



April 25, 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:

Community Health Group (CHG) is an organization that participates in and supports the Coordinated Care Initiative (CCI) and the Cal MediConnect (CMC) programs. We are sending this letter today to offer support for the proposed changes to the CCI/CMC enrollment process.

The proposed streamlined and passive enrollment improvements will help grow enrollment from the more than 120,000 California dual eligibles already receiving their Medicare and Medi-Cal services through CMC today, allowing the program to grow and maintain its viability. In order to make the CCI sustainable, enrollment in the program must increase- as was noted in the Governor's 2016-2017 Budget.

Streamlined enrollment will give CCI plans the opportunity to not only do targeted outreach but also facilitate the process to make it simpler for beneficiaries to exercise their choice. This process would only be for the members that are already enrolled in that plan's Medi-Cal product, who could benefit from having all of their services under one plan with a medical home, more coordinated care, and a wealth of supports across the continuum of care in the CMC program. Not only is the CCI meeting the expectation for improved, streamlined and enhanced care, but beneficiaries report overall satisfaction with the program. In surveys, beneficiaries that were enrolled in CMC report satisfaction with care coordination, lower out of pocket costs, improved access to behavioral health, and the extension of long-term services and supports. At CHG, CMC has helped our members better manage their care, access more customized care and have a personal care coordinator available to navigate their health care and community needs.

Our CMC have the benefit of a high level of personal service. CHG's CMC members have the benefit for their personal care coordinator to make home visits, in person health risk assessments by a physician are available and access to optional plan benefits as needed.

Additionally, there are many beneficiary protections in place for both the streamlined and passive enrollment process and we anticipate that DHCS will enhance those protections as necessary based on a robust stakeholder process.

We want to thank you again for taking time to share the proposed changes to the CCI program and we appreciate the opportunity to provide feedback. {Insert organization name} remains committed to making the program a success and ensuring the long-term viability of the important delivery system and financing reforms that are the foundation of the CCI program.

Mil Gracias,

A handwritten signature in brown ink that reads "Norma Diaz". The signature is written in a cursive style with a large, stylized "N" and "D".

Norma Diaz
Chief Executive Officer

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

