



# CALIFORNIA'S COORDINATED CARE INITIATIVE

COORDINATOR NAME

OUTREACH COORDINATOR

HARBAGE CONSULTING

DATE

# TODAY'S PRESENTATION

- Why coordinated care?
- An overview of Cal MediConnect
  - Plan benefits
  - Care coordination
  - Billing
  - Continuity of care
- An overview of Medi-Cal managed care plans
  - Plan benefits
  - Authorizations
  - Billing and payments
- An overview of PACE
- Resources for you and your patients

## THE NEED FOR COORDINATED CARE (1 OF 2)

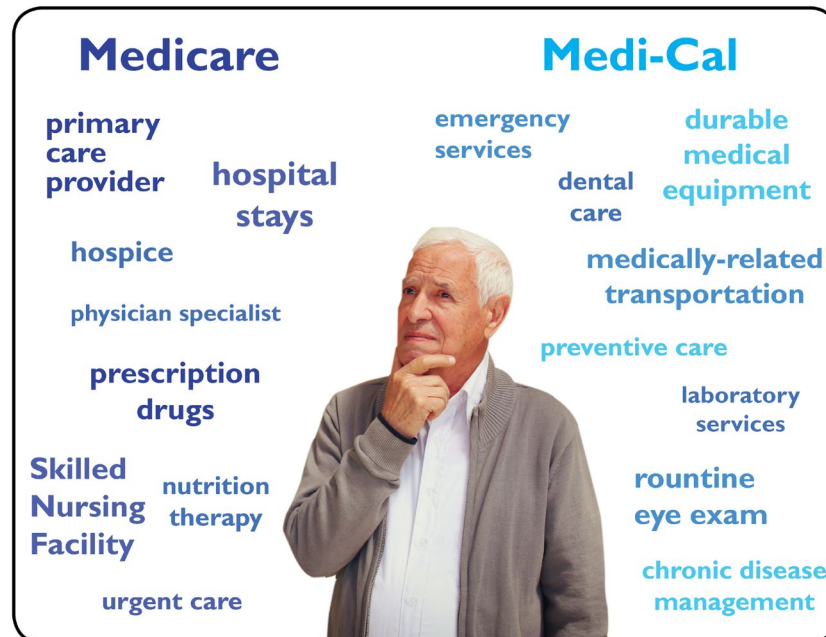
As a provider, you know that:

- Patients who are dually eligible for Medicare and Medi-Cal tend to have more chronic health conditions and need extra support, such as:
  - ◆ Transportation;
  - ◆ In-home care and community support;
  - ◆ Help coordinating appointments, prescriptions, providers, etc.
- Dual eligible patients have the burden of successfully navigating their care. Often times, this burden is passed on to you or your staff.

