### BEHAVIORAL HEALTH PLANNING COUNCIL  
**July 24, 2013**

MINUTES AND OTHER HANDOUTS CAN BE FOUND AT [http://www.bhc.state.nm.us/BHPC/BHPC.html](http://www.bhc.state.nm.us/BHPC/BHPC.html).

<table>
<thead>
<tr>
<th>Topic</th>
<th>MINUTES OF MEETING-37 Plaza La Prensa, Santa Fe, NM</th>
<th>Action Items/Follow Up</th>
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<tbody>
<tr>
<td><strong>Welcome</strong></td>
<td>• Today’s meeting began at 9:00 a.m.</td>
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| **Announcements and Updates** | • The next BHPC meeting will be on Wednesday, September 18, 2013.  
• SAMHSA Technical Assistance Training will be held on Thursday, September 19, 2013.  
• Purchasing Collaborative Meetings will be on Thursday, August 15, and Thursday, October 10, 2013, from 1-4.  
• A sign-up sheet was available for Public Comment Explanation for today’s meeting. | |
| **Information on Communities of Care Summit** | • Kristin Jones of CYFD presented the following information for Daphne-Rood Hopkins who was unable to be present at today’s meeting:  
• Communities of Care is sponsored by CYFD and Systems of Care Grant; the Summit will be held next week, Tuesday through Thursday, at Hotel Albuquerque.  
• The three anchor sites for Systems of Care are Grant County, Santa Clara Pueblo, and the Highland Cluster (plus expanded ABQ community)  
• “This past spring we passed out community assessments. We’ve shaped Summit to have four different sessions. Another key component includes youth and family in every presentation. Youth and families will do the opening at the Summit (there will be digital storytelling).”  
• Erica Padilla emphasized that “we want to be sure the environment is appropriate as well.” She also placed an emphasis on “teamwork”.  
• Patricia Gallegos is working with the Las Vegas Team. Team members can attend four different workshops and then re-group.  
• The theme for Summit if focused on “When Teams Work, Dreams Work.”  
• Additional information regarding the Grant and Summit may be found at the following website: nmsoc.org  
• Also, Kristin may be reached at the following: Kristin.jones@state.nm.us and at 699-2015.  
• Lisa Trujillo continued this segment of the meeting with introduction of the council/guests. | |
| **Action Items** | • Approval of March 2013 Minutes: Judy Bonnell made motion to approve minutes; Erica Padilla | |


### Action Items continued

- Approval of July agenda: Susie Kimble made motion to approve agenda; Judy Bonnell second the motion.
- Chris Wendel presented on the Policies and Procedures as follows: She first mentioned “We did not have to reopen the by-laws.”
  In the Policies and Procedures (Page 4, Item 5) Code of Conduct: Ground rules have been removed. (Page 5) Rules and Responsibilities: “Not okay for excused absences every single time.” Chris made motion to approve the Policies & Procedures; Carol Luna-Anderson second the motion.

### Collaborative Update

#### OptumHealth NM Update

- Elizabeth Martin mentioned that the theme for OptumHealth is “transition” of behavioral health system. “Access to care is our number one priority. Optum has put in lots of layers of protection.”
- PROTOCALL is the 24/7 crisis line that is going well. PROTOCALL is looking at how their services can be enhanced.
- Elizabeth may be contacted at the following phone number: 505-699-5792. Also the NM Crisis Line is 1-855-nmcrisis.
- Jane Jackson-Bear expressed concern for the pueblos not getting the information they need.
- Carol Luna-Anderson discussed how anxiety levels are high in New Mexico at this time. Gail Falconer emphasized that we need to rebuild trust back into our system. Elizabeth replied that “proactive action” is the best antidote for distrust. Susie Kimble mentioned how providers are going to need a lot of support as well.
- Karen Meador: “We do audits; we look at data. Sometimes we see patterns. What we began to see is that some things were very alarming. We commissioned an audit that had three different parts to it. (1) Billing Concerns (2) Enterprise-involved with looking @ various relationships i.e. between providers (3) Hearing and seeing signs of what actually happened with people’s care. Involved looking “in depth” at what is happening with consumers.

### Lunch

- Break from 11:45 to 12:00.

### BHPC Presentation to the MCOs

- Lisa Trujillo presented the following: “We are strictly voluntary; we get stipends for some meetings, but not all. There are about 25 members in the council at this time. We do some formal presentations. Other things we do: Subcommittees come up with priorities/concerns they want to work on. We have representation from various organizations i.e. CYFD, Indian Affairs,
- Corrections Department and DVR. We’ve also had regular attendance from OptumHealth.

### Introduction of MCOs

- Julie Weinberg introduced the MCOs to the council.
Our first presenters for today’s meeting were Sharon Huerta and Felicia Spaulding of Blue Cross/Blue Shield. Sharon Huerta quoted “For me, it’s about the members we serve.” A handout was distributed for review. Also the following responses were given to the council’s “Questions for Managed Care Organizations…”

- “How will your company get information out to consumers of behavioral health services not only initially but also long term to help them navigate the process of registration, etc.? Response (Sharon): “We have a specified outreach.”
- How will your company handle Care co-ordination relative to such issues as interfacing with local communities, core service agencies, CCSS and or primary health? Response (Felicia): One of the things we’re working on is that we are an integrated team. We’ve been working on our internal model; we’re really trying to demonstrate that we’re interconnected.
- How will your company incorporate the consumer and family voice into your business plan? Response (Felicia): We have consumer advisory boards that will be meeting regularly.
- How will your company use peer and family specialists? Response (Felicia): “We’re reaching out to peer & family groups to educate us.

