

Stakeholder Update Webinar

Coordinated Care Initiative

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

SEPTEMBER 20, 2018

Program Updates

Agent/Broker Enrollment Pilot

- Readiness Review for Plans and Agent/Brokers
 - Comply with existing Medicare/CA-demonstration specific marketing rules guidelines
 - Ensure agent/brokers are trained to work with dual eligibles, including:
 - Determine if someone is a full-benefit dual eligible and, specifically, Cal MediConnect eligible
 - Explain the benefits of Cal MediConnect, as well as how to navigate a health plan network
 - Educate members about the value of enrolling in an integrated product such as CMC, PACE, or FIDE-SNP
 - Cultural competency and working with limited English proficiency beneficiaries
- Data and Reporting
 - Number of beneficiaries enrolled
 - The beneficiary's legacy Medicare/Medi-Cal coverage
 - Agent/broker terminations

Performance Dashboard

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

The Performance Dashboard includes:

- Dashboard summary
- Enrollment and demographic data
- Quality withhold measures
- Performance measures on care coordination
- Performance measures on behavioral health
- Performance measures on LTSS
- Measures on appeals and grievances

Cal MediConnect Enrollment and Demographics Figure 3 - 6: Breakdowns of Dual Populations (As of 12/1/2017)

See metric summary for additional information

