## Provider Relations Plan for Annual Outreach & Education

APL 24-012: Non-Specialty Mental Health Services (NSMHS)

12/2/24



# Provider Relations annual outreach and education to PCPs regarding covered Non-Specialty Mental Health Services (NSMHS)

#### **Dissemination of Information:**

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Provider bulletin fax blast and IPA e-blast distribution of the NSMHS advisory. (Completed 11/22/24)

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Development of a concise 1-3 slide PowerPoint deck summarizing key NSMHS information. (Targeted completion 12/13/24)

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Cultural and Linguistic training is provided via New Provider
Orientation, Biannual Training and the Molina website.

(molinahealthcare.com/providers/ca/medicaid/resource/cme.aspx)

Integration into Existing Education Channels:

Incorporation of NSMHS slides into New Provider Orientation materials.

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Inclusion in monthly provider education webinar.
(Beginning 1/8/25)

Presentation during biannual provider webinars.

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Publication on the provider website for continuous access.

Quality Assurance:
HCS-Behavioral Health Leadership &
Committee Review

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The educational deck created from the NSMHS provider bulletin will be sent to Healthcare Services (HCS) and Behavioral Health (BH) leadership for review.

Upon approval, the deck will be made available to this committee for further input and oversight.

Molina's education plan meets CLAS standards.

Deck was presented to QIHEC and no additional comments were presented.

#### **Future Enhancements:**

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Integration of NSMHS education into the new Learning Management System (LMS) for providers, tentatively scheduled for Q3 2025 implementation.



### **Draft Provider Education Content**

1. Overview of Non-Specialty Mental Health Services (NSMHS)

- **Purpose**: Enhance access and understanding of NSMHS in alignment with SB 1019 and Medi-Cal requirements.
- What Are NSMHS?
- Mental health evaluation and treatment (individual, group, family therapy).
- o Psychological and neuropsychological testing.
- Outpatient monitoring of drug therapy and psychiatric consultation.
- o Services for monitoring and prescribing medications.

2. Provider Responsibilities

- Screening and Referrals:
- o Conduct mental health screenings for all members.
- o Refer positive screenings to mental health providers or specialists.
- $\circ$  Coordinate referrals to ensure no duplication of services.
- Populations Covered:
- Adults (21+) with mild-to-moderate mental health needs.
- o Children and youth (under 21) eligible for EPSDT benefits.
- o Members with undiagnosed mental health symptoms.

3. Special Provisions

- Perinatal Mental Health:
- Up to 20 therapy sessions for pregnant or postpartum individuals with specified risk factors.
- Concurrent Services:
  - Coordination of NSMHS and specialty mental health services (SMHS).

4. Implementation Requirements

- Annual Education and Outreach:
  - o Educate PCPs and members about NSMHS availability and processes.
  - o Utilize feedback to improve member access and experience.
  - Provider Support:
  - o Include NSMHS information in orientation and ongoing training.
  - o Ensure awareness of resources and guidelines for referrals and treatment.

5. How Molina Supports Providers

- Available Resources:
- o NSMHS guidelines in the Medi-Cal Provider Manual.
- Regular provider bulletins and webinars.
- New Provider Orientation (NPO) sessions.

6. Provider Action and Contact - Information

- Next Steps:
- o Review updated NSMHS processes.
- o Participate in scheduled webinars and training sessions.
- o Integrate NSMHS guidelines into practice.
- Support Contacts:
- Molina Provider Relations Representatives available for guidance and questions.
- Disseminate/attached Provider Relations contact list: <u>molinahealthcare.com/-</u> <u>/media/E5295860C0774A44AF9CA501EEDE4DC1</u>



## **Questions?**

Thank you

