

Stakeholder Update Webinar

Coordinated Care Initiative

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

SEPTEMBER 19, 2019

Roadmap

- Program Updates
 - Cal MediConnect 3-Way Contract
 - Multipurpose Senior Services Program (MSSP) and Long-Term Care
- CMC Program Improvements
 - Care Plan Option Services
 - Durable Medical Equipment Survey & Workgroup
 - Interpretation Services
- September 2019 Dashboard
- Q & A

Cal MediConnect 3-Way Contract

- Signed on September 17, 2019
- Contract will extend CMC through 2022
- Final contract to be posted on CalDuals.org

MSSP & Long-Term Care

- Long Term Care – statewide carve-in to Medi-Cal managed care
 - Skilled nursing facilities
 - Subacute facilities
 - Pediatric subacute facilities
 - Intermediate care facilities (ICF)
 - ICF/DD (Developmentally Disabled)
 - ICF/DDH (Habilitative)
 - ICF/DDN (Nursing)
- Multipurpose Senior Services Program (MSSP) – carve-out from managed care and return to operate as a FFS waiver benefit
 - Includes Medi-Cal MLTSS Managed Care Plans
 - In all 7 CCI counties
- Effective January 1, 2021
- CALAim

CMC Program Improvements

- Care Plan Option Services
 - Updated member materials
 - Clarification memo and updated data template
- Webinar for CMC plans on August 22, 2019

CMC Program Improvements

- Durable Medical Equipment Survey & Workgroup
 - DHCS and CMS discussing CMC plan responses to survey in September 2019
 - Contact info@calduals.org to inquire about DME workgroup membership

CMC Program Improvements

Interpretation Services

- Timely Access Study
 - Annual survey of Medi-Cal Managed Care Plan (MCP) compliance to timely access to appointments
 - 28,000 providers
- August 2019, DHCS included language measures
 - Providers' and member services representatives' knowledge of interpretation services requirements
- MCPs must communicate steps to take to ensure compliance with required measures

