

Stakeholder Update Webinar

Coordinated Care Initiative

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

JUNE 28, 2018

Program Updates

Broker Enrollment Pilot

- Eligible Plans
 - Must seek approval to participate by June 30
 - Priority for plans not offering Medicare Advantage plans in the county
- Process & Beneficiary Protections
 - Enrollment requests will go through the plan and HCO, using streamlined enrollment process with outbound calls
 - COHS plans will process broker enrollment requests
 - Broker payments from plan funds – no additional dollars
 - Will allow beneficiaries to choose a CMC plan that is not their existing Medi-Cal plan
 - Working with CMS to strengthen oversight
- Effective for plan year 2019

SEP Enrollment Waiver Update

- Based on stakeholder feedback, DHCS will seek a waiver to maintain continuous (monthly) enrollment in CCI counties

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 - 5: Breakdowns of Dual Populations (As of 9/1/2017) See metric summary for additional information

Fig. 3: Quarter 3 2017 Enrollment by Threshold Language Spoken

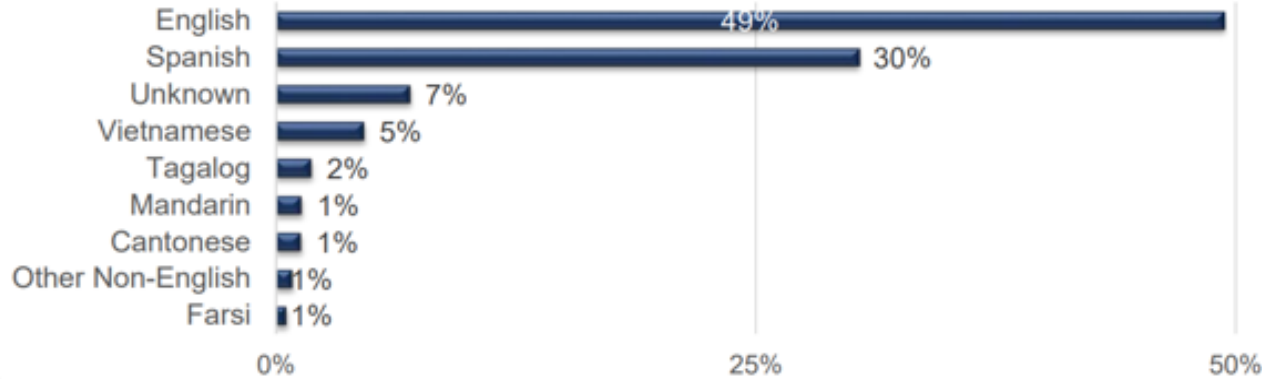


Fig. 4: Quarter 3 2017 Enrollment by Race/Ethnicity

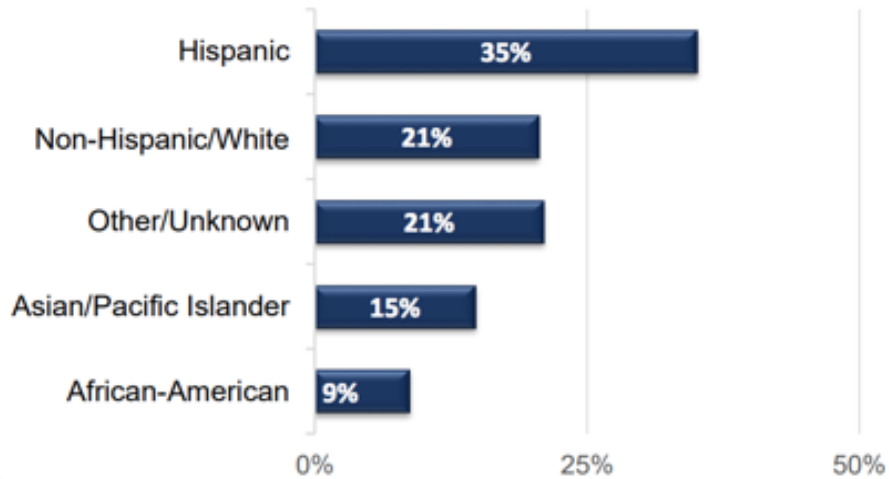
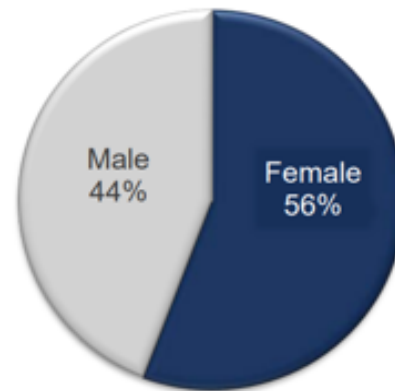


