



## **Inland Empire School Health Coalition**

Carmen Ramirez, MSLM, CHW

*Manager, Community Behavioral Health*

Amrita Rai, MSW, LCSW

*Clinical Director, Community Behavioral Health*

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# Agenda

IEHP overview

The Student Behavioral Health Incentive Program

Health Navigators

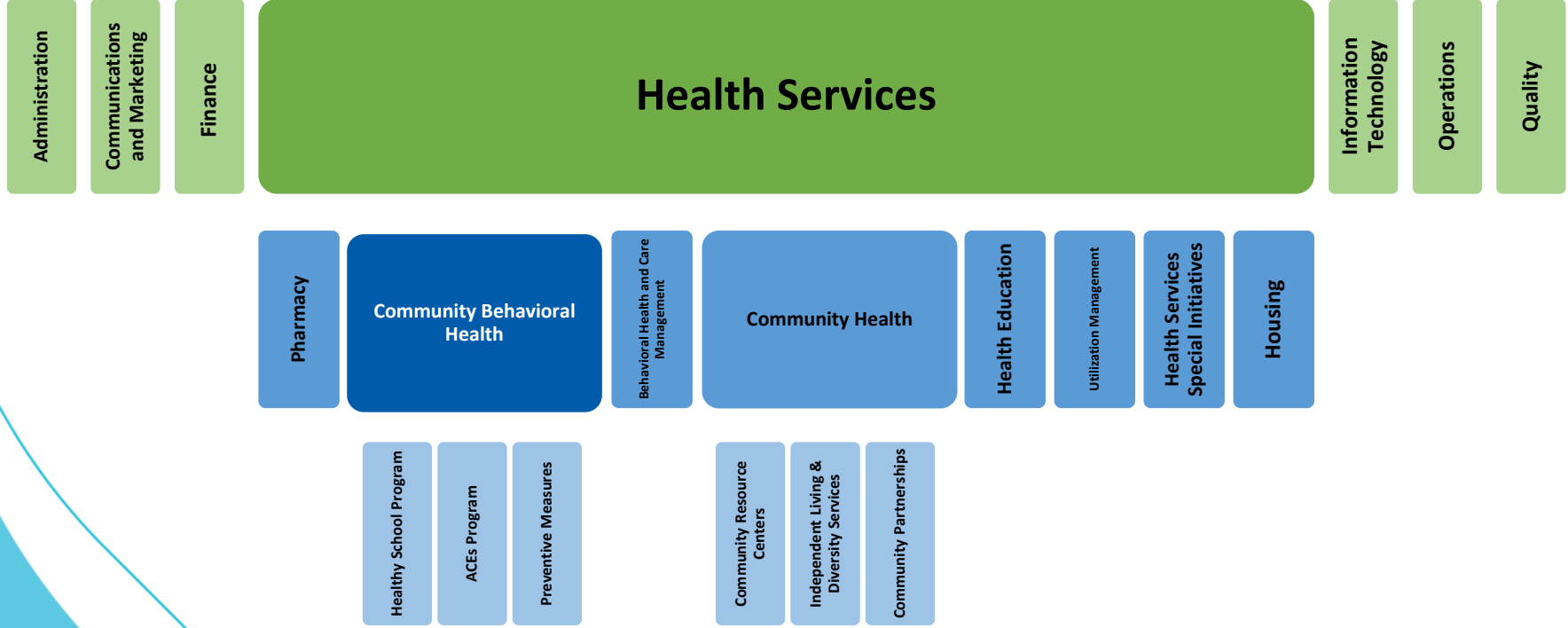
Partnerships and Collaboration



# IEHP OVERVIEW

- INLAND EMPIRE HEALTH PLAN (IEHP) IS ONE OF THE TOP 10 LARGEST MEDICAID HEALTH PLAN AND THE LARGEST NOT-FOR-PROFIT MEDICARE-MEDICAID PLAN IN THE COUNTRY.
- APPROXIMATELY 1.6 MILLION MEMBERS – ADULTS, CHILDREN AND FAMILIES IN RIVERSIDE & SAN BERNARDINO COUNTIES.
- OVER 3,000 EMPLOYEES.
- OVER 7,000 NETWORK PROVIDERS
- MORE THAN 8 OUT OF 10 MEDICAL ENROLLEES CHOOSE IEHP.