2019 Quarter 2 Timely Access – Language Measures Results

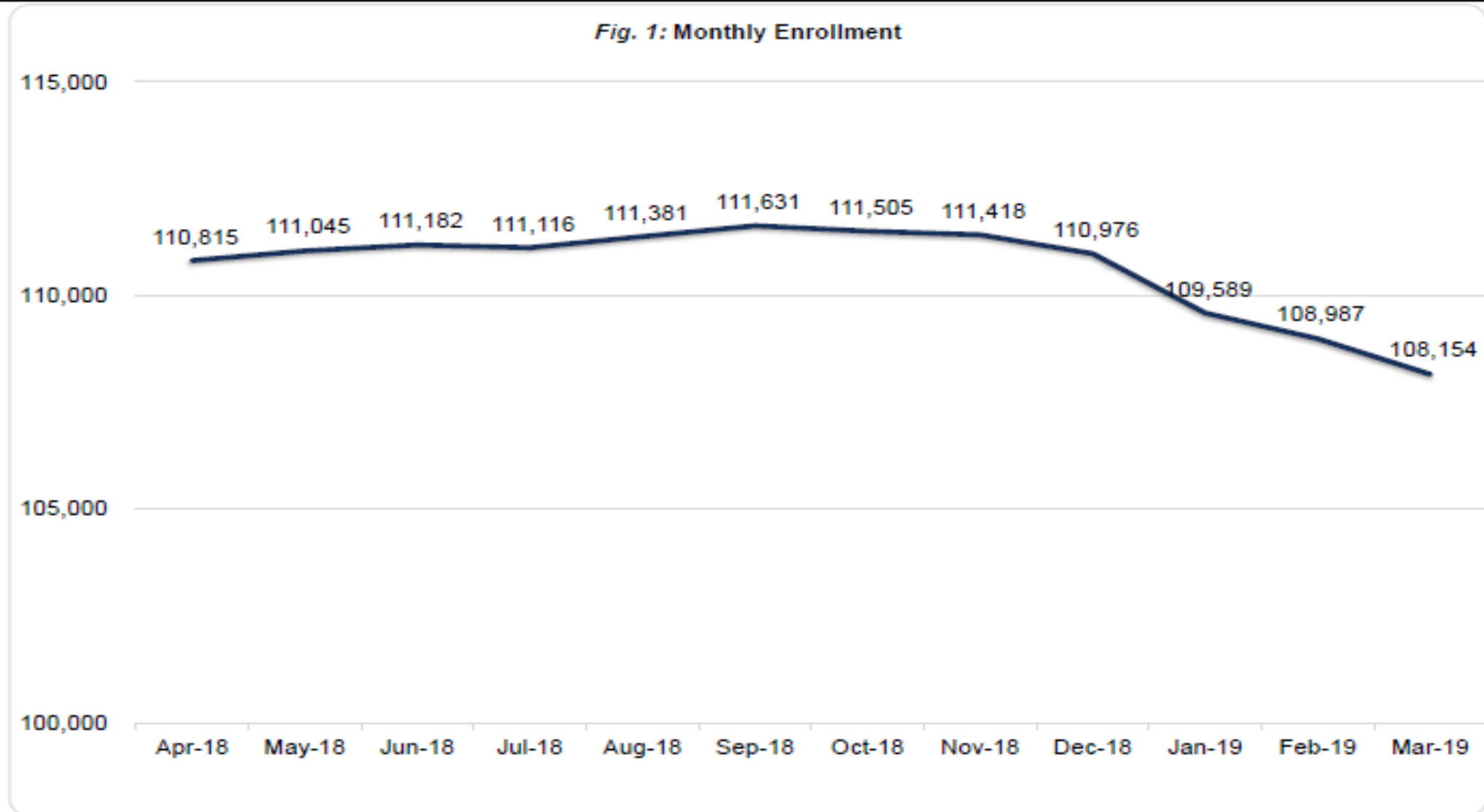
	Language Measures	
	Measure 11: Percentage of providers who are aware that patients are entitled to receive interpretation services in any language according to survey response	CC2: Percentage of calls to the call centers where the call center staff are aware that beneficiaries are entitled to receive interpretation services in any language
CMC Plan Name	All Providers	MCP Call Center (CC)
Statewide Average*	97.7%	85.6%
Anthem	97.9%	94.4%
Blue Shield Promise	90.7%	100.0%
CalOptima	96.5%	83.3%
Community Health Group	98.7%	100.0%
Health Net	96.6%	94.4%
Health Plan of San Mateo	98.7%	100.0%
Inland Empire Health Plan	100.0%	66.7%
L.A. Care Health Plan	98.6%	83.3%
Molina Healthcare	95.9%	66.7%
Santa Clara Family Health Plan	100.0%	88.9%

*Statewide Average is across all Medi-Cal Managed Care Plans, not only Cal MediConnect plans.

September 2019 Dashboard Highlights

- Enrollment
- Grievances & Appeals
- Behavioral Health Emergency Room Visits
- LTSS Utilization

Cal MediConnect Enrollment and Demographics Figure 1: Breakdowns of Dual Populations (As of 03/1/2019)
See metric summary for additional information



