



CaAIM Enhanced Care Management & Community Supports Office Hours

Implementation in Rural California



September 29, 2022

Public Health Emergency (PHE) Unwinding

- » **The COVID-19 PHE will end soon and millions of Medi-Cal beneficiaries may lose their coverage.**
- » **Top Goal of DHCS:** Minimize beneficiary burden and promote continuity of coverage for our beneficiaries.
- » **How you can help:**
 - Become a **DHCS Coverage Ambassador**
 - Download the Outreach Toolkit on the [DHCS Coverage Ambassador webpage](#)
 - [Join the DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available

DHCS PHE Unwind Communications Strategy

- » **Phase One: Encourage Beneficiaries to Update Contact Information**
 - Launch immediately
 - Multi-channel communication campaign to encourage beneficiaries to update contact information with county offices.
 - Flyers in provider/clinic offices, social media, call scripts, website banners

- » **Phase Two: Watch for Renewal Packets in the mail. Remember to update your contact information!**
 - **Launch 60 days prior to COVID-19 PHE termination.**
 - Remind beneficiaries to watch for renewal packets in the mail and update contact information with county office if they have not done so yet.

ECM and Community Supports Data Guidance Survey

DHCS is requesting that all MCPs and launched ECM and Community Supports Providers complete [this survey](#) on ECM and Community Supports data transactions, and where persistent data exchange barriers may benefit from expanded or refined data guidance. DUE OCTOBER 7th

- » Before the launch of ECM and Community Supports, **DHCS developed guidance to standardize information exchange, increase efficiency and reduce administrative burden between the state, MCPs and ECM and Community Supports Providers** (e.g., [ECM Member Information File](#), [ECM/Community Supports Billing and Invoicing Guidance](#), [NPI application instructions](#)).
- » The survey is an opportunity for stakeholders to **provide feedback on early implementation and crucial input for DHCS** to ensure the long-term adoption and success of the ECM benefit and Community Supports.

[ECM and Community Supports Data Guidance Survey](#)

The survey must be completed by all MCPs and their contracted ECM and Community Supports providers by **OCTOBER 7th**.

Please reach out to the [CalAIM ECM and Community Supports Mailbox](#) with any questions.

More information can be found at
www.dhcs.ca.gov/enhancedcaremanagementandinlieuofservices.

Welcome to Office Hours

“Office Hours” are a Q&A discussion with DHCS leaders and stakeholders implementing CalAIM focused on a specific implementation topic.

Today's Topic: Rural Implementation

- » **Introductions**
- » **How to Ask Questions**
- » **Q&A Discussion**
 - » **Becoming a Community Supports provider**
 - » **Workforce: Hiring, Training, and Retaining**
 - » **Service Delivery in a Rural Geography**

Today's Panelists

DHCS

Aita Romain

Quality and Population Health Management Division

Neha Shergill

Michelle Wong

Managed Care Quality and Monitoring Division

Featured Panelists

Central California Asthma Coalition

- Kevin Hamilton, *Co-Founder & Co-Executive Director*
- Graciela Deniz-Anaya, *Comprehensive Asthma Remediation and Education Services Program Manager*

Today's Questions

Questions from today's session were sourced from previous webinar Q&A and questions submitted via email or the sessions' registration page.



Use the meeting chat

- » Ask questions
- » Share your own experiences



Get in line to ask a question

- » Use "Raise Hand" in Zoom to get in the line to ask a question
- » Facilitators will call on people in the line and take them off mute so they can ask a question

Today's Questions

Raising Your Hand to Ask a Question



Participants must “raise their hand” for Zoom facilitators to unmute them to share comments; the facilitator will notify participants when we will take questions from the line.

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Understanding CalAIM, ECM, and Community Supports

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California Advancing and Innovating Medi-Cal (CalAIM)

CalAIM is a long-term commitment to transform and strengthen Medi-Cal, offering Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory. The goals of CalAIM include:



Implementing a whole-person care approach and address social drivers of health.



Improving quality outcomes, reduce health disparities, and drive delivery system transformation.



Creating a consistent, efficient and seamless Medi-Cal system.

Key CalAIM Components: Enhanced Care Management (ECM) and Community Supports

On January 1, 2022, DHCS launched the first components of CalAIM:
Enhanced Care Management and Community Supports.