Fig. 3: Quarter 4 Enrollment by Race/Ethnicity

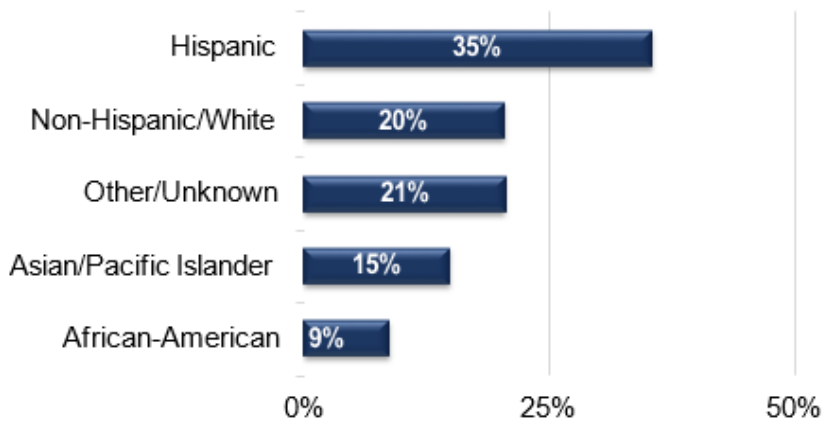


Fig. 4: Quarter 4 Enrollment by Age

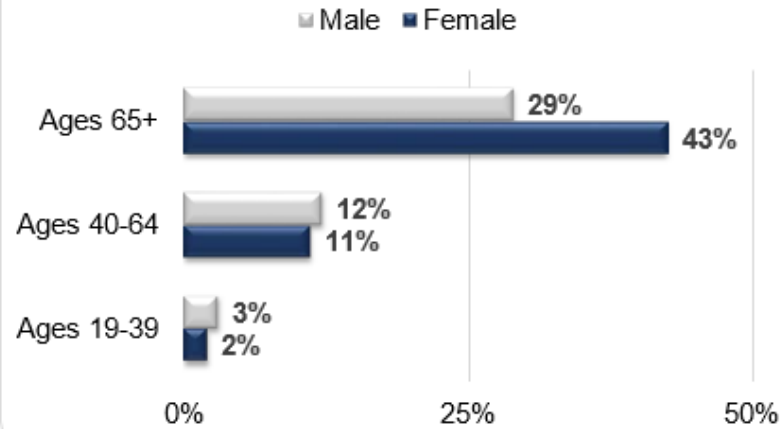


Fig. 5: Quarter 4 Enrollment by Threshold Language Spoken

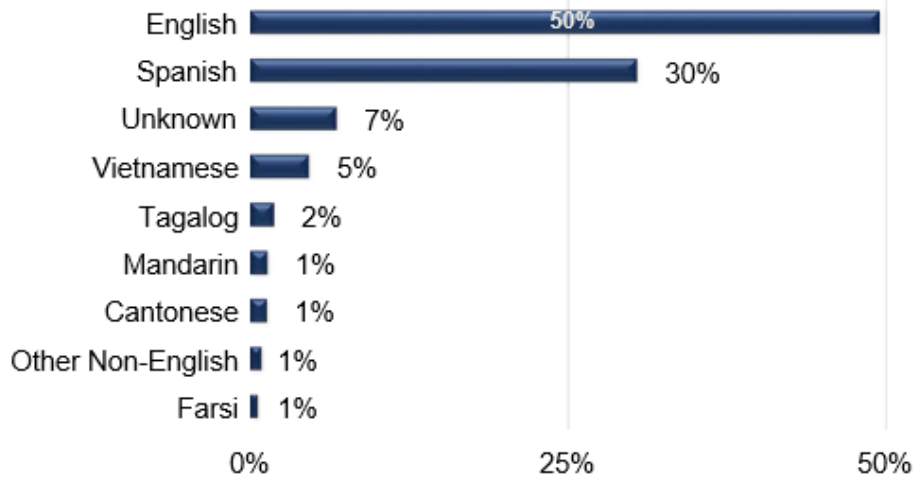
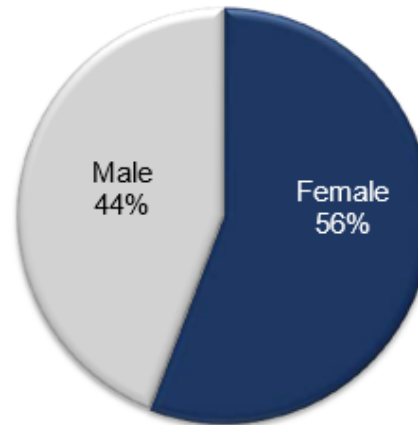


Fig. 6: Quarter 4 Enrollment by Gender



Enrollment & Demographics

Long Term Services & Supports (LTSS) Figure 24 & 25: Utilization of Members Receiving LTSS per 1,000 Members (01/2017-12/2017) See metric summary for additional information

Fig. 24: Quarterly Rolling Statewide Average of Members Receiving LTSS per 1,000 Members

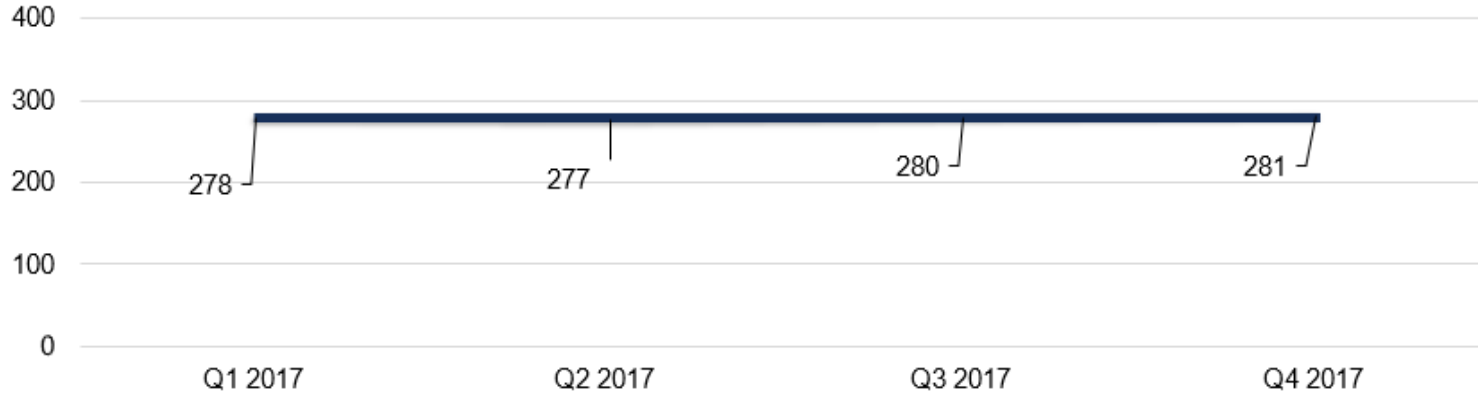
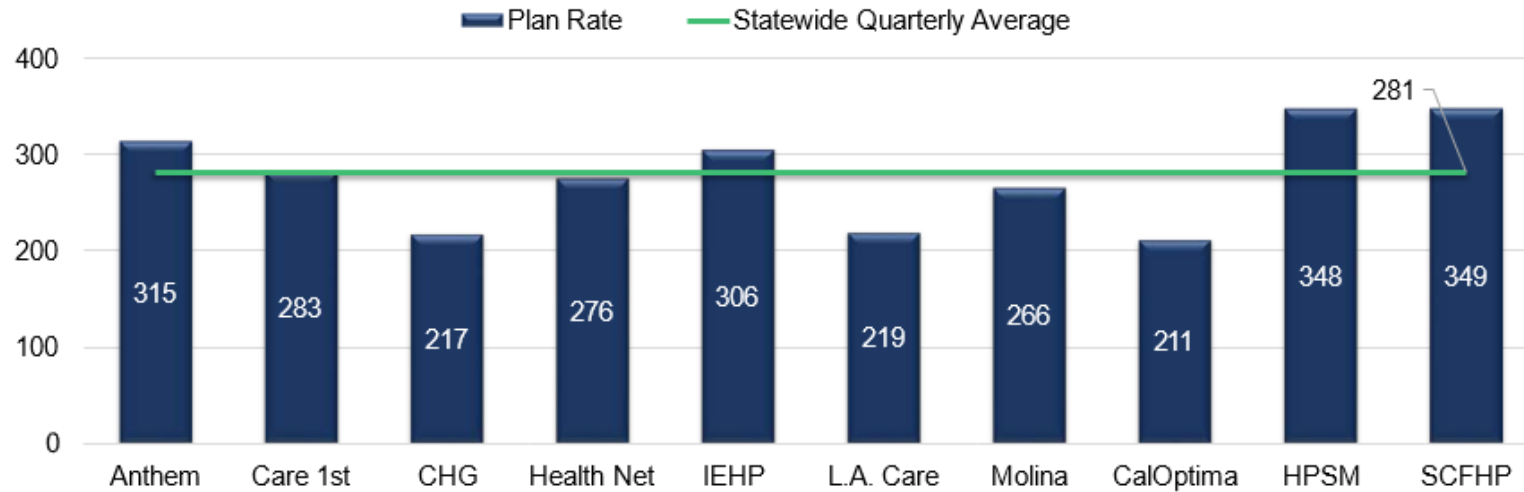