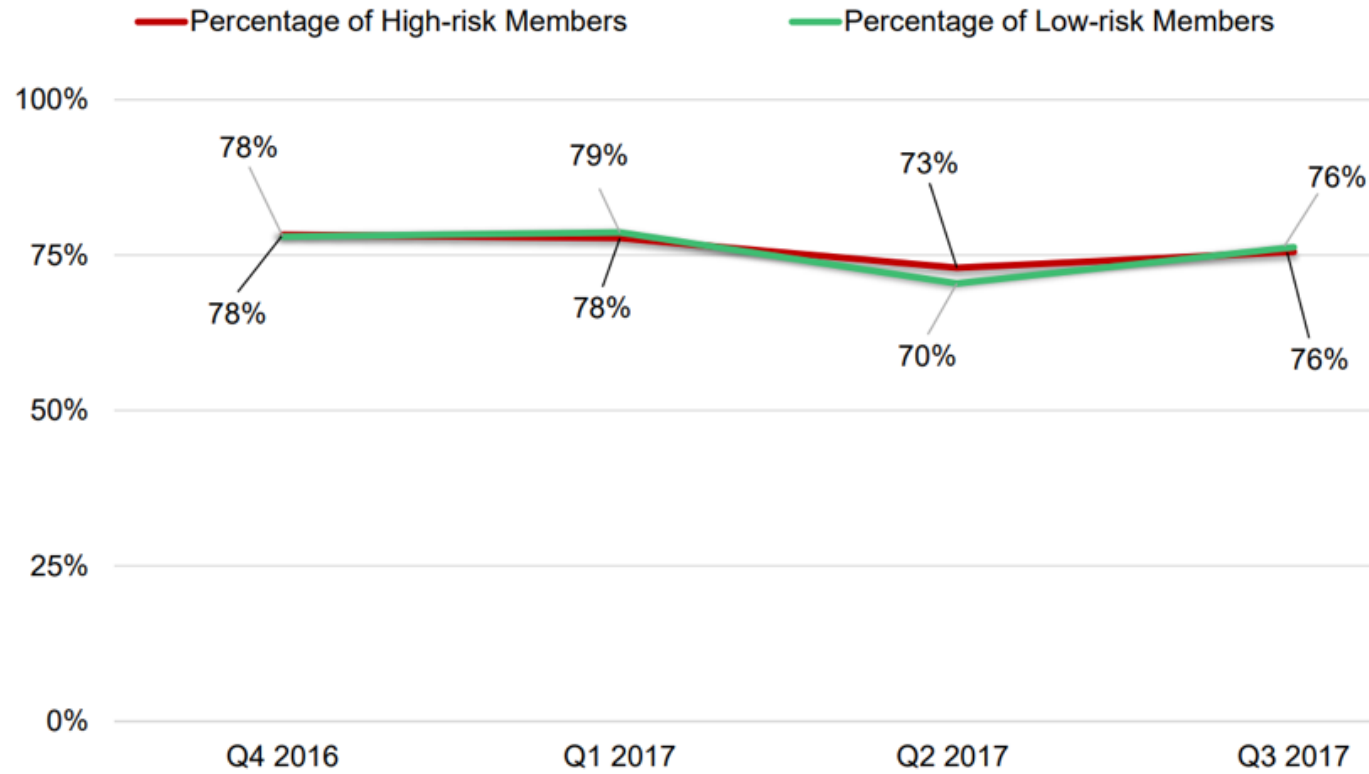
Fig. 5: Quarter 3 2017 Enrollment by Gender



Enrollment & Demographics

Care Coordination Figure 11: 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) (10/2016-09/2017) See metric summary for additional information

