
Coordinated Care Initiative Update

*Stakeholder Advisory Committee (SAC) Meeting
October 2015*



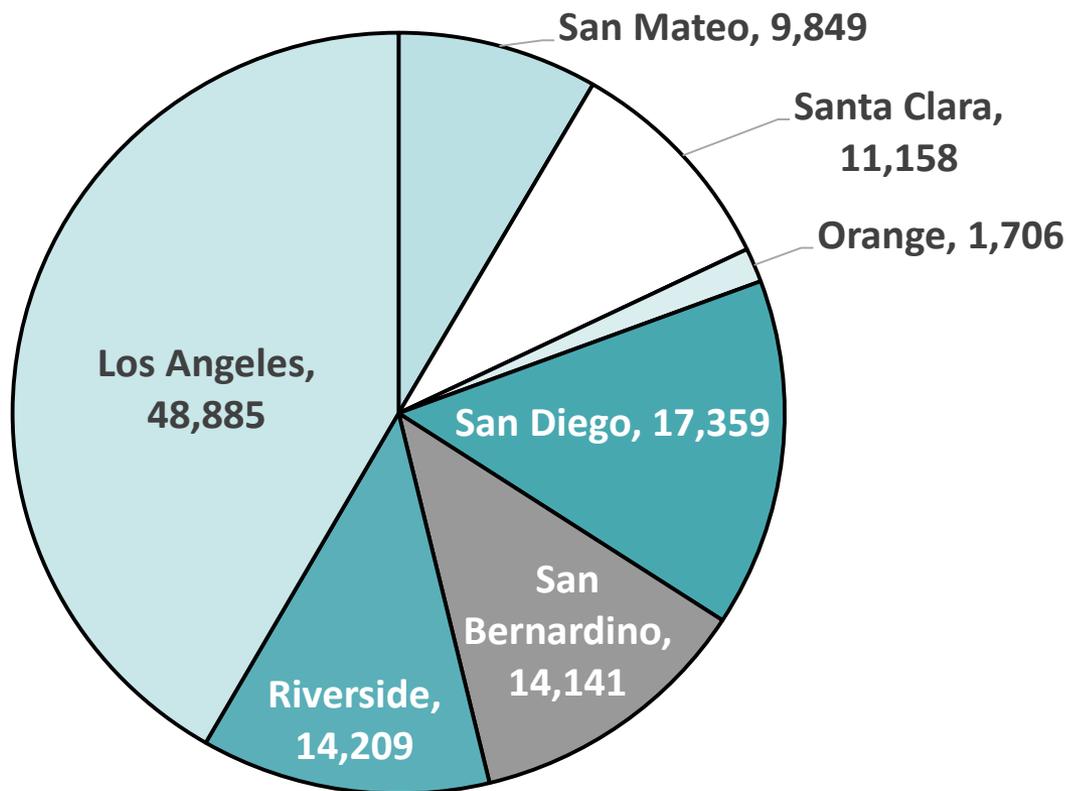
Today's Update

- Enrollment Data
- Health Risk Assessment (HRA) Data
- Update on MSSP Transition
- Transition: Passive to Active Enrollment
 - Focus Group Data
 - New Resource Guide & Choice Book
 - Outreach



Enrollment Data

As of September 1st



| |
|---------------------------------|
| Total Active Enrollments |
| 117,307 |



Enrollment Update

Projected Enrollment

Projected Enrollments - Two Month Look Ahead

| County | Active Enrollments as of 9/1/15 | October Pending Enrollments | November Pending Enrollments | Total Projected Enrollments for November Month of Eligibility ¹ |
|----------------|---------------------------------|-----------------------------|------------------------------|--|
| San Mateo | 9,849 | 44 | 0 | 9,893 |
| Riverside | 14,209 | 157 | 0 | 14,366 |
| San Bernardino | 14,141 | 189 | 0 | 14,330 |
| San Diego | 17,359 | 132 | 0 | 17,491 |
| Los Angeles | 48,885 | 235 | 0 | 49,120 |
| Santa Clara | 11,158 | 1,432 | 1,701 | 14,291 |
| Orange County | 1,706 | 1,619 | 2,248 | 5,573 |
| Total | 117,307 | 3,808 | 3,949 | 125,064 |

1. Projected enrollments are based on passive enrollment transactions submitted 60-days prior to the enrollment effective month. Pending voluntary (Opt-in) enrollments are included in these statistics.