# IEHP Visual



# Who is Eligible for Medi-Cal?

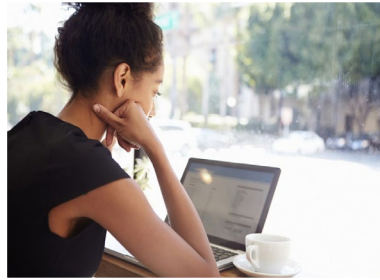
- Medi-Cal provides free or low-cost health coverage for:
- Children-regardless of immigration status
- Adults
- Children in foster care
- DACA students
- Former foster youth up to age 26
- Pregnant women with limited income and resources regardless of immigration status
- People of age 50+ regardless of immigration status – Starting May 2022



# Member services department inquiries



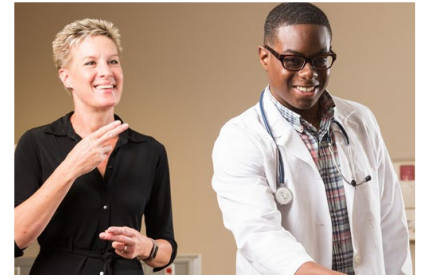
Change your  
doctor



Updates &  
Changes to  
account



Referral & Benefit  
Inquiries



Interpreter  
Services

# Transportation requests

- IEHP Member Services Department
  - **I-800-440-4347**, Monday – Friday, 8 am – 5 pm. TTY users should call **I-800-718-4347**
- Call The Car (CTC)
  - (CTC) at **I-855-673-3195**





# Bus Passes

## Monthly Pass

CTC will process subscription bus passes on the 20th of every month. The passes must be mailed out by the 23rd of each month.

## Monthly Electronic Pass

CTC must provide the link to the Member within 7 days of the scheduled reservation.

## Single Pass

CTC must provide electronic link or mail bus pass to the Member within 7 days of the scheduled reservation.





# Enrollment Assistance

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- IEHP's Enrollment Advisor Team is the first step for community members to receive assistance with obtaining benefits with:
- **IEHP** – Manages health coverage for persons with Medi-Cal and Medicare
- **Medi-Cal** - Free health coverage for all ages who qualify
- **Medicare** – Health coverage for persons 65+ and those with qualifying disabilities
- **SSI** – Monetary assistance for disabled or low-income adults and children
- **SSDI** – Monetary assistance for disabled adults
- **Covered California** – Low-cost health coverage



## Behavioral Health (BH) Criteria & Eligibility

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- Active Member w/ IEHP
- Seeking preventive services (children and adults)
- Mental health assessments
- Therapy and psychiatry (medication)
- No diagnosis is required

- Medi-Cal and Medi-Cal/Medicare Members can request BH Services by calling IEHP's call center. The referral will be made to an appropriate provider
- Appointments within 10 days of routine (non emergent) requests.
- IEHP coordinates care with all involved providers (county mental health, specialists etc)

\*No authorization is required for initial visits for both psychiatry & therapy services.

# BEHAVIORAL HEALTH CRISIS & URGENT RESOURCES

## Psychiatric Walk-In Clinic Montclair Location

- 5050 San Bernardino St.  
Montclair, CA 91763
- Monday- Friday, 9am – 5pm  
Call (909) 281-5800
- TTY users should call 711

### Behavioral Health web links:

- Department of BH San Bernardino County
- <https://wp.sbcounty.gov/dbh/>
- Department of BH Riverside County
- <https://www.rcdmh.org/>

## Psychiatric Walk-In Clinic Palm Desert Location

- 41990 Cook St., Suite F-2002  
Palm Desert, CA 92211
- Monday- Friday, 9am – 5pm  
Call (760) 674-7132
- TTY users should call 711

## Suicide Prevention-988

### RIVERSIDE:

1-800-273-TALK  
(951) 686-HELP (4357)  
1-877-727-4747 and Crisis text line: 741-741.