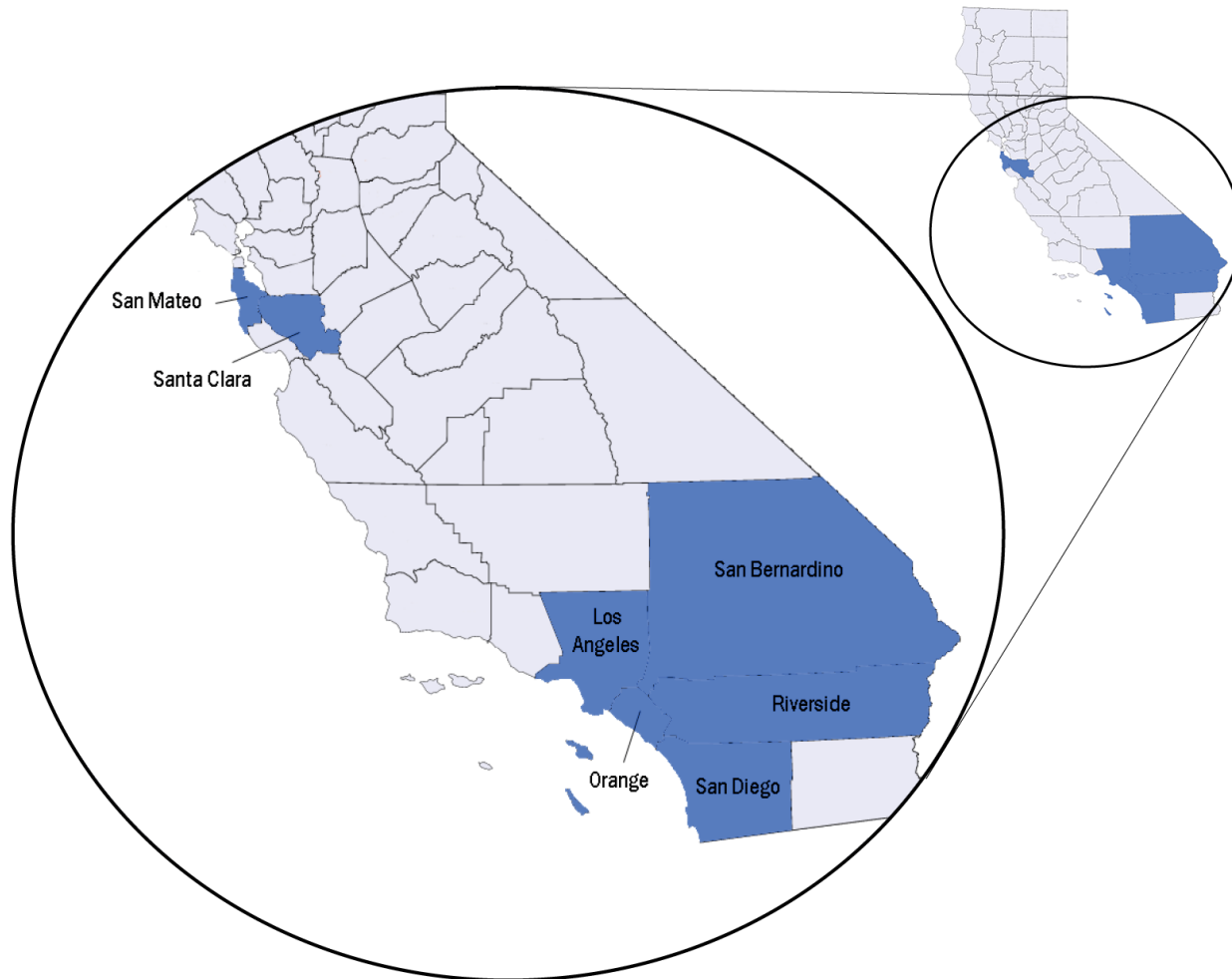
# THE NEED FOR COORDINATED CARE (2 OF 2)

The two systems of coverage – Medicare and Medi-Cal – don't work well together.

- Patients are caught between these two siloed programs.
- Duals may be eligible for services they aren't accessing.
- You can get help connecting patients to these services.



