



MEETING AGENDA / MINUTES

Meeting/Project Name:	Quarterly Partnership/Carelon & County Mental Health Directors Meeting		
Date of Meeting:	09/18/2025	Time:	10:00 AM
Meeting Facilitator:	Mark Bontrager	Location:	Webex

Meeting Objective/s

Third Quarterly Partnership/Carelon & County Mental Health Directors Meeting

Meeting Agenda

Topic	Person(s) Responsible	Time Allotted
Welcome	Mark Bontrager	5 Minutes
Utilization	Alison French	30 Minutes
Transition Update	Sarah O'Malley	10 Minutes
Closed Loop Referral Tracking	Eric Rushing	10 Minutes
Data Sharing	John Helvey	30 Minutes
MOU Updates <ul style="list-style-type: none"> • Execution 18/24 • Data Sharing (Sonoma – Christina Marlow) • Quality Activities • ECM/CSS • Member Engagement • Dispute Resolution • Care Coordination 	Mark Bontrager	25 Minutes

Attendees

Name	Department/Division	Attended
Alison French	Carelon	X
Amy Ellis	Placer County	
Barbara Longo	Lassen County	
Carina Glover	Partnership	X
Cassandra Eslami	Napa County	
Christina Marlow	Sonoma County	X
Christy Coleman	Shasta County	
Cindy Lane	Shasta County	

Cindy Ross	Glenn County	X
Connie Smith	Trinity County	
Dolores Navarro Turner	Modoc County	
Elise Jones	Lake County	
Eloise Jones	Glenn County	
Emery Cowan	Solano County	
Emi Botzler Rodger	Humboldt County	
Eric Rushing	Partnership	X
Henry Rafferty	Sonoma County	X
Hillary Hendrix	Partnership	X
Ivan Martinez Gonzalez	Colusa County	X
Jan Cobaleda Kegler	Sonoma County	
Jayne Bottke	Tehama County	
Jaymee James	Partnership	X
Jen Mullane	Solano County	X
Jenine Miller	Mendocino County	X
Jill Blake	Partnership	X
Joe Hallet	Glenn County	
John Helvey	Sac Valley Med Share	X
Joshua Bradley	Lassen County	X
Katherine Halley	Carelon	
Kevin Barnetche	Lassen County	X
Laura Burch	Shasta County	
Laura Hawkins	Glenn County	X
Laura Stapp	Shasta County	
Lea Salas	Sierra County	
Leigha Andrews	Partnership	X
Lori Griffith	Lassen County	X
Lulu Salinas	Partnership	X
Dolores Navarro Turner	Modoc County	X
Mark Bontrager	Partnership	X
Marlo Simmons	Napa County	X
Miguel Rodriguez	Shasta County	
Namita Vij	Partnership	X
Nancy McCoy	Modoc County	X
Natalie Shepard	Tehama County	X
Nathan Hobbs	Solano County	

Nicole Escobar	Partnership	X
Paul Bugnacki	Humboldt County	X
Phebe Bell	Nevada County	
Priya Kannall	Nevada County	
Ranell Brown	Del Norte County	
Rebecca Stark	Partnership	
Rick Bingham	Sutter County	
Rob George	Solano County	X
Robert Oldham	Placer County	
Samantha Fusselman	Yolo County	
Samantha Reagen	Del Norte County	X
Sarah O'Malley	Partnership	X
Sarah Collard	Siskiyou County	
Serina Sanchez	Sonoma County	
Scott Kennelly	Butte County	
Serina Sanchez	Sonoma County	
Sharon Sousa	PCBH	X
Shawne Corley	Sutter County	
Sheryll Prinz-McMillan	Sierra County	
Shiann Hogan	Del Norte County	
Stacy Sphar	Modoc County	X
Stephanie Silva	Del Norte County	X
Tiffany Armstrong	Lassen County	X
Tim Sharp	Partnership	X
Todd Schirmer	Marin County	
Tony Hobson	Colusa County	
Tony Kildare	Yolo County	
Twylla Abraham	Placer County	
Vicky Klakken	Partnership	
	Chico Conference Room	X

Notes, Decisions, Issues

- I. Welcome
 - a. Meeting started with reviewing objectives
 - b. Introductions done via chat
- II. Utilization Report
 - a. Alison French shared PHC/Carelon BH Quarterly County Meeting slides (attached)
 - i. Managed by Carelon BH
 - 1. Quarterly County Screenings and Referrals
 - ii. Utilization
 - 1. Almost 78,000 Members utilized NSMH Benefit in the last 12 months
 - 2. There are trends in increasing utilization in expansion counties
 - iii. FTF vs. Telehealth
 - 1. Data combines all Partnership members and all counties
 - 2. Alison hoping to have break down of counties by next meeting
 - iv. Carelon Points of Contact – Shared on screen
 - 1. Alison French, Katherine Halley, Mandy Kullar, Regina Kendall, Karen Black
- III. Call Center and Care Coordination Transition from Carelon to Partnership
 - a. Introduction of Sarah O'Malley
 - i. Reviewed Call Center and Care Coordination
 - 1. Call center consists of 10 Behavioral Health Access Guides and 2 Supervisors
 - 2. Began care coordination calls - outbound calls to connect PHC members to resources
 - 3. Behavioral Access referral form will be provided
 - 4. Importance of following up with PHC members that were discharged from the emergency department and connecting them to resources
 - ii. Call center will be operational (inbound/outbound) September 25
 - iii. BH Access Team contact information shared on screen
- IV. Closed Loop Referral (CLR) Tracking
 - a. Introduction of Eric Rushing
 - i. Updates
 - 1. Updated reporting structure
 - 2. Removed Carelon references
 - 3. Added drop-down menus
 - ii. Information captured in the CLR Tracker
 - 1. Removed drop-down, to confirm attendance
 - iii. BH Referrals to County Tab
 - 1. Display shown J and K columns are the ones changed.
 - iv. Reach out to Eric, Lulu, and Jaymee with questions
- V. Sac Valley Med Share – John Helvey
 - a. Announcement
 - i. Purchased subscription, 9 Patch
 - ii. Used primarily in Humboldt and Sonoma
 - iii. Utilized for ECMCS and Closed Loop referrals
 - iv. Can be used in any county in California
 - v. Similar to Microsoft Office Products and subscription based
 - b. Data Exchange Framework
 - i. Must be signed by all providers, clinics, hospitals, labs, skilled nursing facilities

- ii. All data required to be shared in real time
 - iii. SVMS has an alert dashboard for all participants that have requested it.
 - 1. Can be based from jurisdiction
 - iv. ADT exchange to Connex is ready to go live, but waiting on panels
 - v. Slides are for discussion purposes only, not a finalized work flow
- VI. Enhanced Health Services – Transitional Rent
- a. Introduction of Namita Vij
 - b. Transitional Rent
 - i. Submitted model of care to DHCS
 - 1. Pending some feedback
 - ii. Working with county behavioral health departments on contracting
 - iii. Goes live January 1, 2026
- VII. MOU Updates
- a. MCP and County MHP MOU – 18/24 counties executed
 - b. Data Sharing – Henry Rafferty, Sonoma County
 - i. Data feed has been sent to CalMHSA the last six months
 - ii. DHCS/HSAG confirmed that whole population is required for data
- VIII. Next Meeting: **December 2025**

Action Items		
Action	Owner	Due Date
1. Meeting minutes to Participants	Hillary Hendrix	9/24/2025
2.		
3.		