Fig. 25: Count of Members Receiving LTSS per 1,000 members for Quarter 4 of 2017



LTSS

Long Term Services & Supports (LTSS) Figure 26 & 27: Count of IHSS per 1,000 Members (01/2017-12/2017) See metric summary for additional information

Fig. 26: Quarterly Rolling Statewide Average of Members Receiving IHSS per 1,000 Members

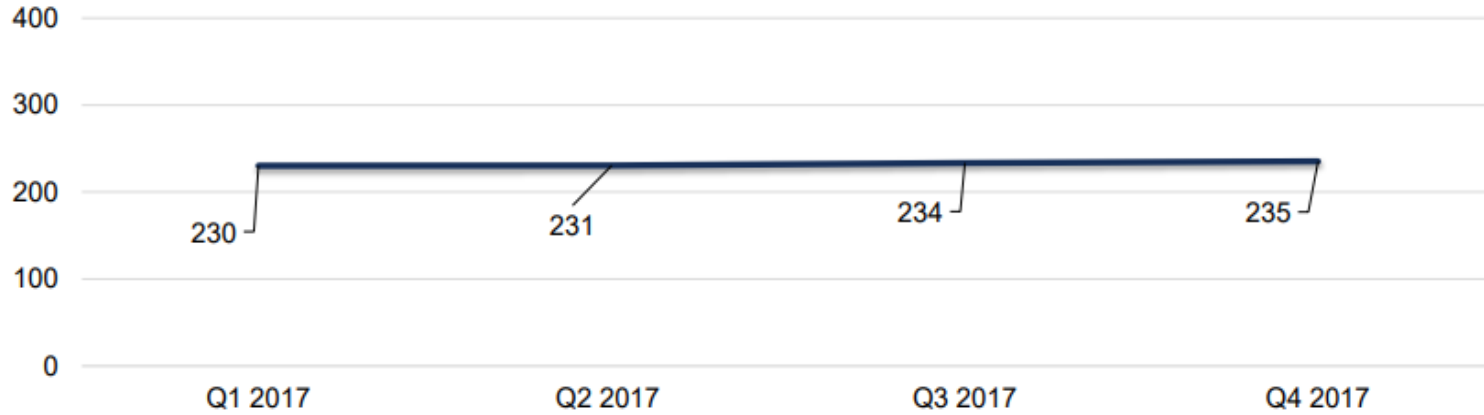
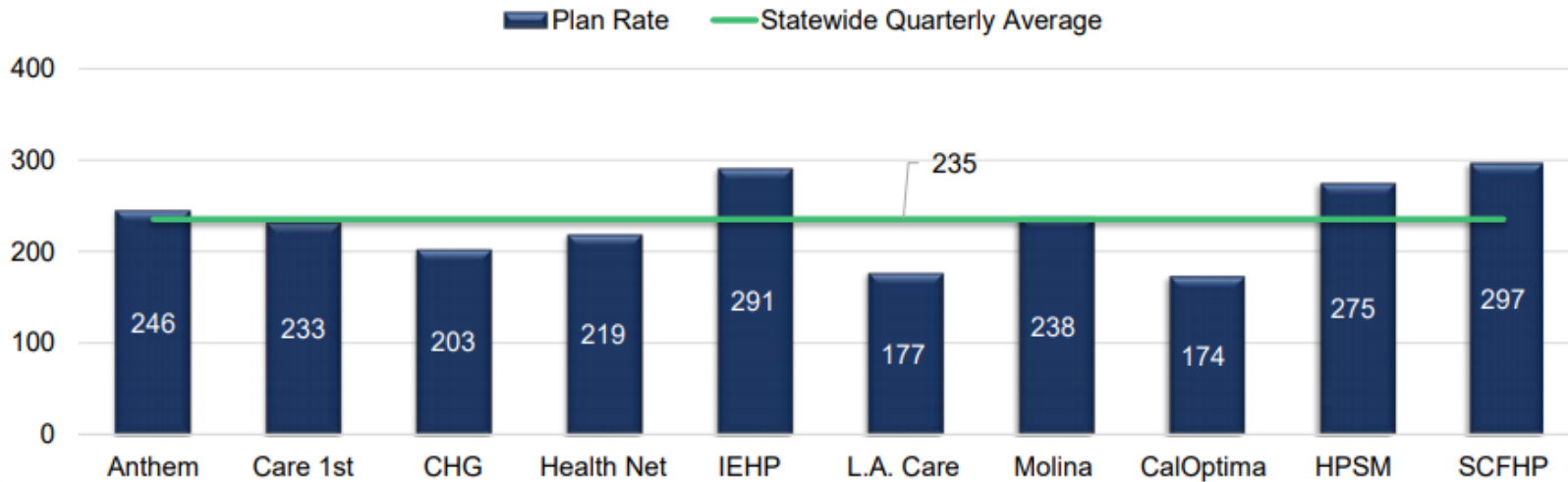


Fig. 27: Count of Members receiving IHSS per 1,000 members for Quarter 4 of 2017



IHSS

Long Term Services & Supports (LTSS) Figure 28 & 29: Count of CBAS per 1,000 Members
(01/2017-12/2017) See metric summary for additional information

Fig. 28: Quarterly Rolling Statewide Average of Members Receiving CBAS per 1,000 Members

