



california
health & wellness™

DHCS 1115 Waiver Stakeholder Advisory Committee

Wednesday, December 3, 2014

Kathryn Kaestner, RN, MHA, CCM
Vice President, Medical Management

California Health & Wellness



- **California Health & Wellness is a managed care organization**
 - Established in 2013
 - Serves 163,000+ Members; 19 counties
 - Headquartered in Sacramento
 - Satellite offices in:*
 - Chico (Butte County)
 - El Centro (Imperial County)
 - Placerville (El Dorado County)
 - Dedicated to meeting the needs of our members and supporting the doctors and healthcare professionals who care for them



Alpine, Amador, Butte, Calaveras, Colusa, El Dorado, Glenn, Imperial, Inyo, Mariposa, Mono, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, Tuolumne, and Yuba

Subsidiary of Centene Corporation

2013-2014 Transition Timeline



Nov 2013	Operations began with TANF/CalWORKS beneficiaries enrolled
Jan 2014	Medi-Cal Expansion beneficiaries enrolled Limited Outpatient Behavioral Health Services added Substance Use Disorder Preventive Services added
Apr 2014	Beneficiaries receiving CalFresh enrolled
Sep 2014	Applied Behavioral Analysis Services added
Dec 2014	Seniors & Persons w/Disabilities with Medi-Cal only enrolled Community Based Adult Services added

Access to Care



- **California Health & Wellness connects our members to medical homes so they receive the right care, in the right place, at the right time**
 - ***Our provider partners are the cornerstone of our healthcare delivery system.***
 - Review and monitor network adequacy on a monthly basis
 - Review PCP and high volume specialist to member ratios; and PCP open panel status on a quarterly basis
 - Conduct member and provider satisfaction surveys annually
 - Conduct PCP, specialists and hospital 'GEO Access' studies to identify any network inadequacies based on time and distance standards required by the State and in comparison to industry standards
 - Prioritize contracting activities with practitioners/providers in areas identified with the greatest need for access improvement
 - ***We believe in treating the whole person, not just the physical body.***
 - Expanding access for members with mild to moderate behavioral health conditions
 - Connect members to behavioral health service providers, county and community resources
 - Medical and behavioral health integrated care team meets weekly to support members' whole health needs
 - Increasing awareness about how to promote mental health, prevent mental illness, intervene early when problems first emerge and reduce stigma

Enhanced Care Coordination & Community Partnerships

- Our number one priority is to help our members get well, stay well and be well.
 - ***We believe we have a responsibility to remove barriers and help our members best utilize the health care system.***
 - Case Management and Integrated Care Teams
 - MemberConnections®
 - NurseWise®
 - Healthy Solutions for Life
 - Inpatient Care Coordination
 - Provider Finder/Redirection Team
 - Durable Medical Equipment (DME) Coordination Service
 - Telehealth Program
 - ***We believe local partnerships enable meaningful, accessible healthcare.***
 - Public and Behavioral Health Programs Liaison
 - Regional Center and Other Community-Based Special Needs Programs Liaisons
 - Disability & Diversity Program
 - Community Advisory Committee
 - Provider Advisory Committee

Contact Us



Call us: 1-877-658-0305 (TDD/TTY 1-866-274-6083)



Visit us online: www.CAHealthWellness.com