



*Stakeholder Update Webinar*

# **Coordinated Care Initiative**

**CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES**

JUNE 30, 2021



# Agenda

- Department of Health Care Services (DHCS) Updates
  - Budget
  - June Cal MediConnect (CMC) Dashboard
  - Multipurpose Senior Services Program (MSSP) Carve-Out
  - Durable Medical Equipment (DME) Benefit
- Inland Empire Health Plan (IEHP) Presentation:  
Improving Individualized Care Plan Completion Rates
- Questions & Next Steps



# DHCS Updates

Anastasia Dodson  
Associate Director for Policy  
DHCS

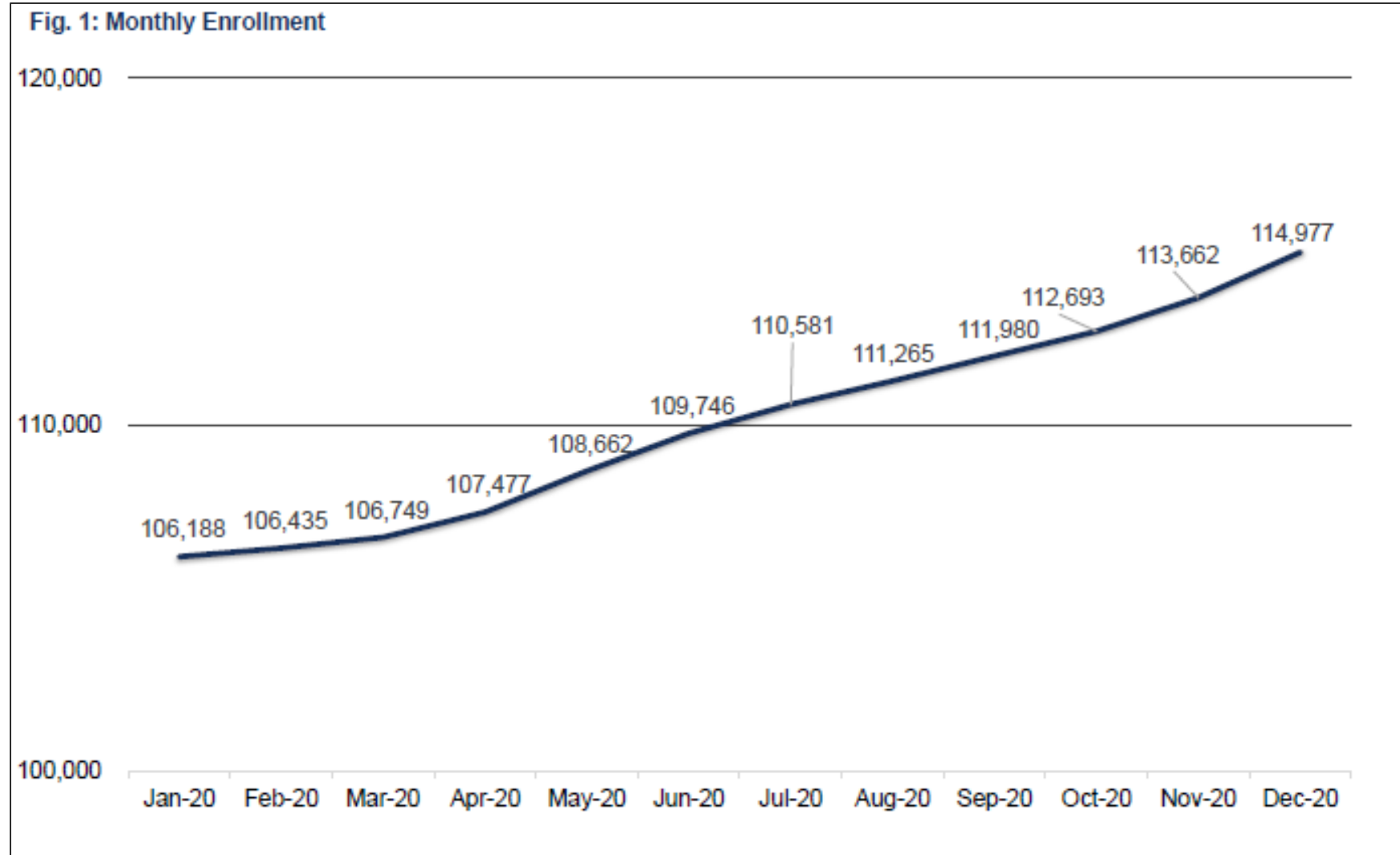


# Cal MediConnect (CMC) Dashboard

- The June CMC Dashboard has been posted:  
[https://www.dhcs.ca.gov/Pages/Cal\\_MediConnect\\_Dashboard.aspx](https://www.dhcs.ca.gov/Pages/Cal_MediConnect_Dashboard.aspx)



