



Q3 2025 Kings County Behavioral Health/MCP Quarterly MOU Meeting

Date & Time September 18, 2025, from 3:00 pm to 4:00 pm
Frequency Quarterly
Location Virtual
Meeting Leader Facilitation: Lali Witrago, Kaiser Permanente. Meeting Minutes: Rosy Martinez, CalViva Health/HN.

Attendees

Organization	Name & Title	Attended
Kings County Behavioral Health Department & Behavioral Health Providers	Alicia Austin-Townsend, MHS KIND Center Program Manager	<input type="checkbox"/>
	Ana Lopez, Program Specialist	<input type="checkbox"/>
	Brett Woolman, Deputy Director Administrative Services	<input type="checkbox"/>
	Bri Aldave, QA Specialist, Kings View	<input type="checkbox"/>
	Daniesha Alberty,	<input type="checkbox"/>
	Diane Bernal, BH Services Asst. Kings County	<input type="checkbox"/>
	Dr Lisa Lewis, Director of Behavioral Health	<input type="checkbox"/>
	Dustin Biel,	<input checked="" type="checkbox"/>
	Grant Zweifel, QA Clinical Program Manager	<input type="checkbox"/>
	Jocelyn Dominguez,	<input checked="" type="checkbox"/>
	Juan Cabrera, Dir. Quality Improvement and Performance, Kings View	<input type="checkbox"/>
	Lisa Rogers, Regional Director, Kings View, Kings County	<input type="checkbox"/>
	Monique Florez, Program Manager	<input type="checkbox"/>
	Nora Lynn, Kings County BH	<input type="checkbox"/>
	Polo Ortiz, Adult Systems of Care Clinical Program Manager	<input checked="" type="checkbox"/>
	Tracey Casillas, Program Manager KIND Center	<input checked="" type="checkbox"/>
	Samantha, Stack, Adult System of Care Clinical Program Manager	<input checked="" type="checkbox"/>
	Sandra Gonzalez,	<input type="checkbox"/>
	Sandra Ruiz-Rivas, Clinical Program Manager	<input type="checkbox"/>
	Stephanie Bealer, Children’s System of Care Clinical Program Manager	<input type="checkbox"/>
Valerie Gastelum, Administrative Assistant	<input checked="" type="checkbox"/>	
Yang Lee, Compliance Specialist KIND Center	<input checked="" type="checkbox"/>	
CalViva Health	Bryan Weiss, MOU Compliance	<input type="checkbox"/>
	Rosa (Rosy) Martinez, Community Liaison	<input checked="" type="checkbox"/>
	Myriah Kemp, Senior Manager Clinical Services	<input checked="" type="checkbox"/>
Kaiser Permanente	Lali Witrago, MOU Coordinator	<input checked="" type="checkbox"/>
	Lesley A Adair, MOU Contract Manager	<input type="checkbox"/>
	Melissa Gonzalez, County Lead, Medi-Cal Engagement	<input checked="" type="checkbox"/>
	Mercedes Quiles, Medi-Cal Quality	<input type="checkbox"/>
	Stephanie J Chandler, Managerial Consultant	<input type="checkbox"/>
	Vanessa Arreola-Brister, County Medi-Cal BH Liaison	<input checked="" type="checkbox"/>
	Zia Xiong, Manager, Behavioral Health	<input type="checkbox"/>

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Anthem	Fargol Riahi, BH Case Manager	<input type="checkbox"/>
	Janet Paine, Director, Program Management	<input type="checkbox"/>
	Judy Barrios, Behavioral Health Case Manager	<input checked="" type="checkbox"/>
	Kimberly Kruse,	<input checked="" type="checkbox"/>
	Miguel Perez Lopez, Program Manager	<input checked="" type="checkbox"/>