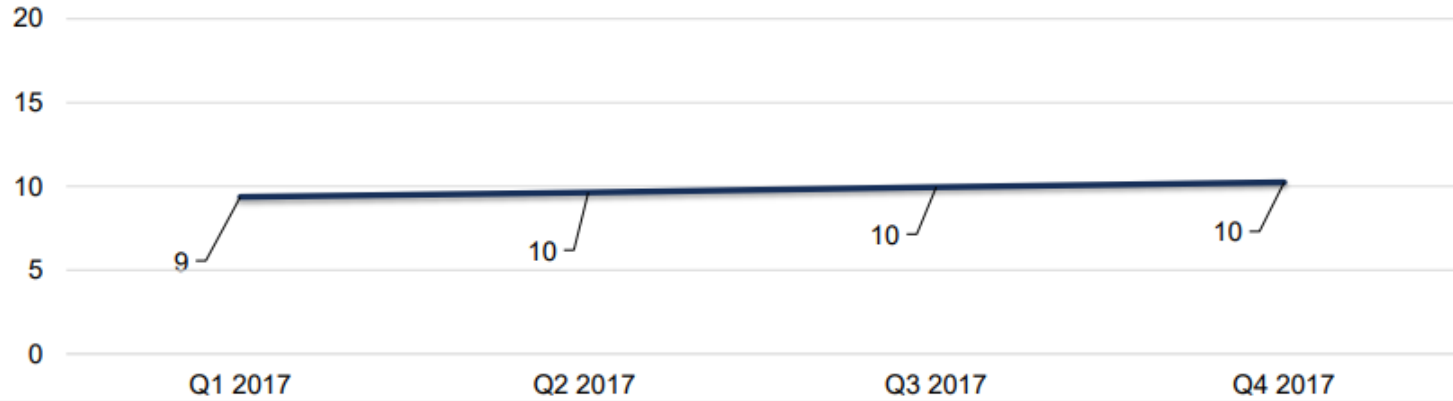
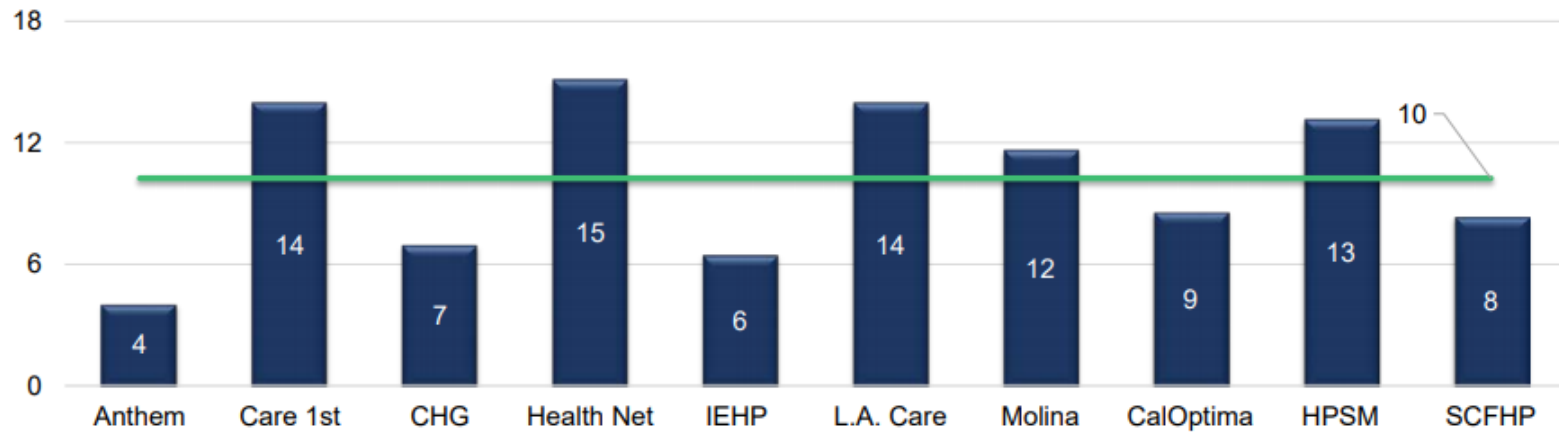


Fig. 29: Count of Members receiving CBAS per 1,000 members for Quarter 4 of 2017

■ Plan Rate — Statewide Quarterly Average



CBAS

Long Term Services & Supports (LTSS) Figure 30 & 31: Count of MSSP per 1,000 Members (01/2017-12/2017) See metric summary for additional information

Fig. 30: Quarterly Rolling Statewide Average of Members Receiving MSSP per 1,000 Members

