Medi-Cal Connect

May 28, 2025

Data Reporting and Monitoring Webinar Series

DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

Introduction

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Managed Care Data Support Section

DHCS

DHCS Staff

- Speakers
  - Amy Peterson
  - Dr. Laura Miller
- Support
  - Alvin Bautista
  - Abiy Gebereselassie
  - Mei Shan Ng
  - Xiaoyan Ma
  - Felicia Oropeza

Questions & Answers

- For **GENERAL** questions, please submit your question to the WebEx chat and please ensure that your questions are visible to all participants, because the host is not monitoring private chat to the host.
- For **SPECIFIC** questions, please reach out to the appropriate Data Mailbox as will be instructed closer to the end of this presentation.

Before we move on

- Today's webinar is being recorded for documentation purposes.
- The recorded video, script, and presentation materials will be uploaded to Data Reporting and Monitoring Webinar Series.
- The glossary and FAQs are also updated regularly every month.

Webinar Topics

Amy Peterson, Chief
Managed Care Data Support Section

DHCS

Welcome! Tell Us About Yourself

Please introduce yourself in the chat:

- Your **Role** and **Organization**
- Topics you would like us to cover in future webinars
  (What would be most valuable to you or your team?)

Medi-Cal Connect

Dr. Laura Miller
Medical Consultant II
Quality and Population Health Management

DHCS

Agenda

- Medi-Cal Connect Overview
- Medi-Cal Advisor Engagement Overview
  - Advisor Engagement Update
- Release 3 Anticipated Data Sources
- Medi-Cal Connect API Overview
  - Risk Tier
  - LMR
- Medi-Cal Plan Dashboards
- Longitudinal Member Record
  - Care Management Capabilities

Medi-Cal Connect Vision & Key Features (1/2)

- To provide a data-driven business solution that supports whole-person care by integrating information from trusted partners to support population health functions and allow for multi-party data access and sharing.

Medi-Cal Connect Vision & Key Features (2/2)

Longitudinal Member Record (LMR)

- **Purpose**: Access to member-level data and health records
- **Example Users**: MCP Care Managers

Quality Dashboard

- **Purpose**: Performance monitoring through data analytics
- **Example Users**: MCP Quality Analysts

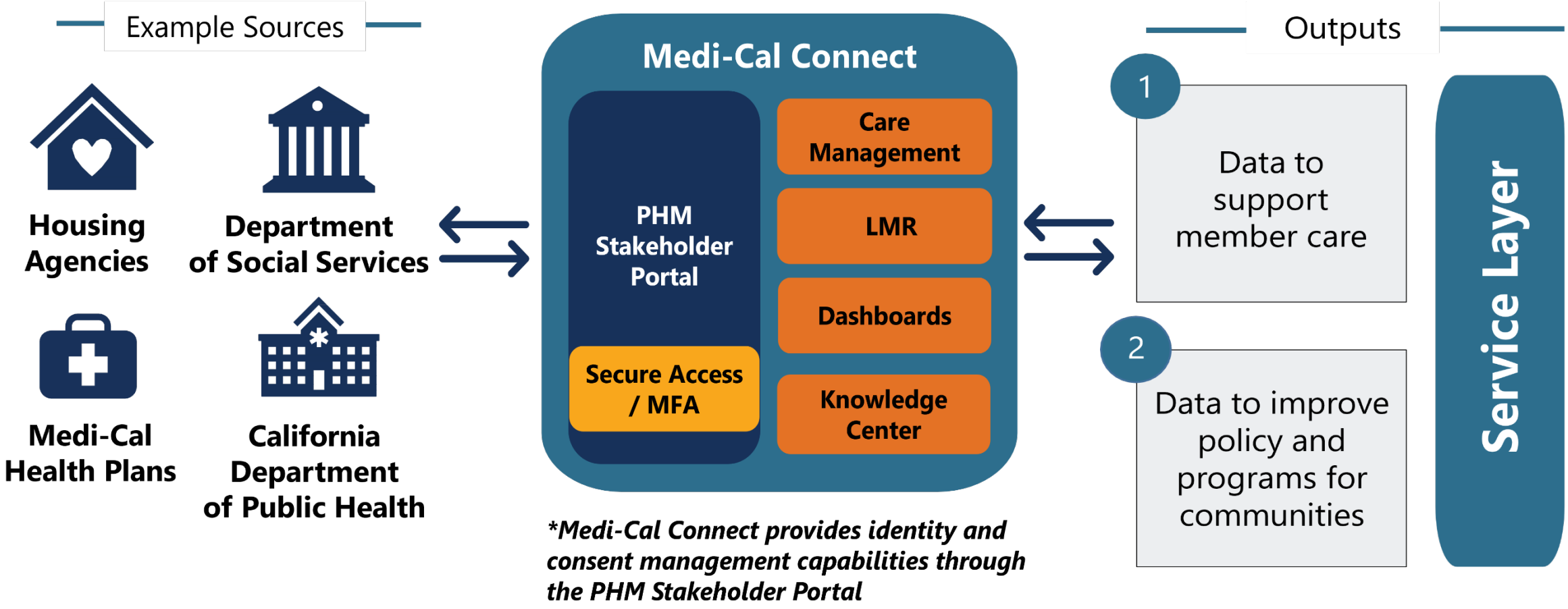
Risk Stratification Segmentation and Tiering (RSST)

