

Stakeholder Update Webinar

Coordinated Care Initiative

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

MARCH 15, 2018

Cal MediConnect Enrollment

- As of February 1, there are 112,582 people enrolled in Cal MediConnect.
- For a complete and more detailed breakdown of enrollment information by county, you can view the Medi-Cal Managed Care Enrollment Reports on dhcs.org or find the link at calduals.org.
- More extensive enrollment data, including demographic data, will be incorporated into a new quarterly Cal MediConnect dashboard, which we will discuss in more detail next.

Performance Dashboard

The performance dashboards will be updated each quarter and can be viewed on calduals.org.

We are excited to announce that the new dashboard will be released shortly and includes:

- A dashboard summary;
- Enrollment and demographic data;
- Quality withhold measures;
- Performance measures on care coordination;
- Performance measures on behavioral health;
- Performance measures on LTSS; and
- Measures on appeals and grievances.

Fig. 3: Quarter 2 Enrollment by Threshold Language Spoken

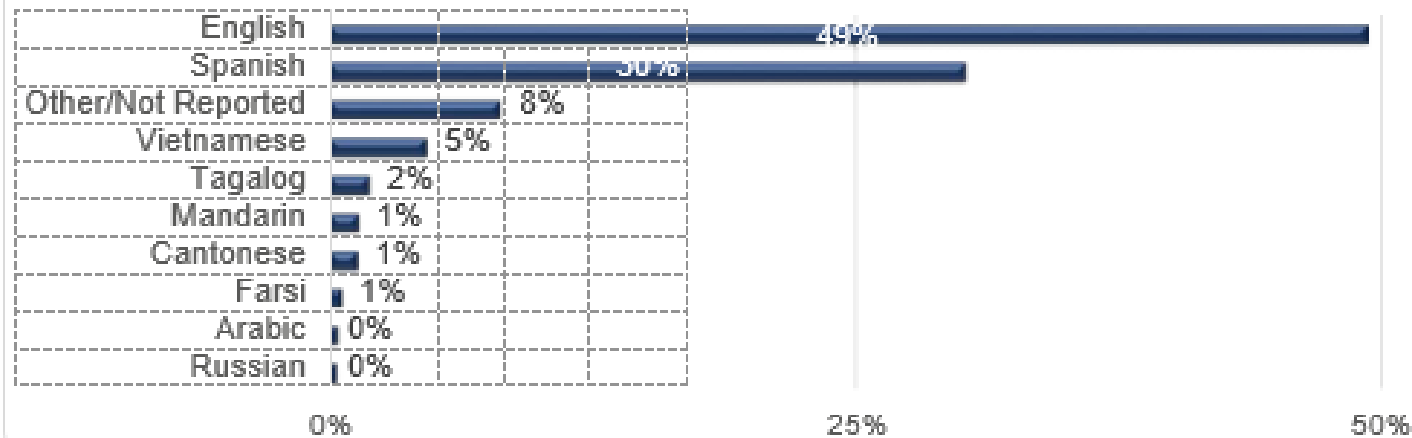


Fig. 4: Quarter 2 Enrollment by Race/Ethnicity

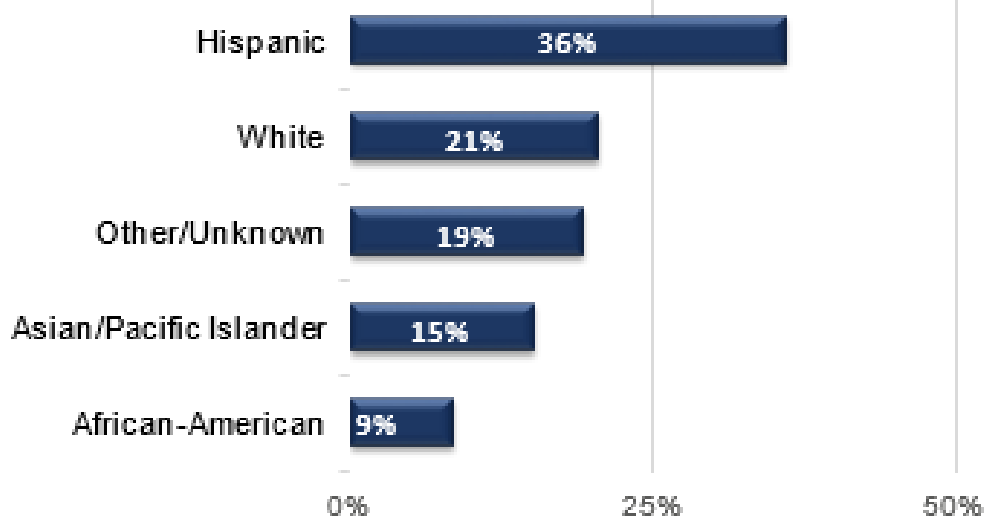
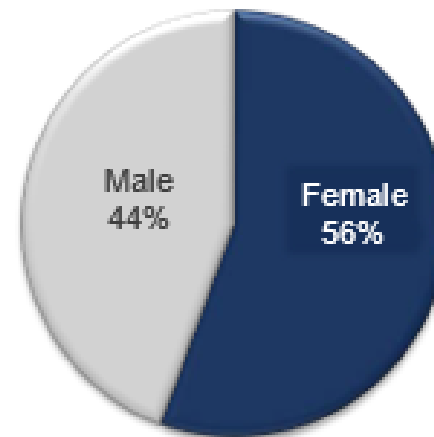


