



Stakeholder Update Webinar

Coordinated Care Initiative

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

DECEMBER 10, 2020



Agenda

- DHCS Updates
- Cal MediConnect (CMC) December Dashboard
- LA Care Presentation on Addressing Health Disparities
- Questions



DHCS Updates

- COVID-19
- Flu Campaign Resources
- CMC Efforts to Reduce Health Disparities



COVID-19

- Wear a mask, Wash your hands, Keep your distance
- Opt-In to Exposure Notifications with CA Notify: [CAnotify.ca.gov](https://cnotify.ca.gov)
 - CA Notify leverages Apple & Google technology to notify participants when they have been exposed to a COVID+ individual.
 - 100% private & secure; 100% Opt-in; Does not track location
- Regional Stay Home Order related to remaining ICU capacity
- Further Updates: [COVID19.ca.gov](https://covid19.ca.gov).



Flu Vaccine Campaign

- DHCS is partnering with CMS to promote flu vaccinations
 - We have resources for consumers, community organizers, and providers
 - You can find free resources and education materials in over 20 languages at calduals.org/learn-more-resources/flu-vaccine-campaign/





Addressing Health Disparities

- CMC plans conduct targeted outreach to members using risk stratification and analysis based on medical condition diagnosis, race and ethnicity, claims data, and housing status.
- To address personal care needs, CMC plans are:
 - Updating care plans to reflect members' current needs;
 - Coordinating with local authorities to promote education around safety and self-care using state and federal guidelines; and
 - Communicating with members regarding preference for caregivers in their homes.



Addressing Health Disparities

- CMC plans are reminding members about local community resources through a variety of strategies including:
 - Updating resources in internal systems for all CMC plan staff to view and utilize when interacting with members.
 - Mailing flyers/doing outreach calls with information about CMC plan resources and CDC guidance around COVID-19 targeted to higher-risk members (members who are African American, Latinx, or have underlying health conditions).
 - Utilizing a Nurse Helpline for members to call and receive information around COVID-19 and services/resources from their plan.



Supporting Telehealth

- Several CMC plans have developed innovative ways to support members to ensure they can access telehealth appointments and services including:
 - Assisting members in acquiring internet, phone, and computers based on member need.
 - Promoting free use of laptops and internet at local plan community resource centers.
 - Providing iPads to SNFs to support the use of telehealth in the SNF setting.



