



Stakeholder Update Webinar

Coordinated Care Initiative

CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

MARCH 25, 2021



Agenda

- DHCS Updates
- Cal MediConnect (CMC) March Dashboard
- LA Care Presentation on COVID-19 Efforts
- Blue Shield Promise Presentation on COVID-19 Efforts
- Questions



DHCS Updates

Anastasia Dodson, Associate Director for Policy



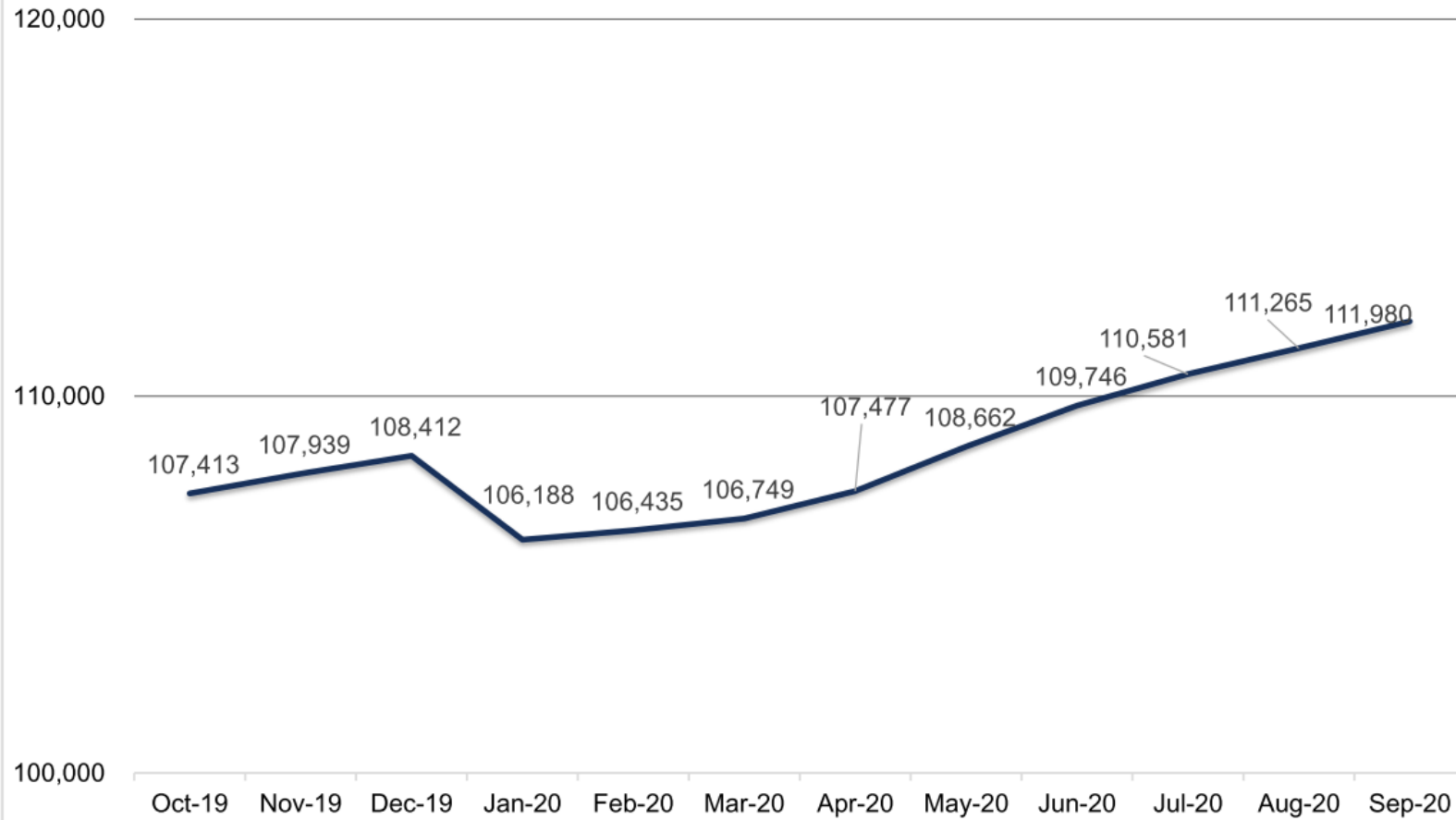