- **Purpose**: Standardized risk tiering to identify members who may benefit from services
- **Example Users**: MCP Care Managers

Data Driven Solution from Trusted Sources (1/2)

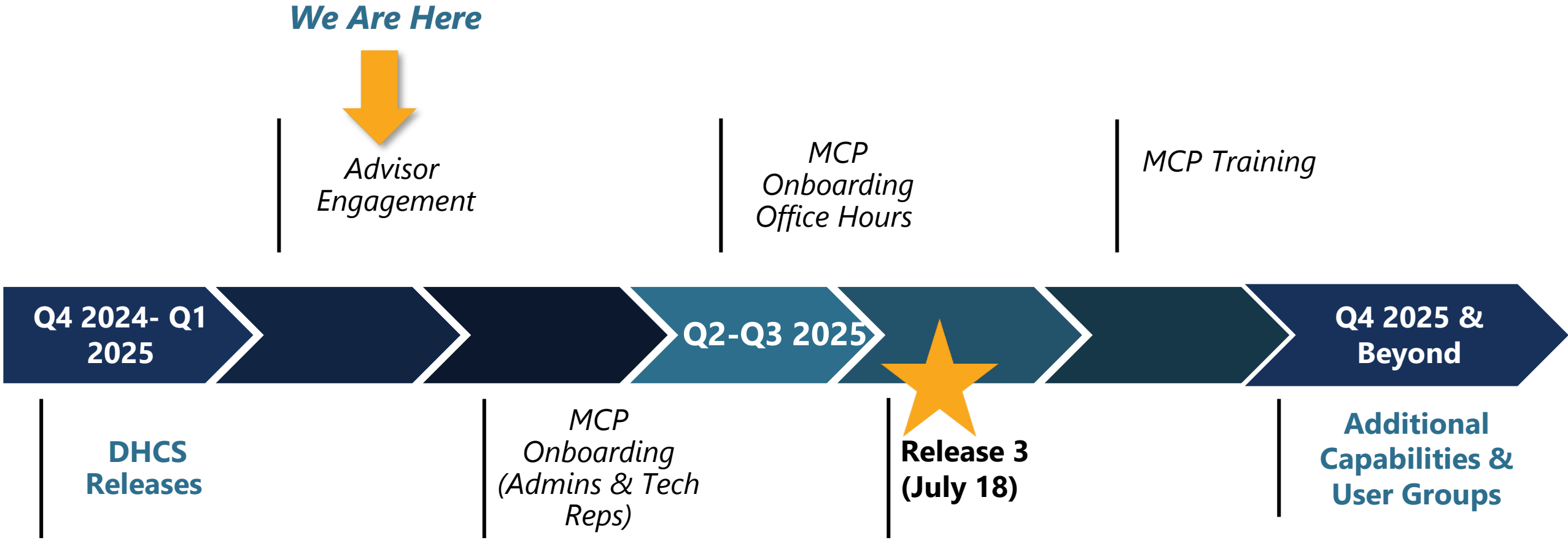
- Medi-Cal Connect will aggregate health and social information from many sources to support members and communities.