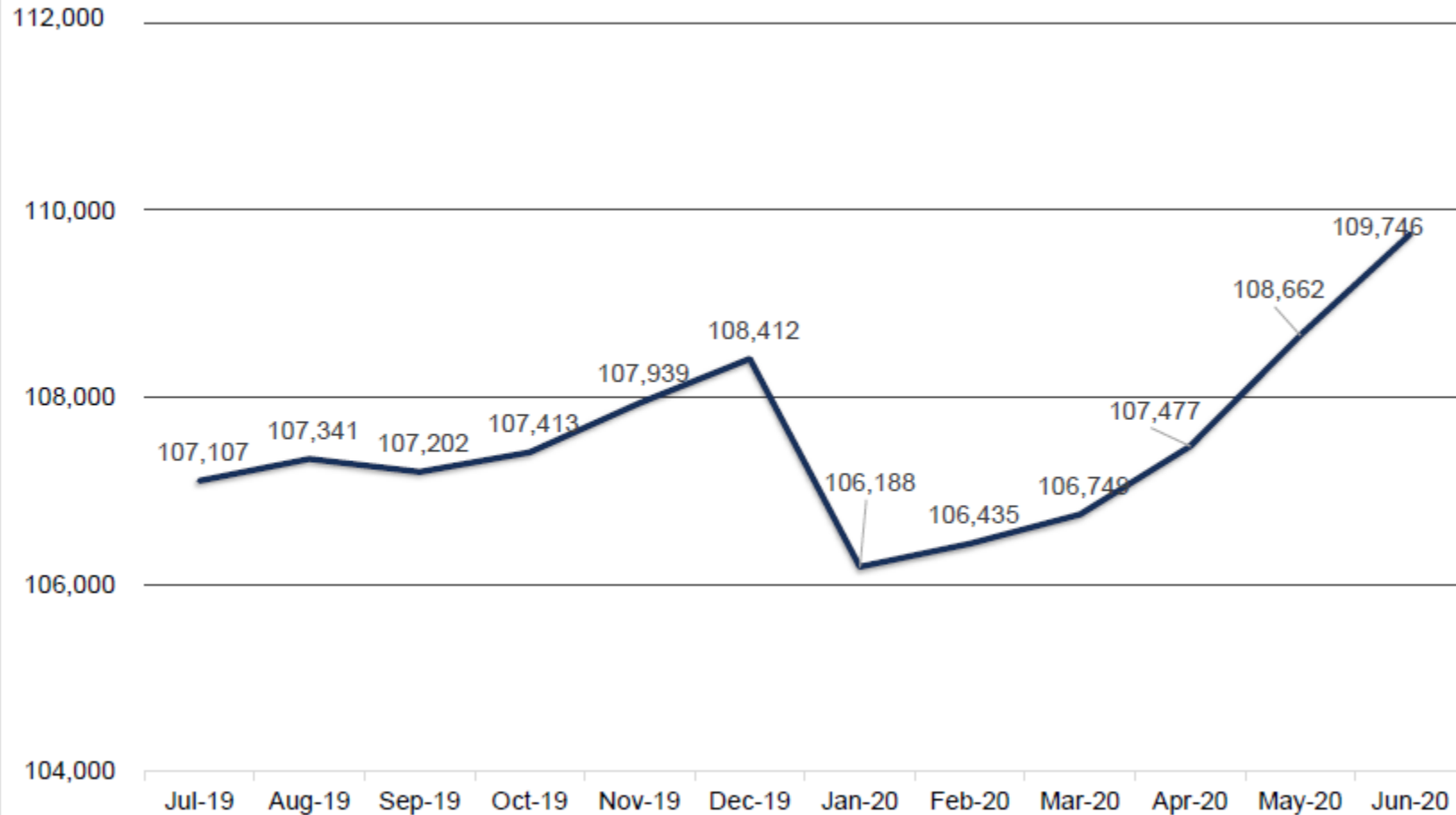
Cal MediConnect Dashboard

- The dashboard has been posted:
https://www.dhcs.ca.gov/Pages/Cal_MediConnectDashboard.aspx



CMC Dashboard: Enrollment

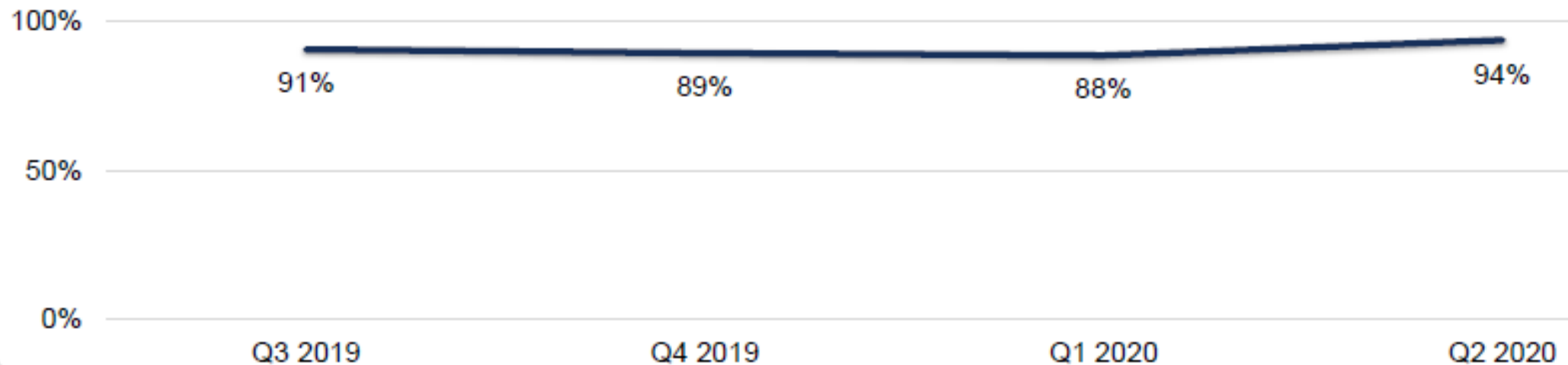
Fig. 1: Monthly Enrollment, July 2019 to June 2020