Fig. 5: Quarter 2 Enrollment by Gender



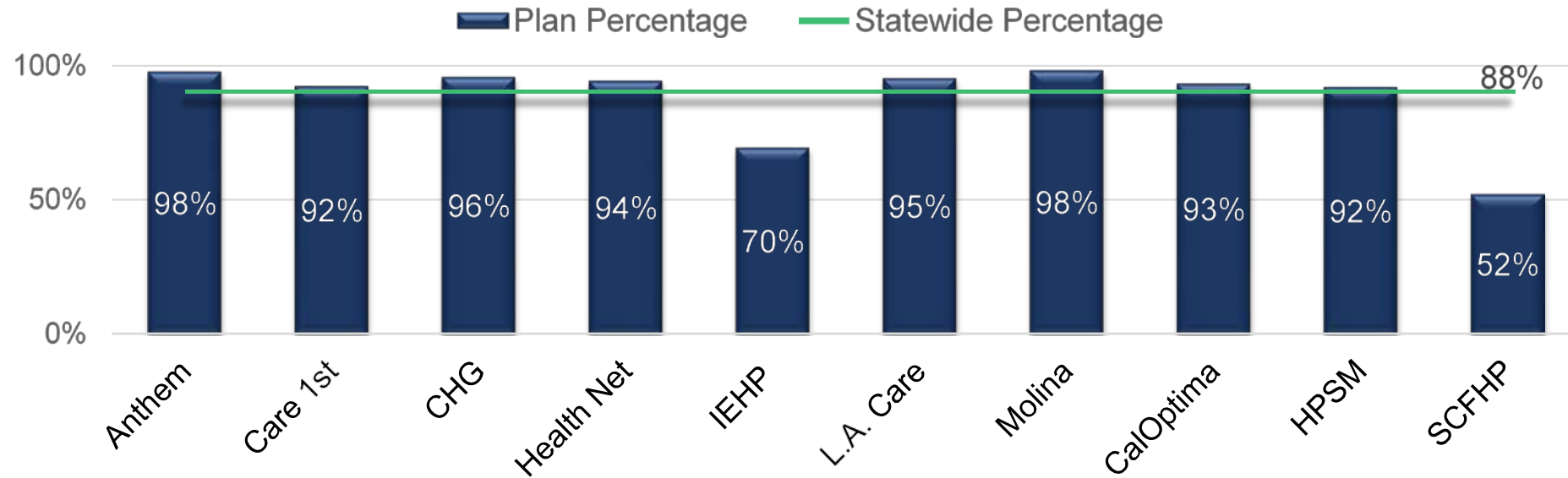
Enrollment & Demographics

Cal MediConnect Figure 6: Quality Withhold Summary Table (CY 2014)					
See metric summary for additional information					
	CW2 Assessments Core 5.3 Benchmark: 100%	CAW1 Assessments Core 1.6 Benchmark: 90%	CAW2 Assessments Core 2.2 Benchmark: 100%	CAW4 – Interaction with Care Team CA 1.12 Benchmark: 90%	CAW5 – Ensuring Physical Access to Building, Services and Equipment CA 3.1 Benchmark: 100%
Plan Name	Met/Not Met				
Anthem	Met	Not Met	Met	Met	Met
Molina	Met	Not Met	Met	Met	Met
Care1st	Met	Met	Met	Met	Met
CHG	Met	Met	Met	Met	Met
Health Net	Met	Not Met	Met	Not Met	Met
HPSM	Met	Met	Met	Met	Met
L.A. Care	Met	Not Met	Met	Not Met	Met
IEHP	Met	Met	Not Met	Not Met	Met

	CW1 Assessments Core 2.1 Benchmark: 90%	Number of Measures Met	Number of Measures Not Met	Percentage of Measures Met	Percentage of Withhold Received
Plan Name	Benchmark: 90%	Total			
Anthem	Not Met	4	2	67%	75%
Molina	Not Met	4	2	67%	75%
Care1st	Not Met	5	1	83%	100%
CHG	Not Met	5	1	83%	100%
Health Net	Met	4	2	67%	75%
HPSM	Not Met	5	1	83%	100%
L.A. Care	Met	4	2	67%	75%
IEHP	Met	4	2	67%	75%
California Averages		4.4	1.63	73%	84%