### Additional resources include:

- Take My Hand, a Mental Health Peer Support Chat Line  
(<https://takemyhand.co/>)
- Medi-Cal Mental Health Services  
CARES LINE 1-800-499-3008.

### SAN BERNARDINO:

24-Hour Crisis Line: (760) 365-6558  
East Valley: (909) 421-9233  
West Valley: (909) 458-9628  
High Desert: (760) 956-2345  
Morongo Basin: (760) 365-6558  
San Bernardino: 1-877-727-4747





**STUDENT BEHAVIORAL HEALTH  
INCENTIVE PROGRAM**

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SBHIP

The Student Behavioral Health Incentive Program (SBHIP) is phase I of the Children and Youth Behavioral Health Initiative (CYBHI), a 5-year 4.4-billion-dollar vision that seeks to reimagine the systems that support the behavioral health needs for ALL children and youth in California. Supported through Assembly Bill 133: Section 5961.4, a pathway was established to develop sustainable partnerships, thereby increasing access to prevention, early intervention, and behavioral health services in grades TK-12. The incentive payments, directed through the Managed Care plans in California (\$389 million) are designated to meet predefined goals and metrics over a three-year period (January 1, 2022– December 31, 2024).

### **Objectives:**

- ❖ Break down silos and improve coordination of child and adolescent student behavioral health services through increased communication with schools, school affiliated programs, managed care providers, counties, and mental health providers.
- ❖ Increase the number of TK-12 students enrolled in Medi-Cal receiving behavioral health services through schools, school-affiliated providers, county behavioral health departments, and county offices of education.
- ❖ Increase prevention and early intervention behavioral health services on or near school campuses.
- ❖ Address health equity gap, inequities, and disparities in access to behavioral health services.
- ❖ Sustain and expand interventions implemented past calendar year 2024.



Office of the California  
Surgeon General  
Dr. Nadine Burke Harris



# Re-imagine



## Building a Coordinated Ecosystem: Workstreams for the Children and Youth Behavioral Health Initiative

As of March 29, 2022

Workforce training and capacity		BH ecosystem infrastructure		Coverage architecture	Public awareness
School BH Counselor and BH Coach Workforce	Pediatric, Primary Care and Other Healthcare Providers	School-Linked Partnership and Capacity Grants	BH Continuum Infrastructure Program	Enhanced Medi-Cal Benefits – Dyadic Services	Public Education and Change Campaign
Broad BH Workforce Capacity	CalHOPE Student Services	Student Behavioral Health Incentive Program (SBHIP)	Mental Health Student Services Act Program	Statewide All-Payer Fee Schedule for School-Linked Behavioral Health Services	ACES Awareness Campaign
Trauma-informed training for educators	Behavioral Health Virtual Services Platform				
	Evidence-Based and Community Defined Practices				

Source: California Health and Human Services Agency



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**Reimagine behavioral health and emotional well-being for ALL children, youth, and families in California** by delivering equitable, appropriate, timely, and accessible mental health and substance use services and supports from prevention to treatment to recovery an integrated ecosystem focused on emerging behavioral health needs



**Advance Equity**

**Designed for Youth by Youth**

**Start Early, Start Smart**

**Center around Children and Youth**

**Empower Families and Communities**

**Right Time, Right Place**

**Free of Stigma**

Source: California Health and Human Services Agency



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# Interventions

Behavioral Health Wellness Programs	Telehealth Infrastructure
Behavioral Health Screenings and Referrals	Suicide Prevention Strategies
Substance Use Disorder	Building Stronger Partnerships to Increase Access to Medi-Cal Services
Culturally Appropriate and Targeted Populations	Behavioral Health Public Dashboards and Reporting
Technical Assistance Support for Contracts	Expand Behavioral Health Workforce
Care Teams	IT Enhancements for Behavioral Health Services
Pregnant Students and Teens Parents	Parenting and Family Services



# Sustainability

- Billing for Medi-Cal eligible services
  - Through SBHIP interventions
  - State school-linked fee schedule
- District and Managed Care Plan Partnership
  - Contracting
    - Licensed providers
    - Associates
    - Community Health Workers





# COMMUNITY BEHAVIORAL HEALTH: HEALTH NAVIGATORS

HEALTHY SCHOOLS PROGRAM (HSP)

# Community Behavioral Health

Community Behavioral Health focuses on the prevention and early intervention as it relates to the Behavioral and whole health continuum of care. The strategies under CBH will strive to support and sustain protective and prevention focused programs for vulnerable populations by educating, empowering and actively engaging with our communities.