Opt Out Data

All Eligible Beneficiaries – September 2015

| County | Overall | | | |
|--------------------------|------------|------------|--------------------------|--------------------------------|
| | Enrolled | Opt Out | Disenrolled ² | Other Disenrolled ³ |
| Los Angeles | 21% | 53% | 10% | 16% |
| Riverside | 47% | 33% | 8% | 12% |
| San Bernardino | 45% | 35% | 7% | 12% |
| San Diego | 35% | 37% | 9% | 19% |
| Santa Clara ¹ | 43% | 39% | 9% | 10% |
| San Mateo | 82% | 13% | 5% | 0% |
| Orange ⁴ | 27% | 70% | 2% | 1% |
| Total | 30% | 46% | 9% | 14% |
| Total w/o LA | 44% | 36% | 8% | 13% |

1. Santa Clara began enrollment in January 2015.
2. Member requested disenrollment through the State's enrollment broker or COHS after the enrollment date.
3. Member disenrolled due to actions outside of the State's enrollment broker/COHS control.
4. CalOptima began enrollment in July 2015.



Opt Out Data

IHSS vs. Non-IHSS – September 2015

| | IHSS | | | NON-IHSS | | |
|-----------------------|----------|---------|--------------|----------|---------|--------------|
| | Enrolled | Opt Out | Disenrolled* | Enrolled | Opt Out | Disenrolled* |
| Los Angeles | 12% | 64% | 9% | 27% | 46% | 10% |
| Riverside | 37% | 40% | 9% | 51% | 31% | 7% |
| San Bernardino | 37% | 41% | 8% | 48% | 33% | 7% |
| San Diego | 24% | 46% | 9% | 38% | 35% | 9% |
| Santa Clara | 31% | 47% | 11% | 47% | 36% | 8% |

*Disenrolled includes involuntary disenrollments



Top 3 Sub-populations with the Highest Opt-Outs: Ethnicity

| Los Angeles |
|-------------|
| Total 53% |
| Korean 78% |
| Chinese 70% |
| White 67% |

| Riverside |
|----------------|
| Total 33% |
| Korean 63% |
| Chinese 54% |
| Vietnamese 46% |

| San Bernardino |
|----------------|
| Total 45% |
| Chinese 63% |
| Korean 59% |
| Vietnamese 48% |

| San Diego |
|------------------|
| Total 35% |
| Asian Indian 49% |
| Korean 46% |
| Chinese 45% |

| Santa Clara |
|----------------|
| Total 43% |
| Korean 58% |
| Chinese 51% |
| Vietnamese 50% |

| Orange County |
|----------------------------|
| Total 70% |
| Asian Indian 91% |
| Asian/Pacific Islander 89% |
| Black 87% |



Top 3 Sub-populations with the Highest Opt-Outs: Language

| Los Angeles |
|--------------|
| Total 53% |
| Russian 92% |
| Armenian 79% |
| Korean 76% |

| Riverside |
|---------------|
| Total 33% |
| Mandarin 62% |
| Korean 60% |
| Cantonese 50% |

| San Bernardino |
|-------------------|
| Total 35% |
| Armenian 86% |
| Mandarin 69% |
| Other Chinese 57% |

| San Diego |
|--------------|
| Total 37% |
| Russian 78% |
| Farsi 56% |
| Mandarin 56% |

| Santa Clara |
|--------------|
| Total 44% |
| Russian 72% |
| Korean 55% |
| Mandarin 52% |

| Orange |
|----------------|
| Total 70% |
| Vietnamese 90% |
| Korean 89% |
| Mandarin 75% |



Opt-Outs By Age

| Los Angeles | |
|-------------|-----|
| Total | 53% |
| 21-64 | 47% |
| 65-75 | 50% |
| 76-90 | 58% |
| 91+ | 62% |

| Riverside | |
|-----------|-----|
| Total | 33% |
| 21-64 | 32% |
| 65-75 | 30% |
| 76-90 | 37% |
| 91+ | 42% |

| San Bernardino | |
|----------------|-----|
| Total | 35% |
| 21-64 | 33% |
| 65-75 | 32% |
| 76-90 | 40% |
| 91+ | 48% |

| San Diego | |
|-----------|-----|
| Total | 37% |
| 21-64 | 40% |
| 65-75 | 34% |
| 76-90 | 38% |
| 91+ | 42% |

| Santa Clara | |
|-------------|-----|
| Total | 39% |
| 21-64 | 29% |
| 65-75 | 38% |
| 76-90 | 43% |
| 91+ | 45% |

| Orange | |
|--------|-----|
| Total | 70% |
| 21-64 | 71% |
| 65-75 | 78% |
| 76-90 | 95% |
| 91+ | 78% |