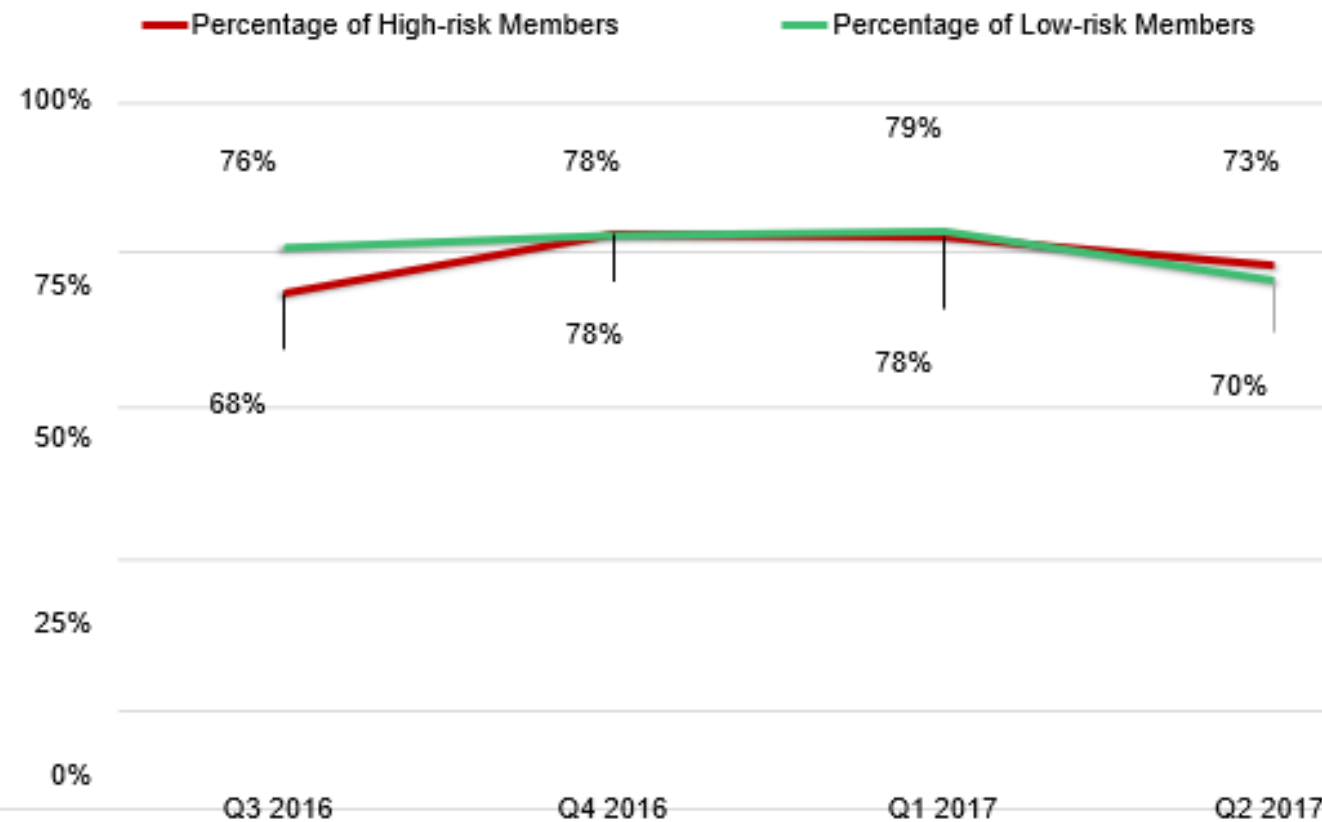
Quality Withhold Summary

Fig. 7: 12-Month Rolling Percentage of Members Willing to Participate and who the MMP was