

MRMIB/Innovative Resource Group, LLC  
d/b/a, APS Healthcare Midwest  
Contract No: 07MM025 A.0.

Agenda Item 9.e.  
6/23/08 Meeting

### **APPROVAL OF CONSULTING SERVICES CONTRACT**

Contract Number: 07MM025 A.0

Contractor: Innovative Resource Group, LLC, d/b/a, APS Healthcare Midwest

Service: The Contractor shall perform an evaluation and make recommendations to improve mental health and substance abuse services provided by Healthy Families Program contracted health plans.

Contract Term: Upon executed contract through June 30, 2010

Contract Amount: \$266,000

**MANAGED RISK MEDICAL INSURANCE BOARD RESOLUTION**

In the matter of the Contract with Innovative Resource Group, LLC, d/b/a, APS Healthcare Midwest, for reviewing the Healthy Families Program, the Board hereby resolves that in accordance with the provisions of Section 12693.21 et seq. of the California Insurance Code, the Executive Director or her authorized designee be authorized to enter into, sign and execute a contract, together with any amendments thereto, with Innovative Resource Group, LLC, d/b/a, APS Healthcare Midwest, to evaluate and recommend improvements in mental health and substance abuse services provided by health plans participating in the Healthy Families Program.

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**CERTIFICATION**

I, Lesley Cummings, Executive Director for the Managed Risk Medical Insurance Board, do hereby certified that foregoing action was duly passed and adopted by the Managed Risk Medical Insurance Board at an official meeting thereof on June 23, 2008.

Date this 23<sup>rd</sup> day of June, 2008.

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Lesley Cummings, Executive Director  
Managed Risk Medical Insurance Board

## Evaluation Approach by APS Healthcare Midwest, LLC

MRMIB staff is recommending to the Board that it approve APS Healthcare Midwest, LLC, as the contractor for the Phases II and III HFP Mental Health and Substance Abuse Services Evaluation.

The following describes the key tasks of the evaluation and the approaches to those tasks to be used by APS.

	<b>Task</b>	<b>Approach</b>
1	<b>Evaluate HFP Mental Health and Substance Abuse Encounter Data.</b>	<p>Work with the MRMIB administrative vendor, Maximus, to obtain de-identified encounter and claims data.</p> <p>Assess subscriber utilization of plan-provided mental health and substance abuse services, including review of subscriber demographics.</p>
2	<b>Gather Information on HFP Plan - Provided Mental Health and Substance Abuse Services.</b>	<p>Gather information on plan policies, assessment and screening tools, and plan operations related to mental health and substance abuse. On-site visits to HFP health plans will occur.</p>
3	<b>Quality Monitoring</b>	<p>Assess how plans use quality and outcome data to measure and improve quality of mental health and substance abuse care provided to children.</p> <p>This approach includes a review of health plan information systems in order to assess the capability of a system to collect and analyze quality and outcome data.</p> <p>It also includes conducting key informant interviews with plan staff as a way of inventorying quality improvement management processes.</p>
4	<b>Cultural and Linguistic Proficiency</b>	<p>Assess multicultural characteristics of the provider networks and behavioral health contractors as they relate to HFP member demographics.</p> <p>APS will review demographic and utilization data, plan operations and policies and convene focus groups of subscribers and family members.</p>
5	<b>Evaluate Access to Services.</b>	<p>Convene five focus groups (one Spanish-speaking) in counties representing the urban, rural, coastal, and special populations of the State. The five selected counties are Los Angeles, Orange, San Joaquin, Santa Clara and Riverside.</p>