CMC Dashboard: Care Coordination

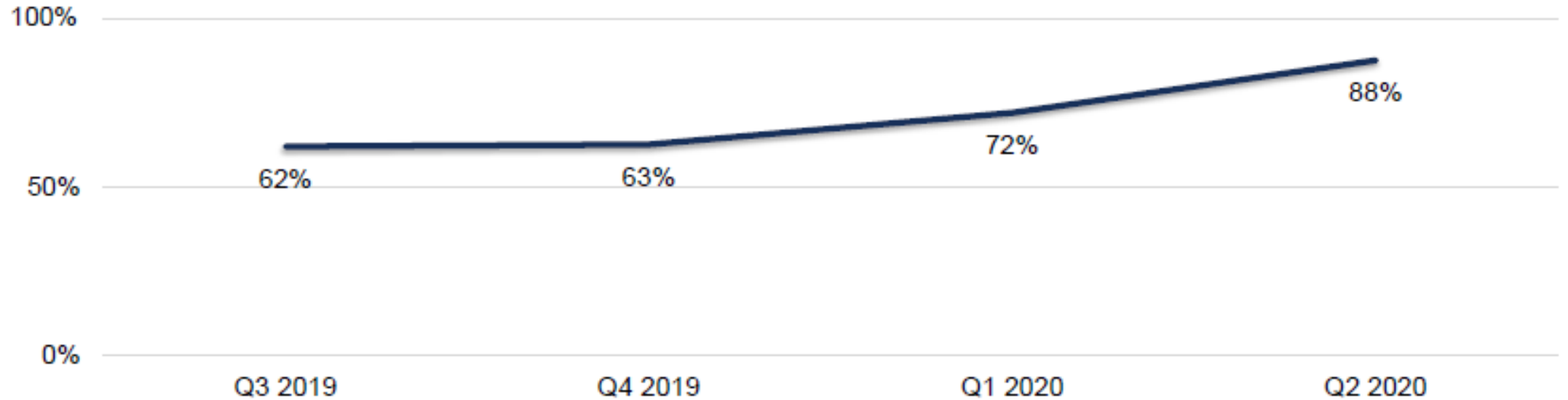
Fig. 8: Quarterly Rolling Statewide Percentage of Members Willing to Participate and who the Plan was able to Locate with an Assessment Completed Within 90 Days of Enrollment





CMC Dashboard: Individualized Care Plan

Fig. 10: Quarterly Rolling Statewide Percentage of Members with an ICP Completed Within 90 Days of Enrollment





L.A. Care
HEALTH PLAN®

For All of L.A.

Addressing Homelessness, Health Equity, and SDOH during the COVID-19 Pandemic



Prepared for the DHCS CCI Workgroup

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Jessica Jew, MPH, Senior Program Manager, Safety Net Initiatives

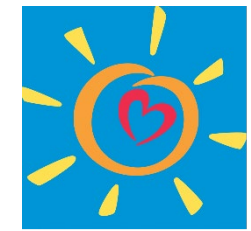
Thursday December 10, 2020



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997

About L.A. Care Health Plan

www.lacare.org



L.A. Care
HEALTH PLAN®

L.A. Care Health Plan is a public entity and community-accountable health plan serving residents of Los Angeles County through a variety of health coverage programs including [Medi-Cal](#) (California's Medicaid Program), [L.A. Care Covered™](#), [L.A. Care Cal MediConnect Plan](#), and [PASC-SEIU Homecare Workers Health Care Plan](#).