able to Locate with an Assessment Completed Within 90 Days of Enrollment

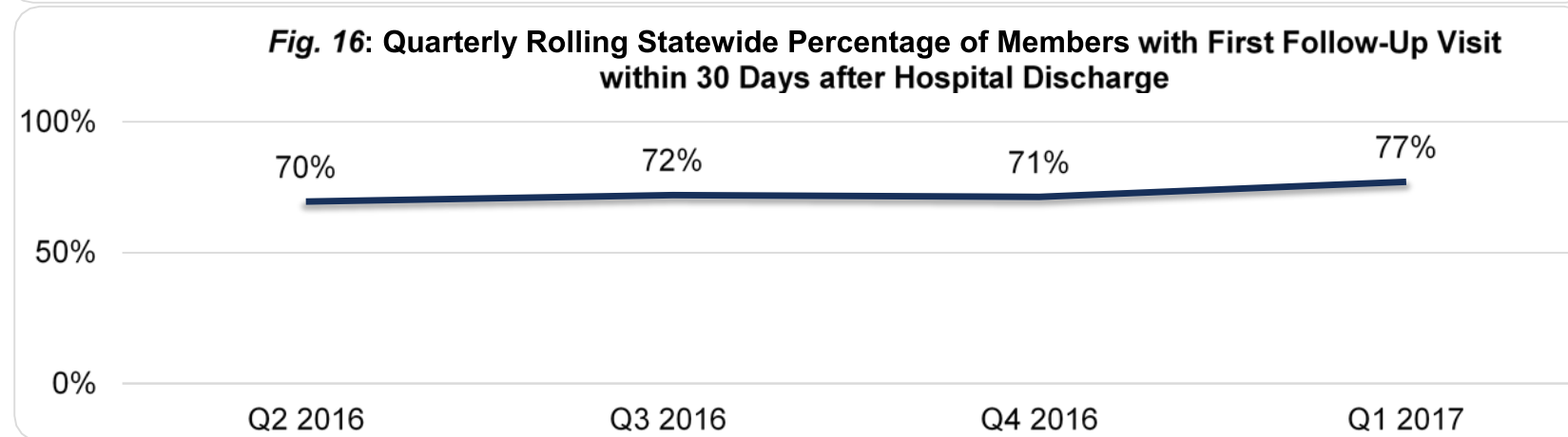
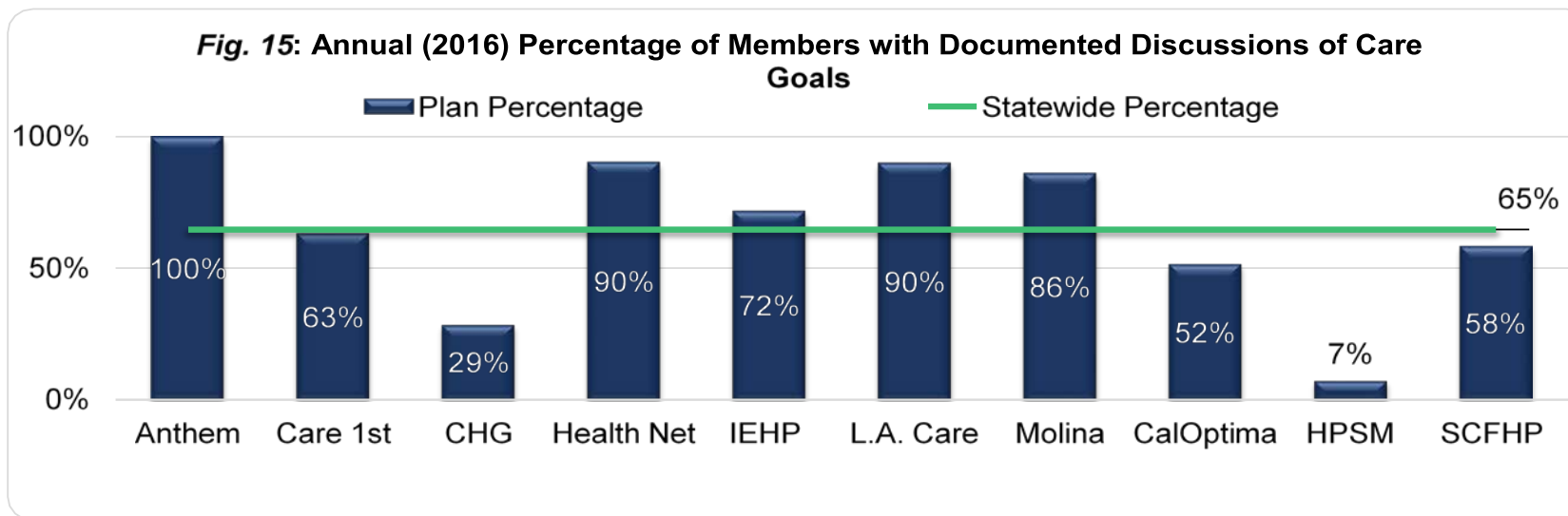