Agenda

Topics	Presenters
I. Welcome & Introductions - Lali welcomed everyone to the meeting, and self-introductions followed by those new to this group. Samantha, Stack, Adult System of Care Clinical Program Manager from Kings County	All
II. Follow-up Items <ol style="list-style-type: none"> 1) Polo requested a list of ECM and CS providers. Lali will confirm with the CalAIM team if this is available and communicate with Polo directly. Miguel will follow up with a list of current contracted ECM and CS providers with Anthem in Kings County to Polo directly. Update: Lali provided requested list via email on 6/13/25. A current ECM and CS provider directory is included in the report and resources provided prior to this meeting. Miguel from Anthem informed that he provided a current ECM/CS list as well as a link for their directory so Kings County can check it in real time. Rosy from CalViva Health shared the provider directory link under the Health Plan Updates section of the agenda and also sent an email to Polo on 9/18/25 with the ECM/CS link. Completed 2) Lesley Adair, Contract Manager with Kaiser Permanente, will reach out to the county related to the Annual MOU Review due prior to 08/27/2025. Update: Leslie connected with Kings County for the MOU Annual Review. Lesley from Kaiser Permanente coordinated with Kings County for the MOU annual review. It was confirmed through communication between Kings County MHP and the KP team that no updates were needed at this time. Existing MHP and DMC-SP MOU agreements remain effective. All parties agreed there were no changes or modifications to the MOU. Completed 	All
III. MOU Updates – Lali delivered the following information for the MCPs. <ol style="list-style-type: none"> 1) Kings County MHP MOU with Anthem, CalViva Health, and Kaiser Permanente executed on 08/27/2024. <ol style="list-style-type: none"> A. Update: Lesley Adair, Contract Manager, Kaiser Permanente, communicated with Kings County MHP regarding the MOU Annual Review and the teams determined that there were no updates needed to the MHP and DMC-SP MOUs. 2) Training and Education deck emailed on 3/26/2025 covered MHP/DMC-SP. 3) Kings County DMC-SP MOU with Anthem, CalViva Health, and Kaiser Permanente executed 10/16/2024. DHCS requested correction of the DMC-SP MOU. Updated version of the Kings County DMC State Plan MOU fully signed on 4/22/2025. 4) Training and Education deck on MHP/DMC-SP resent on 6/2/25 to meet the new executed DMC-SP MOU training requirements. 5) MOU operating guidelines / jointly develop policy and procedures forthcoming. 	CalViva Health Kaiser Permanente Anthem

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<p>IV. County BH Program & BH Provider Updates</p> <ul style="list-style-type: none"> • Regular reporting was not available for this meeting due to staff attending a conference this week. Apologies were extended for not providing the information in advance. • Valerie from Kings View inquired whether “Mind Divers” is a provider utilized by MCPs for mild to moderate services. The question was directed to MCP representatives for clarification. • Mind Divers was confirmed as a newly contracted enhanced care management provider working with Anthem. They are also involved in non-specialty services and are currently expanding their capacity in Kings County. • Valerie from Kings View asked whether referrals for consumers with MCP coverage could be sent directly to the MCP, allowing the consumer to request Mind Divers as their preferred provider. This inquiry was made to clarify the referral process and ensure alignment with MCP protocols. Anthem acknowledged the referral process question and committed to following up with Valerie. KP is reviewing its provider list to confirm whether Mind Divers is a contracted provider for ECM. It was noted that any contracted ECM provider can initiate a streamlined referral process, allowing direct engagement with members without prior authorization. KP will confirm Mind Divers’ status and will follow up on this item. CalViva acknowledged the inquiry and committed to following up. CalViva will consult with their internal team and send an email with updates once more information is available. • Polo from Kings County clarified that Mind Divers is the provider for non-specialty mental health services, while Mind Cure is the provider for Enhanced Care Management (ECM). • Melissa stated that Mine Cure is not a KP ECM provider and Vanessa shared Mind Diverse does not seem to be a KP provider for NSMH. • No additional updates were provided by KIND Center and Kings View. 	<p>Kings County BH Team & BH Providers</p>
<p>V. Health Plan Updates</p> <ol style="list-style-type: none"> 1) Kaiser Permanente - Lali provided membership data, transportation services, and KP’s resources and links. Vanessa reported on the screening and transition of care tools, and Melissa on the ECM and CS enrollment totals, referral process and transitional rent program. Refer to attached report for complete details. <ol style="list-style-type: none"> A. Membership B. Transportation (NMT and NEMT) <ol style="list-style-type: none"> i. How to Access Transportation C. Resources and Links D. Transition of Care Tools (TOCs) and Screening Tools E. Cal-AIM Programs <ol style="list-style-type: none"> i. ECM and CS Enrollment Data ii. ECM and CS New Referral Forms iii. ECM and CS Referral Process iv. Transitional Rent Program Overview and Eligibility 	<p>Kaiser Permanente</p>

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- v. Community Resources - Medi-Cal Immigrant Eligibility FAQs and others
- F. Attachments / Reports

Lali share KP's Find Doctors and Locations link in the meeting chat
<https://healthy.kaiserpermanente.org/northern-california/doctors-locations#/simple-form>



Kings County
 BH_MCPs_Quarter 3

- 2) **CalViva Health** - Myriah reported on the behavioral health screening tools and transition of care tools referral data for Q3 2025, and Rosy reported on the enrollment data, ModivCare transportation data and transportation services. Refer to attached data report.