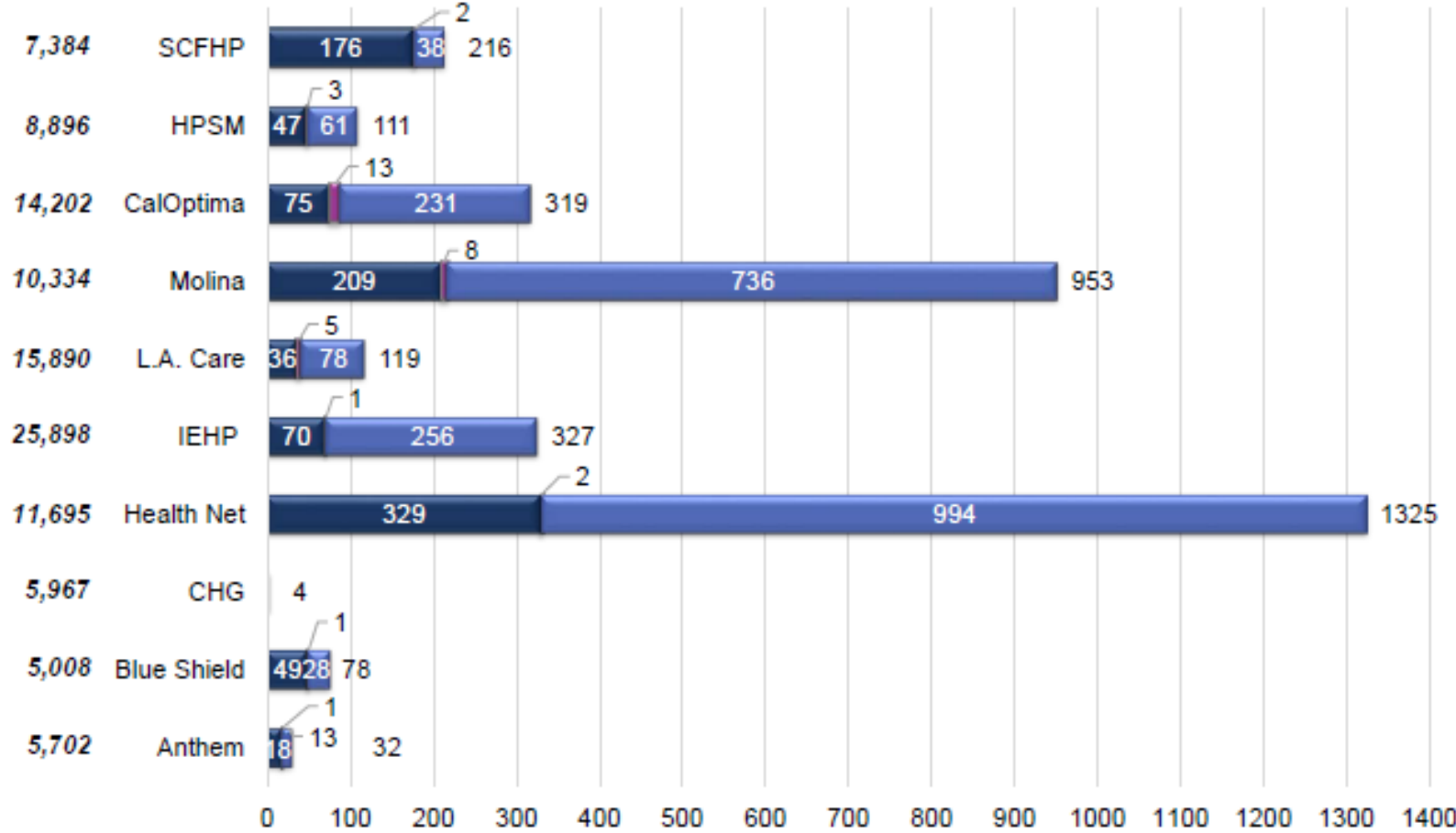
Appeal Figure 16: Count of Appeals (01/2018-12/2018) See metric summary for additional information

Fig. 16: Annual Count of Appeals Broken Down by Outcome

- Number where the Plan Decision was Fully Favorable
- Number where Plan Decision was Partially Favorable
- Number where Plan Decision was Adverse