Cal MediConnect Dashboard

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



CMC Dashboard: Enrollment

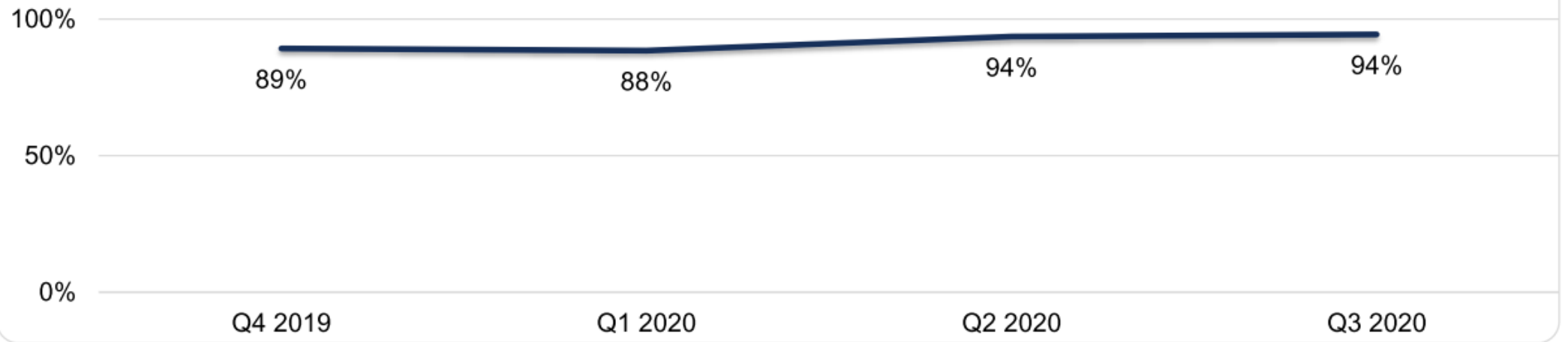
Fig. 1: Monthly Enrollment





CMC Dashboard: Care Coordination

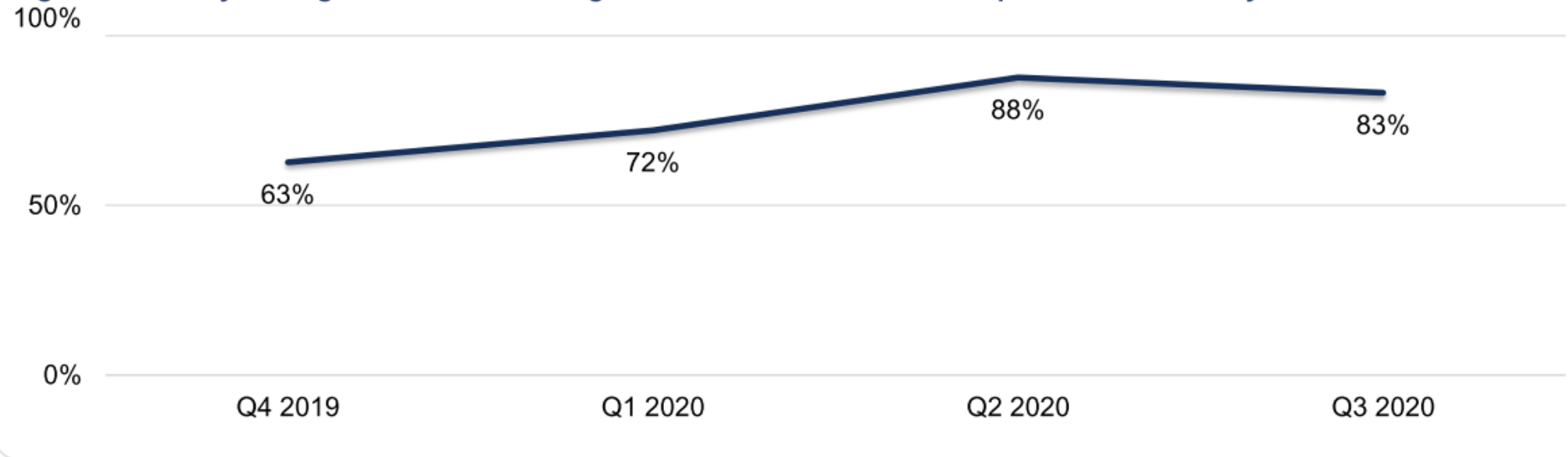
Fig. 8: Quarterly Rolling Statewide Percentage of Members Willing to Participate and who the Plan was able to Locate with an Assessment Completed Within 90 Days of Enrollment





