

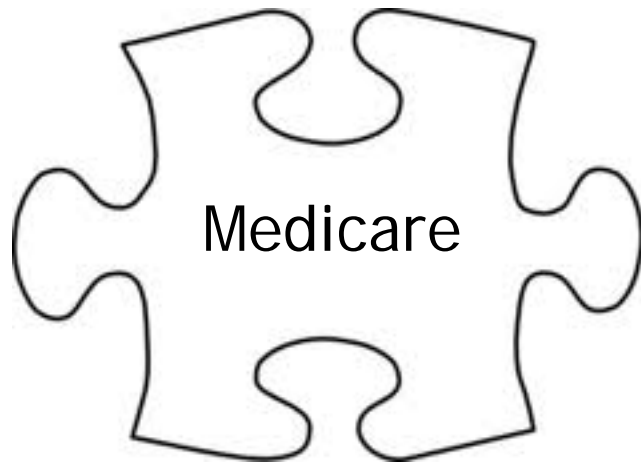
# California's Coordinated Care Initiative

DHCS STAKEHOLDER ADVISORY COMMITTEE

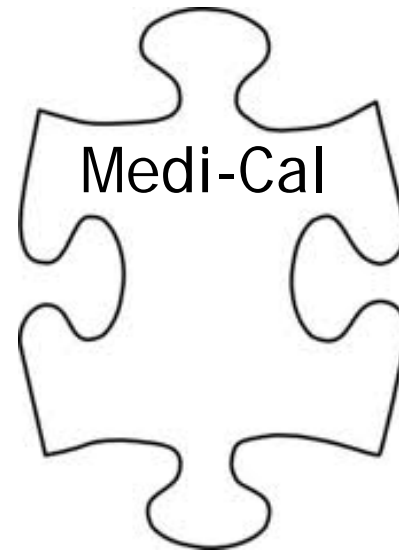
*February 21, 2014*



# Medicare and Medi-Cal Today



- Doctors
- Hospitals
- Prescription drugs



- Long-term services and supports
- Medicare cost sharing
- Durable medical equipment

# The Necessity of Coordinated Care

- Some people with multiple chronic conditions see many different doctors and have multiple prescriptions.
- This is common among people with both Medicare and Medi-Cal (Medi-Medi or dual eligible beneficiaries) who are often sicker and poorer than other beneficiaries.
- Today's care delivery system doesn't always support the care coordination many people need. This leads to increased risk of admission to the hospital or nursing home.

# The Coordinated Care Initiative



\*Participation in Orange County pending readiness reviews.

# The Coordinated Care Initiative: Two Parts

## Cal MediConnect

Who: many full dual eligible beneficiaries

- Optional
- Combines Medicare and Medi-Cal benefits into one managed care health plan
- Additional services, including care coordination

## Medi-Cal

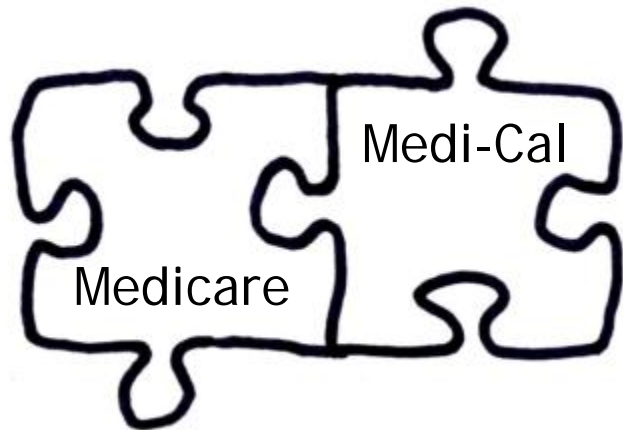
Managed Long-Term Services and Supports (MLTSS)

Who: Medi-Cal only beneficiaries, full dual eligibles who opt out of Cal MediConnect, other identified groups eligible for Medi-Cal

- Mandatory
- Beneficiaries will now receive Medi-Cal benefits through a managed care health plan, including long-term services & supports and Medicare wrap-around.