# ABOUT THE COORDINATED CARE INITIATIVE (CCI)



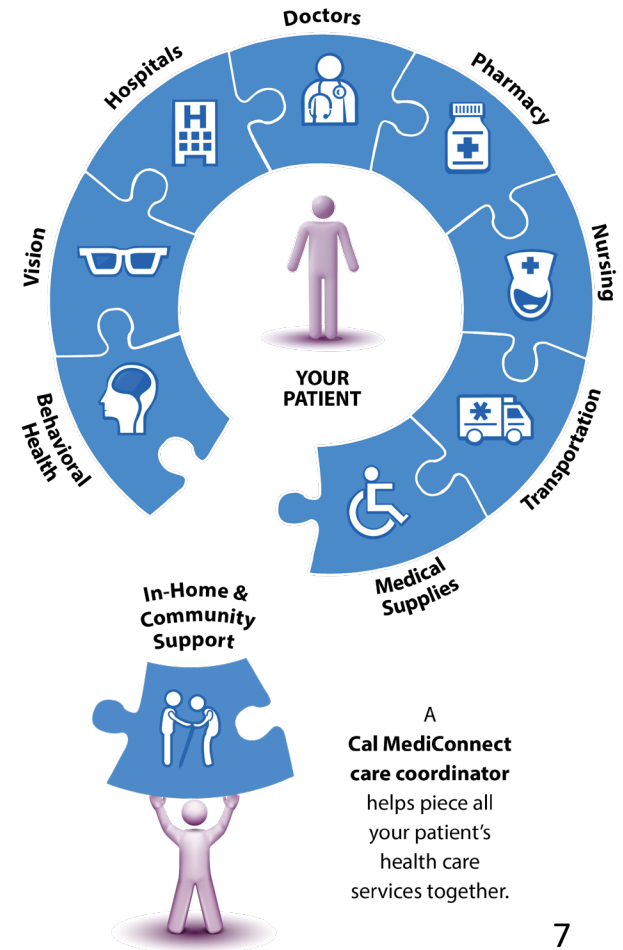


# *Cal*MediConnect

ALL MEDICARE AND MEDI-CAL BENEFITS IN ONE HEALTH PLAN

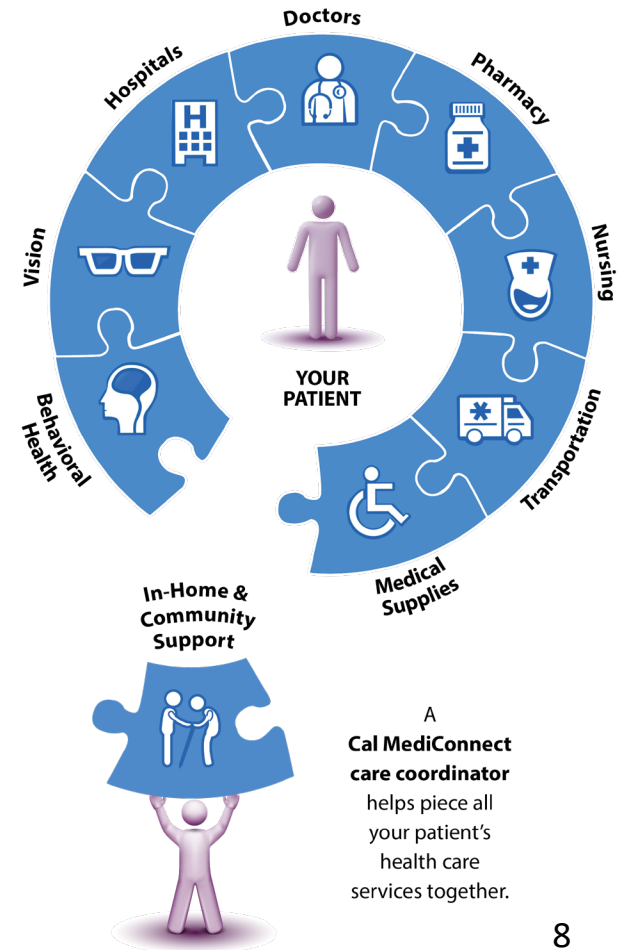
# CAL MEDICONNECT (1 OF 2)

- Cal MediConnect (CMC) health plans are another option for dual eligible beneficiaries.
- All Medicare and Medi-Cal benefits are covered under a single health plan.
- The Cal MediConnect health plan is accountable for ensuring the beneficiary's health needs are met and coordinated along the full spectrum of care.



# CAL MEDICONNECT (2 OF 2)

- Cal MediConnect health plans offer extra benefits such as vision and care coordination.
- Cal MediConnect health plans are like Medicare Advantage plans, with Medi-Cal wraparound benefits, Long-Term Services and Supports, and prescription drug benefits covered as well.





# CAL MEDICONNECT DENTAL BENEFITS

- Since 2014, patients on Medi-Cal have been able to access dental benefits through Denti-Cal.
- Benefits are accessed either through fee-for-service Denti-Cal or a Medi-Cal dental managed care plan.
- Cal MediConnect patients may receive supplemental benefits in addition to those provided by Denti-Cal.
- If provider networks overlap, patients can access both Denti-Cal and supplemental benefits through the same provider.
- Denti-Cal only pays for services a patient receives from a Denti-Cal dentist.