Care Coordination

Fig. 11: Quarterly Rolling Statewide Percentage of High-risk & Low-risk Members with an Individualized Care Plan (ICP) within 30 Working Days after the Completion of the Initial Health Risk Assessment (HRA)

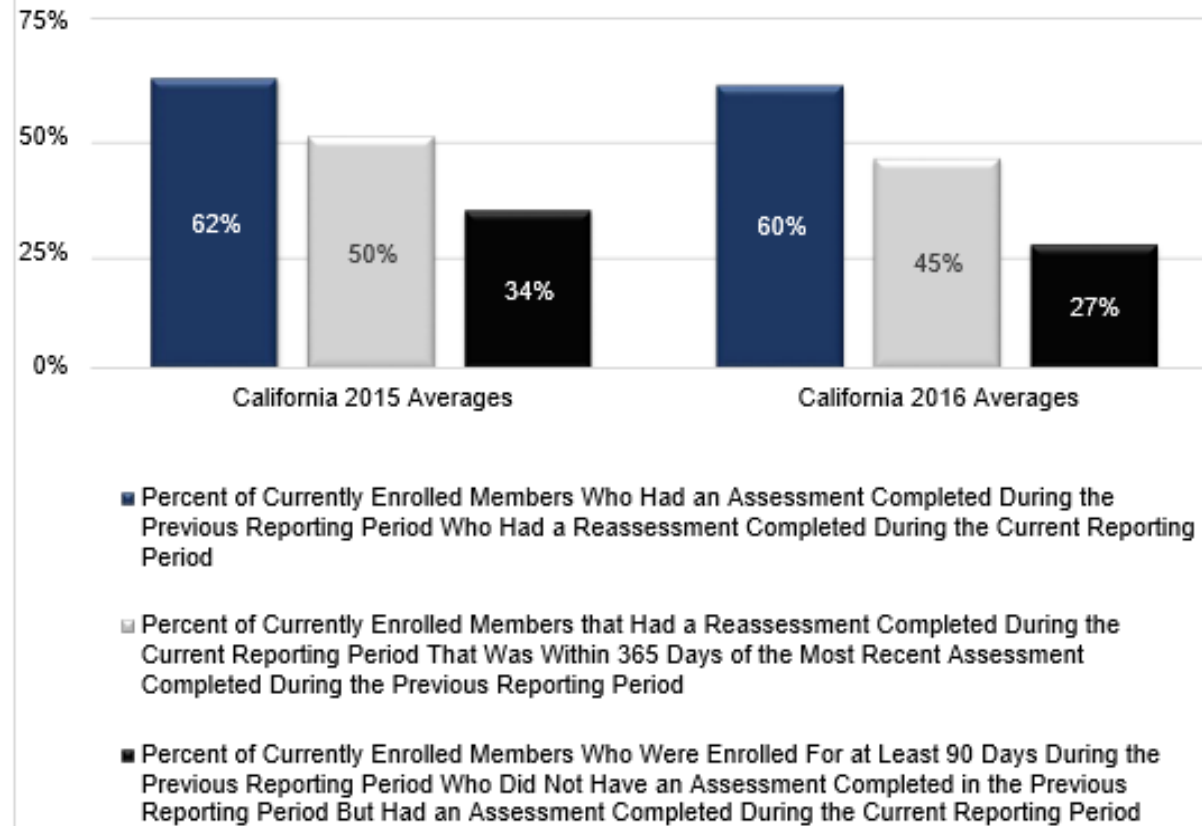


Care Coordination