Data Driven Solution from Trusted Sources (2/2)



Medi-Cal Connect Timeline

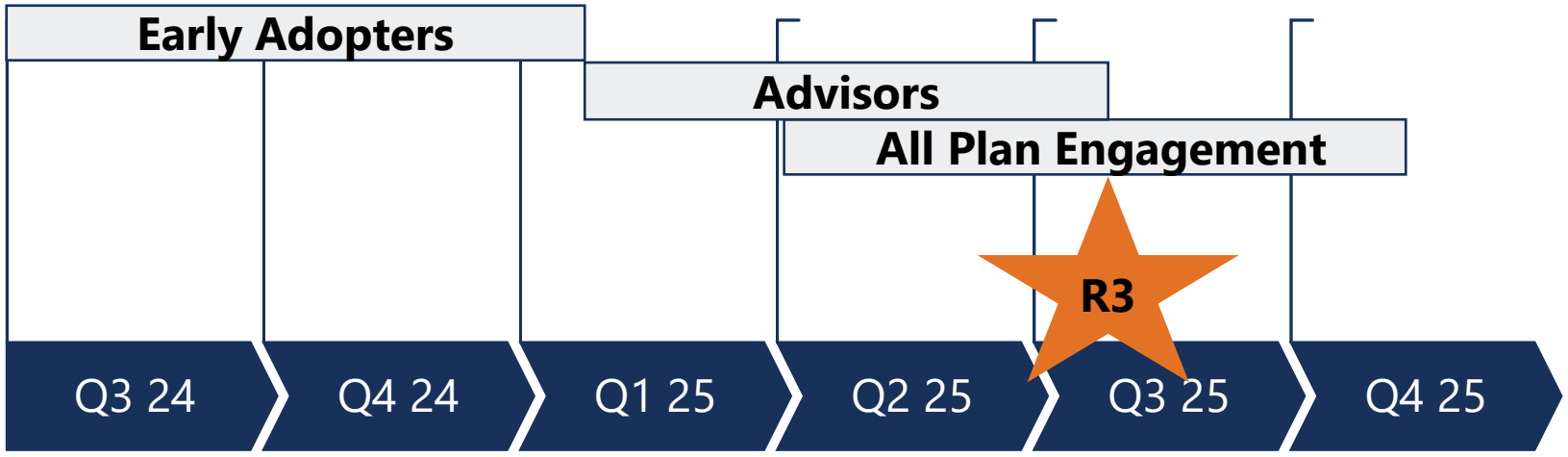
Looking Ahead



These dates are **tentative** and **subject to change.**

Rollout Engagement Approach (1/2)

- *Release 3 Rollout engagement will occur between March-October 2025. Level of engagement varies by role. Today's meeting focuses on Advisor engagement updates and All Plan Engagement schedule.*
- ***Reminder*: Release 3 launches on July 18, 2025**

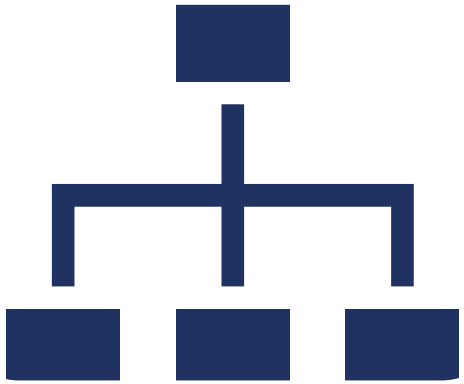


Rollout Engagement Approach (2/2)