CMC Dashboard: Individualized Care Plan

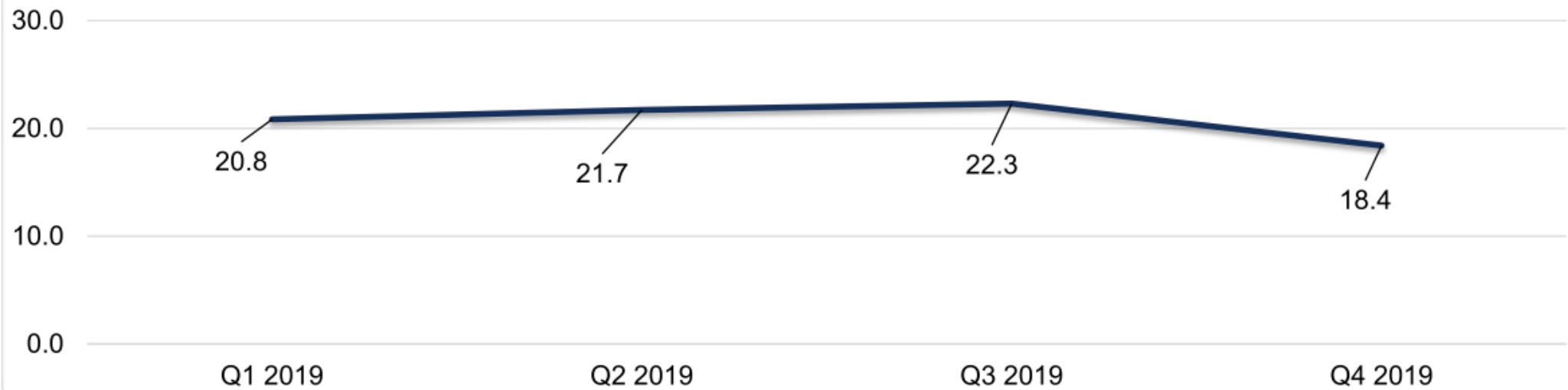
Fig. 10: Quarterly Rolling Statewide Percentage of Members with an ICP Completed Within 90 Days of Enrollment





CMC Dashboard: Behavioral Health Emergency Room Utilization

Fig. 20: Quarterly Rolling Statewide Average Count of Emergency Room Behavioral Health Services Utilization per 10,000 Member Months





COVID-19 VACCINE

MARCH 25, 021
YANA PAULSON, PHARM.D.
CHIEF PHARMACY OFFICER



L.A. Care
HEALTH PLAN®

For All of L.A.

Strategy



To position L.A. Care as a reliable source of accurate information about the COVID-19 vaccine by providing current information while being respectful of and sensitive to the communities that we are serving, so that people can make an informed decision about getting vaccinated.

Messaging and tactics will be rolled out in phases in alignment with the state and county public health departments approved tiers and target populations.

Covid-19 Command Center



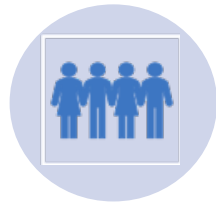
Audiences



Members



Providers



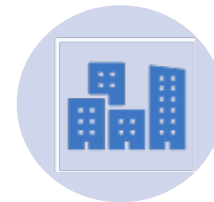
Employees



CRC Guests



Media



Public at
Large

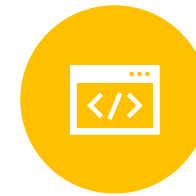
Core Toolkit



Key Messages



Member FAQs +
IVR



Webpage Updates



Social Media +
Employee Updates



Member Survey
Findings



Q&A and Myth-
Busting Videos

Member Outreach



- Targeted identification model for high-risk groups
- Partnering with other organizations to help give our members access to the COVID-19 vaccine
 - MLK Hospital
 - Dignity Health
 - Hollywood Presbyterian
- Robocalls and staff outreach
 - Informing members as they become eligible
- Community health worker training
- Transportation to walk-up vaccination appointments
 - Two-day requirement waived

