DEPARTMENT OF HEALTH CARE SERVICES

CalAIM Enhanced Care Management Model of Care Template Addendum II

December 2022

For Children & Youth Populations of Focus and

Birth Equity Population of Focus

Due February 15, 2023

**DEPARTMENT OF
HEALTH CARE SERVICES**

Overview

In preparation for the implementation of Enhanced Care Management (ECM) and Community Supports, in June 2021, the California Department of Health Care Services (DHCS) released a Model of Care (MOC) Template for Medi-Cal managed care plans (MCPs) to complete and submit to DHCS demonstrating their operational readiness. The original June 2021 MOC Template was then later revised in February 2022 to its current version, the ECM and Community Supports MOC Legacy Template. A separate, additional MOC – ECM MOC Addendum I – was released in May 2022 for Populations of Focus going live January 2023.

To demonstrate operational readiness for the new ECM Populations of Focus going live on **July 1, 2023,** DHCS is requiring MCPs to complete this **MOC Template Addendum II.** To prepare to complete this MOC Template, MCPs should refer to the updated ECM Policy Guide (available on DHCS' ECM webpage), which contains full details of the Populations of Focus going live on July 1, 2023.

These questions apply to the following components of ECM:

1) **Children and Youth ECM Populations of Focus going live statewide on July 1, 2023**, which include:
   - Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness;
   - Children and Youth At Risk for Avoidable Hospital or Emergency Department (ED) Utilization;
   - Children and Youth with Serious Mental Health and/or Substance Use Disorder (SUD) Needs;
   - Children and Youth Enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition;
   - Children and Youth Involved in Child Welfare;
   - Children and Youth with Intellectual or Developmental Disabilities (I/DD);
   - Pregnant or Postpartum Youth.

2) **How pregnant and postpartum individuals are served by ECM if they meet criteria for any existing ECM Population of Focus**. As explained in the ECM Policy Guide, pregnant and postpartum individuals can receive ECM if they qualify under any of the ECM Populations of Focus, including those that already are in effect as of January 1, 2022, and those that will go into effect on July 1, 2023. As of December 2022, DHCS is establishing a freestanding Population of Focus for pregnant and postpartum individuals to emphasize the need for MCPs to develop networks of ECM Providers with special expertise in pregnancy and postpartum care.

Responses to the MOC Template Addendum II are due on **February 15, 2023**.

This Addendum does **not** require MCPs to submit information regarding the **Individuals Transitioning from Incarceration** (for adults, children, or youth) Population of Focus. DHCS will release a separate MOC Template Addendum III in Spring 2023 with submission instructions and questions pertaining to this Population of Focus.

This Addendum also does **not** address Community Supports. MCPs may update their Community Supports selections every six months. See the separate Community Supports MOC Template (October 2022) for more information.

Updated MOC Template Addendum II Questions

Directions: Respond to each of the updated MOC Template questions below by making **redline** edits to previously submitted responses and Policies and Procedures. Note that all updated language has been bolded and the numbering of the updated MOC Template questions corresponds to the most current version of the MOC Template, **ECM and Community Supports MOC Legacy Template (February 2022)**.

In this MOC Template Addendum II submission to DHCS, MCPs must attach all updated responses and Policies and Procedures **and include a summary table** that indicates the number of the updated MOC Template question being responded to, the file name of the attachment(s) for the responses and Policies and Procedures, and page number(s) that correspond to the question.

Question 3:
Using the MCP's previously submitted response to question 3 on page 2 of the ECM and Community Supports MOC Legacy Template (February 2022) , provide a **redlined** update on the status of the ECM Provider network development activities, by county (i.e., complete, on-track, or delayed/off-track) and reasons if delayed/off-track.

Be sure to address clearly in the redline:

> **a) Network development for the Children/Youth Populations of Focus (Word limit: 500 words).**
>
> **b) Inclusion of Providers with special expertise serving pregnant and postpartum individuals (Word limit: 250 words)**

Describe mitigation strategies for any anticipated challenges, specifying to which county/service area they apply.

Question 6:
Using the MCP's previously submitted response to question 6 on page 3 of the ECM and Community Supports MOC Legacy Template (February 2022), provide a **redlined** update describing how the MCP will prioritize engagement of county-based ECM Providers to serve the Children/Youth Populations of Focus. Be sure to address clearly in the redline:

> a) How county Mental Health Plans (MHPs) and/or their networks will serve as the ECM Provider for the **ECM Children/Youth Population of Focus with serious mental health and/or SUD needs; (Word limit: 500 words)**
>
> b) How county CCS staff/Providers will serve as the ECM Provider for the **ECM Children/Youth Population of Focus with CCS or CCS WCM with additional needs beyond their CCS condition**, provided they agree and are able to coordinate all services needed by those Populations of Focus, not just their mental health, SUD, or CCS services. **(Word limit: 500 words)**

Describe mitigation strategies for any anticipated challenges, specifying to which county/service area they apply.