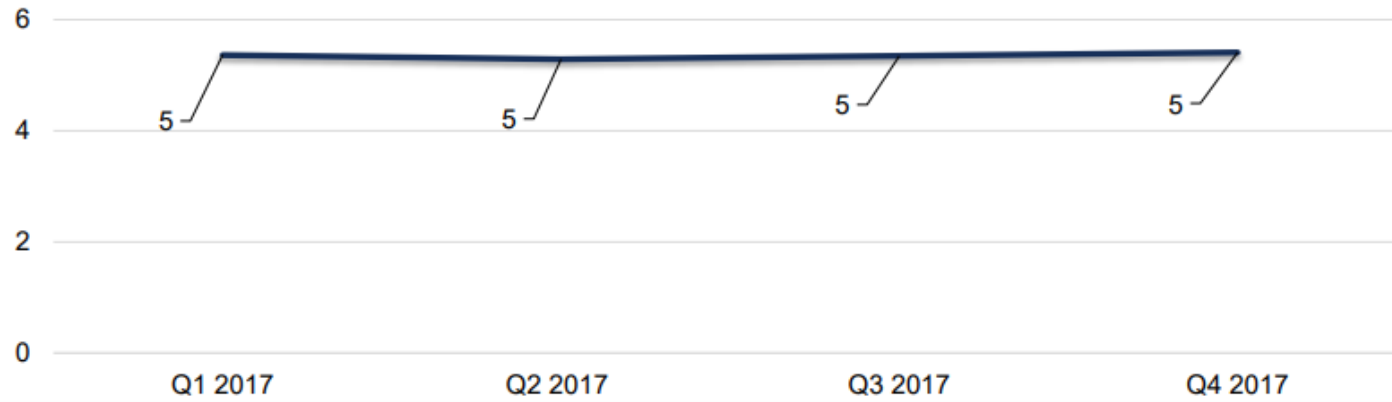
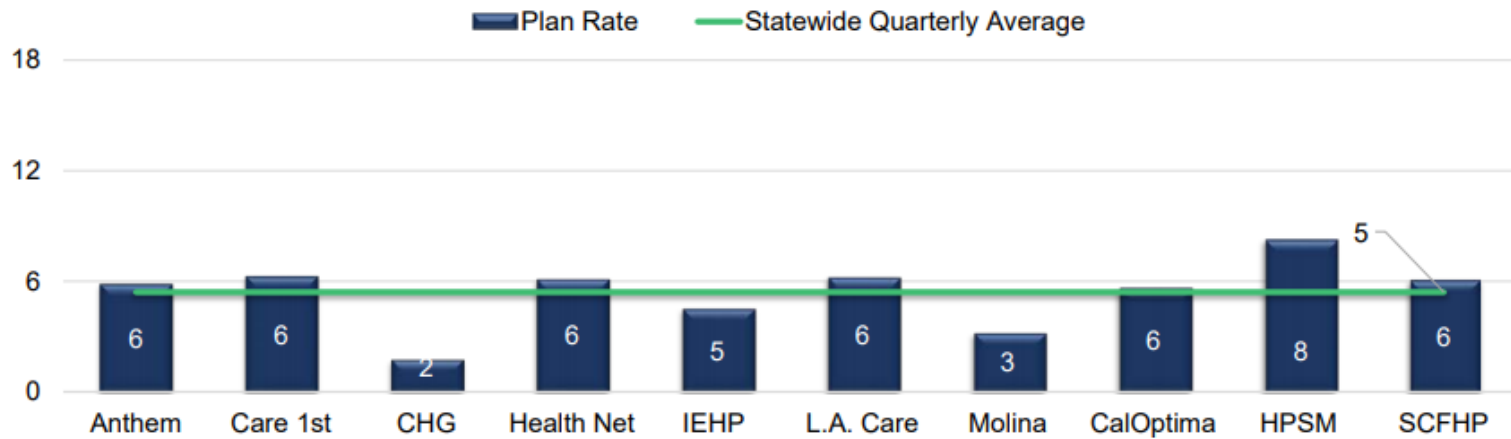


Fig. 31: Count of Members receiving MSSP per 1,000 members for Quarter 4 of 2017



MSSP

Long Term Services & Supports (LTSS) Figure 32 & 33: Count of NF per 1,000 Members (01/2017-12/2017) See metric summary for additional information

Fig. 32: Quarterly Rolling Statewide Average of Members Receiving NF per 1,000 Members