Enhanced Care Management (ECM)

A **Medi-Cal managed care benefit** that will address clinical and non-clinical needs of high-need, high-cost individuals through the coordination of services and comprehensive care management

Community Supports

Services that **Medi-Cal managed care plans are strongly encouraged, but not required, to provide** as medically appropriate and cost-effective alternatives to utilization of other services or settings such as hospital or skilled nursing facility admissions

What is ECM?

ECM is a new Medi-Cal benefit to support comprehensive care management for enrollees with complex needs that must often engage several delivery systems to access care, including primary and specialty care, dental, mental health, substance use disorder (SUD), and long-term services and supports (LTSS).

- » ECM is designed to address both the clinical and non-clinical needs of the highest-need enrollees through intensive coordination of health and health-related services, meeting enrollees wherever they are – on the street, in a shelter, in their doctor's office, or at home
- » ECM is part of broader CalAIM Population Health Management system design through which MCPs will offer care management interventions at different levels of intensity based on member need, with ECM as the highest intensity level

Seven ECM Core Services



Outreach and Engagement



Member and Family Supports



Comprehensive Assessment and Care Management Plan



Health Promotion



Enhanced Coordination of Care

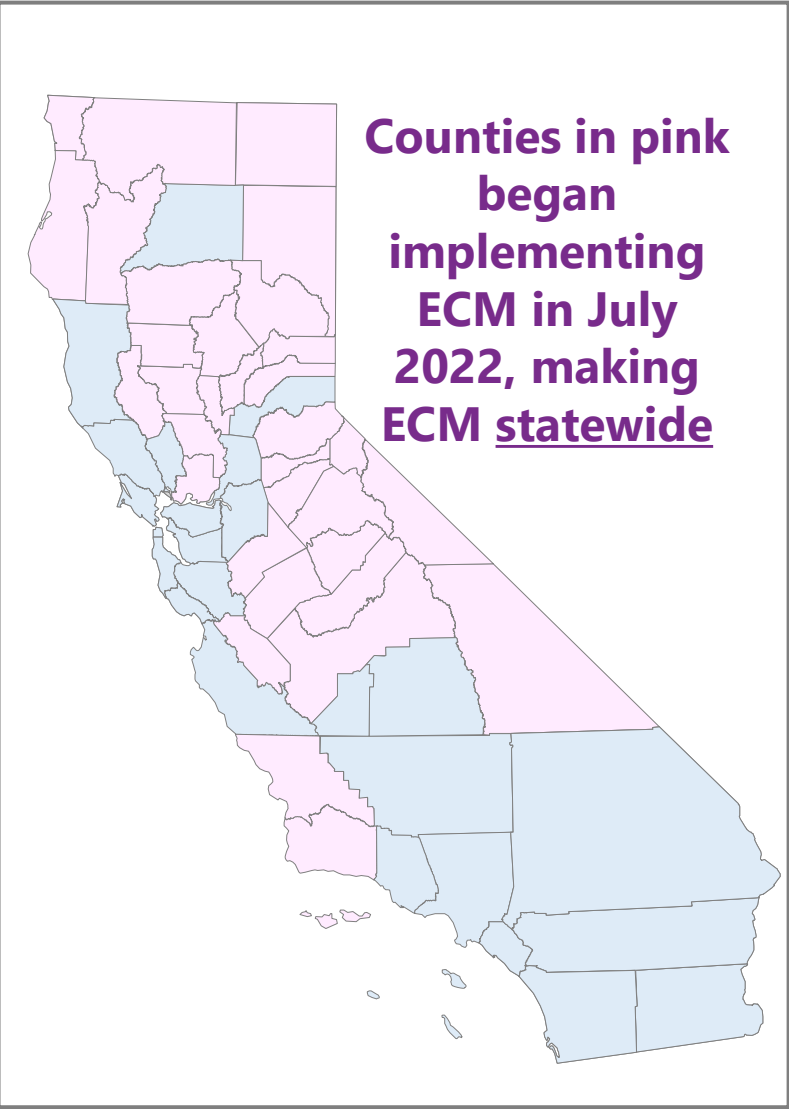


Comprehensive Transitional Care



Coordination of and Referral to Community and Social Support Services

Launch and Expansion of ECM



ECM Populations of Focus	Go-Live Timing
<ul style="list-style-type: none"> • Individuals and Families Experiencing Homelessness • Adult At Risk of Avoidable Hospital/ED Utilization • Adults with Serious Mental Illness (SMI) / Substance Use Disorder (SUD) • Transitioning from Incarceration (some WPC counties) 	<p>January 2022 (WPC / HH counties) July 2022 (all other counties)</p>
<ul style="list-style-type: none"> • At Risk for Institutionalization and Eligible for Long Term Care • Nursing Facility Residents Transitioning to the Community 	<p>January 2023</p>
<ul style="list-style-type: none"> • Children / Youth Populations of Focus • Transitioning from Incarceration (statewide) 	<p>July 2023</p>

What are Community Supports?