# Cal MediConnect

- Who: Medi-Medi beneficiaries
- Optional



- All of the Original Medicare and Medi-Cal services you currently receive, but combined into one health plan
- One number to call for all your needs
- Additional vision benefit
- Additional transportation benefit
- Access to a care team
- Access to care manager
- Coordinated care

# Cal MediConnect

## Key Benefits

- Support for coordinating care, including a plan care coordinator.
  - A beneficiary will receive a health risk assessment to help them and their providers develop, if appropriate, an individualized care plan.
  - Interdisciplinary care teams will be available to help manage and coordinate care. The beneficiary can decide who is on this team.
- Additional Services:
  - A beneficiary will receive supplemental vision and transportation benefits.
  - Plans can offer additional services (known as care plan options) beyond the Medi-Cal benefit package

# People not eligible for Cal MediConnect

You can't join Cal MediConnect if you:

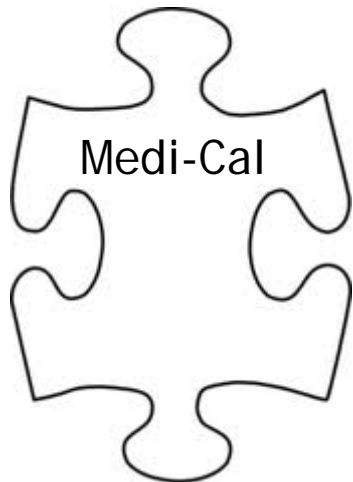
- Are younger than 21.
- Receive developmental disability waiver services from a Regional Center.
- Do not meet your Medi-Cal share of cost, if you have one.
- Have End-Stage Renal Disease (ESRD), except in San Mateo County.
- Have other health coverage, such as retirement, veterans or private coverage.
- Live in a veterans home.
- Receive services through one of the following waiver programs; Nursing Facility/Acute Hospital, HIV/AIDS, Assisted Living, or In Home Operations (you must disenroll from these programs to enroll in Cal MediConnect, you will not be passively enrolled).
- Are enrolled in PACE (you must disenroll to be eligible for the Cal MediConnect; will not be passively enrolled).
- Live in some rural zip codes in Los Angeles, Riverside and San Bernardino Counties.



# Medi-Cal

## Managed Long-Term Services and Supports

- Who: Medi-Cal only beneficiaries, full dual eligibles who opt out of Cal MediConnect, other identified Medi-Cal eligible groups
- Mandatory



- Same Medi-Cal services you currently receive
- Medi-Cal long-term services and supports (MLTSS) will now be provided through managed care plans
- Non-emergency medical transportation and vision
- No additional costs, copays stay the same
- This impacts both beneficiaries not eligible for Cal MediConnect and beneficiaries who opt out of Cal MediConnect

# PACE

Program of All-inclusive  
Care for the Elderly

- Who: Medi-Medi beneficiaries and Medi-Cal beneficiaries
- Option available to those who are determined eligible

## You may be eligible to enroll in a PACE program

If you:

- Are 55 or older
- Live in your home or community setting safely
- Need a high level of care for a disability or chronic condition
- Live in a ZIP code served by a PACE health plan

# Medi-Medi Beneficiaries

Your  
options:

## 1. **Enroll in Cal MediConnect**

- Combine your Medicare and Medi-Cal benefits under one plan

## 2. **Opt out of Cal MediConnect**

- Your Medicare remains the same (fee-for-service or Medicare Advantage plan)
- You **must** enroll in a Medi-Cal plan for your Medi-Cal benefits

## 3. **Enroll in PACE**

# Medi-Cal Only Beneficiaries

*Those who are not eligible for Cal MediConnect or who opt out still must enroll in a Medi-Cal managed care plan.*

Your  
Options:

## **1. Enroll in Medi-Cal managed care plan**

- All current Medi-Cal benefits
- IHSS, CBAS, MSSP and nursing facility care
- Non-emergency medical transportation
- Medicare share of cost, wrap-around benefits

## **2. Enroll in PACE**

# Continuity of Care

- If a beneficiary's doctor is not in one of the plans in their county, they can work with the doctor and the health plan to continue to receive their services.

- **Continuity of Care**

- Medicare services – up to 6 months
- Medi-Cal services – up to 12 months

- After the 6 or 12 months, if their doctor does not join the network, the beneficiary will need to choose a provider in-network.

# CCI Updates

- Cal Optima
- LA County Plan Options for Cal MediConnect
- Revised Enrollment Timeline
- Health Care Options
- Cal MediConnect Ombuds Program
- Outreach Update

# Cal Optima

- Last month, CMS announced the results of a program audit of CalOptima's Duals Special Needs Plan (DSNP). As a result of this audit, Cal MediConnect will not move forward in Orange County until CalOptima achieves the needed corrective actions as required by CMS.
- DHCS is very concerned about the issues found by the CMS program audit. There are critical issues here for consumer protections.
- DHCS and DMHC have already announced we will be auditing CalOptima's Medi-Cal programs.
- Cal MediConnect and MLTSS remain pending in Orange County.

# LA County Plan Options

- LA Care received a Low Performing Icon (LPI) from CMS in LA Care being unable to accept passive enrollment for Cal MediConnect as planned.
- To ensure choice for LA County dual eligibles, DHCS developed a Cal MediConnect-specific solution.
- For Medicare enrolled beneficiaries also enrolled in Medi-Cal, California will passively enroll beneficiaries directly into Cal MediConnect eligible plans- **CareMore, Care 1st, Molina, and Health Net** starting no sooner than July 2014.
- Once LA Care improves its Medicare quality scores, LA Care will be eligible to begin receiving passive enrollment in Cal MediConnect.