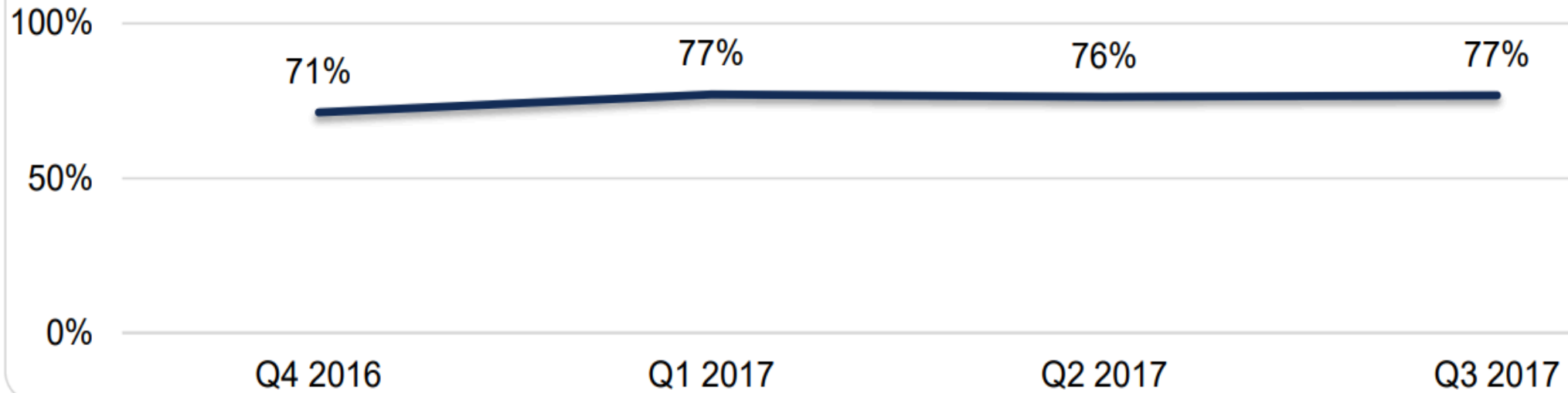
Fig. 11: Quarterly Rolling Statewide Percentage of High-risk & Low-risk Members with an Individualized Care Plan (ICP) within 30 Working Days after the Completion of the Initial Health Risk Assessment (HRA)



Care Coordination

Care Coordination Figure 16: Percentage of Members with First Follow-up Visit within 30 Days after Hospital Discharge (10/2016-09/2017) See metric summary for additional information

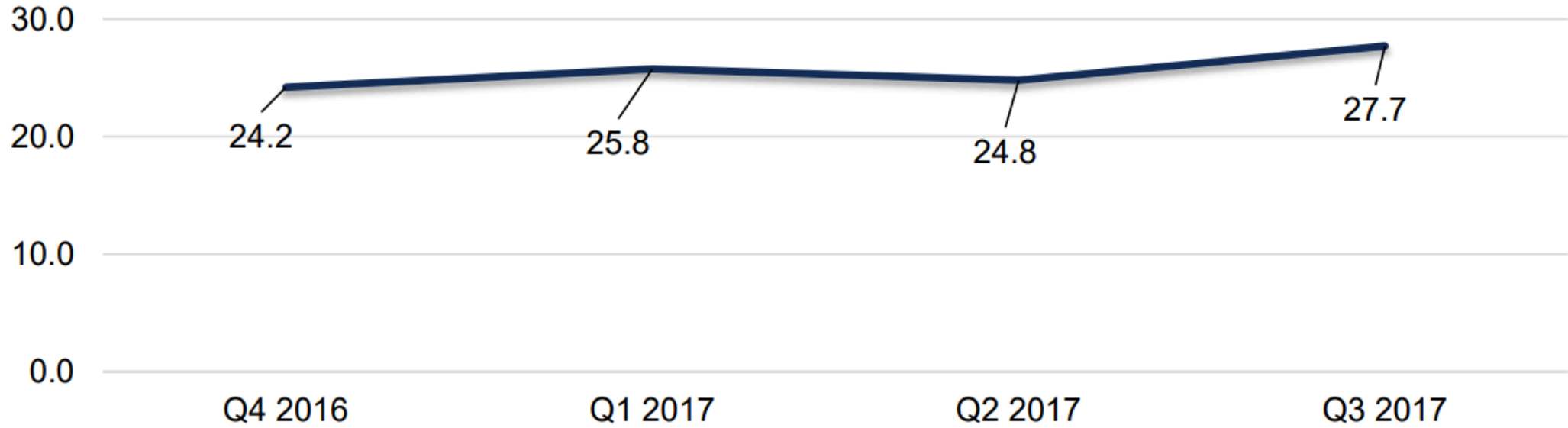
Fig. 16: Quarterly Rolling Statewide Percentage of Members with First Follow-Up Visit within 30 Days after Hospital Discharge



