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
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
Enrollment & Demographics

Fig. 3: Quarter 4 Enrollment by Race/Ethnicity
- Hispanic: 35%
- Non-Hispanic/White: 20%
- Other/Unknown: 21%
- Asian/Pacific Islander: 15%
- African-American: 9%

Fig. 4: Quarter 4 Enrollment by Age
- Ages 65+: Male 29%, Female 43%
- Ages 40-64: Male 12%, Female 11%
- Ages 19-39: Male 3%, Female 2%

Fig. 5: Quarter 4 Enrollment by Threshold Language Spoken
- English: 56%
- Spanish: 30%
- Unknown: 7%
- Vietnamese: 5%
- Tagalog: 2%
- Mandarin: 1%
- Cantonese: 1%
- Other Non-English: 1%
- Farsi: 1%

Fig. 6: Quarter 4 Enrollment by Gender
- Male: 44%
- Female: 56%

See metric summary for additional information.
LTSS

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
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**

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<thead>
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<th>Quarter</th>
<th>Average</th>
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<tr>
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<td>Q3 2017</td>
<td>234</td>
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<td>Q4 2017</td>
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**Fig. 27: Count of Members receiving IHSS per 1,000 members for Quarter 4 of 2017**

- **Plan Rate**
- **Statewide Quarterly Average**

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<th>Plan Rate</th>
<th>Statewide Quarterly Average</th>
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CBAS
Long Term Services & Supports (LTSS) Figure 30 & 31: Count of MSSP per 1,000 Members

(Q1/2017-12/2017) 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
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 take place quarterly. The next one will be this fall and details will be posted on CalDuals.org when confirmed.