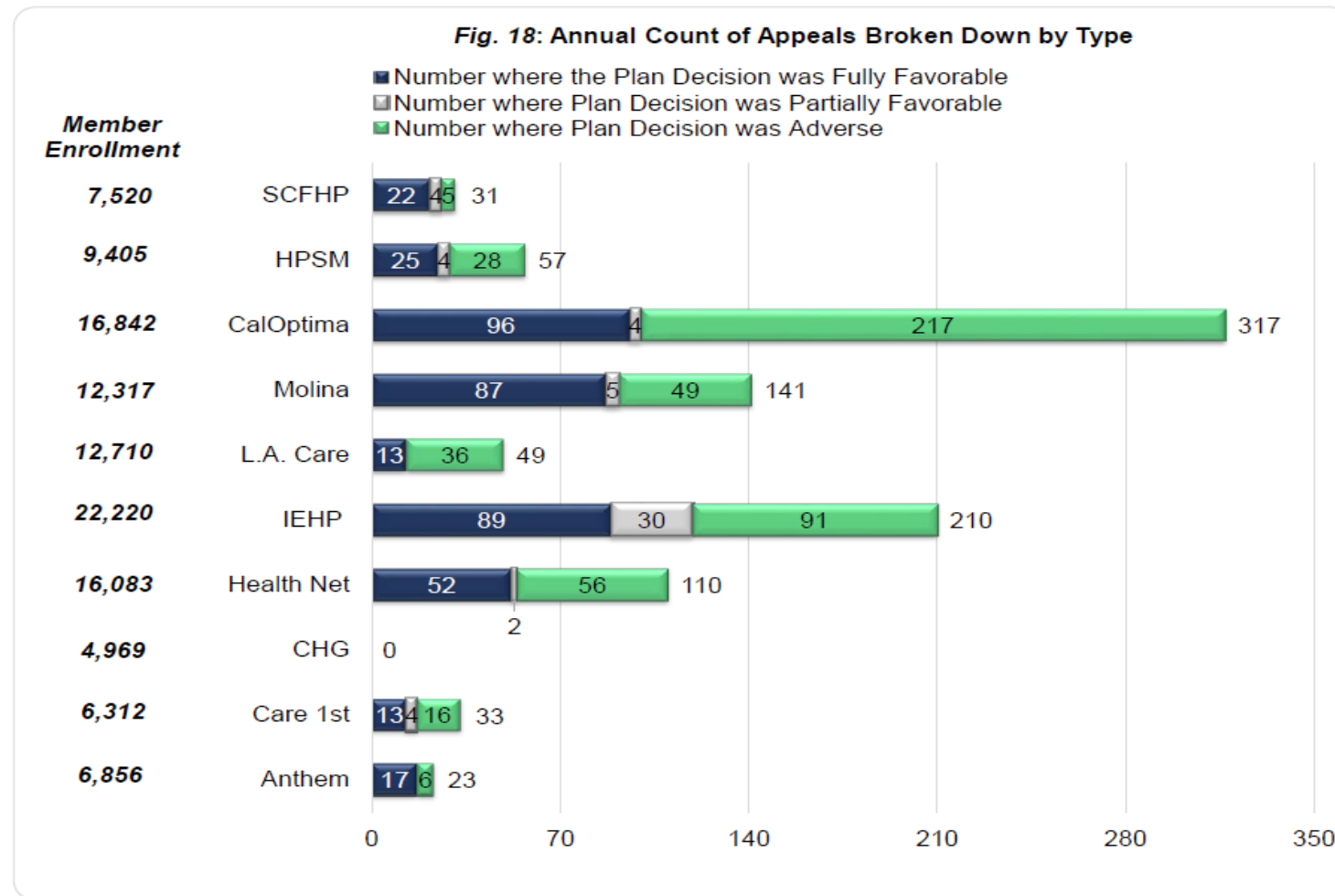


Care Coordination

Fig. 17: Annual Average Percentage of HRA Reassessments

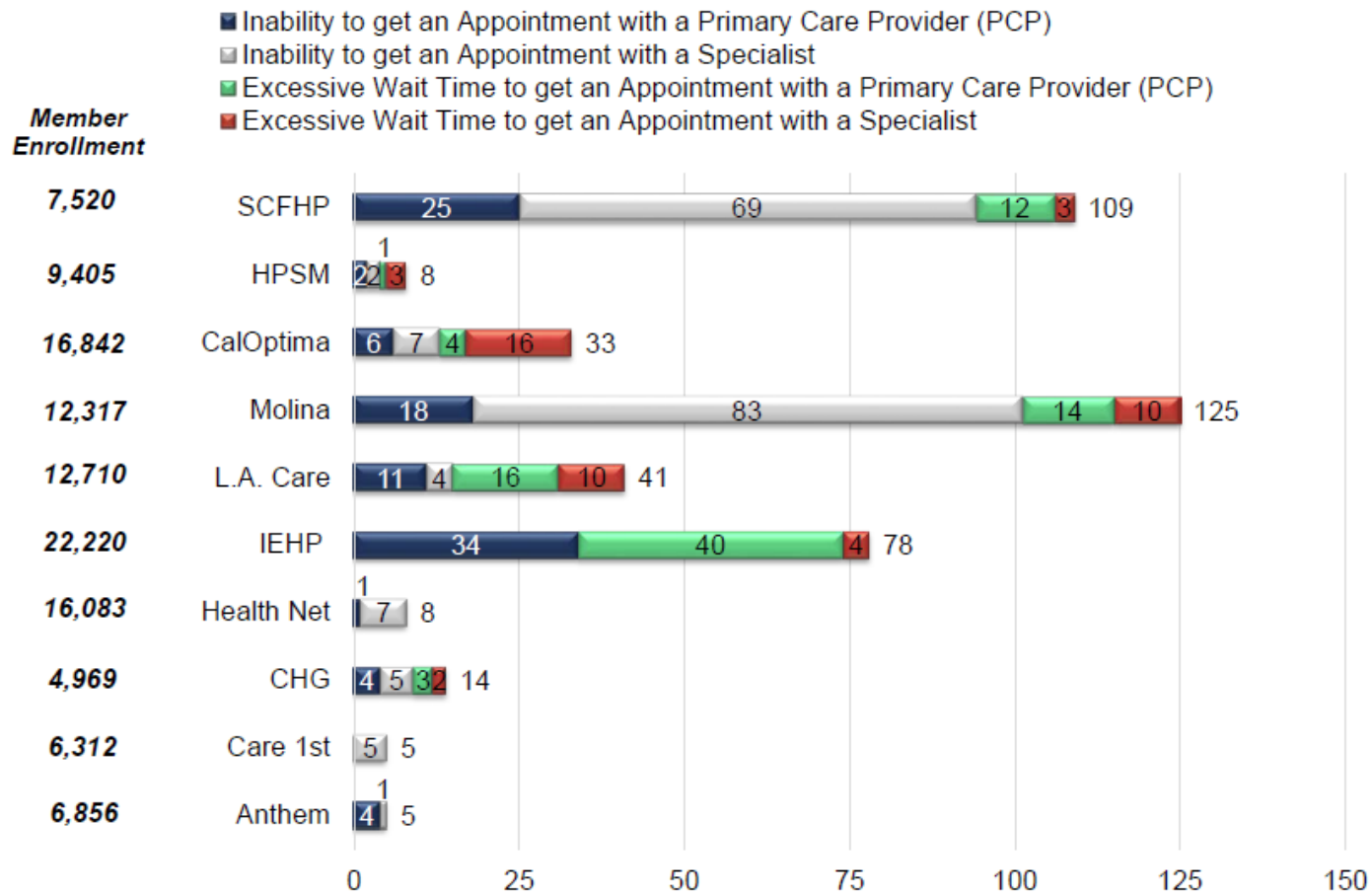


Care Coordination



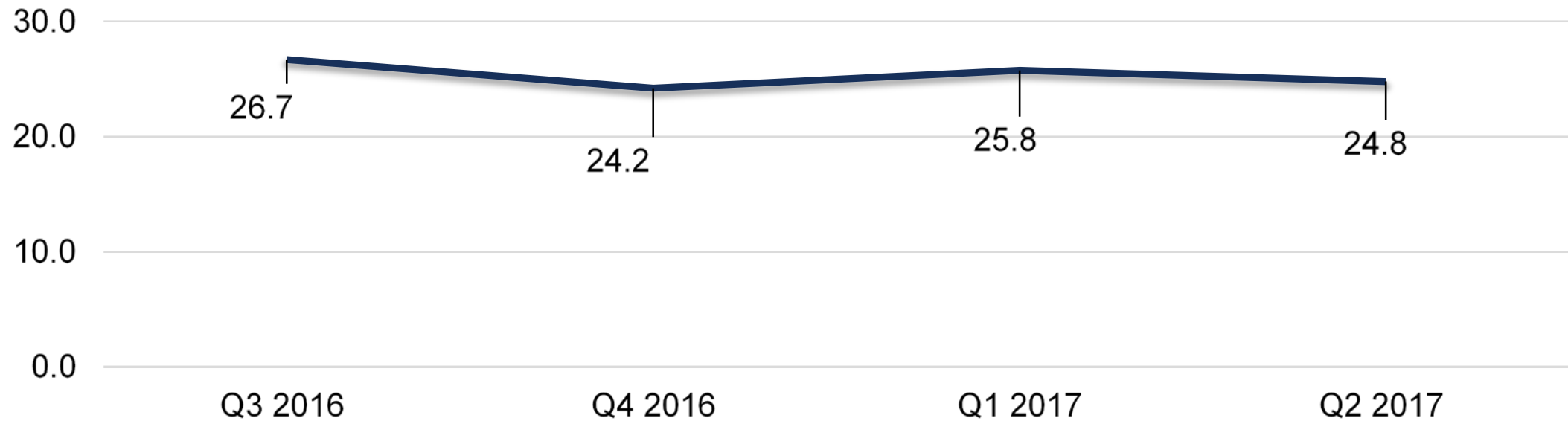
Grievances & Appeals

Fig. 19: Annual Count of Grievances Broken Down by Type, besides "Other"