L.A. Care is a leader in developing new programs through innovative partnerships designed to provide health coverage to vulnerable populations and to support the safety net. With more than 2 million members, L.A. Care is the nation's largest publicly operated health plan.

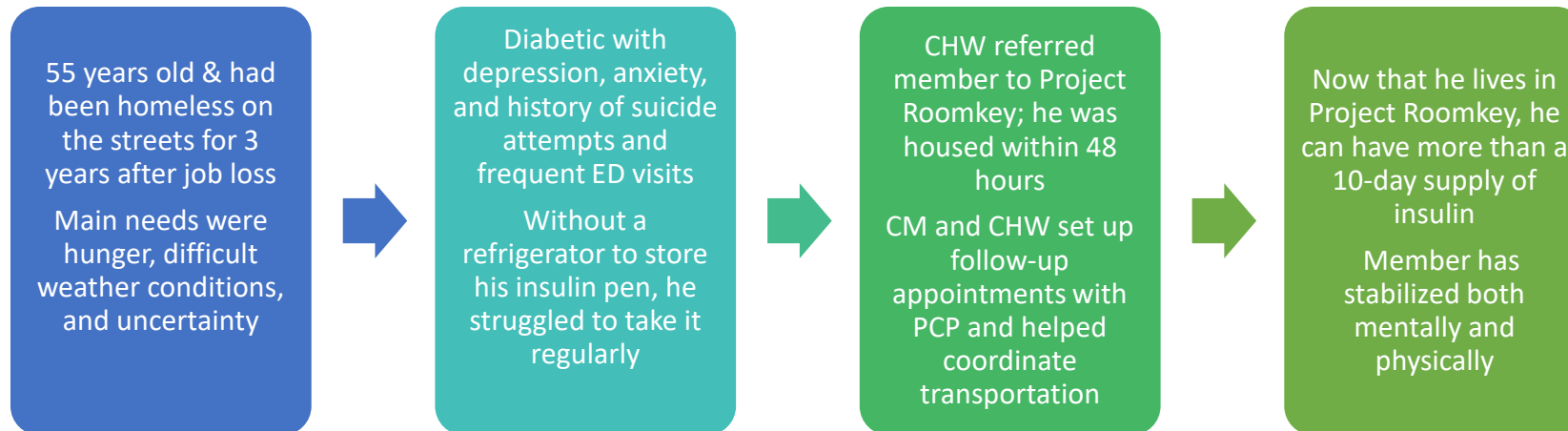
COVID Response Activities: Homelessness

- **Financial Support through targeted grants & in-kind donations**
 - \$475,000 grant to United Way for supplies for unsheltered people experiencing homelessness
 - \$500,000 Health Pathways Expansion grant w/United Way for providers expanding health services to homeless population during the pandemic
 - \$75,000 for PPE outreach workers working at shelters and interim housing
 - Distributing hygiene kits and essential items
- **Consistent communication** with key health, housing, homelessness, governmental and philanthropic partners



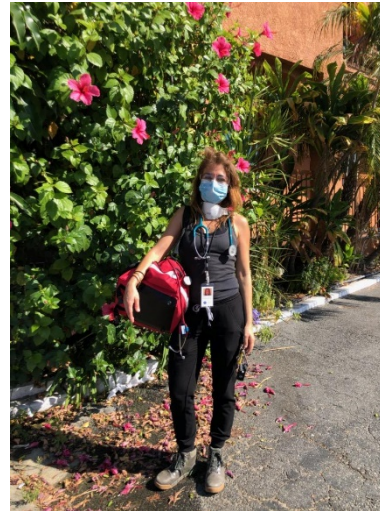
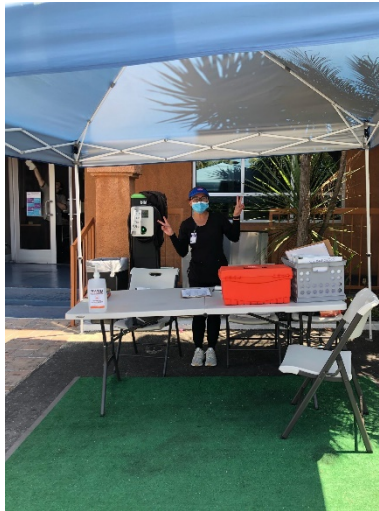
Member Story: Project Roomkey