# LONG-TERM SERVICES AND SUPPORTS

These Medi-Cal benefits are now coordinated by the Cal MediConnect health plans:



- **Community-Based Adult Services (CBAS):** day services for older adults, or adults with disabilities.
- **Multipurpose Senior Service Programs (MSSP):** social and health care management for seniors.
- **Nursing Facilities:** long-term care for people who cannot live independently at home – care that’s primarily paid for by Medi-Cal.

# LONG-TERM SERVICES AND SUPPORTS



- **In-Home Supportive Service (IHSS):** state program to provide caregivers for homebound and limited-mobility individuals who need assistance with cooking, bathing, etc.
- IHSS is considered a Medi-Cal benefit.
- Beneficiaries can still manage, hire, and fire their IHSS workers, along with scheduling hours
- County social workers are responsible for assessing hours and evaluating IHSS needs.
- Cal MediConnect may increase an IHSS provider's hours.

# CARE COORDINATION UNDER CAL MEDICCONNECT

Cal MediConnect plans will provide physicians with information and resources to help support care coordination.

- Health Risk Assessments (HRAs)
  - ◆ Assess primary, acute, Long-Term Services and Supports, behavioral health, and functional needs.
- Interdisciplinary Care Teams (ICTs)
  - ◆ Includes patient, their family, care coordinator, providers, and caregivers.
- Individualized Care Plans (ICPs)
  - ◆ Developed by the Interdisciplinary Care Teams based on the HRAs.
- Care Coordinators
  - ◆ Facilitate communication between plans, providers, and patients.
  - ◆ Help your patient get social and other support they need so you can focus on providing care.

# CARE COORDINATOR

- The patient's care coordinator helps facilitate communication among the patient's continuum of providers, including:
  - Medical
  - Long-Term Services and Supports
  - Behavioral Health
- Communication processes are developed jointly between the Cal MediConnect health plan and providers through the work of the Interdisciplinary Care Team.
- Cal MediConnect Care Coordinators can be a resource for you, your patients and your staff.



# CARE COORDINATION EXAMPLE

If you are trying to help a patient manage their diabetes, the Cal MediConnect Care Coordinator can:

- Arrange transportation for your patient to pick up their prescriptions.
- Help your patient follow through on your recommendations and care plan.
- Answer any questions (e.g. about social services) your patient may have.
- Make sure your patient returns for follow-up visits.
- Help your patients with non-medical needs to get and stay healthy (e.g. about nutrition).



## POSITIVE IMPACT: TONYA



- Tonya was living in a nursing facility when she enrolled in Cal MediConnect.
- Tonya now lives in an assisted living community where she has help from an attendant and her care coordinator. Through her Cal MediConnect health plan, Tonya's care also includes services to build her strength and help prevent falls.
- Tonya now feels independent, yet knows she is not alone. Her care coordinator helps schedule her doctor visits and helps her follow her doctors' instructions.
- Unlike other seniors caught in the exhausting cycle of emergency room visits and hospitalizations, Tonya is managing her own health care with help from her providers and care coordinator.
- For Tonya, coordinated care means a partnership between her care coordinator and doctor, supports that promote her independence and well-being, and living happily in her home and community.

## DATA SHOWS PROMISE OF CCI (1 OF 3)

Funded by The SCAN Foundation, the CCI is regularly evaluated by external research organizations:

- Multi-Year Evaluation: Community Living Policy Center at the University of California, San Francisco and the UC Berkeley Health Research for Action Center
- Rapid Cycle Polling: Field Research Group



## DATA SHOWS PROMISE OF CCI (2 OF 3)

In the most recent 2018 evaluation of providers' experiences in Cal MediConnect, providers noted that:

- Cal MediConnect's management of care coordination, transportation, durable medical equipment, vision, and pharmacy benefits added value to their care procedures.
- Care coordinators facilitated smooth care transitions and may have reduced how often patients reentered hospitals and SNFs.
- However, providers wanted more clarify from the state level as to whose role it is to coordinate care.