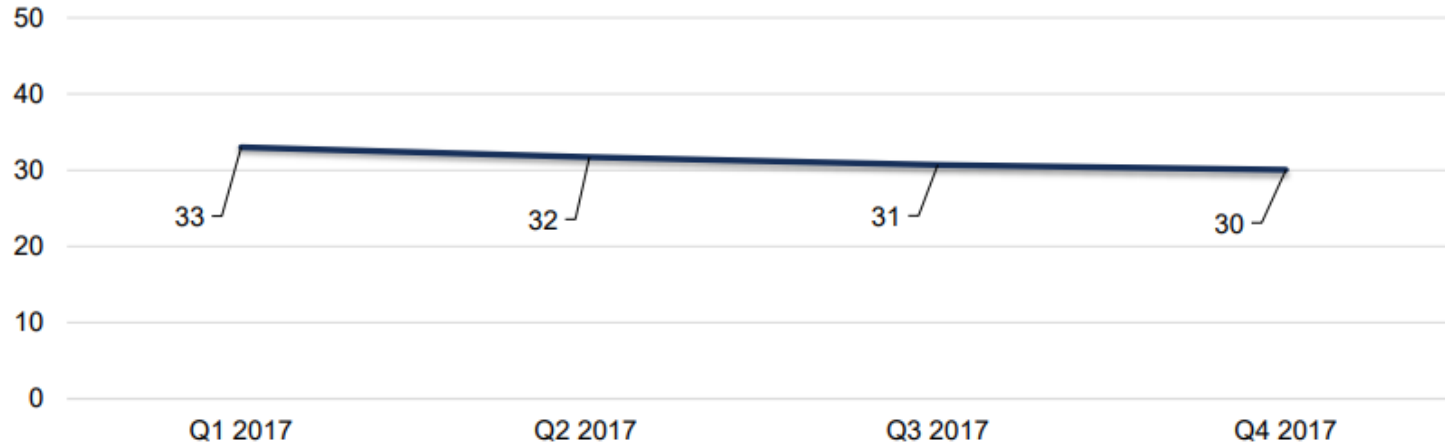
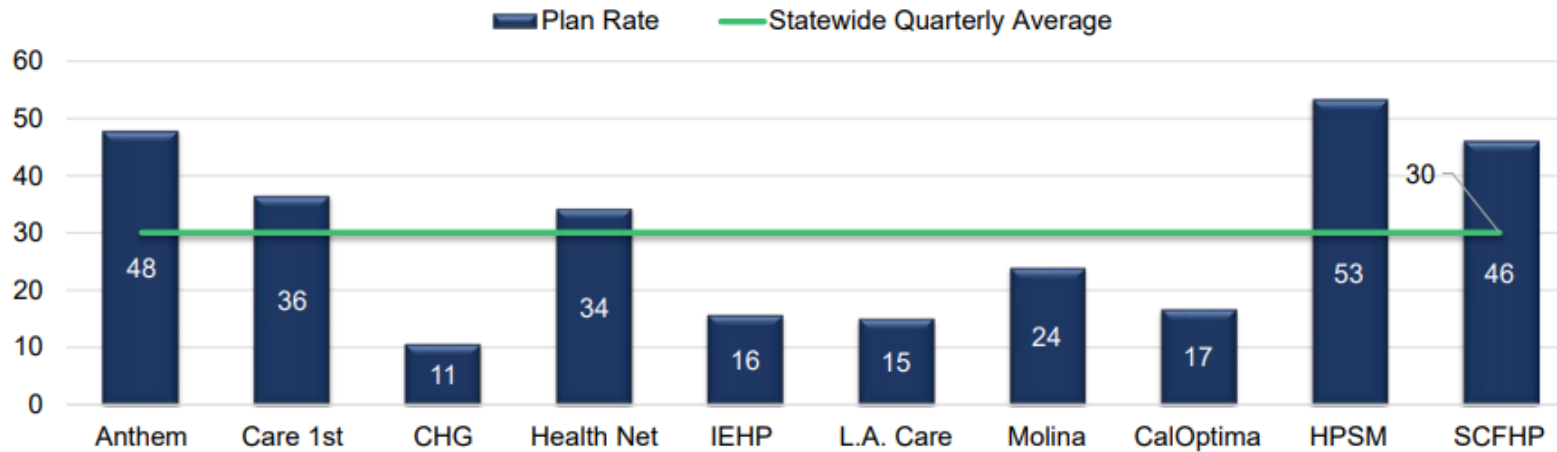