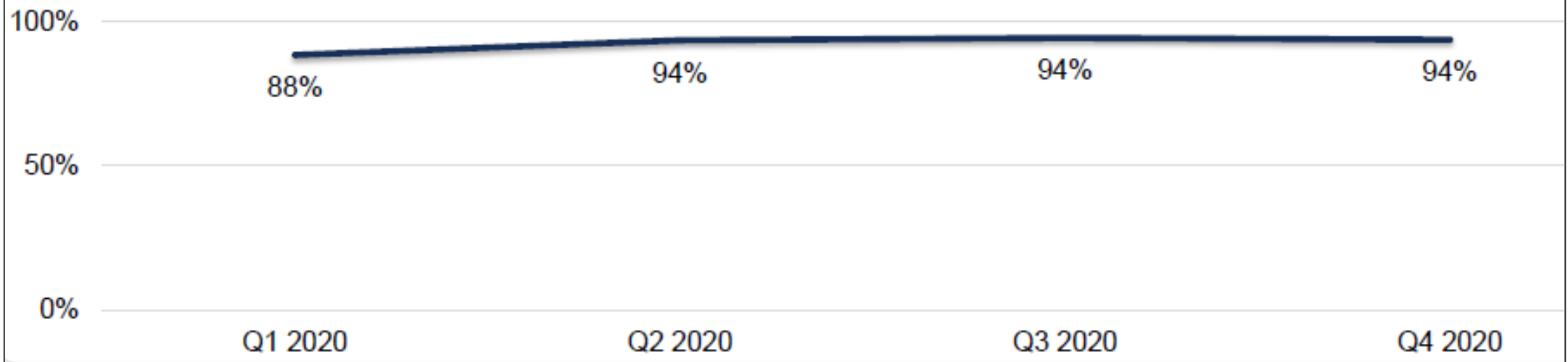
# CMC Dashboard: Enrollment





# CMC Dashboard: Care Coordination

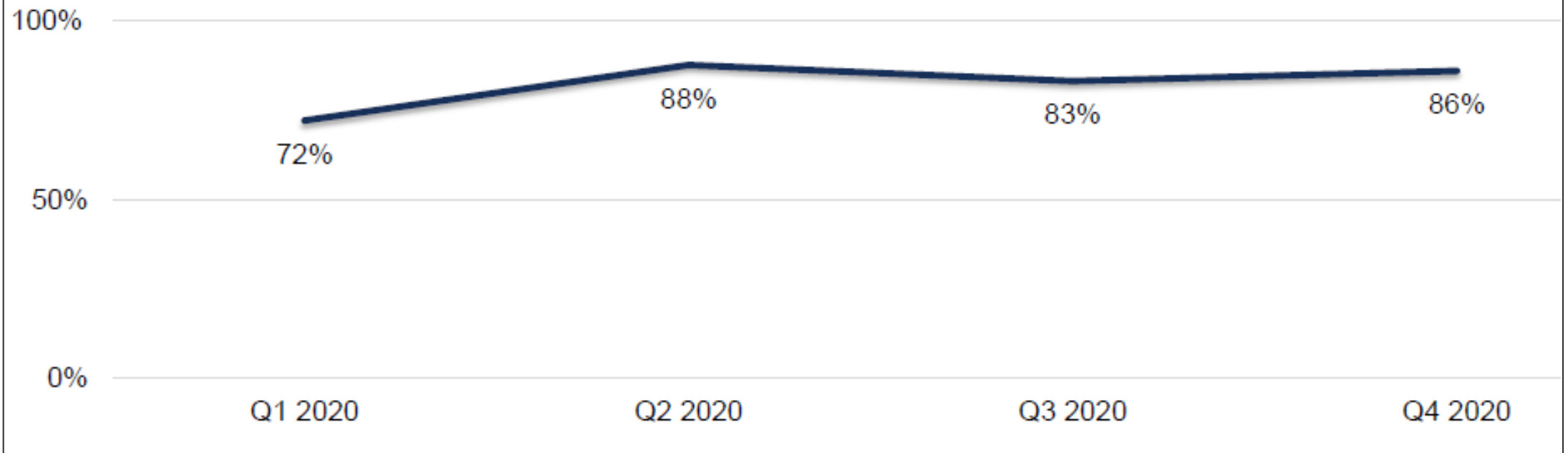
**Fig. 8: Quarterly Rolling Statewide Percentage of Members Willing to Participate and who the Plan was able to Locate with an Assessment Completed Within 90 Days of Enrollment**





