



## Population Health Management (PHM) Advisory Group Meeting

September 29, 2022

### Chat Log

**12:30:59 From Alice H - Manatt Events to Everyone:**

StreamText link for both English and Spanish captioning:  
[https://www.streamtext.net/player?event=PHM\\_AdvisoryGroupMeeting](https://www.streamtext.net/player?event=PHM_AdvisoryGroupMeeting)

**12:39:55 From SONAL AMBEGAOKAR to Hosts and panelists:**

Great story and kudos to Sonia!

**12:50:13 From Hilary Gillette-Walch to Everyone:**

What are the metrics for success for the PHM?

**12:53:35 From Jonah Frohlich to Everyone:**

Thank you for submitting questions, we'll facilitate a Q&A and respond to your questions during the second half of the webinar.

**12:55:25 From Phebe Bell to Hosts and panelists:**

Hey this is phebe bell. I'm joining from phone and can't find my participant link. Is it possible for someone to resend it? Sorry and thank you

**12:56:18 From Sharon Woda to Everyone:**

DHCS will release more guidance on measures and metrics later this year/early next year. The PHM Program Guide covers this at a high level.

**12:56:49 From Alice H - Manatt Events to Hosts and panelists:**

Phebe, I've sent you an email from Zoom which should have all information to join.

**12:57:07 From Mike Odeh to Hosts and panelists:**

how will the PHM consumer contact center interact or interface with MCP call centers or PHM programs?

**12:58:57 From DeeAnne McCallin to Everyone:**

will chat and q&a be published as a resource after this session?

**13:00:29 From Tangerine Brigham to Hosts and panelists:**

it would be helpful to have beneficiaries redetermination date visible

**13:01:24 From Mike Odeh to Hosts and panelists:**

agree with Tangerine about including redetermination date (and ideally easy instructions too)



# Population Health Management (PHM) Advisory Group Meeting

September 29, 2022

## Chat Log

**13:02:49 From Nina Park to Hosts and panelists:**

could the member request reassignment to a new PCP or Health Plan through the edit function?

**13:03:35 From Emma P - Manatt Events to Phebe Bell and all panelists:**

Phebe - please use this link:

[https://manatt.zoom.us/w/93527163871?tk=3DLBg1dzCp7peCvajyAO-8amq5H9sDzjbYvUVyManAQ.DQMAAAAVxqdD3xZmUXBTNTRmdVFtU1JIa2U1V0xtR1dBAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA](https://manatt.zoom.us/j/93527163871?tk=3DLBg1dzCp7peCvajyAO-8amq5H9sDzjbYvUVyManAQ.DQMAAAAVxqdD3xZmUXBTNTRmdVFtU1JIa2U1V0xtR1dBAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAAA)

**13:04:08 From Caroline Sanders to Everyone:**

What would this site look like for a Limited English proficient individual? Will there be tag lines for translated education materials and/or to request language assistance?

**13:04:59 From Kristine Gual to Hosts and panelists:**

For a member, is there a way to make the claims information more meaningful to our members, who have limited familiarity with coding and claims jargon.

**13:04:59 From Rebecca Boyd Anderson to Hosts and panelists:**

Will health plan staff be able to see this for our assigned members? Can we walk members through some of those educational modules?

**13:06:02 From Bhumil Shah to Hosts and panelists:**

How will this synch with information in EMR?

**13:06:45 From Kim Lewis to Everyone:**

Can the beneficiary get notices related to their treatment/services? Notices of adverse benefits determination or FFS TARs? This is just available for managed care members, correct?

**13:07:14 From Mike Odeh to Hosts and panelists:**

in this example, would provider know if there was already a calfresh application or enrollment pending?

**13:07:32 From Shawna Sanchez to Everyone:**

Will it include other clinical domains such as medications, lab results and documents

**13:08:37 From Diane Van Maren to Everyone:**



## Population Health Management (PHM) Advisory Group Meeting

September 29, 2022

### Chat Log

Will County Behavioral Health information be accessible?

**13:10:00 From Bhumil Shah to Hosts and panelists:**

Is the expectation that a provider will be looking up Patient 360 in addition to being in the EMR?

**13:11:36 From Kim Lewis to Everyone:**

Have some questions about AI algorithm utilized for Arcadia risk stratification tool or decision-making.

**13:11:57 From Mike Odeh to Hosts and panelists:**

how are children in foster care flagged in the system (and how is sensitive information being shared kept sensitive?)

**13:12:44 From Mike Odeh to Hosts and panelists:**

what are the roles of McKinsey and Partners in Care Foundation??

**13:13:24 From Sarita Mohanty to Everyone:**

It would be helpful to understand the partners' specific roles.

**13:13:35 From Soledad Barrera to Everyone:**

For those plans that delegate M2M BH services to a MBHO, will the system incorporate this data? Will DMC-ODS data be available? Finally, with what criteria will a member be determined to be 'high' likelihood of ED visit / IP stay; will that be a % of the larger population?

**13:15:56 From Kim Lewis to Everyone:**

Good to know, Palav!

**13:18:58 From Nina Park to Hosts and panelists:**

what is the plan for getting input/feedback from non-pilot sites? is the scientific advisory committee still being convened?

**13:20:34 From Mario S - Manatt Events to Emma P - Manatt Events(Direct Message):**

Just confirming I will drop on 34?

**13:23:23 From Gary Tsai to Everyone:**

Lots of good questions being asked... It'd be helpful if the communication for this PHM Advisory Group were more bidirectional vs. unidirectional



## Population Health Management (PHM) Advisory Group Meeting

September 29, 2022

### Chat Log

**13:23:52 From Tangerine Brigham to Hosts and panelists:**

what the process for making recommendations to either the RSST or SciAC?

**13:24:25 From Gary Tsai to Everyone:**

How will DHCS and Manatt share the answers to the various questions asked thus far?

**13:24:49 From DeeAnne McCallin to Everyone:**

@Gary Tsai, +1 and 👍

**13:26:00 From Sydney Turner to Everyone:**

For those of us who are interested in applying to participate in the pilot - how do we understand what features are available to pilot?

**13:26:05 From Nina Park to Hosts and panelists:**

will the plans be required to share their readiness plans due soon with their provider groups?

**13:26:28 From Margarita Garcia Hernandez to Everyone:**

what commitment is required from pilot participants?

**13:26:33 From Sydney Turner to Everyone:**

Wondering if it is this slide deck or the RFP Gainwell was selected for?

**13:26:57 From Caroline Sanders to Everyone:**

Is DHCS looking to test with LEP consumers as well?

**13:27:11 From Caroline Sanders to Everyone:**

(ie. is DHCS looking for groups to help with that?)

**13:28:09 From Priya Batra to Everyone:**

A follow-up email with qualifications/commitment information for RSST advisors would be great, if possible. Also, now that the basics were presented, perhaps future meetings could be structured to allow more feedback from advisory group participants?

**13:30:40 From Caroline Sanders to Everyone:**

+1 to Priya comment