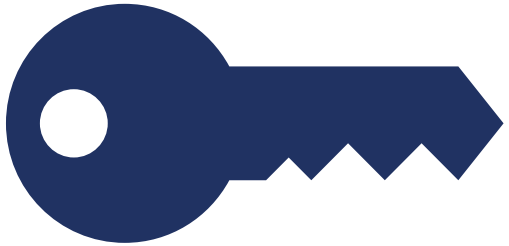
Name	Objective	Timeline
Early Adopters	Medi-Cal Plans selected by DHCS leadership to provide input on and prioritize Medi-Cal Connect use cases and **value propositions.**	Jan 2024 – Feb 2025
Advisors	Plans willing and able to commit resources to review and **validate the service** for the broader Medi-Cal Plan community. "Roll up your sleeves" role.	March 2025 – July 2025
All Plan Engagements	Socialize Medi-Cal Connect, including capability previews and onboarding expectations at existing venues to **champion adoption** with the broader Medi-Cal Plan community.	May 2025 – October 2025

Advisor Priorities

» *Advisors will review and validate the following R3 capabilities for the broader Medi-Cal Plan community*



Risk Stratification, Segmentation and Tiering (RSST)



Access & Permissions Administration

Care Management

APIs & Data Sharing

Medi-Cal Connect Advisors: Progress Update (1/3)

Participants

» MCPs

- Health Net
- Health Plan of San Mateo (HPSM)
- Inland Empire Health Plan (IEHP)
- Kaiser Permanente
- L.A. Care

» BHPs

- California Mental Health Services Authority (CalMHSA)
- Orange County

» Staff Types Engaged

- Senior Leaders (i.e., CMOs, CIOs, and CHEOs)
- Medical Directors
- Care Management Directors
- Population Health Directors
- Data Analytics Directors
- Digital Initiative Directors
- Security Officers
- Clinical Informatics Managers
- Health Services Managers
- Population Health Program Managers
- IT Managers

Medi-Cal Connect Advisors: Progress Update (2/3)

Advisor Curriculum

Risk Stratification, Segmentation and Tiering (RSST)	Care Management	APIs & Data Sharing	Access & Permissions
Compare DHCS RSST output as of 01/2023 to internal risk and care management activities performed in 2023. Report tiering alignment or differences.	Review components of the longitudinal member record (LMR) that can be used for care planning and care coordination activities.	Review API capabilities and understand expectations for connectivity, security, and consumption.	Review workflows and associated responsibilities for administrators, who will manage access for users across their organization.

Medi-Cal Connect Advisors: Progress Update (3/3)

Level of Engagement

- We have facilitated **eight working sessions** to date including the Kick-off, Show-and-Tell, and five capability focused sessions across all topics.
- Advisors are very engaged in session and offline
  - Between **30-40 plan staff** have attended each session
  - We have **captured 125+ questions** across sessions
- Advisors want **more opportunities** to review onboarding guides, tech specs, and policy considerations

Release 3 Anticipated Data Sources

Anticipated Data Sources (1/4)

The following data sources ***will*** be available in Medi-Cal Connect as of Release 3:

All Medi-Cal Claims Data
(APCD-CDL File)

- **Description**: This source encompasses comprehensive claims data and provides a detailed view of services rendered, billing codes, diagnosis, and other claims-related information
- **Key Data Points**:
  - Medical, dental and pharmacy claims
  - Provider identifiers (NPI, first name, last name)
  - Service dates
  - Diagnosis and procedure codes

Supplemental Eligibility File

- **Description**: This source enriches the core eligibility data by adding detailed demographic and contact information, improving the accuracy and depth of member data
- **Key Data Points**:
  - Member demographics (age, gender, race/ethnicity)
  - DHCS Contact information (address, phone numbers, emails)
  - Some data for specific programs or services (duals)

Anticipated Data Sources (2/4)

Medi-Cal Connect Generated Data

- **Description**: This source will be a new data source upon launch by generating several member insights or member characteristics to support care coordination
- **Key Data Points:**
  - Member Flags (e.g. likely eligible for ECM, Community Supports)
  - RSST risk tiers
  - Evidence of underutilization

Enhanced Care Management (ECM) and Community Supports (ECM/CS JSON File)

- **Description**: This source contains details on members enrolled in ECM and Community supports, including population of focus designation (i.e., experiencing homelessness, justice-involved, etc.) and service utilization
- **Key Data Points:**
  - ECM and CS member enrollment details
  - ECM provider information
  - CS organization information
  - Services provided to members under ECM/CS

Anticipated Data Sources (3/4)

Primary Care Provider (PCP) Assignment (PCPA File)