# Cal MediConnect Plan Options

## Los Angeles

- Care1st, CareMore, Health Net, LA Care and Molina Health

## Orange\*

- CalOptima

## San Diego

- Care 1<sup>st</sup>, Community Health Group, Health Net and Molina Health

## San Mateo

- Health Plan of San Mateo

## Alameda

- Alameda Alliance and Anthem Blue Cross

## Santa Clara

- Anthem Blue Cross and Santa Clara Family Health Plan

## San Bernardino

- Inland Empire Health Plan and Molina Health

## Riverside

- Inland Empire Health Plan and Molina Health

\*Participation in Orange County pending readiness reviews.

# Enrollment Timeline

- As DHCS moves forward with CCI, we understand each county is different and that each county will need a slightly different start date.
- CCI will launch on April 1, with passive enrollment in San Mateo.
- Riverside, San Bernardino, and San Diego Counties will begin passive enrollment into Cal MediConnect May 2014.
- Los Angeles and Alameda County will begin July 2014.
- LA will begin passive enrollment with Alameda in July. Santa Clara will begin in January 2015.
- MLTSS will begin for partial duals and SPDs in July 2014 in the 7 counties.
- There is no date for enrollment to begin in Orange County at this time.

# Updated CCI Enrollment by County

Start Date	Cal MediConnect (Passive enrollment)				MLTSS (Mandatory enrollment)					
	Full Duals in Medicare FFS enrolled already in Medi-Cal Managed Care plan (enrolled by one month)	Full Duals in Medicare FFS and Medi-Cal FFS (enrolled by birth month)	MSSP Benes eligible for Cal Medi-Connect (enrolled in one month)	Full duals in a MA plan / Part D LIS (enrolled in one month)	Full Duals who opt out of CMC and in Medi-Cal FFS (enrolled by birth month)	Full Duals in MA plan or excluded from CMC (ESRD, Kaiser, 1915c waiver) and in Medi-Cal FFS (enrolled by birth month)	Full Duals a in Medi-Cal managed care plan (benefit added in one month) <sup>1</sup>	MSSP Beneficiaries in Medi-Cal managed care or Medi-Cal FFS (enrolled in one month)	Partial Dual/SPD already in Medi-Cal managed care (enrolled in one month) <sup>1</sup>	Partial Dual/SPD in Medi-Cal FFS (enrolled by birth month)
4/1/2014*	San Mateo		San Mateo				Los Angeles, Riverside, San Bernardino, San Diego, and San Mateo	San Mateo - Full Duals in MA plan or excluded CMC pop (ESRD, Kaiser, 1915c)		
05/01/14	Riverside, San Bernardino, and San Diego	Riverside, San Bernardino, and San Diego <sup>2</sup>			Riverside, San Bernardino, and San Diego	Los Angeles, Riverside, San Bernardino, and San Diego <sup>3</sup>				
7/1/2014*	Alameda and Los Angeles	Alameda and Los Angeles	Alameda, Riverside, San Bernardino, & San Diego		Alameda and Los Angeles	Alameda and Santa Clara	Alameda and Santa Clara	Alameda, Los Angeles, Riverside, San Bernardino, San Diego, San Mateo (Partials and SPDs), and Santa Clara	Alameda, Los Angeles, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara	Alameda, Los Angeles, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara
01/01/15	Santa Clara	Santa Clara	Los Angeles and Santa Clara	Alameda, Los Angeles, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara	Santa Clara					

\* CCI will begin April 2014 in Los Angeles, Riverside, San Bernardino, San Diego, and San Mateo and July 2014 in Alameda and Santa Clara counties. Orange County is on hold.

1. Enrollees already in a Medi-Cal managed Care plan will receive one notice prior to the change in benefit.
2. There are no FFS Medi-Cal Enrollees in Orange and San Mateo counties.
3. Enrollees with April and May birthdays will be enrolled in May 2014. Then follow enrollment schedule by birth month.

# Choosing a Plan: The Notices

90 Day

Information about the Coordinated Care Initiative

60 Day

Information and material to enroll in Cal MediConnect, MLTSS & PACER. The plan that is likely the best match for you

30 Day

Confirmation of your decision

- If no decision was made, this will provide information about the plan you were matched with

# Health Care Options

- DHCS's HCO enrollment broker, MAXIMUS, developed a comprehensive training program to ensure newly hired and existing Customer Service Representatives (CSRs) assigned to assist the CCI impacted population.
- HCO has implemented a separate call center, with a dedicated phone line, and dedicated staff that will be assigned solely to the CCI transition.
- Hiring and training for new CCI call center staff began in December 2013. The new staff includes 60 CSRs, two supervisors, and one manager, are currently receiving training on existing HCO processes and new CCI specific processes.
- This new call center will be fully operation by the end of February 2014.

