



Health Care Agency Behavioral Health Services Policies and Procedures	Section Name:	Care and Treatment
	Sub Section:	CalOptima
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	SIGNATURE	DATE APPROVED
Director of Operations Behavioral Health Services	<u>Signature on File</u>	<u>11/19/18</u>

SUBJECT: CalOptima OneCare/OneCare Connect Referrals

PURPOSE:

To ensure that all persons with CalOptima OneCare or OneCare Connect coverage who are referred for Specialty Mental Health Services receive prompt follow-up and treatment in the appropriate care setting.

POLICY:

When a client with CalOptima OneCare/OneCare Connect coverage is referred to Orange County Health Care Agency (HCA) Behavioral Health Services (BHS), BHS staff will obtain necessary authorization to disclose information and shall either inform CalOptima if the client is already receiving services in BHS or schedule an assessment if the client is not already receiving services in BHS.

SCOPE:

All Orange County Behavioral Health Services (BHS) clinicians who are providing Specialty Mental Health (SMHS) services to clients with CalOptima OneCare/OneCare Connect coverage.

DEFINITIONS:

CalOptima – The entity which is the single county operated health plan for Medi-Cal managed care in Orange County. CalOptima provides for Medi-Cal covered physical health care services and for mental health services to beneficiaries whose mental health related impairment is in the mild to moderate range.

OneCare – A Medicare Advantage (MA) plan operated by CalOptima providing managed care services exclusively to members with dual Medicare and Medi-Cal coverage. When BHS provides Medicare eligible services to these consumers, CalOptima is billed and pays for the Medicare portion rather than billing to Medicare.

OneCare Connect – A joint federal/state Demonstration Program for persons who are dually eligible for benefits under both Medicare and Medi-Cal. The Demonstration Program will provide covered services and coordinate member-centered care. BHS is contracted with CalOptima to participate in the Demonstration Program. When BHS provides Medicare eligible services to

these consumers, CalOptima is billed and pays for the Medicare portion rather than billing to Medicare.

REFERENCES:

BHS P&P 01.04.02 CalOptima OneCare/OneCare Connect Client Assessment for Specialty Mental Health Services

BHS P&P 01.04.03 OneCare/OneCare Connect Coordination of Care with CalOptima

BHS P&P 05.02.01 BHS and Cal Optima OneCare/OneCare Connect Information Exchange

Title IX, California Code of Regulations (CCR) Sections 1820.205, 1830.205 and 1830.210

PROCEDURES:

- I. CalOptima's Managed Behavioral Healthcare Organization (MBHO) will refer clients directly to the Intake Counselor (IC) at one of the two designated Adult and Older Adult Behavioral Health (AOABH) Recovery Open Access Sites:
 - A. Anaheim
 - B. Costa Mesa
- II. The Intake Counselor:
 - A. Receives and reviews completed CalOptima County-Level Mental Health (MH) Screening Form from CalOptima's MBHO.
 - B. IC checks the Integrated Record Information System (IRIS) data system to determine whether or not the client is receiving AOABH services through HCA BHS or a contracted provider.
 - C. If the client is already receiving services, the IC obtains an Authorization to Use and Disclose Protected Health Information (ATD) to communicate with CalOptima. If an ATD is already in place, the IC will call CalOptima's MBHO to discuss and determine a course of action.
 - D. If the client is not already open for services in BHS:
 1. The IC calls the client to schedule the assessment using the client contact information on the CalOptima County-Level Mental Health (MH) Screening Form.
 2. The IC enters the client information into the Access Log, **using the date the CalOptima County-Level Mental Health (MH) Screening Form is received** as the call received date.

- E. Conducts the face to face assessment with the client (see *BHS P&P 01.04.02 CalOptima OneCare/OneCare Connect Client Assessment for Specialty Mental Health Services*).