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SOCIAL SERVICES AGENCY

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April 28, 2016

Ms. Sarah Brooks
Deputy Director
Health Care Delivery Systems
Department of Health Care Services
1500 Capitol Ave.
Sacramento, CA 95814

VIA ELECTRONIC MAIL
Sarah.Brooks@dhcs.ca.gov

Re: 2016 CCI Program Proposals

Dear Ms. Brooks:

I am writing you to offer the strong support of the Orange County Social Services Agency (SSA) Adult Services Division for the Department of Health Care Services' (DHCS) proposed changes to the 2016 Coordinated Care Initiative (CCI) program. We have worked closely with CalOptima to launch Cal MediConnect in Orange County. OneCare Connect, CalOptima's Cal MediConnect plan, is targeted to our dually eligible IHSS Recipients and has helped them obtain access to coordinated care. Under this program they also benefit from additional services, such as guaranteed access to a primary care dentist and transportation services to their medical appointments.

As you know, more than 120,000 dual eligibles in the state receive their Medicare and Medi-Cal services through Cal MediConnect. Not only is Cal MediConnect meeting the expectation for improved, streamlined and enhanced care, but beneficiaries report overall satisfaction with the program. According to a joint UC Berkeley/UC San Francisco survey, beneficiaries that were enrolled in Cal MediConnect report satisfaction with care coordination, lower out-of-pocket costs, improved access to behavioral health, and the extension of long-term services and supports. The proposed program changes will help continue to grow enrollment, enabling the program to become more sustainable and even more responsive to the needs of the dual eligible population. Specifically, we appreciate DHCS' proposed continuation of the passive enrollment process in 2017 for Orange County. This will ensure that our community's seniors will have the best opportunity to experience this very important program.

Launching a brand-new program for a vulnerable population is a significant and challenging undertaking. In Orange County, CalOptima has been working with local stakeholders, including the Adult Services and Assistance Program Division of the Social Services Agency, to address potential member concerns. As a result of these efforts, OneCare Connect, with more than 18,000 members, is currently the second largest Cal MediConnect plan in the state. We have been pleased to partner with CalOptima in the launch of OneCare Connect and look forward to continuing this engagement in order to ensure the program's improvement and sustained success.

Thank you again for developing proposed changes to enhance Cal MediConnect and we appreciate the opportunity to provide feedback. Orange County Social Services remains committed to making the program a success and ensuring the long-term viability of this very important delivery system transformation.

Sincerely,

A handwritten signature in black ink, appearing to read "Jorge Solé", written in a cursive style.

Jorge L. Solé, Deputy Director
Orange County Social Services Agency
Adult Services Programs (APS & IHSS)

cc: Kerry Branick, CMS (Kerry.Branick@cms.hhs.gov)