## DATA SHOWS PROMISE OF CCI (3 OF 3)

Providers also noted:

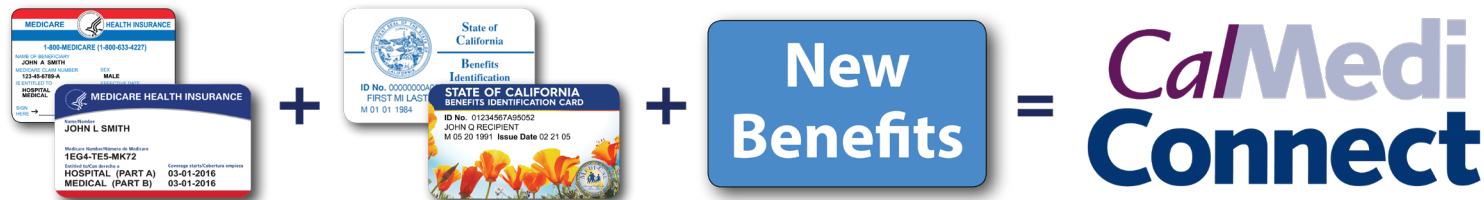
- The plan's transportation benefit was one of the most valuable. The available 30 one-way rides per year made it easier for patients to get to appointments. However, patients did not always know they had access to this benefit.
- With clinics as a patient's medical home, less direct-to-consumer marketing fraud for DME occurred.
- Cal MediConnect facilitated data sharing amongst all a patient's providers, and providers appreciated the collaboration and care coordination for their patients.

For more evaluation information, please visit:

<http://calduals.org/background/cci/evaluations/>

# STREAMLINED BILLING FOR CAL MEDICCONNECT

- Rates are often based on Medicare rates, similar to Medicare Advantage plans.
- You can submit claims to one plan, or delegated entity, rather than navigating both Medicare and Medi-Cal billing processes.
- If you have any questions about who to bill, you can contact the Cal MediConnect health plan's provider relations department.
- You must enter into an agreement with the health plan and/or delegate an entity to receive payment for Cal MediConnect beneficiaries.



# ENROLLMENT DATA

Your patients can enroll at any time of the year.

There is no specific enrollment period.

To access the latest enrollment data:

<http://www.dhcs.ca.gov/dataandstats/reports/Pages/MMCDMonthlyEnrollment.aspx>

# CAL MEDICONNECT PLANS IN LOS ANGELES COUNTY

Health Plan	Provider Services	Provider Website
Anthem Blue Cross Cal MediConnect	(888) 291-1358	<a href="http://bit.ly/anthem_prov">http://bit.ly/anthem_prov</a>
Blue Shield of California Promise Health Plan	(855) 905-3825	<a href="http://bit.ly/blueshield-prov">http://bit.ly/blueshield-prov</a>
Health Net Cal MediConnect	(855) 464-3571	<a href="http://bit.ly/non-part-prov">http://bit.ly/non-part-prov</a>
L.A. Care	(866) 522-2736	<a href="http://duals.lacare.org/providers/benefits">http://duals.lacare.org/providers/benefits</a>
Molina Dual Options	(866) 472-4585	<a href="http://bit.ly/molina_provider">http://bit.ly/molina_provider</a>

# CAL MEDICCONNECT PLANS IN ORANGE COUNTY

Health Plan	Provider Services	Provider Website
OneCare Connect	(714) 246-8600	<a href="https://www.caloptima.org/en/Providers.aspx">https://www.caloptima.org/en/Providers.aspx</a>

# CAL MEDICONNECT PLANS IN RIVERSIDE & SAN BERNARDINO COUNTIES

Health Plan	Provider Services	Provider Website
IEHP DualChoice	(909) 890-2054	<a href="https://ww3.iehp.org/en/providers/">https://ww3.iehp.org/en/providers/</a>
Molina Dual Options	(888) 665-4621	<a href="http://bit.ly/molina_provider">http://bit.ly/molina_provider</a>

# CAL MEDICONNECT PLANS IN SAN DIEGO COUNTY

Health Plan	Provider Services	Provider Website
Blue Shield of California Promise Health Plan	(855) 905-3825	<a href="https://www.care1st.com/ca/providers/index.asp">https://www.care1st.com/ca/providers/index.asp</a>
CommuniCare Advantage	(800) 840-0089	<a href="http://www.chgsd.com/providerServices.aspx">http://www.chgsd.com/providerServices.aspx</a>
Health Net	(855) 464-3572	<a href="http://bit.ly/non-part-prov">http://bit.ly/non-part-prov</a>
Molina Dual Options	(866) 472-4585	<a href="http://bit.ly/molina_provider">http://bit.ly/molina_provider</a>