Care Coordination

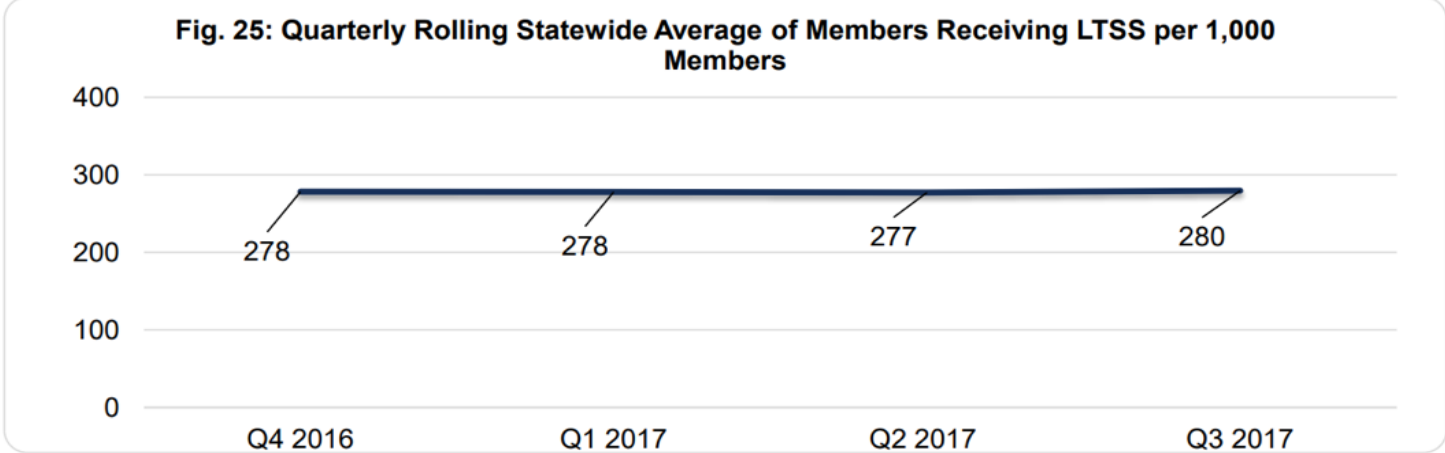
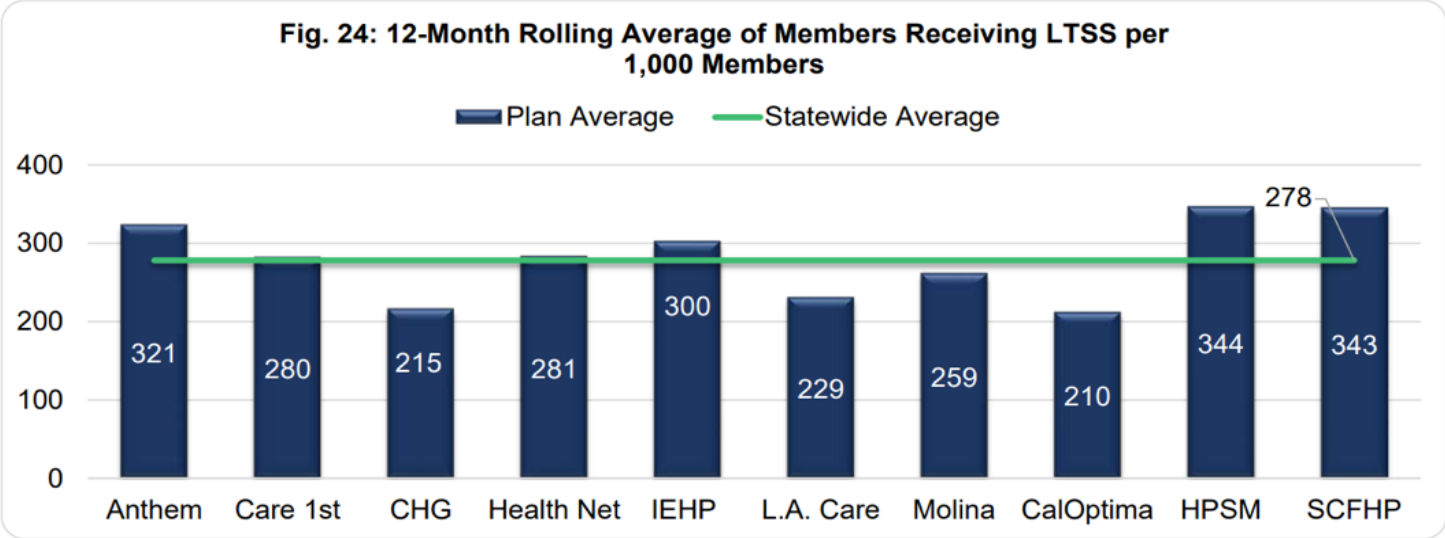
Behavioral Health Figure 22: Emergency Room Behavioral Health Services Utilization per 10,000 Member Months (10/2016-09/2017) See metric summary for additional information

