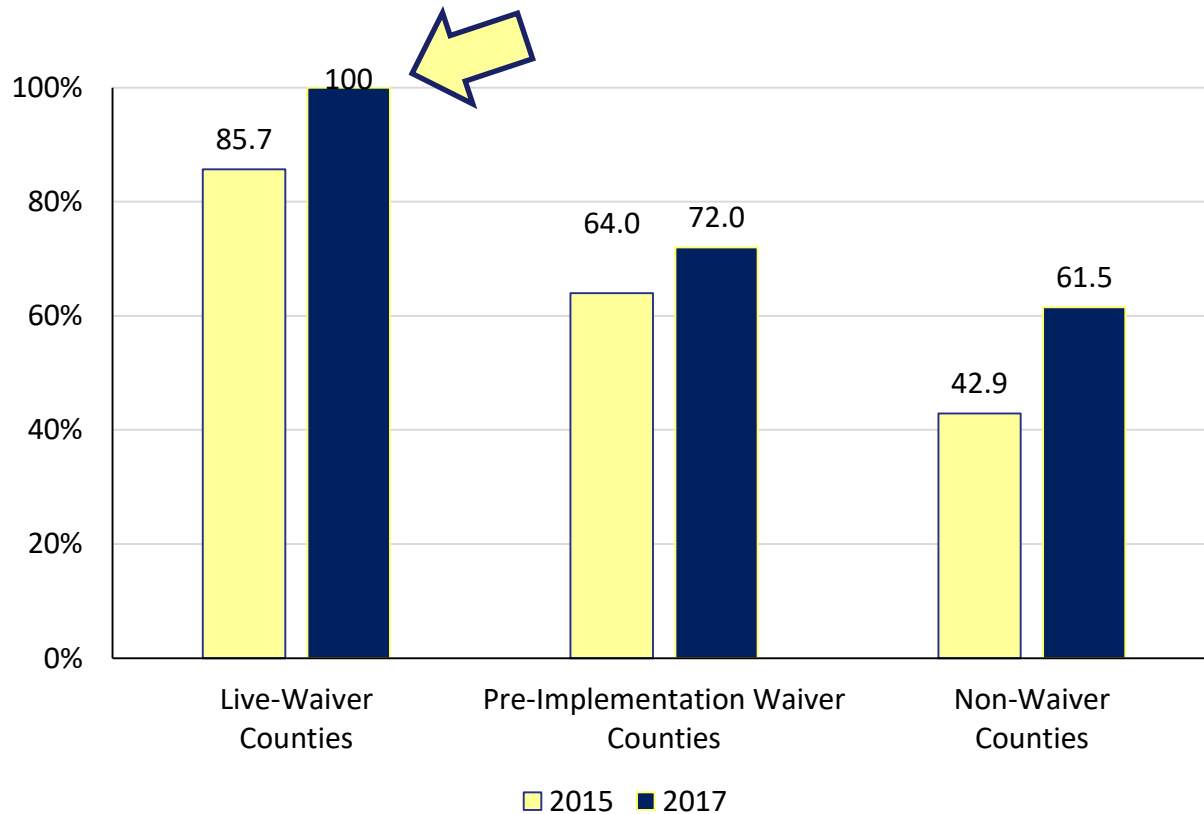
You Tell Me





QI Committees

Figure 3.21: Percentage of counties with a quality improvement committee that includes SUD participation



UCLA, California's Drug Medi-Cal Organized Delivery System, FY16/17 Evaluation Report, retrieved 12/5/18 from: <http://www.uclaisap.org/assets/documents/California-DMC-ODS-Evals/DMC%20ODS%20Evaluation%20Report%20FY%202016-2017%20final.pdf>



Challenges



Capacity

- Expansion of services
- Availability of qualified providers
- Workforce shortage (workforce was primarily paraprofessional)
- Medical Directors with addiction specialty or experience



Learning Curve

- CFR 42
- Integration of ASAM
- Billing
- Case management
- Out of County residents/Medi-Cal
- Beneficiary transitioning to different facility



Culture Shift

Requires the SUD field to shift from minimal requirements to managed care regulations





Culture Shift, Part 2

Requires Mental Health and SUD professionals to work together on the same team





Deficiencies



Plan Deficiencies

- Beneficiary informing materials do not follow templates
- Complaint investigation reports are not submitted to DHCS
- Provider monitoring is inconsistent
- County-provider monitoring reports are not submitted
- 8049 forms are not submitted
- Provider Medical Director responsibilities are not addressed or monitored
- Required policies are incomplete
- All required services are not being provided



Provider Deficiencies

- Counselors diagnosing
- Medical Directors not engaged in the process
- ASAM not supporting level of care
- Consents missing required elements
- Documentation-treatment plan, narrative progress notes, basis for diagnosis
- No transition from residential to outpatient
- Client activities conducted in non-confidential settings



Observations

- Websites are not user friendly
- Access lines are difficult to find
- Provider directories with tag lines at the end of the document



Resources

- MHSUD Information Notices
 - <https://www.dhcs.ca.gov/formsandpubs/Pages/2017-MHSUDS-Information-Notices.aspx>
- DMC ODS Webpage
 - <https://www.dhcs.ca.gov/provgovpart/pages/drug-medi-cal-organized-delivery-system.aspx>
- 2018 DMC-ODS Evaluation Report
 - <http://www.uclaisap.org/ca-policy/assets/documents/2017-2018%20UCLA%20DMC-ODS%20Evaluation%20Report%2011192018.pdf>



Questions and Answers