- Member helped by Care Manager and CHW to get housing in Project Roomkey (PRK) hotel and address ongoing health needs



LAHSA Data Match for Members in PRK

- L.A. Care partnered with the Los Angeles Homeless Services Authority (LAHSA) to conduct a PRK data match to obtain a list of members currently housed in Project Roomkey.
- Approximately 40% of Project Roomkey participants were L.A. Care members
- The resulting PRK member file has been used to better coordinate care, identify cases w/higher level needs, and engage in Health Homes Program outreach



Note: Photos from PRK site visit w/Saban Community Clinic, not specific members or L.A. Care staff

Project Roomkey Partnerships

L.A. Care has been an active partner with LAHSA during the pandemic

- **Non-Medical Transportation (NMT) for PRK**
 - From May 2020 to present, L.A. Care's Call-the-Car vendor has been providing NMT for initial and subsequent rides to and from PRK.
- **Clothing and Shoe Donations**
 - On May 18, LAHSA received a delivery of 800 pairs of shoes, socks, and undergarments from St. Vincent de Paul of L.A. for PRK.
- **Higher Level of Care and Case Troubleshooting**
 - PRK has begun to close hotels and transition clients. L.A. Care has been active in troubleshooting cases and connecting PRK participants to needed services.
- **Durable Medical Equipment (DME)**
 - L.A. Care, LAHSA, and Western Drug developed an expedited process for specific DME requests for members in PRK. Requests included incontinence supplies and shower chairs.
- **Outreach & Education on Health Plan Programs**
 - Webinars on Partnering with Health Plans in a Pandemic, Health Homes Program, and MLTSS / Palliative Care.

Eviction Prevention: Housing Stability I & II Grants

\$1.25M in grants to local legal services providers

Changing the locks
and facing eviction

An elderly woman in a rent-controlled apartment felt unsafe because strangers were coming into the complex at night. She asked her landlord if she could change the locks on the building's front gate. He gave her permission; she paid for the work and gave her neighbors new keys. Then her landlord gave her an eviction notice for changing the locks. The L.A. Care-supported attorney filed a motion for dismissal, and the landlord withdrew the case.

Foreclosure threatens
rent-controlled
apartment

Following a foreclosure, a bank served illegal Notices to Vacate on a number of tenants. One, an elderly gentleman who speaks only Spanish and did not understand his Notice, walked in to the agency's Long Beach office. Due to representation by the L.A. Care-supported attorney, the Notice was retracted and he was able to stay in his rent-controlled unit.



COVID Response Activities: Equity + Food Security

Improving Access to Resources in Communities of Color

- Hosted two Covid-19 Disparities Leadership Summits, focused on long-term vision to address disparities.
- Conducting provider and employee trainings on [CommunityLink](#) to find and access needed services during Covid-19 PHE.
- Nearly \$1.5 million in [Tranquada XI Initiative](#) grants for 10 clinics to conduct projects that will primarily help communities of color.
- \$1 million in [Equity and Resilience Initiative](#) grants awarding to seven community-based organizations working to mitigate the impact of the COVID-19 pandemic on racially marginalized communities.
- Geo-targeted paid social media campaign posts and radio public service announcements (PSAs) targeting the most impacted L.A. zip codes & communicating COVID-19 safety information and related health and social resources.

Food Security & Assistance

- A \$550,000 grant to [Project Angel Food](#) to provide medically tailored meals for one year to 151 L.A. Care members with chronic conditions such as HIV/AIDS, kidney disease, uncontrolled diabetes, pulmonary disease, or cancer.
- More than \$475,000 for the [Meals to You](#) pilot, a meal delivery program for homebound members, offering two meals per day for 30 days and connecting members to sustainable food resources.
- Community Resource Center food pantry events and Back-to-School Drives.