Total number of appeals

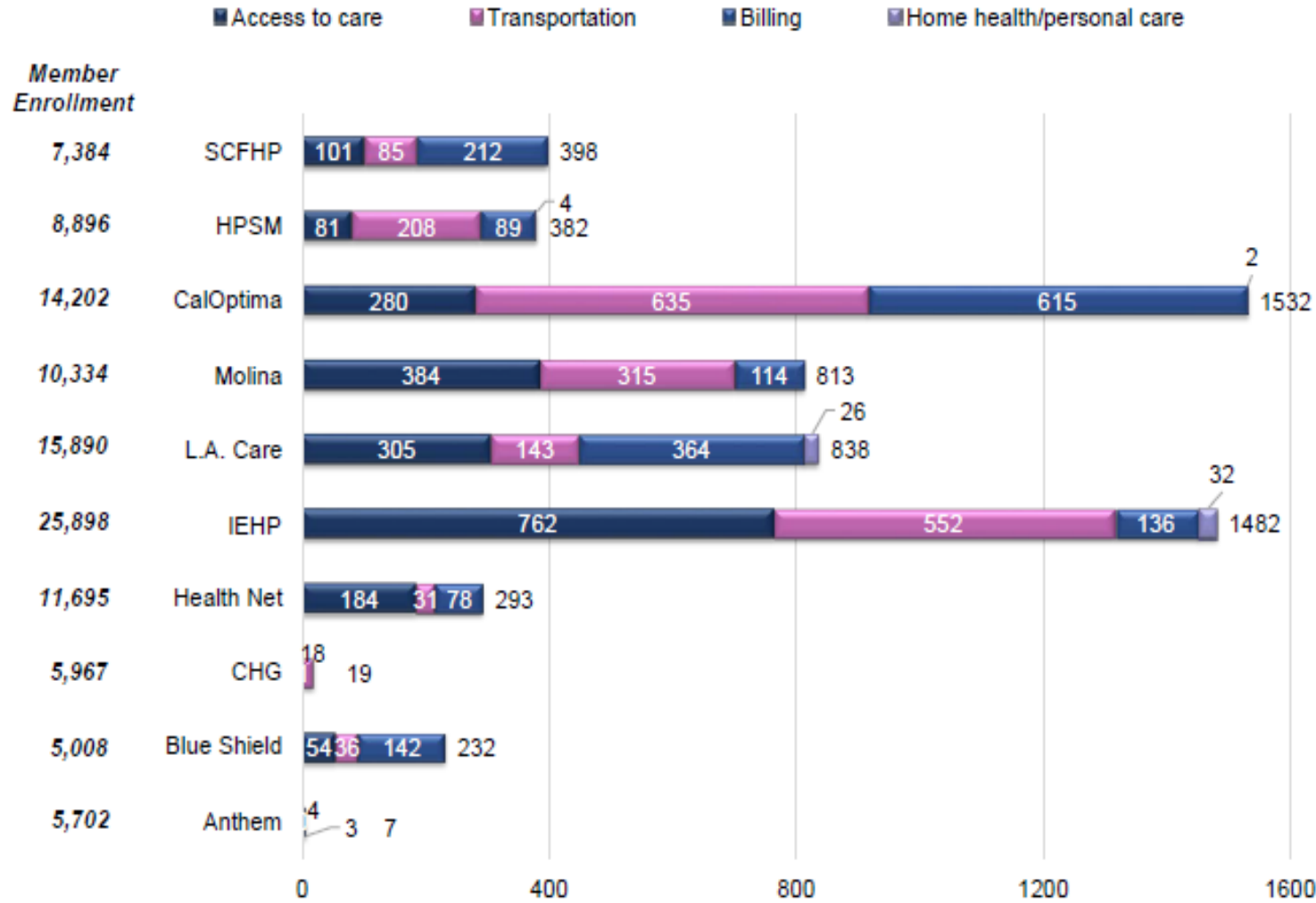
Member Enrollment



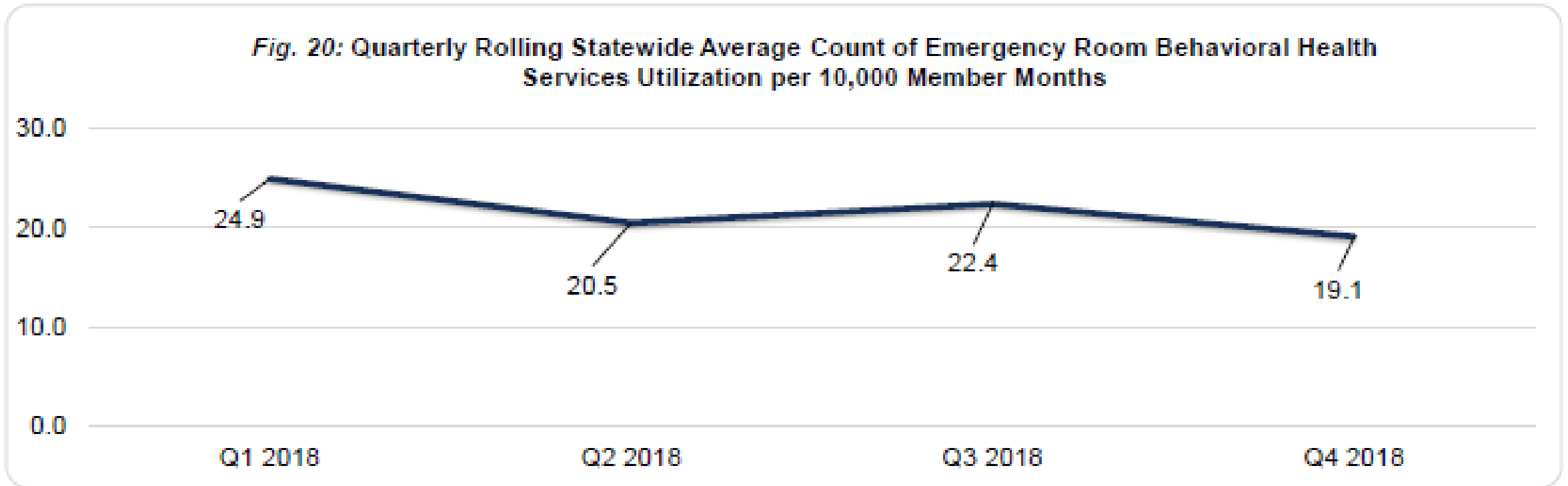
Appeals

Grievance Figure 17: Count Grievances by type, Except "Other" (01/2018-12/2018)
See metric summary for additional information

Fig. 17: Annual Count of Grievances Broken Down by Type, besides "Other"



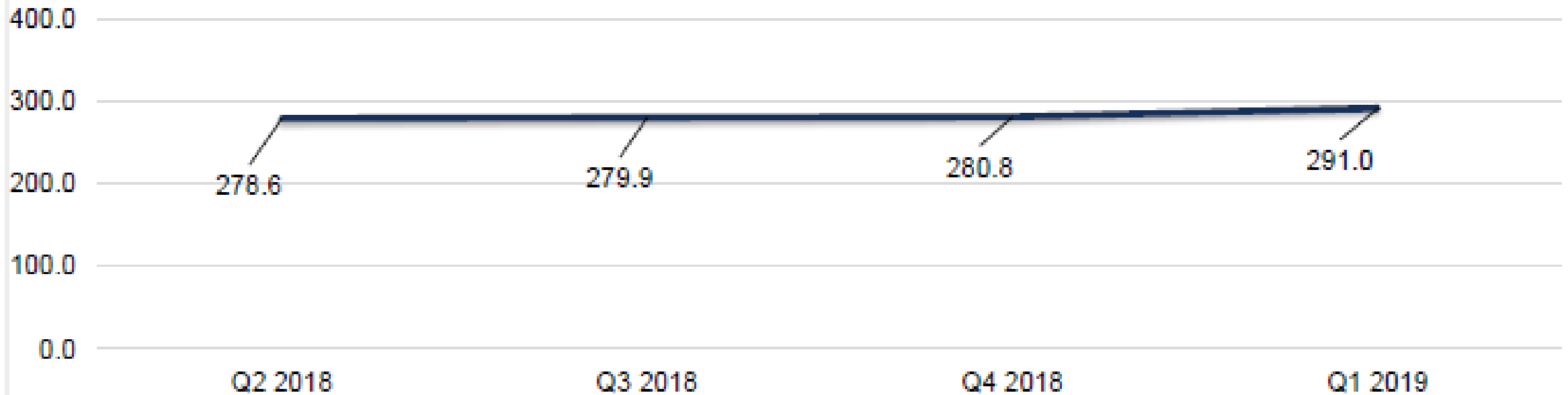
Grievances



Emergency Room Behavioral Health Services Utilization

Long Term Services & Supports (LTSS) Figure 22 & 23: Utilization of Members Receiving LTSS per 1,000 Members
(04/2018-03/2019) See metric summary for additional information

Fig. 22: Quarterly Rolling Statewide Average of Members Receiving LTSS per 1,000 Members



Long-Term Services and Supports (LTSS) Utilization

Q & A

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

The screenshot shows a Zoom meeting interface. On the left, a yellow notification bubble says "You are muted by an Organizer." with a close button (X). Below the notification is a vertical toolbar with icons: a right arrow, a microphone, a document, and a hand with a green up arrow. An orange arrow points to the "raise hand" icon. On the right, the "Audio" settings panel is open, showing "Computer audio" selected, "Phone call" unselected, and a "MUTED" status with a microphone icon. Below this, there are dropdown menus for "Transmit (2- Plantronics Savi 7xx)" and "Speakers (2- Plantronics Savi 7xx)", and a volume slider. At the bottom, the "Questions" panel is visible, containing a text input field with the placeholder "[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.