Provider Outreach



- Training
 - “COVID-19, Public Health and Practice Perspectives on Equity”
 - April 15, 12:00 pm - 1:30 pm via WebEx
 - 1.50 CME / CE credits
 - Presenters:
 - Dr. Muntu Davis
 - Dr. Hector Flores
 - Dr. Peter Szilagyi
- Landing page on lacare.org to centralize COVID-19 vaccine-related provider resources
- Encouraging providers to get vaccinated

Employee Outreach



- Weekly COVID-19 Q&A with chief medical officer
- Dedicated intranet page
 - Answers to FAQs
 - Links to blogs from L.A. Care doctors and staff
 - Staff polling
 - Educational videos coming soon
- Regular updates at Town Hall meetings
- Regular updates in CEO emails
- Selfie campaign coming soon

Community Resource Center Vaccination Clinics

- Two vaccine clinics at eight centers
 - Total of 16 vaccine clinics
- 1,000 doses per clinic
 - 16,000 total doses
- Johnson & Johnson vaccine
- Targeted member outreach by zip code
 - Staff calls to high-risk members
 - Targeted social media campaign on standby
- Walk-up, drive-thru, and drop off options offered
- Members will be able to use their transportation benefit to get to their vaccine appointment





Health Equity

- Advocating for the equitable distribution of COVID-19 vaccines
 - L.A. Chamber Blog – 2/2/21
 - CalMatters OpEd – 2/3/21
 - Associated Press Article – 2/2/21
 - Los Angeles Business Journal Advertorial – 3/22/21
 - Support letter for site-based vaccination strategy for homeless shelters – 2/18/2021
- Tranquada XII initiative
 - \$1.6 million for FQHC projects that increase the number of COVID-19 vaccine doses administered to low-income, racially and ethnically diverse populations disproportionately impacted by the pandemic

Addressing Vaccine Hesitancy



Educational videos



Website & call center
FAQs



"Ask the Doc" video
series



Social media
campaign



Facebook Live series



Ad council campaign



Community health
worker training



Member
ambassador
campaign



PSA influencer
collaborations



THANK YOU



L.A. Care
HEALTH PLAN®

Cal MediConnect COVID-19 Response

March 25, 2021



Promise Health Plan





Who we are

Blue Shield Promise Health Plan's mission is to ensure that all Californians have access to high-quality health care at an affordable price



We proudly partner with CMS and DHCS to participate in **Cal MediConnect** in Los Angeles and San Diego counties



Our Cal MediConnect Plan aims to provide better care and coordinate Medicare and Medi-Cal benefits for dually eligible members



COVID-19 care coordination



Case management now conducted telephonically to ensure patient safety and continue proactive management of chronic conditions



Discharge planning for members hospitalized with COVID-19 (ex: providing hospital with pulse oximeters for patients coming home)



**Recuperative care/
emergency housing**
services to stabilize
homeless members



**Nutritionally tailored
meal delivery**
(including to
household members)



**Mental health needs
assessments** for
loneliness, isolation,
and depression.



Tele-behavioral health
services at no cost



Meeting members' needs at home

Blue Shield Promise remains closely aligned with state, county and city COVID-19 vaccine criteria rollouts and appointment scheduling activities

We are updating member and provider communication plans as quickly as possible to ensure distribution of real-time information



Educate members about the vaccine and when they can expect to become eligible



Contact members at least once-per-month in preferred method and language



Track brand, dose number, and date of vaccine administration with data from CMS, DHCS, and claims



Provide transportation to members' vaccination appointments at local sites



Vaccination
promotion



Data-driven outreach



Models use historical claims—combined with medical literature and clinical expertise—to develop COVID-19 risk scoring and identify members at high risk for severe illness or death



Criteria to identify most vulnerable for targeted outreach include demographics:

- Limited English proficiency members
- Low-income members
- Members with chronic conditions more prone to COVID-19
- Members who tested positive for COVID-19

Thank you



Q/A

- If you have a question, please click on the “raise hand” icon and our team will unmute you.
- Please feel free to type any questions into the chat.



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.
- Next MLTSS & Duals Integration Stakeholder Workgroup Meeting: **Wednesday, April 7 at noon.**