Question 10: (if applicable)[1]

If the MCP is unable to provide sufficient capacity to meet the needs of all ECM Populations of Focus through contracts with community-based ECM Providers, the MCP may request an exception as described in the ECM Contract Template: Section 4(f). In order to grant this exception, DHCS needs more information. The MCP can request an ECM Provider Exceptions Request Guidance document. The Provider Exception Barrier and Strategy Table must be completed before an exception can be approved. If approved, the Provider Exception Updates Table is due six (6) weeks after each Quarterly Implementation Report submission. Requests for an ECM Provider Exceptions Request Guidance document and monitoring submissions can be sent to CalAIMECMILOS@dhcs.ca.gov.

Question 11:
Using the MCP's previously submitted response to question 11 on page 6 of the ECM and Community Supports MOC Legacy Template (February 2022), provide **redlined** Policies and Procedures describing:

> a) How the MCP will use available data to identify Members of the Children/Youth Population of Focus. Be as specific as possible in describing the applicable data sources (e.g., Plan Data Feed, results from an Adverse Childhood Experiences (ACEs) screening, 1915(c) waiver wait lists, school absentee or truancy information, etc.).

> b) How the MCP will use available data to identify MCP Members who are **pregnant or postpartum and meet any other Population of Focus criteria.** Be specific about how the MCP identifies Members as being pregnant. MCPs should include in their answer how frequently data will be refreshed to identify newly eligible Members.

Question 12:
Using the MCP's previously submitted response to question 12 on page 7 of the ECM and Community Supports MOC Legacy Template (February 2022), provide **redlined** Policies and Procedures to describe the MCP's process for accepting and acting on external referrals from ECM Providers, other Providers, Members, and other entities serving:

> a) **Children/Youth Populations of Focus.** Be as specific as possible in describing applicable Providers who serve Members who meet these Populations

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[1] Note that this question was similar to question 10 on page 6 of the ECM and Community Supports MOC Legacy Template (February 2022). The question in this MOC Addendum II is revised based on DHCS' policy for exceptions to permit MCP staff to provide ECM services.

of Focus (e.g., CCS Specialty Care Centers, local Foster Care Offices and Providers, Regional Centers, First 5 County Commissions and Centers, county MHPs, local perinatal programs).

b) **Pregnant and postpartum individuals** who qualify for ECM. Describe how the MCP will inform Providers and other entities serving their Members about how to request ECM on behalf of a Member and how the MCP will accept the request and communicate back the status of the request. Include (if the MCP has not done so already) a specific description of how the MCP communicates to Members and families the option of self-referral to ECM.

Finally, include in the redline a description of how the MCP will track referral patterns into ECM (numbers, sources, etc.) and how the MCP will use that information to guide improvement in the level of referral across the network.

Question 18:
Using the MCP's previously submitted response to question 18 on page 9 of the [ECM and Community Supports MOC Legacy Template (February 2022)](#), provide a **redline** update to the Policies and Procedures describing the requirements and process for ECM Providers to obtain authorization from **the Member's parent/guardian** for ECM-related data sharing, when required by federal law (Note: MCPs are not obligated to obtain authorization for data sharing when not required by federal law). Include:

a) What processes ECM Providers will be required to follow to obtain, document, and manage **the Member's parent/guardian authorization** for the sharing of Personally Identifiable Information between the MCP, ECM, Community Supports, and other Providers involved in the provision of Member care.

b) What processes ECM Providers will be required to follow to communicate **the Member's parent/guardian** authorization of data sharing authorization preferences back to the MCP.

Question 23
Using the MCP's previously submitted response to question 23 on page 11 of the [ECM and Community Supports MOC Legacy Template (February 2022)](#), provide a **redline** update to the Policies and Procedures describing outreach to Members for ECM. Include:

a) **Expected processes for outreach to Children and Youth Populations of Focus.**

b) **Expected processes for outreach to pregnant and postpartum individuals.**

c) **What Key Performance Indicators (KPIs) the MCP is using to track outreach and engagement by network ECM Providers.**

d) **What steps the MCP is taking to improve the level of outreach and engagement in the network, including education and training.**