COVID Response Activities: Targeted Outreach

COVID High Risk RoboCall Campaign (Automated Message) – March 28 to April 18

TOTAL # OF MEMBERS INCLUDED: 251,879 (all ethnicities, all products)

<u>LOB</u>	<u>Completion Rate</u>
ALL	53.5%
MCLA	53.6%
CMC	48.8%
LACC/D	61.2%
PASC	53.2%

COVID African American High Risk Targeted Campaign (Personalized Outreach) – May 13 to May 21

- TOTAL # OF MEMBERS INCLUDED: 30,603
- LIVE CONNECT: 11,150
- COMPLETION RATE: 36.43%
- **ESCALATED CALLS – TRANSFER TO NAVIGATOR – 535 CALLS**

Assistance with Testing Sites	35% (196 MEMBERS)
Medication Assistance	18% (102 MEMBERS)
Food Supply Assistance	91% (506 MEMBERS)
Social Isolation Support	17% (97 MEMBERS)
Was this Information Useful? YES	84% (468 MEMBERS)
Shelter/Housing Assistance	2 MEMBER CALLS



COVID Response Activities: Targeted Outreach

African American Low Risk Campaign

(Automated Message, with live agent connect option) – May 29 to June 12

- TOTAL # OF MEMBERS INCLUDED: 94,405
- LIVE CONNECT: 68,807
- COMPLETION RATE: 72.88%
- **ESCALATED CALLS – TRANSFER TO NAVIGATOR – 116 CALLS**

Assistance with Testing Sites	36.21% (42 Members)
Transportation Needed to Testing Site	3.45% (4 Members)
Medication Assistance	0.86% (1 Members)
Food Supply Assistance	89.66% (104 Members)
Social Isolation Support	17.24% (20 Members)
Was this Information Useful? YES	88.79% (103 Members)
Shelter/Housing Assistance	2 Members Calls

American Indian/Alaskan/Hawaiian/Pacific Islander Low Risk Campaign

(Automated Message, with live agent connect option)

June 17 to June 19

- TOTAL # OF MEMBERS INCLUDED: 722
- LIVE CONNECT: 565
- COMPLETION RATE: 78.25%
- **ESCALATED CALLS – TRANSFER TO NAVIGATOR – 3 CALLS**

Assistance with Testing Sites	11.76% (2 Members)
Transportation Needed to Testing Site	0% (0 Members)
Medication Assistance	0% (0 Members)
Food Supply Assistance	47.06% (8 Members)
Social Isolation Support	0% (0 Members)
Was this Information Useful? YES	47.06% (8 Members)
Shelter/Housing Assistance	0 Members Calls



Lessons Learned

- Communication is key – need to stay in touch with members, providers, partners, and staff as conditions changed rapidly
- Build equity considerations into program design from the very beginning
- Connecting with members works better with the right trusted partner (e.g. Member Services vs. Case Management vs. Community Agencies)
- Fill funding gaps to complement government programs & offer more timely or flexible dollars
- If at first you don't succeed, try something else