Data Analysis

- Doing our own data analysis and working with many partners to better understand who is opting out and why – as well as how the program is working for enrollees
 - DHCS analysis of opt-out enrollees
 - SCAN funded efforts – Rapid Cycle Polling
 - LA County Cal MediConnect Focus Groups
 - SEIU IHSS Consumer Focus Groups



Data Analysis – Initial Findings

- **Enrollment Confusion**
 - Notification process
 - Transition process—care disruption and/or negative interactions with plan
 - Confusion about enrollment options and meaning of ‘opting-out’
- **Benefits**
 - Enrollees are generally having a good experience in their Cal MediConnect plan and are satisfied with their care
 - Lack of awareness of the benefits of Cal MediConnect, including availability or care coordinator
 - Lack of awareness of continuity-of-care protections
- **Providers**
 - Beneficiaries have provider loyalty
 - Lack of awareness and understanding of continuity-of-care provisions
 - Providers spreading anti-enrollment campaigns



HRA Dashboard

- Released in August 2015
 - Data from April 2014-March 2015
- 89% of HRAs completed within 90 days of enrollment
 - Beneficiaries who were able to be reached and willing to participate
 - 35% of beneficiaries unreachable/10% unwilling to participate
- DHCS working with health plans to get up-to-date beneficiary contact information
- Efforts involve partnering with pharmacies and other organizations that may have such information



Multipurpose Senior Services Transition

Transition no later than December 31, 2017:

- Counties can transition once plans, sites in the county, and DHCS agree that benchmarks have been reached
- DHCS will determine benchmarks with input from plans, sites, and stakeholders
- Two-day retreat for plans and sites October 8th & 9th
 - Discuss benchmarks
 - Begin county-specific plans
- Stakeholders will be informed of updates/changes about local and statewide transition benchmarks
- Local flexibility in designing transition plans and timelines



Transition: Passive to Voluntary Enrollment

- Passive enrollment complete in 5 CCI counties
 - Orange County complete in July 2016
 - Santa Clara County complete in December 2015
 - Beneficiaries newly eligible for Medi-Cal still select an MLTSS plan
- Work to support transition
 - Focus Group Data
 - New Resource Guide & Choice Book
 - Outreach



Resource Guide & Choice Book

- Combined Cal MediConnect and Medi-Cal Managed Care Plan Resource Guide and Choice Book for:
 - Beneficiaries gaining full scope Medicare and Medi-Cal eligibility in CCI counties
 - Existing full dual eligibles who move into a CCI county
- Helps beneficiaries understand all options available to them
 - Combines all available health plan options and benefits
 - One easy-to-read book
- Features
 - Many levels of review, including stakeholder review
 - Health coverage comparison chart
 - Graphics to help beneficiaries navigate the guide, e.g. photos and arrows
 - Bolder fonts for easier reading
 - Introductory letter to better inform beneficiaries



Beneficiary Outreach

- New beneficiary toolkit
 - Materials more focused on benefits of program
 - Educates beneficiaries on managed care in addition to their options under CCI
- Using enrollment data to target high opt-out populations
 - Working with local entities on IHSS specific outreach
 - Working with community-based organizations and key trusted sources serving ethnic communities on targeted outreach
- Collaborating with health plans to increase outreach to beneficiaries
- Ongoing local efforts to directly inform beneficiaries and their key trusted sources



Provider Outreach

- Focus on informing trusted medical and social services providers
- Collaborating with organizations to get information to providers
 - Example: The Network of Ethnic Physician Organizations (NEPO)
 - Working with NEPO on events to inform their various ethnic physician organizations
 - Events for physicians in LA and Orange -- Chinese, Armenian, African American, Korean, and Indian
- Developing a case management toolkit
 - Helps social workers, case managers, and hospital discharge planners assist beneficiaries
 - Tools to help them navigate the program when problems arise
- Ongoing local efforts to inform providers directly





For additional information:

- Email: info@calduals.org
- Web: www.calduals.org
- Enrollment, HRA, Opt Out Information:
www.calduals.org/enrollment-data/