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



Behavioral Health

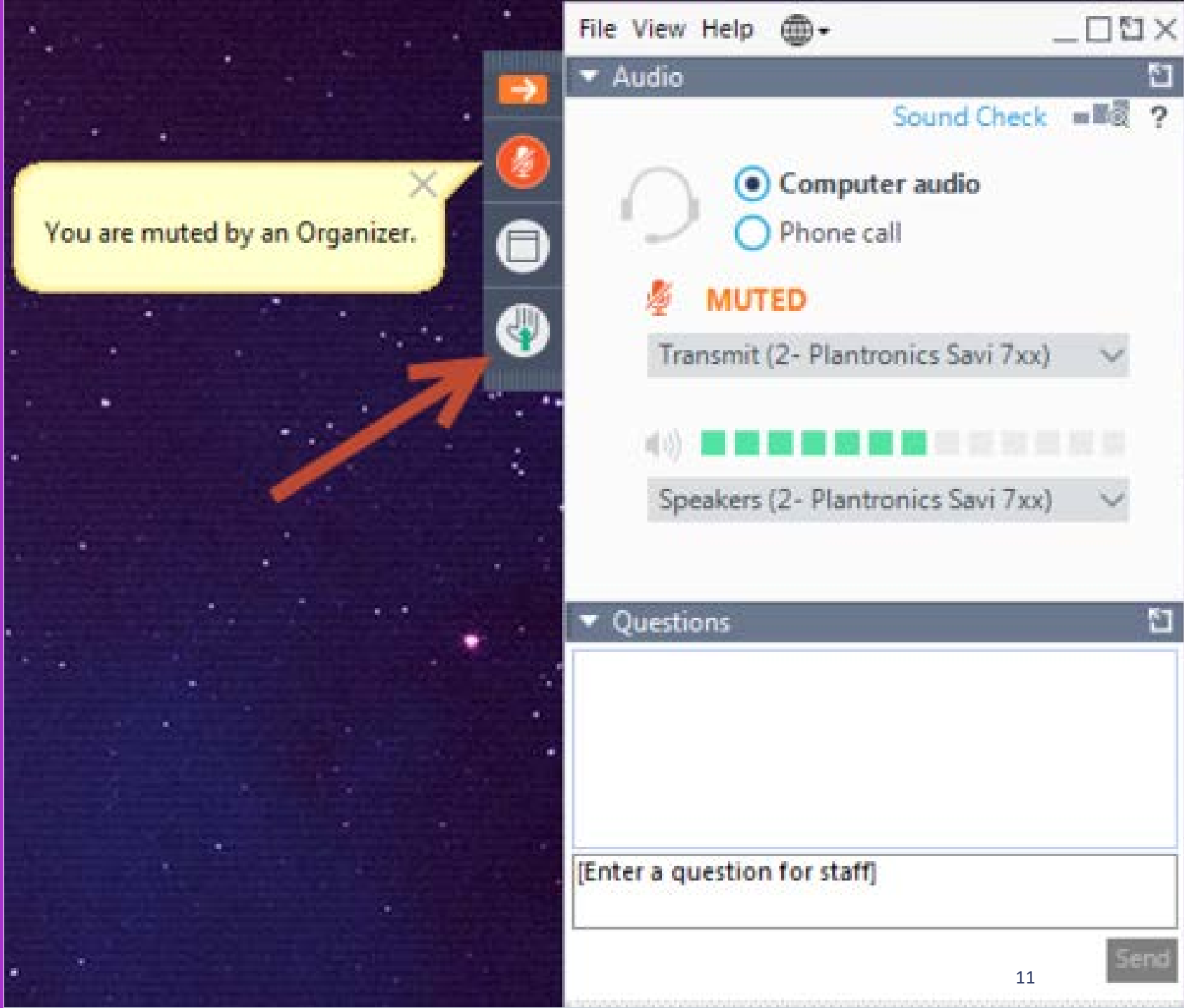
Long Term Services & Supports (LTSS) Figure 24 & 25: Utilization of Members Receiving LTSS per 1,000 Members (10/2016-09/2017) See metric summary for additional information



LTSS

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. Below it, an orange arrow points to the "raise hand" icon in the bottom toolbar. The right side of the screen shows the "Audio" settings panel, which is currently muted. The "Audio" panel includes options for "Computer audio" and "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.