



June 1, 2011

**SENT BY ELECTRONIC MAIL**

Kevin Morrill  
Chief  
Office of Medi-Cal Procurement MS 4200  
P.O. Box 997413  
Sacramento, CA 95899-7413

**Re: CalOptima Response to the Request for Information on Pilots for Beneficiaries Dually Eligible for Medi-Cal and Medicare**

Dear Mr. Morrill:

The Orange County Health Authority, dba, CalOptima, is pleased to submit to the Office of Medi-Cal Procurement a response to the Department of Health Care Services (DHCS) request for information (RFI) on pilots for beneficiaries dually eligible for Medi-Cal and Medicare. CalOptima congratulates the DHCS on its \$1 million dollar contract with the Centers for Medicare & Medicaid Services (CMS) to design an effective model to integrate care for dually eligible beneficiaries (Duals) and expresses our continued interest in operating a Duals pilot in Orange County, California. CalOptima has over fifteen (15) years of experience delivering Medi-Cal services to Seniors and Persons with Disabilities (SPD), including the Duals, and six (6) years of experience delivering care to Duals in our Medicare Special Needs Plan. CalOptima, therefore, has a thorough and unique understanding of the needs of the target population in Orange County.

CalOptima's success as a County Organized Health System (COHS) is derived from our relationship with and commitment to, the community. As a COHS, CalOptima operates in an open and transparent manner with its community. We have a demonstrable commitment to serving as an efficient steward of public funds, consistently operating with administrative costs of around 5%. Our Board of Directors is publicly appointed and holds its meetings in accordance with California's Brown Act. Our commitment to quality is reflected in consistently high HEDIS scores, as well as a recent national quality award for our Medicare Pharmacy program. Lastly, our commitment to an enhanced delivery of care for the SPD and Duals is reflected in the array of programs we operate that serve the most vulnerable in Orange County. In addition to our Medi-Cal and Medicare Special Needs Programs, CalOptima has:

- Served as a Multipurpose Senior Services Program (MSSP) provider since 2001;
- Operated a Community Liaison Program to help members navigate community supports since 1997;
- Lead grant activities for the local Aging and Disabilities Resource Center (ADRC) since 2008;
- Operated a Community Relations Department since 2007 to ensure optimal collaboration among the community-based organizations that serve our members; and
- Secured Board authority to establish Orange County's first PACE site, which will be operational in early 2012.

In our response to the RFI, CalOptima draws from its own experiences and successes in providing the DHCS with examples and ideas on how to provide services for the dual eligible beneficiaries. CalOptima understands that the goal is to integrate the provision of primary, acute, and long term care services through a single and accountable organized health care system. In our response we share that our proposed model would provide the dually eligible beneficiaries a fully integrated benefit package provided by a managed care entity that has a comprehensive contracted network of primary, acute, and long term care providers. This integrated delivery system model would facilitate access and coordination of care for both the beneficiaries and their providers, reducing the burden and challenges involved when having to navigate two separately operated health care programs. CalOptima's proposed model integrates behavioral health, IHSS, ADHC, other long term care services and supports that can help prevent or delay long term care institutionalization.

CalOptima appreciates the opportunity to provide information that will support DHCS' effort to achieve CMS' goal of developing innovative services, delivery, and payment models to improve the quality, coordination, and cost-effectiveness of care for dual eligible beneficiaries. For questions regarding this proposal, please contact Mr. Robert Lonardo, Executive Director - Programs for Seniors and Persons with Disabilities, at (714) 246-8507, or [rlonardo@caloptima.org](mailto:rlonardo@caloptima.org). Thank you for your consideration.

Sincerely,



Richard Chambers  
Chief Executive Officer