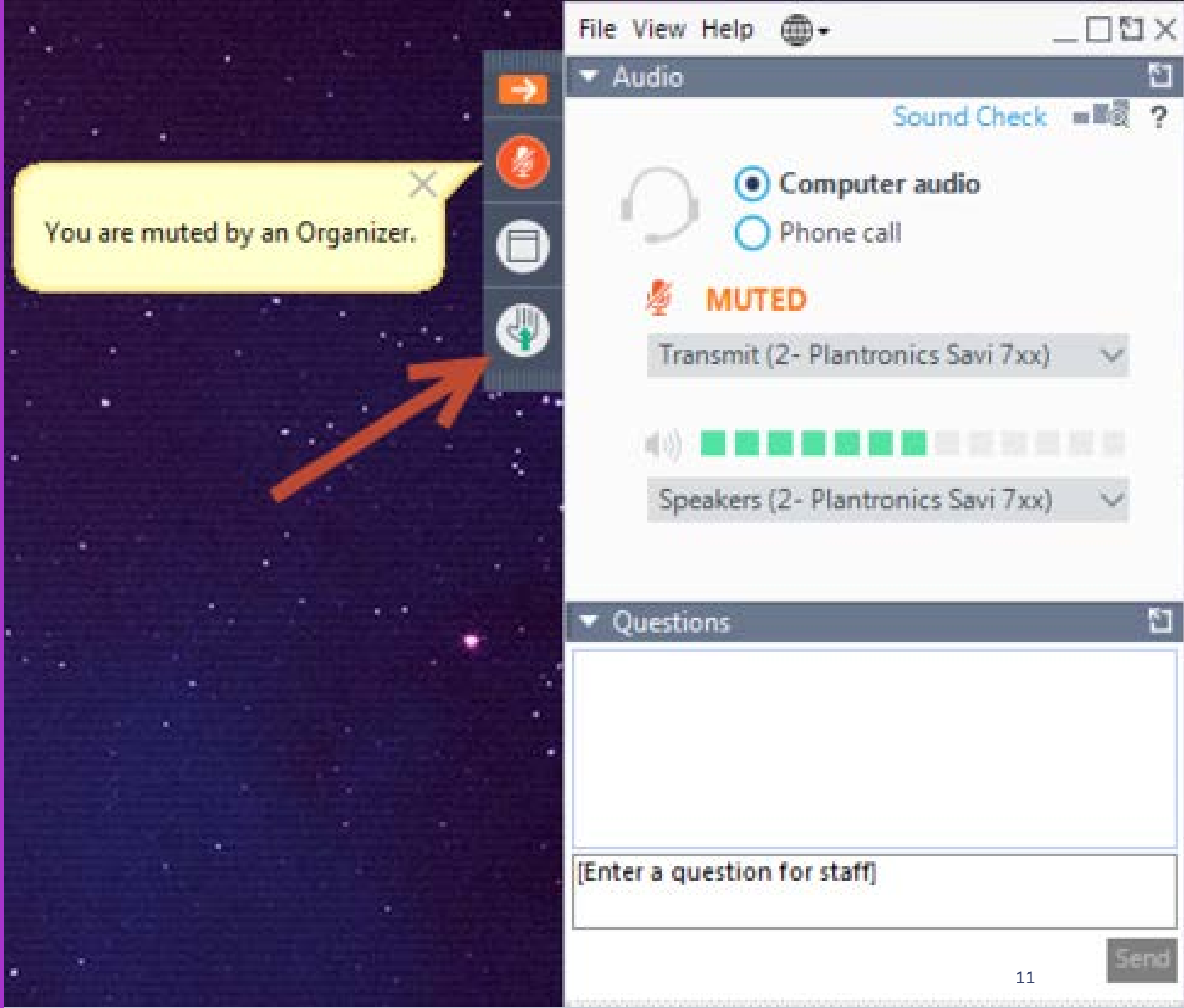
Fig. 33: Count of Members receiving NF for Quarter 4 of 2017 per 1,000 Members



NF

Q & A

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



The screenshot shows a Zoom meeting interface. A yellow notification bubble in the top left corner reads "You are muted by an Organizer." with a close button (X). The bottom toolbar contains several icons: a right arrow, a microphone, a document, and a hand with a green dot (the "raise hand" icon). An orange arrow points to the "raise hand" icon. The right side of the screen shows the "Audio" settings panel, which includes "Sound Check", "Computer audio" (selected), "Phone call", a "MUTED" status, and a dropdown menu for "Transmit (2- Plantronics Savi 7xx)". Below the audio settings is a volume slider and another dropdown menu for "Speakers (2- Plantronics Savi 7xx)". At the bottom, there is a "Questions" panel with a text input field containing "[Enter a question for staff]" and a "Send" button.

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 take place quarterly. The next one will be this fall and details will be posted on CalDuals.org when confirmed.