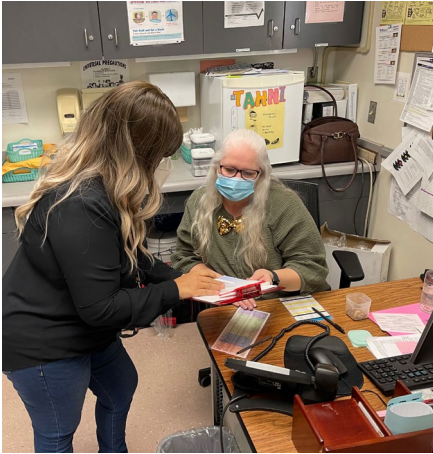
# HEALTH NAVIGATORS... WHO WE ARE

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The Health Navigator team leads strategic initiatives with Community Partners, San Bernardino & Riverside School Districts & organizations focused on ACEs reduction.

The Health Navigators work directly with IEHP Members in their homes and communities focusing on health navigation, linkage to various community-based organizations, medical specialists, community and health plan resources.





# A CLOSER LOOK: HEALTH NAVIGATOR PROGRAM

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# HEALTHY SCHOOL PROGRAM



## BACKGROUND

Collaborate with the both a variety of schools in both San Bernardino & Riverside County and IEHP's Health Navigator Program to provide education and services for underserved communities within the district

## OBJECTIVE

Seek to provide targeted services to identified students & their families (ex: missing immunizations, behind on well child exams, etc.).

Empower IEHP Members to use preventive services such as mental health & wellness resources, well child exams, immunizations, etc. and receive care for their chronic conditions (i.e., Asthma, diabetes, etc.).

## OUTCOMES

- Provide education on appropriate utilization of:
  - Nurse Advice Line
  - Urgent Care Clinics
  - Behavioral Health
  - Primary Care Providers
- Connect members to community resources and to internal IEHP departments based on need.
- Build strong partnership with school staff (counselors, health aide, Principal, teachers and office personal, etc.)

# IMPACT ON THE COMMUNITY

- Background:
  - 14 yr. old referred by teacher
  - Language barrier
  - Experiencing bullying & suffers from depression
- Member needs:
  - Preventive Services
  - Behavioral Health Resources
  - Food disparity
- HN Services provided:
  - PCP appointments scheduled
  - Connection made to IEHP BH Department
  - Food box delivered to family



# IEHP Community Behavioral Health: Health Navigator Team



- <https://vimeo.com/781670918>



# IEHP's Community Partner Relations Department

- Superheros – Mighty Fitnessa, Super Nutricia, Rad Rider, Eradicator - materials, appearances, etc
- Covid vaccine clinics
- Tabling at school events – Back to school nights, festivals, holidays, etc.
- Read Across America – Superheros in person and reading to the children and youth
- Community Gardens
- Parent Education (healthcare)
- Community Service – Employee volunteer days
- Flyers and giveaways to the schools – Pencils, coloring books, comic books and more



# Community Resource Centers

San  
Bernardino

805 W 2nd Street,  
Suite C San  
Bernardino

Riverside

3590 Tyler Street,  
Suite 101 Riverside

Victorville

12353 Mariposa Rd  
Units C2 & C3  
Victorville



For more information call us at:

1-866-228-4347

# What is Connect IE?

- **Connect IE** is a free online website that provides Inland Empire residents from different zip codes with community resources 24/7. It can connect residents to food, housing, transportation, and many more resources.
- IEHP Sponsors Connect IE



**QUESTIONS?**

## **Mission**

We heal and inspire the human spirit.

## **Vision**

We will not rest until our communities enjoy optimal care and vibrant health.



**Thank you**