# CAL MEDICONNECT PLANS IN SAN MATEO COUNTY

Health Plan	Provider Services	Provider Website
CareAdvantage Cal MediConnect	(650) 616-2106	<a href="https://www.hpsm.org/providers/provider-resources.aspx">https://www.hpsm.org/providers/provider-resources.aspx</a>

# CAL MEDICONNECT PLANS IN SANTA CLARA COUNTY

Health Plan	Provider Services	Provider Website
Anthem Blue Cross Cal MediConnect	(800) 832-6011	<a href="http://bit.ly/anthem_prov">http://bit.ly/anthem_prov</a>
Santa Clara Family Health Plan	(408) 874-1788	<a href="http://bit.ly/scfhp-prov">http://bit.ly/scfhp-prov</a>

## CONTINUITY OF CARE (1 OF 3)

- If you are not in a patient's Cal MediConnect plan network, you and your patient have continuity of care rights.
- This means they can continue to see you for up to 12 months.
- You and the plan must reach agreeable terms for payment, but no contracting is necessary.
- Payment terms are equivalent to Medicare and Medi-Cal fee schedules or the plan's fee schedule, whichever is higher.



## CONTINUITY OF CARE (2 OF 3)

- You must have an existing relationship with the patient, meaning you must have had one visit during the past 12 months.
- You can request continuity of care over the phone by calling the health plan.
  - Requests must be processed within three days if there is a risk of harm to the patient.
- Plans also actively try to determine continuity of care needs as part of the HRA process.

## CONTINUITY OF CARE (3 OF 3)

- You can also request retroactive continuity of care within 30 days of the first service following a patient's enrollment.
- Plans know continuity of care is key to keeping their members and are eager to work with you on these requests.

# OTHER OPTIONS

## Medi-Cal Managed Care Plans (Managed Long Term Services and Supports)

- Who: Medi-Cal only patients and dually eligible patients who don't join Cal MediConnect.
- Mandatory for those listed above.
- Medicare stays the same.
- Same Medi-Cal services patients currently receive; now the responsibility of the MLTSS plan.
  - Plan pays Medicare cost-sharing
  - Plan responsible for coordinating Long-Term Services and Supports

## Program of All-Inclusive Care for the Elderly (PACE)

- Who: Dual eligible patients and Medi-Cal only patients
- Option available to those who are determined eligible by the PACE plan.
- People in PACE must use the plan's network of providers.



# QUESTIONS





# MEDI-CAL MANAGED CARE PLANS

MEDI-CAL BENEFITS AND LONG TERM SERVICES AND SUPPORTS



## MEDI-CAL MANAGED CARE PLANS (1 OF 2)

- Medicare stays the same – you still bill and receive Medicare rates from Medicare or a Medicare Advantage plan.
  - Your patient is in fee-for-service Medicare or Medicare Advantage AND a Medi-Cal Managed Long-Term Services and Supports (MLTSS) plan.
- Medi-Cal managed care plans will continue to ensure patients have access to the same Medi-Cal services patients currently receive:
  - Hearing aids
  - Bathroom aids (grab bars, shower chairs)
  - Non-emergency medical transportation (wheelchair vans and litter vans)
  - Incontinence supplies

## MEDI-CAL MANAGED CARE PLANS (2 OF 2)

- Medi-Cal providers must be in the health plan's network.
  - You have to request authorization from the plan for Medi-Cal services.
  - Includes non-physician services such as medical supplies and in-home supports.
- Long-Term Services and Supports are now coordinated by a managed care plan.