- A. Membership
- B. Screening Tools & Transition of Care Tools Referrals
- C. Transportation Services (NMT and NEMT) - Utilization Report
- D. Cal-AIM Programs - ECM and CS Enrollment Data
 - i. ECM.CS Enrollment and Eligibility info.
- E. ECM/CS Provider link – CalViva Health [Provider Search Results - CalViva Health](#)
- F. Resources – Attachments/Flyers/Reports

Rosy shared the CalViva's Provider Search Link in the meeting chat
<https://www.calvivahealth.org/calviva-provider-search/>



CalViva Health Data
 Report Q3 Meeting_

- 1) **Anthem** – Miguel reported on the Q3 2025 membership data, screening and transition of care tools, utilization and transportation data. He also reported on ECM and CS enrollment totals. Refer to attached data report.

- A. Membership
- B. Transportation Services (NMT and NEMT) Utilization Report
- C. LiveHealth Online Utilization
- D. Behavioral Health Screening Tools & Transition of Care Tools
- E. Cal-AIM Programs – ECM and CS Enrollment Data
- F. Cal-AIM – Provider Directory
- G. Flyers: EMC, CS and CHW

Miguel provided the link for Anthem's ECM provided directory list.
<https://findcare.anthem.com/>



Anthem Data
 Report Kings Count

CalViva
 Health

Anthem

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<p>Polo asked for clarification regarding the eligibility criteria shown in the graph for transitional rent. Specifically, he inquired whether individuals must currently be receiving specialty mental health or Drug Medi-Cal services to qualify, or if previous consumers also meet the criteria.</p> <p>Miguel explained that the criteria for transitional rent apply to both existing and new members entering the behavioral health system. A key challenge is ensuring that, beyond the initial six months, members remain eligible to continue receiving services through the county’s behavioral health system. Current definitions and eligibility parameters may not fully align, prompting efforts to develop a coordinated workflow for referrals and authorizations. Kings County Behavioral Health will not serve as the lead transitional rent provider. Instead, all three managed care plans will be contracted with Champions, an organization already familiar with the county’s system. Coordination between Champions and the county department will be essential to ensure referred individuals meet all eligibility requirements.</p>	
<p>VI. Care Coordination</p> <p>MCP Housing Contact Leads Request. Dustin Biel provided his email address to follow up on this request dustin.biel@co.kings.ca.us</p>	All
<p>VII. Referrals</p> <p>MCPs shared ECM and CS enrollment data and referral process.</p>	All
<p>VIII. Strategies to Avoid Duplication of Services - None</p>	All
<p>IX. Dispute Resolutions - None</p>	All
<p>X. Collaboration</p> <p>Transitional Rent Initiative.</p>	All
<p>XI. Member Engagement - None</p>	All
<p>XII. Action Items</p> <p>Referral Process Inquiry (Mind Divers/Mind Cure) from Valerie/Kings View.</p>	All
<p>XIII. Open Forum Discussion</p> <p>Dustin shared that Brett requested outreach to identify housing contact leads for each MCP (Managed Care Plan). The goal is to gather information on who can be contacted regarding housing concerns or resources within each organization.</p> <p>Miguel confirmed he serves as the housing liaison for Anthem in the Central Valley. He can provide general housing provider information and connect to non-medical housing resources but noted limitations in offering details beyond what is publicly accessible.</p> <p>From CalViva, Elizabeth Campos was identified as the housing contact. Her email and phone number were shared in the meeting chat – Elizabeth.Campos@healthnet.com</p> <p>From Kaiser Permanente, Kristen Kane (Kristin.A.Kane@kp.org) and Stephanie Shushan (Stephanie.P.Shushan@kp.org) were named as housing leads, with Kristen focusing more on transitional rent. For escalations or broader housing service issues, Melissa Gonzalez (Melissa.Janet.Gonzalez@kp.org) is the contact person.</p> <p>All MCPs were asked to share their housing contacts in the meeting chat and follow up via email if possible.</p>	All



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<p>XIV. Next Meeting:</p> <ul style="list-style-type: none">1) 3rd Thursday of the 3rd month of each quarter from 3:00 – 4:00 pm<ul style="list-style-type: none">A. December 18, 2025<ul style="list-style-type: none">i. Agenda/Facilitation by Anthem/Miguel & Meeting Minutes by CVH/Rosy.	<p>All</p>
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