

MOU Effective Date	MOU Type	Combined MOU	Description of Combined MOU	Plan Code	Plan Name	County	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
11/1/2024	SMHS: Local Government Agencies/Social Services Departments: Specialty Mental Health Services	No		503	Health Plan of San	San Mateo	2025	Behavioral Health and Recovery Services (BHRS)	No		Courtney Sage (Director of Behavioral Health- MOU Liaison), Nicole Ford, Amy Rossi, Chris Esguerra, M.D., Scott Gruendl, Amy Scribner, Colleen Buggs, Richard Moore, M.D., Talisha Racy, Tasha Souter, Brad Johnson, Pat Curran, Leilani Llorente-San Gabriel, Tejasi Khatri, Ian Johansson, Luarnie Bermudo, Matt Javaheri, Miriam Sheinbein, MD, Brandy Armeta, Ziomara Ochoa, Gale Carino, Caprice Scott, Katie Nino, Joanne Qiao, Whitney Cottle, Jei Africa, Clara Boyden	Review of DHCS BH Directors Summit jointly attended by BHRS and HPSM. Monthly Care Coordination meeting on topics including: discussion of BHRS staff coordination for members that have admitted to SNF, data exchange on topics such as admissions/discharges and eating disorder treatment, piloting HPSM provider portal access for BHRS staff, CalAIM services and referral process updates for enhanced care management and community support. Biweekly process and coordination meetings with the ACCESS call center have included conversations about coordinating access to care and changes in levels of care. HPSM also provided a refresher on the contact information for referral to HPSM Care Coordination teams.	Existing policies and procedures were reviewed to identify current state and identify gaps. An HPSM internal policy and HPSM/BHRS shared call center procedures were identified as existing evidence and materials as indicated in the MOU. Biweekly process and coordination meetings with the ACCESS call center have included discussion on how to streamline walk-in referrals for members presenting for care. A notification was sent to HPSM PCP provider network regarding SUD screening and referrals.	High level review of overall MOU efforts and the Workplan that has been jointly developed in monthly meetings. This work plan effort will be inclusive of Strategies to avoid duplication of services both current state and identification of work needed. One strategy to prevent duplication of services is that HPSM's Referral Management System includes flags for members who have open episodes for SMH services. Another strategy is regular meetings with the ACCESS call center where trends impacting client care and/or access to care are discussed. We have explored using reports to identify and prevent duplication of services. However, foundational work regarding data exchange needs to be completed first.	Although there have not been any issues in dispute currently or historically, a Dispute Resolution procedure has been developed. This topic will be reviewed as needed and as part of regular MOU review.	Review of DHCS BH Directors Summit jointly attended by BHRS and HPSM. There has been interest in continuing collaboration in the areas of Data exchange and Housing as new guidance comes out from the state. HPSM and BHRS have several touch points (weekly, biweekly, monthly- depending on the topic), which allows for close collaboration. In 2025, HPSM and BHRS have joined a learning collaborative hosted by DHCS and the Institute for Healthcare Improvement (IHI) aimed to build and strengthen partnerships to improve care coordination and data sharing. A variety of meetings to support CalAIM projects (e.g., justice-involved, housing community supports, sobering centers community supports) to explore partnership opportunities beyond service delivery.	HPSM shared information related to the Member and Provider outreach and education plan APL and shared current member flyer that promotes information on how to access NSMH, SMH, and SUD services. HPSM presented at the Community Advisory Committee meeting (made up of local community agencies and members) to solicit feedback on improving access to services and reducing stigma. Moreover, an annual survey aimed to understand member satisfaction with behavioral health services received was sent out to members. BHRS has also sent out member surveys regarding treatment perception and member engagement; these results have been shared with HPSM to explore member engagement opportunities. Updates to HPSM benefits (such as the transportation benefit) have been communicated out, in order to engage members in their care.
11/1/2024	DMC-ODS: Local Government Agencies/County Behavioral Health Departments: Alcohol and Substance Use Disorder treatment services, DMC-ODS	No		503	Health Plan of San	San Mateo	2025	Behavioral Health and Recovery Services (BHRS)	No		Courtney Sage (Director of Behavioral Health- MOU Liaison), Nicole Ford, Amy Rossi, Chris Esguerra, M.D., Scott Gruendl, Amy Scribner, Colleen Buggs, Richard Moore, M.D., Talisha Racy, Tasha Souter, Brad Johnson, Pat Curran, Leilani Llorente-San Gabriel, Tejasi Khatri, Ian Johansson, Luarnie Bermudo, Matt Javaheri, Miriam Sheinbein, MD, Brandy Armeta, Ziomara Ochoa, Gale Carino, Caprice Scott, Katie Nino, Joanne Qiao, Whitney Cottle, Jei Africa, Clara Boyden	Review of DHCS BH Directors Summit jointly attended by BHRS and HPSM. Monthly Care Coordination meeting on topics including: discussion of BHRS staff coordination for members that have admitted to SNF, data exchange on topics such as admissions/discharges and eating disorder treatment, piloting HPSM provider portal access for BHRS staff, CalAIM services and referral process updates for enhanced care management and community support. Biweekly process and coordination meetings with the ACCESS call center have included conversations about coordinating access to care and changes in levels of care. HPSM also provided a refresher on the contact information for referral to HPSM Care Coordination teams.	Existing policies and procedures were reviewed to identify current state and identify gaps. An HPSM internal policy and HPSM/BHRS shared call center procedures were identified as existing evidence and materials as indicated in the MOU. Biweekly process and coordination meetings with the ACCESS call center have included discussion on how to streamline walk-in referrals for members presenting for care. A notification was sent to HPSM PCP provider network regarding SUD screening and referrals.	High level review of overall MOU efforts and the Workplan that has been jointly developed in monthly meetings. This work plan effort will be inclusive of Strategies to avoid duplication of services both current state and identification of work needed. One strategy to prevent duplication of services is that HPSM's Referral Management System includes flags for members who have open episodes for SMH services. Another strategy is regular meetings with the ACCESS call center where trends impacting client care and/or access to care are discussed. We have explored using reports to identify and prevent duplication of services. However, foundational work regarding data exchange needs to be completed first.	Although there have not been any issues in dispute currently or historically, a Dispute Resolution procedure has been developed. This topic will be reviewed as needed and as part of regular MOU review.	Review of DHCS BH Directors Summit jointly attended by BHRS and HPSM. There has been interest in continuing collaboration in the areas of Data exchange and Housing as new guidance comes out from the state. HPSM and BHRS have several touch points (weekly, biweekly, monthly- depending on the topic), which allows for close collaboration. In 2025, HPSM and BHRS have joined a learning collaborative hosted by DHCS and the Institute for Healthcare Improvement (IHI) aimed to build and strengthen partnerships to improve care coordination and data sharing. A variety of meetings to support CalAIM projects (e.g., justice-involved, housing community supports, sobering centers community supports) to explore partnership opportunities beyond service delivery.	HPSM shared information related to the Member and Provider outreach and education plan APL and shared current member flyer that promotes information on how to access NSMH, SMH, and SUD services. HPSM presented at the Community Advisory Committee meeting (made up of local community agencies and members) to solicit feedback on improving access to services and reducing stigma. Moreover, an annual survey aimed to understand member satisfaction with behavioral health services received was sent out to members. BHRS has also sent out member surveys regarding treatment perception and member engagement; these results have been shared with HPSM to explore member engagement opportunities. Updates to HPSM benefits (such as the transportation benefit) have been communicated out, in order to engage members in their care.