# MLTSS PLANS IN LOS ANGELES COUNTY

Health Plan	Phone Number
Anthem Blue Cross	1-800-407-4627
Blue Shield of California Promise Health Plan	1-800-605-2556
Health Net	1-800-327-0502
Kaiser Permanente	1-800-464-4000
L.A. Care	1-888-839-9909
Molina	1-888-665-4621

# MLTSS PLANS IN ORANGE COUNTY

Health Plan	Phone Number
CalOptima	1-714-246-8500

# MLTSS PLANS IN RIVERSIDE AND SAN BERNARDINO COUNTIES

<b>Health Plan</b>	<b>Phone Number</b>
Inland Empire Health Plan	1-800-440-4347
Molina Healthcare	1-888-665-4621
Health Net	1-800-327-0502
Kaiser Permanente	1-800-464-4000

# MLTSS PLANS IN SAN DIEGO COUNTY

Health Plan	Phone Number
Aetna	1-855-772-9076
Blue Shield of California Promise Health Plan	1-800-605-2556
Community Health Group	1-800-224-7766
Health Net	1-800-327-0502
Kaiser Permanente	1-800-464-4000
Molina Healthcare	1-888-665-4621
UnitedHealthcare	1-866-270-5785

# MLTSS PLANS IN SAN MATEO COUNTY

<b>Health Plan</b>	<b>Phone Number</b>
Health Plan of San Mateo	1-800-750-4776

# MLTSS PLANS IN SANTA CLARA COUNTY

Health Plan	Phone Number
Anthem Blue Cross	1-800-407-4627
Santa Clara Family Health Plan	1-800-260-2055

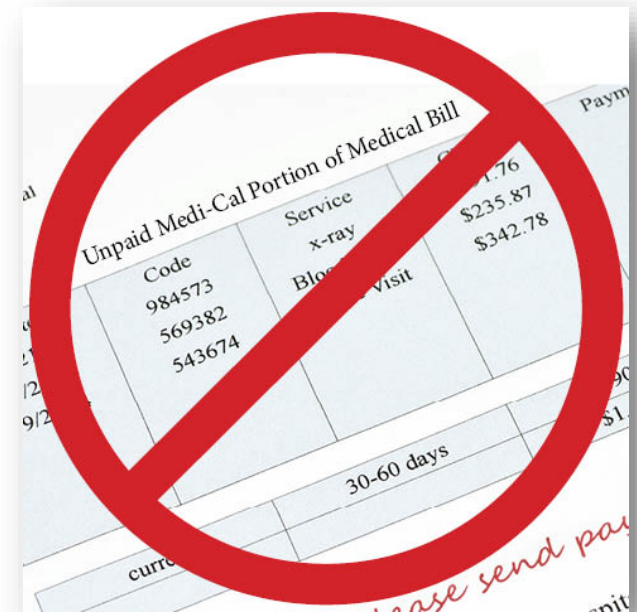


# AUTHORIZATIONS FOR PATIENTS IN MEDI-CAL MANAGED CARE PLANS

- Medi-Cal managed care plans should not assign a primary care physician to dually eligible patients. Their physicians are still Medicare physicians.
- Medi-Cal managed care plans do not authorize Medicare-covered physician services for dually eligible patients.
- You do not have to be contracted with the Medi-Cal managed care plan to request authorization for Medi-Cal services, such as transportation.
- You will have to request authorization for Medi-Cal services and use a plan network provider for these services.

# BILLING FOR PATIENTS IN MEDI-CAL MANAGED CARE PLANS (1 OF 2)

- **Medicare fee-for-service:**
  - Usually pays up to 80% of the Medicare fee schedule.
  - Should be billed as usual.
- **Medicare Advantage Plans:**
  - Should be billed as usual per contract.
- **Medi-Cal's 20% co-pay:**
  - **Cannot be billed to patient, it is illegal.**
  - Should be billed to patient's Medi-Cal plan.
  - Medi-Cal plan will pay amount owed under state Medi-Cal law.



# BILLING FOR PATIENTS IN MEDI-CAL MANAGED CARE PLANS (2 OF 2)

- You do not have to be contracted with a Medi-Cal plan to see patients with fee-for-service Medicare or Medicare Advantage.
- You do not have to be contracted with a Medi-Cal plan to bill a Medi-Cal plan for the Medi-Cal portion of payment.
- Physicians cannot directly bill patients with both Medicare and Medi-Cal for any covered services.
  - Any bills or claims should be sent to Medicare (or their Medicare Advantage plan) and their Medi-Cal plan.
  - It is illegal to bill dually eligible patients any copayments, coinsurance, or balances due.