For more information: <https://www.lacare.org/la-care-covid-19-response-efforts>



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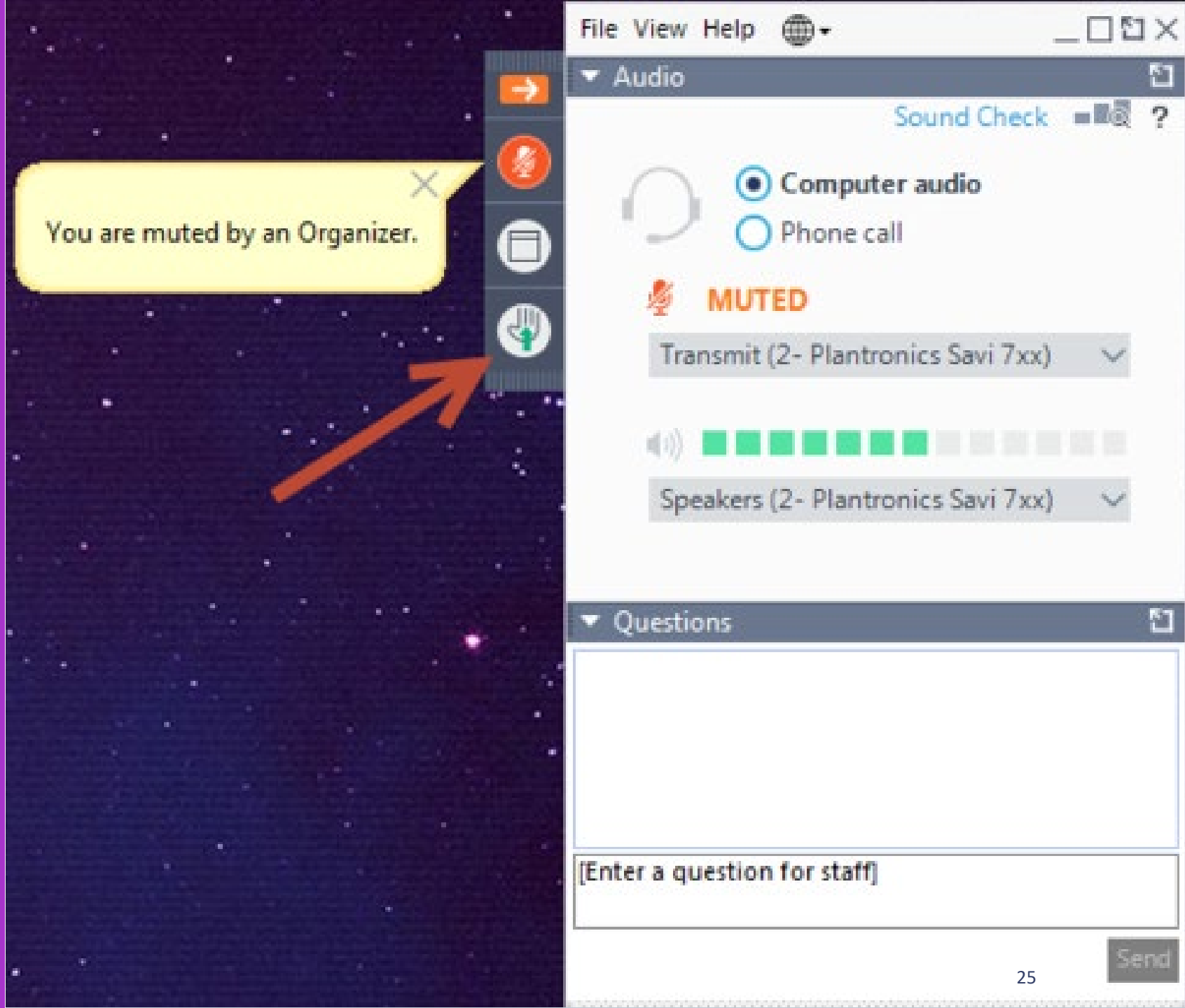
Jessica Jew, MPH

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Q & A

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



The screenshot shows a Zoom application window. On the left, a yellow speech bubble with a close button (X) contains the text "You are muted by an Organizer." Below this, a red arrow points to the "raise hand" icon in the bottom toolbar. The toolbar also includes icons for chat, mute/unmute, and video. On the right, the "Audio" settings panel is open, showing "Computer audio" selected and "Phone call" unselected. Below these, a red microphone icon and the word "MUTED" are displayed. The audio output is set to "Transmit (2- Plantronics Savi 7xx)". A volume bar is visible below the output selection. The "Questions" panel is also open, showing a text input field with the placeholder "[Enter a question for staff]" and a "Send" button at the bottom right.

File View Help

Audio

Sound Check

Computer audio

Phone call

MUTED

Transmit (2- Plantronics Savi 7xx)

Speakers (2- Plantronics Savi 7xx)

Questions

[Enter a question for staff]

Send

Next Steps

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.