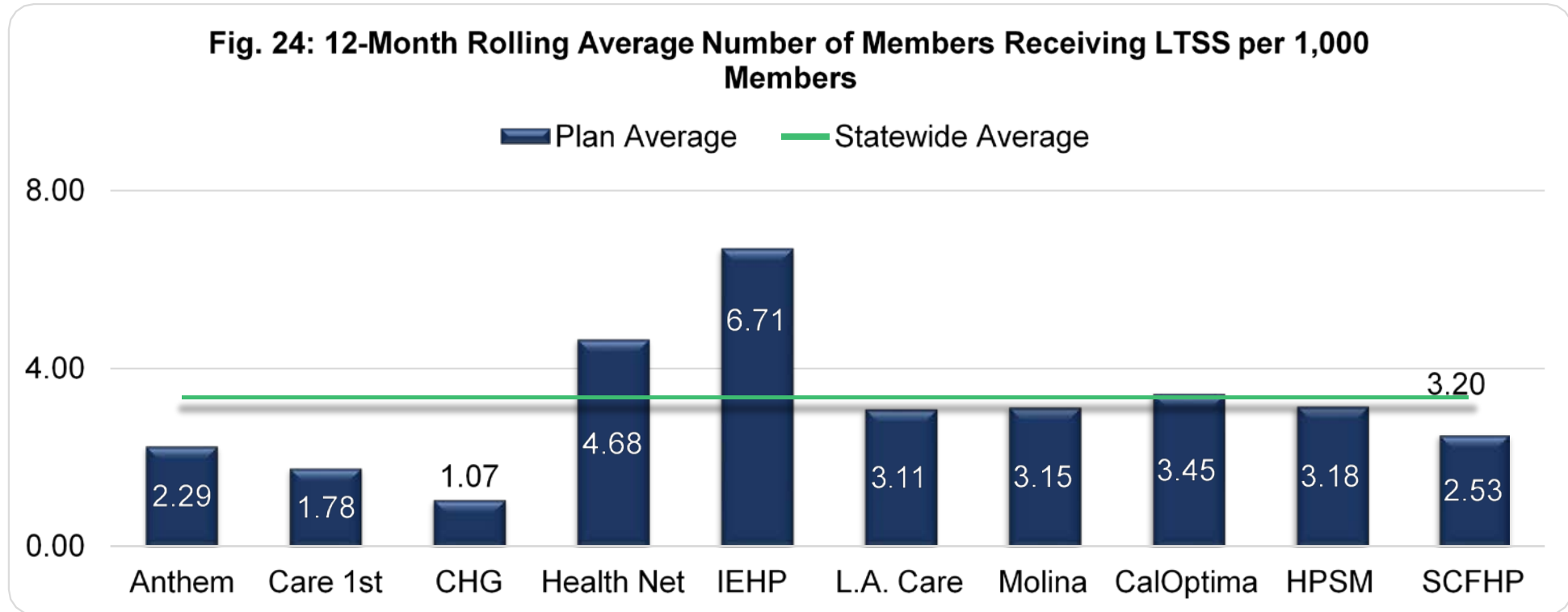


Grievances & Appeals

Fig. 22: Quarterly Rolling Statewide Average Count of Emergency Room Behavioral Health Services Utilization

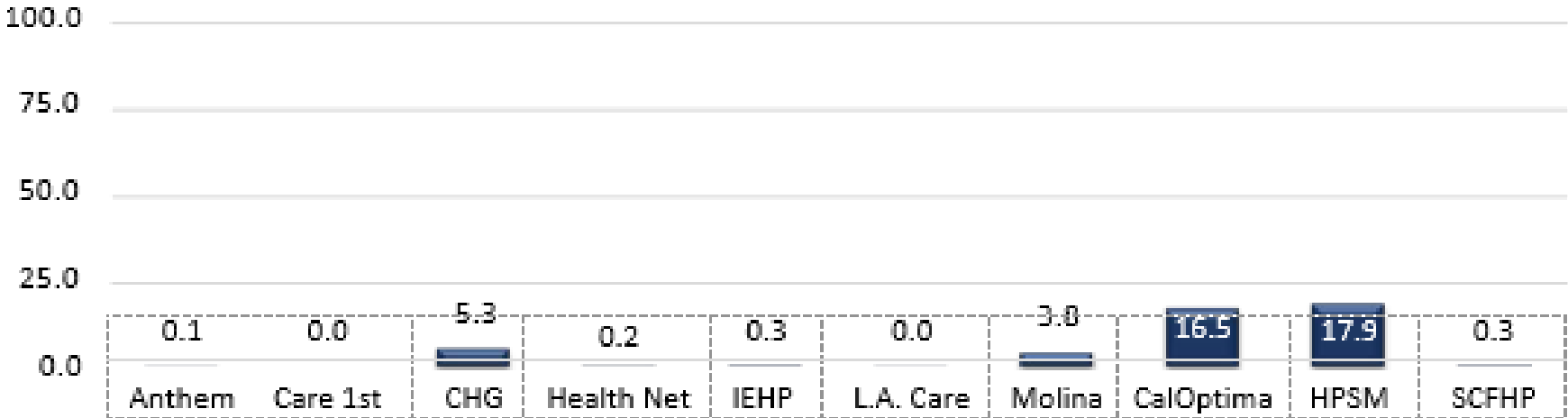


Behavioral Health Services



Long-Term Services & Supports

Fig. 26: 12-Month Rolling Count of Critical Incident and Abuse Reports for Members Receiving LTSS per 100 Members



Long-Term Services & Supports

MSSP Transition Plan

Multipurpose Senior
Services Program
(MSSP) will become a
plan benefit in January
2020.

