



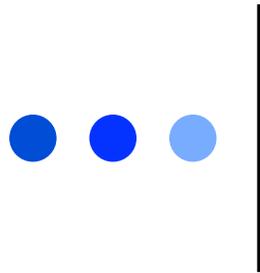
CALIFORNIA HEALTH ADVOCATES

Dual RFI Response Summary

*Improving Care through Integrated Medicare
and Medi-Cal Delivery Models*

Stakeholder Meeting – August 30, 2011

Elaine Wong Eakin, Executive Director



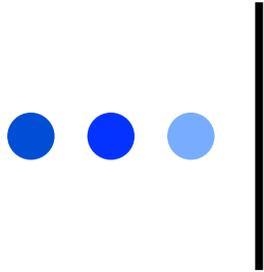
Our Focus

California Health Advocates

provides quality Medicare and related healthcare coverage information, education and policy advocacy.

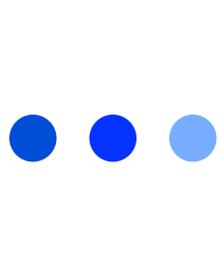
www.cahealthadvocates.org

- **Policy** – Conduct public policy research to support recommendations for improving rights and protections for Medicare beneficiaries and their families
- **Training** – Provide timely and high-quality information on Medicare through our website, fact sheets, policy briefs and educational workshops
- **Advocacy** – Bring the experiences of Medicare beneficiaries to the public, and especially legislators and their staff at federal and state levels, through media and educational campaigns



Our Projects

- **Senior Medicare Patrol**
 - *Empowering Seniors to Prevent Fraud*
- **Counseling Tools**
 - *Fact sheets*
 - *Comparison charts*
- **California Medicare Coalition**
 - *Provides a forum for all who serve Medicare beneficiaries to get updates on Medicare and to improve education and outreach*



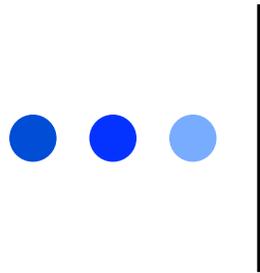
Existing Problems that Should be Addressed by Demonstrations

- Financial misalignment
 - Incentives in current fee-for-service “system” to shift costs instead of improving beneficiary’s health
- Fragmented care
 - Beneficiary coordinates own care and finds providers
- Shortage of providers who accept both Medicare and Medi-Cal
 - Reimbursement rate



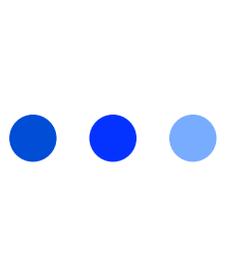
Overview of Demonstrations

- Experience of applicant in taking care of a population with diverse needs
- Patient-centeredness
- Capacity
 - Recruitment, Retention and Training
 - Cultural competency
- Relationships within the community
- Data-sharing and communications systems
- Risk management



Consumer Protection Considerations

- Voluntary enrollment
- Continuity of care
- Easy-to-navigate
- Information
 - Easy-to-understand
 - Language that beneficiary can understand
 - Format the beneficiary can access
- Appeals process



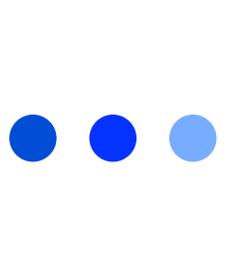
Specific Care Integration Challenges

- Seamless
- Establish relationships with mental & behavioral health care and LTC providers in advance
- Assess needs of beneficiary when first enrolled and periodically to determine need for such services
- Coordinate care with patient and family caregiver



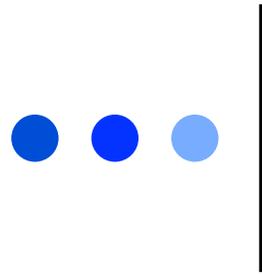
Measures for Success

- Better health outcomes
- Beneficiary can stay safely in home and community
- Decreasing numbers of transfers to nursing homes
- Decreasing numbers of hospital admissions and readmissions
- Enrollee satisfaction and retention
- Provider satisfaction and retention
- Cost savings



Information Needed from CMS and the State

- Claims data and history of duals population
- Goals and objectives
- Benchmarks
- Provider network adequacy
- Implementation schedule
- Reporting guidelines



Contact Information

California Health Advocates

Sacramento HQ – (916) 231-5110

5380 Elvas Avenue, Suite 221

Sacramento, CA 95819

www.cahealthadvocates.org