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
- 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

<table>
<thead>
<tr>
<th>CMC Plan Name</th>
<th>All Providers</th>
<th>MCP Call Center (CC)</th>
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<tbody>
<tr>
<td>Statewide Average*</td>
<td>97.7%</td>
<td>85.6%</td>
</tr>
<tr>
<td>Anthem</td>
<td>97.9%</td>
<td>94.4%</td>
</tr>
<tr>
<td>Blue Shield Promise</td>
<td>90.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>CalOptima</td>
<td>96.5%</td>
<td>83.3%</td>
</tr>
<tr>
<td>Community Health Group</td>
<td>98.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Health Net</td>
<td>96.6%</td>
<td>94.4%</td>
</tr>
<tr>
<td>Health Plan of San Mateo</td>
<td>98.7%</td>
<td>100.0%</td>
</tr>
<tr>
<td>Inland Empire Health Plan</td>
<td>100.0%</td>
<td>66.7%</td>
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<tr>
<td>L.A. Care Health Plan</td>
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<td>83.3%</td>
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<tr>
<td>Molina Healthcare</td>
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<td>66.7%</td>
</tr>
<tr>
<td>Santa Clara Family Health Plan</td>
<td>100.0%</td>
<td>88.9%</td>
</tr>
</tbody>
</table>

*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

*Fig. 1: Monthly Enrollment*
Appeals
Grievances
Emergency Room Behavioral Health Services Utilization
Long-Term Services and Supports (LTSS) Utilization
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.