- **Description**: This source contains details about each member's assigned PCP and relevant contact information to ensure that care coordination is optimized through up-to-date assignments
- **Key Data Points:**
  - Member's assigned PCP
  - PCP contact information (phone, email)
  - PCP practice location

Provider and Organization Data (274 File)

- **Description**: This source provides detailed data for all types of providers and organizations involved in the care of members, including care managers
- **Key Data Points**
  - Provider information (names, specialties)
  - Organization details (clinic, hospital, etc.)
  - Care manager or affiliated provider information
  - Provider office hours and availability
  - Telehealth services offered
  - Languages spoken at the site

Anticipated Data Sources (4/4)

CalFresh

- **Description**: This source contains information on members enrolled in CalFresh, including their enrollment status and related data

In-Home Supportive Services (IHSS)

- **Description**: This source provides details on members receiving IHSS, including their assessment data, medical claims, and assigned providers

Women, Infants, and Children (WIC)

- **Description**: This source contains comprehensive details on members enrolled in WIC programs. This will be used for the RSST algorithm only in Release 3

Medi-Cal Connect API Overview (1/2)

- Medi-Cal Connect will have **two external-facing APIs** that enable DHCS to share member data in a standardized and secure manner. APIs include:
  - **Monthly Risk Tier:** The ability for MCPs to retrieve monthly all-member RSST Tiering data.
  - **Longitudinal Member Record (LMR):** The ability to retrieve the LMR for assigned members.

Medi-Cal Connect API Overview (2/2)

Medi-Cal Connect Data Sources	
All-Payer Claims Database Common Data Layout (APCD-CDL)	**Comprehensive claims data**, including medical, dental, and pharmacy claims (i.e., services rendered, billing codes, diagnosis, and other claims-related information)
Supplemental Eligibility (SUME)	Enriches core eligibility data by adding **detailed member demographic and contact information**
ECM/CS QMIR & JSON	**Comprehensive ECM and CS data**, including encounters and providers or organizations involved in care. QMIR transitions to JSON in 2026
274 File	Contains **provider attribution dat**a for medical, dental and behavioral health
Primary Care Provider Assignment (PCPA)	Contain **PCP assignment and contact information** by member
Women, Infants, and Children (WIC)	Contains enrollment and eligibility for the **WIC federal assistance program**

Data Sources by API

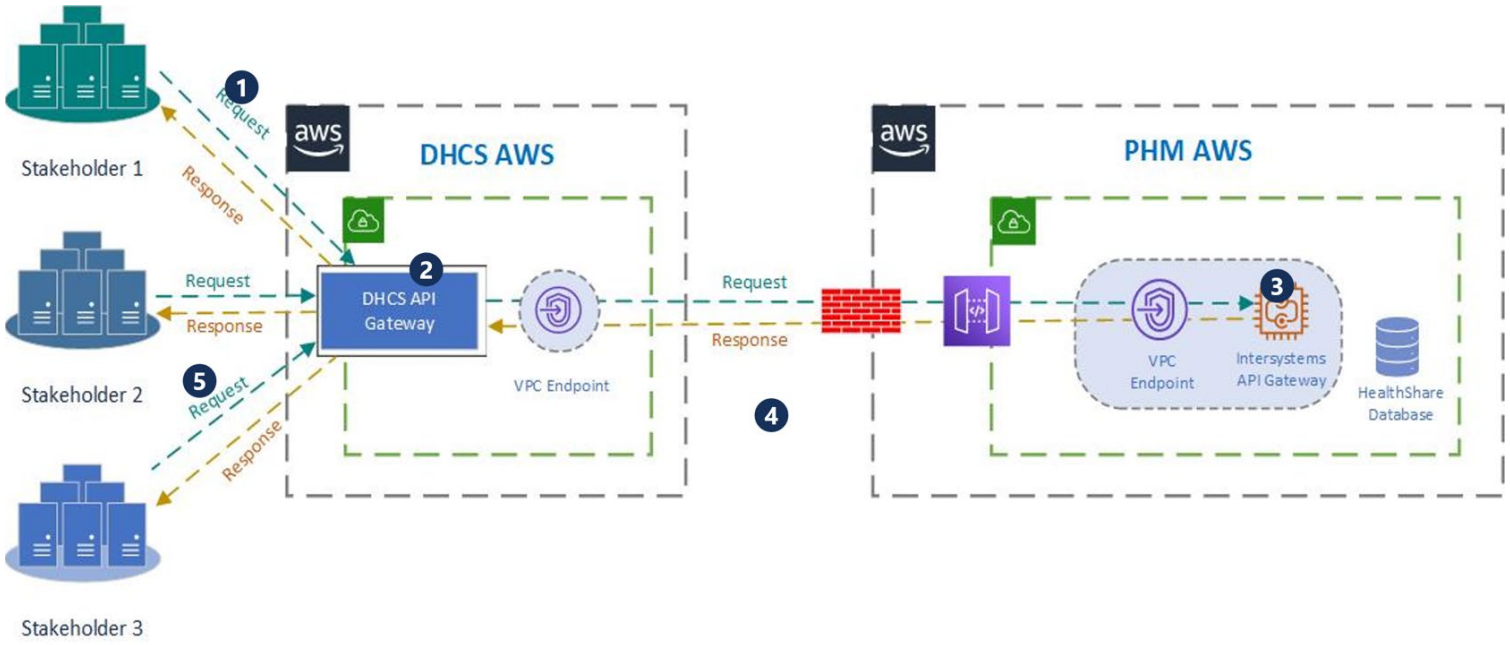
Medi-Cal Plans will receive different data elements depending on the API (x).