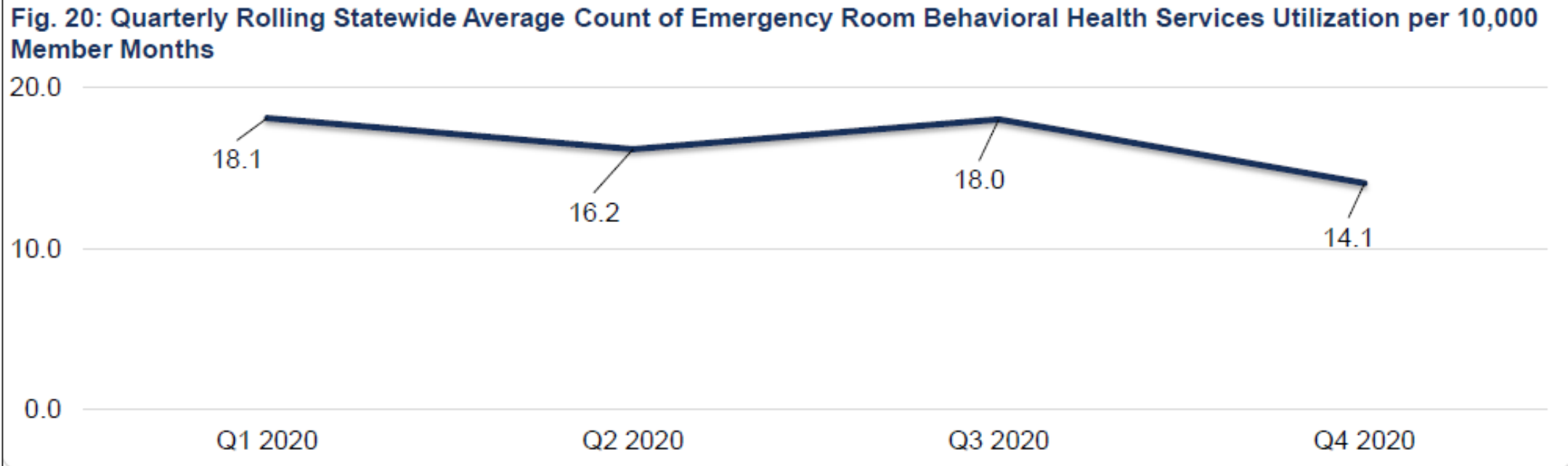
# CMC Dashboard: Individualized Care Plan

Fig. 10: Quarterly Rolling Statewide Percentage of Members with an ICP Completed Within 90 Days of Enrollment





# CMC Dashboard: Behavioral Health Emergency Room Utilization







# Update on the Multipurpose Senior Services Program (MSSP) Carve-Out

Autumn Boylan

Assistant Deputy Director, Integrated Systems  
DHCS



# Noticing

- DHCS is developing notices
- The Noticing Plan includes:
  - 90/60/30 Day Notices and FAQs
- DHCS will mail out the 90-Day Notice
  - In hand date: 10/1/2021
- Plans will mail 60- & 30-Day Notices
  - In hand date for 60 Day: 11/1/2021
  - In hand date for 30 Day: 12/1/2021
- Notices sent for stakeholder review in early July



# Readiness, Contracts, & Member Handbook

- Readiness Deliverables
  - DHCS is working on required Readiness Deliverables & plans to release the final Deliverables List in July.
- Contract Updates
  - DHCS is updating contract/amendments for all impacted Plans - Releasing draft in Q3.
- Member Handbook Updates
  - DHCS will ensure MSSP information is removed in the 2022 Evidence of Coverage (EOC) - Release template in August to Managed Care Plans



# Provider Manual & California Advancing and Innovating Medi-Cal Initiative (CalAIM)

- Provider Manual Updates
  - DHCS is in the early stages of making updates to the Provider Manual.
- CalAIM All Plan Letter (APL):
  - DHCS is working on the APL and will send out for stakeholder review in early July. The final APL will be released in August.