- Monthly MSSP Plan and site transition calls continue.
- Additionally, we have convened a workgroup composed of DHCS, CDA, Cal MediConnect plans, and MSSP sites/providers to develop a Model of Care that will be used to inform the MSSP transition.
- The group is currently actively working on issues around eligibility procedures and streamlining member assessments.

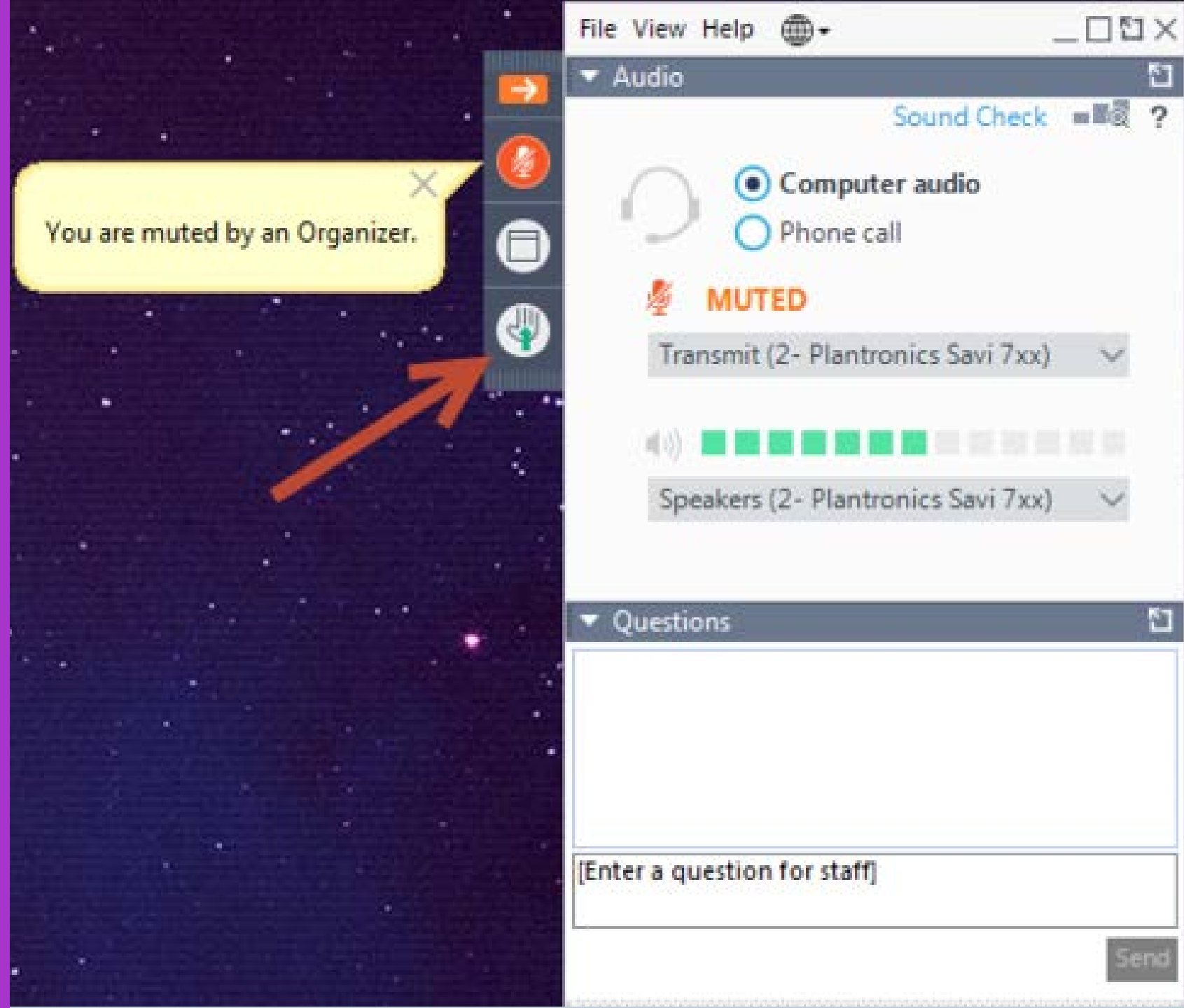
Transportation

Beneficiaries will now have access to non-medical transportation rides beyond the 30 rides originally covered.

- We are also working on new duals plan letter reflecting the new transportation benefits under Cal MediConnect.
- A draft of this duals plan letter was sent out for stakeholder comment in January.
- The final DPL will be posted on CalDuals.org once released.

Q&A

If you have a question,
please click on the “raise
hand” icon.



Resources and Contact Information

For more information on the CCI – including enrollment, quality data, and toolkits – visit www.calduals.org.

You can send any questions or comments to info@CalDuals.org.

As a reminder, the Stakeholder updates will take place quarterly. The next one will be this summer and details will be posted on CalDuals.org when finalized.