

**Early and Periodic Screening,
Diagnostic, and Treatment (EPSDT)
Outreach & Education Toolkit
Enrollee-Facing Materials
All Comer Webinar**

November 18, 2022



Medi-Cal's Strategy to Support Health & Opportunity for Children & Families

- » **Key Initiative:** Outreach and education toolkit on the intent and scope of Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) to enhance understanding and access to care

- » **Initiative Elements Discussed in Strategy:**
 - Core audiences of families, providers, and managed care plans
 - Toolkit that describes how EPSDT works and what it covers
 - Coordination of Toolkit with a range of child-serving stakeholders (e.g., key state agencies, local government entities, community-based advocates) to deliver targeted messaging related to services available under EPSDT



In 2019, the California Department of Health Care Services (DHCS) started to develop enrollee facing materials focused on children's preventive services to be responsive to a 2019 California State Audit on children's preventive services; work was paused due to COVID-19. This Toolkit builds on this prior work and the recent follow up 2022 California State Audit.

EPSDT Outreach & Education Toolkit Goals



Improve enrollee understanding of how Medi-Cal for children and youth works, what it covers, its role in preventive care screening, diagnosis and treatment, and medical necessity requirements.



Increase coordination with a range of child-serving stakeholders, including Medi-Cal managed care plans, providers, key state agencies, local government entities, and community-based advocates to help disseminate toolkit materials.

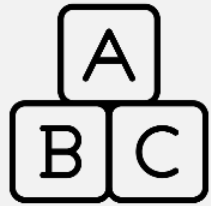


Develop a standardized EPSDT provider training for Medi-Cal managed care plans to utilize with their network providers.

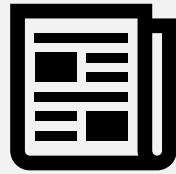


Identify a new name for EPSDT to promote greater understanding of what children and youth are entitled to under the Medi-Cal program.

Overview of EPSDT Outreach & Education Toolkit Components



**EPSDT
Renaming**



**EPSDT Enrollee
Brochures**
(child and teen
versions)

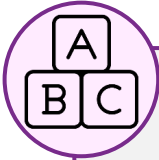


**EPSDT Enrollee
Know Your
Medi-Cal Rights
Letter**



**EPSDT Provider
Training**

EPSDT Renaming



» **Purpose of new name:**

- As part of the Toolkit, DHCS will roll-out a new name for EPSDT to improve understanding amongst all audiences

» **Distribution plan:**

- The name will be used in all DHCS and Medi-Cal managed care plan enrollee facing materials

» **Proposed new names currently being tested with consumers and stakeholders:**



**Grow Up
Healthy
California**

**California
Healthy
Futures**

**Medi-Cal
Healthy
Futures**

Currently included in draft enrollee facing materials

EPSDT Child and Teen Brochures



» Included in the brochures:

- Overview of EPSDT services, eligibility, and how to access services
- Information about the services provided at check-ups for children and teens/young adults
- Key contact information such as the Medi-Cal Member Help Line, 988, and specialty mental health resources
- In the child-focused brochure: condensed Periodicity Schedule for well-child visits
- In the teen/young adult-focused brochure: overview of sexual health care and behavioral health care services

» Distribution plan:

- DHCS will share brochures with stakeholders, providers, Medi-Cal managed care plans, county offices, local health departments, and others for broad distribution
- DHCS will mail the brochures annually to fee-for-service (FFS) households with members ages 0-20 and publish on DHCS's website
- Medi-Cal managed care plans will be required to mail brochures annually to households with members ages 0-20 and publish on their websites

EPSDT Know Your Medi-Cal Rights Letter



» Included in the letter:

- Overview of EPSDT and “medically necessary” services
- Overview of the appeals, State Fair Hearing, and/or grievances processes for managed care delivery systems (Medi-Cal Managed Care, Drug Medi-Cal Organized Delivery System, Specialty Mental Health Services, Dental Managed Care) and FFS delivery systems (Medi-Cal FFS, Drug Medi-Cal, Dental FFS, Medi-Cal Rx)
- Information on what a family can do if Medi-Cal care is denied, reduced, or stopped, including who to contact and how to file an appeal, request a State Fair Hearing, and/or contact the Ombudsman
- Information on how to file a grievance across Medi-Cal delivery systems
- Key contact information for Medi-Cal delivery systems to help enrollees find the right delivery system to contact about a concern

» Distribution plan:

- DHCS will share the letter with stakeholders, providers, plans, county offices, local health departments, and others for broad distribution
- DHCS will mail the letter annually to FFS households with members ages 0-20 and publish on DHCS’s website
- Medi-Cal managed care plans will be required to mail the letter annually to households with members ages 0-20 and publish on their websites

EPSDT Provider Training



» **Included in provider training:**

- Starting January 2024, Medi-Cal managed care plans must conduct EPSDT training for their network providers at least every two years to ensure providers are able to best support families in fully utilizing EPSDT services
- Overview of EPSDT's comprehensive set of services under federal and state law, including EPSDT screening, diagnostics, and treatment services and providers' responsibility in delivering medically necessary services for children and youth enrolled in Medi-Cal

» **Distribution plan:**

- DHCS will share training materials with Medi-Cal managed care plans and publish on DHCS's website
- Medi-Cal managed care plans will be required to deliver training to network providers at least every two years and publish on their websites

EPSDT Outreach & Education Toolkit

Audiences

Component	Description	Audiences		
		Enrollee	Provider	Plans
EPSDT Renaming	More accessible name to improve understanding amongst all audiences	✓	✓	✓
EPSDT Brochures (child and teen versions)	Overview of EPSDT, covered services, eligibility, and how to access services	✓		✓
EPSDT Know Your Medi-Cal Rights Letter	Overview of what enrollees up to age 21 can do if care is denied, reduced, or stopped, including how to file an appeal or grievance	✓		✓
EPSDT Provider Training	Standardized provider training on EPSDT requirements		✓	✓

Timeline *(subject to change)*

EPSDT Outreach & Education Toolkit components – **EPSDT renaming, EPSDT enrollee brochures, EPSDT enrollee Know Your Medi-Cal Rights letter, EPSDT provider training** – will be released as a coordinated and comprehensive package in early 2023.

Tasks	2022			2023		
	Oct	Nov	Dec	Jan	Feb	Mar
Review enrollee-facing materials with select stakeholders (e.g., child advocates, providers, Medi-Cal managed care plans), present at the CalAIM Children & Youth Advisory Group (11/9), and present at All Comer EPSDT Enrollee-Facing Materials Public Webinar (11/18)						
Conduct consumer testing on enrollee-facing materials						
Review provider training materials with select stakeholders (e.g., providers, health systems, Medi-Cal managed care plans)						
Finalize toolkit components with DHCS divisions and leadership based on stakeholder and consumer feedback						
Conduct readability review of enrollee-facing materials						
Publish final EPSDT toolkit materials in English on DHCS website						
Translate enrollee-facing materials to DHCS's threshold languages						
Mail enrollee-facing materials to enrollees and disseminate materials to child-serving stakeholders to support distribution						

Questions?



Thank You

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