Molina Healthcare of New Mexico
- Molina will hire peer and family specialists.
- Adan Carriaga mentioned that Molina has strategies in place for rural, urban, and frontier.
- Irene Krokos mentioned how every community is unique. “We need to be collaborative and innovative.”
- As a member becomes enrolled in Molina, they are given a Health Risk Assessment.

Presbyterian Health Plan
- Mary Eden mentioned that “We’re paying attention to the importance of stability. We’ve been serving New Mexico since 1908. We are a fully integrated not-for-profit system.”
- The purpose of Presbyterian as stated on the handout is mentioned as follows: “Presbyterian exists to improve the health of the patients, members and communities we serve.”
- Liz Lacouture emphasized, “We are contracted w/National Council for Behavioral Health Training.”
- **United Healthcare Community Plan**
  - Elly Rael reviewed from the slide presentation “Key Features of our Clinical Model” which included Integrated Comprehensive Care, Blended Teams & Understanding of Rural/ Frontier Challenges, Care Management, Robust Navigation Resources, Leveraging Existing Community Resources, Consumer and Provider Advisory, and Member Rewards Program.
  - Cheril Carrington mentioned to MCOs how she would like to see individual psychological factors; “What will you be doing as MCOs?”-Response (Elizabeth Martin): “We will be working closely with Elly Rael.”
  - Judy Bonnell inquired about telehealth in rural areas; “How does these systems work on the consumer end for families?” Mary Eden suggested that at the next meeting, they would like to bring their people who are “well-versed” in telehealth.
  - Lisa Trujillo asked MCOs regarding employment for peers. Response (Liz Lacouture): “We’ve been in close connection with Marcia Hawthorne regarding peer employment.

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<tr>
<th>Public Comment</th>
<th>Bruce Evans, Martha Cooke, and Lorette Enochs provided comments for this segment of the meeting.</th>
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<tbody>
<tr>
<td>Roll Call</td>
<td>Chris Wendel took roll call for today’s meeting.</td>
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<tr>
<td>Adjourn</td>
<td>Meeting for today adjourned at 3:30 p.m.</td>
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<td>Name</td>
<td>Type of Membership</td>
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<tr>
<td>Cheril Carrington</td>
<td>NM Higher Education Dept</td>
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<tr>
<td>Debbie Hambel</td>
<td>Division of Vocational Rehabilitation</td>
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<tr>
<td>Denise McGhee-Weaver</td>
<td>Developmental Disabilities Planning Council</td>
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<tr>
<td>Michele Franowsky</td>
<td>Public Defender’s Office</td>
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<td>Mike Estrada</td>
<td>NM Corrections Dept</td>
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<td>Karen Meador</td>
<td>Human Services Dept</td>
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<td>Kim Carter</td>
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<td>Erica Padilla</td>
<td>Children, Youth, &amp; Families Department</td>
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<tr>
<td>Cabinet Sec Arthur Allison</td>
<td>Department of Indian Affairs</td>
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<td>Or</td>
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<td>Deputy Sec Duane Duffy</td>
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<tr>
<td>Judy Bonnell</td>
<td>Family Member</td>
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<tr>
<td>Anthony (Tony) Bustos</td>
<td>Provider</td>
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<td>Cindy Collyer</td>
<td>Consumer</td>
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<td>Pamela Drake</td>
<td>Provider</td>
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<tr>
<td>Gail Falconer</td>
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<td>Woods Houghton</td>
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<td>Jane Jackson-Bear</td>
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<td>Carol Luna-Anderson</td>
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<td>Susie Kimble</td>
<td>Provider</td>
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<td>Pauline Martinez</td>
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<td>Robinson Tom</td>
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<td>Lisa Trujillo</td>
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<td>Christine Wendel</td>
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New Mexico Behavioral Health Planning Council Meeting
July 24, 2013

Guests

Liz Lacouture-Presbyterian Health Plan
Steve DeSaulniers-Presbyterian Health Plan
Felicia Spaulding-Blue Cross Blue Shield
Charlotte Beaty-Blue Cross Blue Shield
Elizabeth Martin-Optum
Rosemary Strunk-Optum
Tony Hunt-NN
Dawn Boden-Johnson & Johnson
Loretta Cordova-Molina Healthcare
Kristin Jones-CYFD
Mary Eden-Presbyterian
Lorette Enochs-Consumer
Martha Cooke-LC1
Bruce Evans-LC1
David Bern?
Arthur Allison-IAD
Patricia Gallegos-DOH-OTAM
Adan Carriaga-Molina Healthcare
Moriah MacLeod-Molina HCNM
Marcello Maviglia-Molina HC
Patty Kehoe-Molina
Irene Krokos-Molina
Sharon Huerta-BCBS
Kevin Kandalaft-United Healthcare