# PAYMENTS FOR PATIENTS IN MEDI-CAL MANAGED CARE PLANS

- Medicare will remain the primary payer and the Medi-Cal plan the secondary payer.
- Medi-Cal plans are responsible for adjudicating the Medi-Cal portion of services.
- Medi-Cal plans pay claims in the same manner that Medi-Cal FFS has paid in the past.



# PACE

PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY



# PACE

Patients may be eligible to enroll in a PACE program if they're:

- Aged 55 years or older
- Able to live in a home or community setting safely
- Require a high level of care for a disability or chronic condition
- Living in a ZIP code served by a PACE health plan

To learn more, please visit:

<http://calduals.org/background/pace/>



# DHCS COMPREHENSIVE STRATEGY

PROGRAM IMPROVEMENTS AND UPDATES



# DHCS UPDATES – VOLUNTARY ENROLLMENT

## Streamlined Enrollment

- Allows Cal MediConnect health plans to submit enrollment changes to DHCS on behalf of their MLTSS members.

## Updated Outreach

- New beneficiary toolkit.
- New outreach strategies.
- Updated CalDuals website.

## MLTSS Enrollment

- New Cal MediConnect and Managed Long-Term Services and Supports (MLTSS) Resource Guide and Choice Book.
- When a dual beneficiary either gains Medi-Cal or moves to a CCI county, they will receive the new materials that outline their health plan options (Cal MediConnect, MLTSS, and PACE).
- The default option is to enroll a beneficiary into a MLTSS health plan.



# DHCS UPDATES – PROGRAM IMPROVEMENTS

## Best Practices Meetings

- DHCS holds monthly meetings with Cal MediConnect plans to share best practices and ensure all plans are performing to the highest standard.
- Recent topics include Targeting Care Coordination for High Risk Members; Outreach to Communities of Diverse Backgrounds; and Serving Patients Experiencing Homelessness or Housing Instability.

## Increase Access to LTSS

- DHCS worked with a workgroup to standardize the HRA referral questions.
- Includes increased data reporting from health plans.



# RESOURCES

FOR YOUR PATIENTS AND YOUR PRACTICE



## WHO TO CALL FOR HELP (1 OF 2)

- If you have problems, call your patient's Cal MediConnect or Medi-Cal managed care plan – or the plan you are contracted with.
- If your patients are having trouble with their health plan, they should call their health plan or the Cal MediConnect Ombudsman Program.

## WHO TO CALL FOR HELP (2 OF 2)

- If your patient cannot resolve issues with his/her health plan:
  - Cal MediConnect Ombudsman Program → **1-855-501-3077**
  - Medi-Cal Managed Care Ombudsman → **1-888-452-8609**
- Patients can access free counseling on their health coverage:
  - Health Insurance Counseling and Advocacy Program → **1-800-434-0222**
- If patients want to join or change health plans:
  - Health Care Options → **1-844-580-7272**
- Patients in a Medi-Cal plan who want to join Cal MediConnect can call their Medi-Cal plan directly for help with enrollment.

# SPREAD THE WORD ABOUT YEARLY FLU SHOTS

This year, CMS launched a campaign to raise awareness about annual flu vaccinations for dually-eligible beneficiaries.

Please help spread the word.

Your patients have likely received this post card in the mail.

Visit [CalDuals.org/learn-more-resources/flu-vaccine-campaign/](https://CalDuals.org/learn-more-resources/flu-vaccine-campaign/) for more resources and materials in other languages.



## MORE INFORMATION

- Visit [www.calduals.org](http://www.calduals.org) for more information about the CCI.
- The CCI Physician Toolkit is available at:  
<http://www.calduals.org/providers/physician-toolkit/>
- Email: [info@calduals.org](mailto:info@calduals.org)
- Email: [Coordinator@harbageconsulting.com](mailto:Coordinator@harbageconsulting.com)

