

Purpose

This document provides a description and follow-up to questions asked on the 1/24/2024 [Population Health Management Service – Tribal Webinar](#).

California's Department of Health Care Services (DHCS) is developing a new Population Health Management (PHM) Service to reduce health disparities and prevent illness. California is the first State to invest in an innovative service like this and DHCS wants to engage Tribal chairpersons, Designees of Indian Health programs, and Urban Indian Organizations early in the development process. DHCS respects Tribal data sovereignty and recognizes the authority of each Tribal Government over the collection, ownership, and use of their data as a guiding principle in the development of the PHM Service.

DHCS hosted this meeting to provide Tribal designees with information about the proposed features of the PHM Service, collect initial feedback on special considerations (i.e., input on how data could be shared and used) and describe next steps.

Questions asked and responses:

| Question | Response |
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| 1. Is it (the PHM Service) duplicating existing services? | <ul style="list-style-type: none">• The Population Health Management (PHM) Service will be a single platform that brings together data from many areas (for example: Community Public Health, Healthcare Providers, etc.).• Some areas in the state have similar systems, but the goal is to have a state-wide platform that will bring together many types of data. |

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| <p>2. Are you concerned about the potential difficulty in explaining the value to members?</p> | <ul style="list-style-type: none"> • A tribal expert will work with DHCS and Medi-Cal member groups. They will make sure Medi-Cal members understand the benefits of the PHM Service. |
| <p>3. Are there concerns regarding the accuracy of data, particularly if it predominantly consists of claims data, and the potential implications of outdated information?</p> | <ul style="list-style-type: none"> • The PHM service will not work like a live health record that shows things right away, but it will use data from different sources to make the PHM Service beneficial to Medi-Cal members. • DHCS will update the information often enough to help with taking care of people, making decisions about policy, and understanding what is happening with the health of Medi-Cal members. |
| <p>4. Has there been prior implementation of a similar service, and if so, what were the outcomes and experiences associated with its use?</p> | <ul style="list-style-type: none"> • This is the first time a Population Health Management Service of this size is being implemented in the country. • DHCS is working with the Office of Tribal Affairs and other tribal experts to get advice from tribal communities as the service is built. |
| <p>5. Will the value of the tool be primarily geared towards large organizations rather than Medi-Cal members?</p> | <ul style="list-style-type: none"> • Large organizations will find it useful, but the main goal is to help Medi-Cal members stay healthy. • Indian Healthcare Providers can get health and social information about Medi-Cal members from the PHM Service to better serve their patients and communities. • Also, Medi-Cal members can use the tool to update their contact information and manage their own healthcare. |

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| <p>6. How can assistance be provided to tribes in understanding what tribal data sovereignty is and how it will be utilized?</p> | <ul style="list-style-type: none"> • DHCS is working with tribal experts and the Centers for Disease Control and Prevention Office of Public Health Data, Surveillance, and Technology to make sure we follow the best ways to handle data and respect tribal sovereignty. • DHCS, in partnership with Gainwell Technologies, has dedicated staff addressing how the data will be used for tribes. • DHCS will also speak to tribal Medi-Cal members and organizations about data protection to learn more about their concerns. |
| <p>7. How will the data be protected?</p> | <ul style="list-style-type: none"> • DHCS has experts to ensure security standards are met for the PHM Service. • Only people who need to see certain information will have access (For example, doctors can only see information about the people they are helping. And when Medi-Cal members log in, they can only see their own information). • Researchers will not be allowed to use the PHM Service to conduct studies. |
| <p>8. What specific data from Native communities will be utilized for the service?</p> | <ul style="list-style-type: none"> • When people sign up for Medi-Cal, they can choose to identify as American Indian or Alaska Native • Based on this, Medi-Cal members will receive care that respects their culture (For example, access to Indian Healthcare Providers). |