Community Supports are services that Medi-Cal managed care plans (MCPs) are strongly encouraged but not required to provide as substitutes for utilization of other services or settings such as hospital or skilled nursing facility admissions, discharge delays, or emergency department use.

- » Community Supports are designed as cost-effective alternatives to traditional medical services or settings and to address social drivers of health (factors in people's lives that influence their health)
- » Different MCPs offer different combinations of Community Supports
- » MCPs must follow the DHCS standard Community Supports service definitions in the policy guide, but they may make their own decisions about when it is cost effective and medically appropriate
- » Community Supports are not restricted to ECM Populations of Focus and should be made available to all Members who meet the eligibility criteria for a specific Community Support

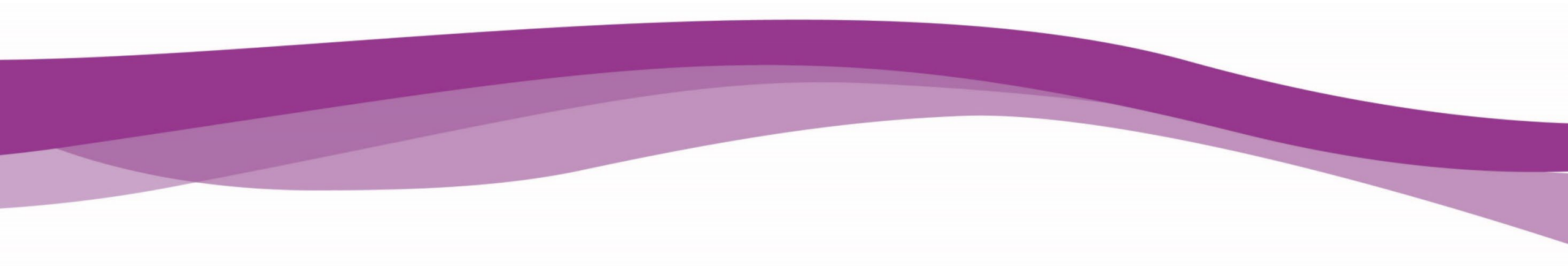
What are Community Supports?

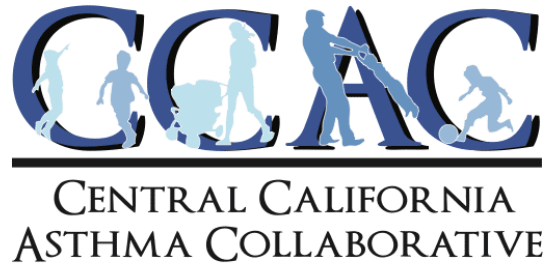
Pre-Approved DHCS Community Supports

1. Housing Transition Navigation Services
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Short-Term Post-Hospitalization Housing
5. Recuperative Care (Medical Respite)
6. Respite Services
7. Day Habilitation Programs
8. Nursing Facility Transition/Diversion to Assisted Living Facilities
9. Community Transition Services/Nursing Facility Transition to a Home
10. Personal Care and Homemaker Services
11. Environmental Accessibility Adaptations (Home Modifications)
12. Meals/Medically-Tailored Meals or Medically-Supportive Foods
13. Sobering Centers
14. Asthma Remediation

For more details, see [Community Supports Policy Guide](#) (August 2022).

About the Central California Asthma Coalition





The Central California Asthma Collaborative (CCAC) is a 501c3 founded in 2011 by a group of public health and asthma management experts.