# Post Transition Monitoring

- Plans will be required to complete Post Transition Monitoring after implementation.
- More details on this will be shared with the plans in the future.



# Durable Medical Equipment (DME) Prescription Policy Updates

Jim Elliott  
Staff Services Manager II  
DHCS Benefits Division



## Updates Resulting from COVID-19

- In response to the COVID-19 public health emergency (PHE), DHCS submitted and received approval from the Centers for Medicare and Medicaid Services (CMS) for Disaster SPA 20-0024, which granted certain flexibilities and allowed for all licensed providers within their scope of practice to prescribe DME.
- This temporary flexibility will continue throughout the length of the PHE.
- Prior to the PHE, only physicians could order home health services.



## State Plan Amendment 20-0035

- During the PHE, CMS revised section 440.70 of Title 42 of the Code of Federal Regulations to also allow physician assistants (PA), nurse practitioners (NP), and clinical nurse specialists (CNS) to order home health services.
- DHCS submitted and received approval from CMS for SPA 20-0035, which authorized PA, NP, and CNS to order home health services, including DME and medical supplies.
- These changes will be reflected in the Medi-Cal Provider Manual in August.
- DHCS will continue to allow licensed providers to order home health services during the PHE, and these updates will go into effect once the PHE ends.





# Improving Individualized Care Plan (ICP) Completion Rates

Anna L. Edwards, DNP, APRN, NP, CCM  
Care Management Clinical Director  
Inland Empire Health Plan (IEHP)



# Common Challenges

- Plans Share Common Challenges
  - Unable to Contact
  - Decline to Participate
  - Communicating Value of Care Coordination/Individualized Care Plan (ICP) Participation
  - Resource Constraints



# IEHP's Process Improvement Process

- **Problem:** Inland Empire Health Plan (IEHP) failed to meet satisfactory rates of ICP completion
- Root Cause Analysis through the lens of LEAN
  - Process Impacted Opportunity





# What was Needed to Implement Process Improvement?

- Process Improvement & Collaboration
- Training Development & Implementation
- Monitoring & Oversight Revision
- Widespread Visibility of Reporting Results



# What did IEHP do Differently?

## Before

- Member Services Health Risk Assessment (HRA) Team completes the HRA
- CMC Care Management Team notified of HRA completion (next day)
- Coordinator attempts outreach to Member regarding initial care coordination needs
- Coordinator transfers to the Clinical Care Manager

## After

- Warm transfer from Member Services HRA Team to Clinical Team
  - Begin review of HRA and top concerns right away
  - Begin initial ICP (Direct & Delegates)
- Dedicated Clinical HRA/ICP Team
- Medicare Sales Coordination (streamline enrollment) transfer Members who will be new CMC Members to Clinical Team



# Delegate Process Improvement

- Focused Training for Delegated Independent Physician Associations (IPA)
- Review of Report Logs & Improved Data Dictionary
- Monthly Live System File Reviews
- Reinforcement of Reporting Requirements, Accurate Data Submission, Data Validation during monthly meetings



# Results of Process Improvements

- Improvement in ICP Completion Rates
  - Historical ~30%
  - Current: >90%
- Timely identification of New Member Issues (i.e., Continuity of Care)
- Reduced Hand-offs
- Improved Delegate Relationships



# Questions

- If you have a question, please click on the “raise hand” icon and our team will unmute you.
- Please feel free to type any questions into the chat.





# Next Steps

- For more information on the Coordinated Care Initiative (CCI) – including enrollment, quality data, and toolkits – visit [www.calduals.org](http://www.calduals.org).
- You can send any questions or comments to [info@CalDuals.org](mailto:info@CalDuals.org).
- Next Managed Long-Term Services and Supports (MLTSS) & Duals Integration Stakeholder Workgroup Meeting: **Thursday, July 15 at noon.**