Data Category	Source File(s)	Description	Risk API	LMR API
Member & Member Demographics	• APCD-CDL • SUME	Member data including personal ID, contact information, race and ethnicity, and plan or program attributions	X	X
Eligibility	• APCD-CDL • SUME	Enrollment and coverage information for Medi-Cal, Family Planning, Access, Care and Treatment (FPACT), CCS, etc.		X
Claim & Encounters	• APCD-CDL • ECM/CS QMIR & JSON	Billed events and encounters reported to DHCS Includes medical, dental and pharmacy		X
Providers	• ECM/CS QMIR & JSON • 274 • PCPA	Providers rendering care and a profile of each provider and provider organization as available		X
Member Flags	• APCD-CDL • SUME • ECM/CS QMIR & JSON	DHCS-generated flags for populations of interest		X
Risk Tiering	• APCD-CDL • SUME • ECM/CS QMIR & JSON	DHCS-generated risk tiers	X	X

API Data Flow and Architecture

*External APIs are built on FHIR v4 standards and offer both **member-level** and **bulk retrieval** mechanisms.*

- **STEP 1:** MCPs make an API request
- **STEP 2:** The API request arrives at the DHCS API Gateway
- **STEP 3:** The request is then routed to the Medi-Cal Connect Intersystems API Gateway
- **STEP 4:** The Intersystems API Gateway responds to the API request.
- **STEP 5:** Data response is routed through the DHCS API Gateway to the MCPs (request originator)



Monthly Risk Tier API Review (MCPs Only)