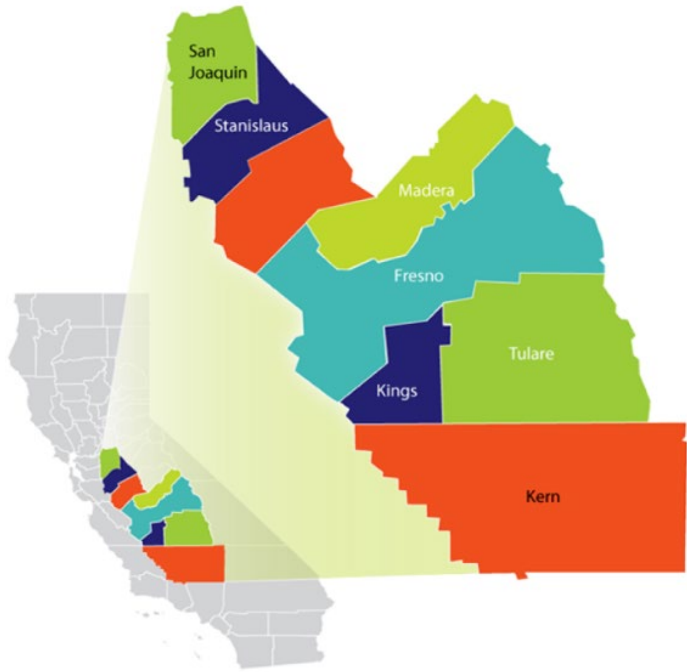
CCAC's mission is to provide education and direct services, build regional capacity and advocate for sensible policies that improve health and address inequities by reducing environmental impacts and emphasizing the prevention and management of chronic disease.



The CCAC Asthma Program began conducting home visits in 2012 to help low-income families reduce indoor environmental triggers and properly use medications to control their asthma.

CCAC's Asthma Program has evolved over the past decade, as new technologies and medications were introduced, focusing on cost-effective interventions with the greatest demonstrated impact on patient outcomes. The result is CCAC's Comprehensive Asthma Remediation and Education Services (CARES), one of the premier, in-home asthma preventative care interventions in California.

In 2021, CCAC CARES (formerly the AIM program) received the US EPA's National Environmental Leadership Award in Asthma Management, one of only two awards given out nationally.



CARES is contracted with Managed Care Plans in (7) San Joaquin Valley Counties to provide Asthma Remediation Community Support Services

✓ CalViva Health

Madera
Fresno
Kings

✓ Health Net

San Joaquin
Stanislaus
Tulare
Kern

✓ Anthem

Madera
Fresno
Kings
Tulare

✓ Health Plan of San Joaquin

San Joaquin
Stanislaus

✓ Kern Family Health Care

Kern

✓ Kaiser Permanente

Kern

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Phone: (559) 272-4874 | Fax: (559) 492-3802
www.centralcalasthma.org
Twitter: @CalAsthma

Q&A

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Thank You!

Upcoming Webinars

Housing Supports via ECM & Community Supports Webinar

Thursday, October 13th
1:30 – 3:00 PM PT

[Registration link](#)

Community Supports Spotlight: Housing Transition Navigation Services, Tenancy and Sustaining Services, and Housing Deposits

Thursday, October 20th
1:00 – 2:30 PM PT

[Registration link](#)

Housing Supports via ECM & Community Supports Office Hours

Thursday, October 27th
2:00 – 3:00 PM PT

[Registration link](#)

ECM and Community Supports Data Sharing Webinar

Thursday, November 10th
1:30 – 3:00 PM PT

[Registration link](#)

ECM and Community Supports Office Hours for New Counties

Thursday, November 17th
2:00 – 3:00 PM PT

[Registration link](#)

ECM and Community Supports Data Sharing Webinar

Thursday, December 1st
2:00 – 3:00 PM PT

[Registration link](#)

Additional Resources

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Review DHCS Resources & Materials for Providers

- » Learn more about ECM & Community Supports:
 - [Policy Guide](#)
 - [FAQs](#)
 - Fact Sheets: [ECM](#) & [Community Supports](#)
 - [ECM Key Design Implementation Decisions](#)
 - [Community Supports MOC Template](#)
 - [ECM MOC Template](#)
- » Review ECM & Community Supports guidance documents:
 - [Billing & Invoicing Guide](#)
 - [Coding Options](#)
 - [Community Supports Pricing Guide \(Non-Binding\)](#)
 - [Data Guidance for Member-Level Information Sharing](#)
 - [Contract Template Provisions](#)
 - [Standard Provider Terms & Conditions](#)