# Cal MediConnect Ombuds

- The Cal MediConnect Ombuds Program is a local ombudsman program operating in each Cal MediConnect county overseen by DMHC to ensure advocacy independent of DHCS and CMS on behalf of Cal MediConnect beneficiaries.
- After a rigorous RFP process, the Legal Aid Society of San Diego was chosen as the primary entity to provide ombuds services to Cal MediConnect beneficiaries.
- This primary entity will manage a number of subcontractors throughout the demo counties to provide services on a local level. All the entities are re experienced ombuds providers.
- The Cal MediConnect Ombuds Program will be operational by April 1, 2014.

# Outreach Update

- Working with HICAPs
- Released both new and updated materials to be used in outreach efforts.
- Posted a “toolkit” of materials, including presentation slide decks, fact sheets and a brochure.
- Updated the CalDuals.org website to provide new beneficiary- and provider-facing content.
- Started to send out Weekly Updates on outreach work and statewide announcements.

# Working with HICAP

- DHCS worked with CDA and OPA to develop training materials for HICAP counselors including county specific call triaging fact sheets and a FAQ covering Prescription Drug Coverage under Cal MediConnect.
- DHCS continues to work closely with local HICAP directors to ensure that they have the materials and information they need to assist beneficiaries.
- DHCS collaborates with the HICAP agencies across the 8 CCI counties to keep them up-to-date on CCI information, identify specific needs, answer questions, develop targeted materials to assist their counselors, and collaborate on outreach events.



# CalDuals.org

The screenshot shows a web browser window with the URL <http://dev.calduals.org/>. The page features the CalDuals logo and the tagline "Keeping you informed about Medicare/Medi-Cal integration". A navigation menu includes links for Home, About, News, Beneficiaries, Enrollment Samples, Calendar, CCI Counties, Implementation Center, and Providers. A search bar and a "Contact Us" button with a Twitter icon are also present.

**CalDuals** Keeping you informed about Medicare/Medi-Cal integration

Home About » News Beneficiaries Enrollment Samples Calendar CCI Counties » Implementation Center » Providers »

**Bringing Coordinated Care to Your Medicare & Medi-Cal Benefits.**

**Beneficiaries & Caregivers**

Medi-Cal & Medicare users, find the Cal MediConnect program in your county:

- Los Angeles
- Orange
- San Diego
- San Mateo
- Alameda

**Providers**

The Coordinated Care Initiative integrates care and services from all types of providers: medical, behavioral health, long-term services and supports, and others.

**Provider FAQs & Educational Materials**


Contact plans in your area < link to

**CalDual's Latest News**

- ▶ Coordinated Care Initiative Update – February 4, 2014  
The Coordinated Care Initiative represents a historic effort to integrate the medical, social, and mental health services provided to some [...]
- ▶ Coordinated Care Initiative Program Update  
On January 24th the Centers for Medicare and Medicaid Services (CMS) announced the results of a program audit of CalOptima's [...]
- ▶ For Stakeholder Comment: 60-Day and 30-Day MLTSS Beneficiary Notices  
The Department of Health Care Services (DHCS) is releasing two managed long term services and supports (MLTSS)

# Weekly Updates

- Sent to CalDuals email list every Friday.
- Goal is to keep everyone on the same page about the activities that are happening.
- Email questions and/or comments to [info@calduals.org](mailto:info@calduals.org)



**CalDuals** Feb 7, 2014

## WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update  
*This update is to keep DHCS outreach coordinators up-to-date on local education activities, CCI announcements and the work ahead.*


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### Events This Week in CCI Outreach

**1/30: San Mateo County Ethnic Media Roundtable**

A series of ethnic media roundtables highlight the beneficiaries and frontline providers who will be participating in and benefiting from Cal MediConnect and the Coordinated Care Initiative kicked off in San Mateo County.

- Several beneficiaries and family caregivers shared personal anecdotes about challenges they have faced navigating the healthcare system. Bilingual daughter Gladys Wilkom expressed hope that care coordinators available to Cal MediConnect enrollees will be able to help her communicate treatment plans and the importance of prescription medication to her elderly father.



Bay Area beneficiaries or care givers discuss their experiences and need for care coordination.

# Questions or Comments

- Visit [CalDuals.org](http://CalDuals.org)
- Email [info@calduals.org](mailto:info@calduals.org)
- Twitter [@CalDuals](https://twitter.com/CalDuals)