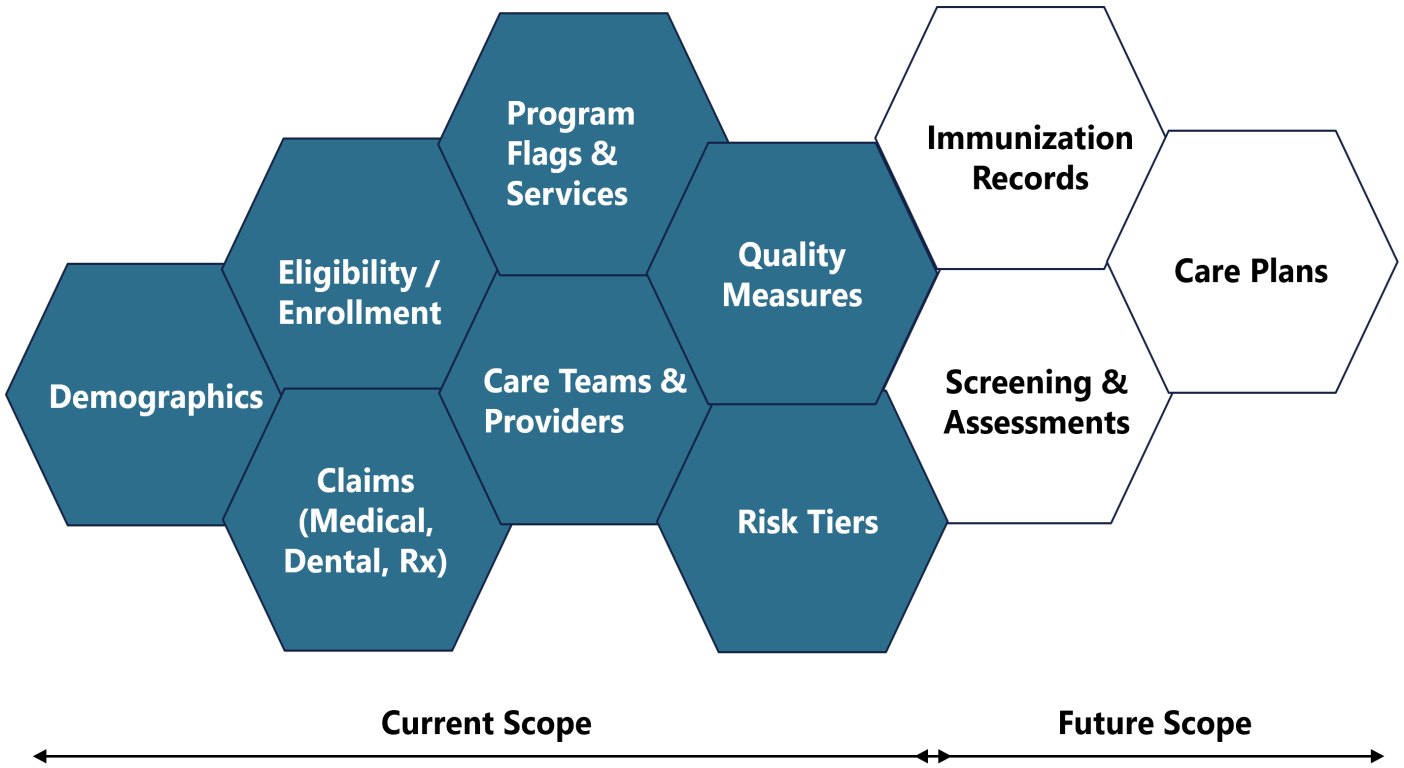
Monthly Risk Tiers API Specification

- Provides bulk access to risk tier data for members.
- **Available to MCPs only.**
  - Returns member contact information and tiering information for all members.
  - Member's risk data will be returned based **most current eligibility file** processed in Medi-Cal Connect.

Longitudinal Member Record (LMR) API Review

Longitudinal Member Record (LMR) Specification

- Enables MCPs to access a **comprehensive profile of members** affiliated with their organization to support care coordination and risk assessment.
- **WIC Enrollment will not be used in Medi-Cal Connect in Release 3 for external users.**



Dashboards

Key Medi-Cal Connect Dashboards (1/3)

- The below dashboards are available to DHCS users as of Release 2*. The Quality Measures Dashboard will be available to Medi-Cal Plan users in Release 3. Development is in progress and mock-ups will be shared with Advisors as part of engagement.

*Excluding RSST

Key Medi-Cal Connect Dashboards (2/3)

Condition Prevalence Dashboard

- Intended to provide insight into the **prevalence of clinical conditions** and related utilization of services.
- Users will explore and evaluate utilization metrics for subpopulations relative to selected comparison groups.

Quality Measures Dashboard

- Intended to **analyze quality performance** for a given calendar year and initiative.
- The dashboard may be configured to allow “drill downs” into member level data.

Key Medi-Cal Connect Dashboards (3/3)

Health Equity Dashboard

- Intended to analyze and **monitor existing knowledge about disparities** for a given calendar year and Health Equity Key Area to support the evolving DHCS strategy for health equity.

RSST Dashboard

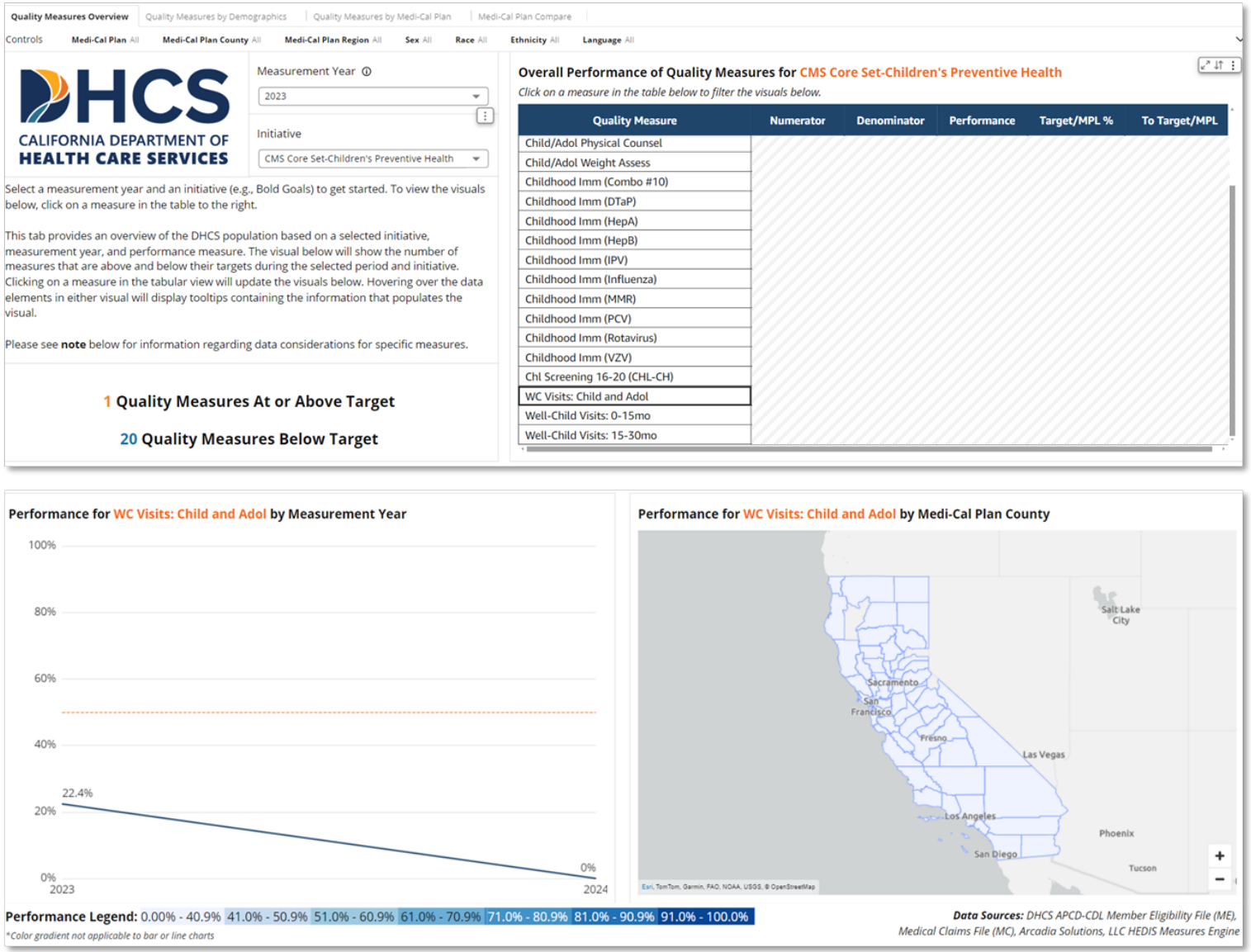
- Intended to **track distribution of the risk tiers** within the Medi-Cal program, including statewide averages, regional averages, population and MCP specific averages, and tiering thresholds for each subdomain.

Care Management Demographics

- Intended to provide **demographic data** on members receiving ECM and CS services.

Quality Measures Dashboard

This dashboard will analyze quality performance for a given calendar year and initiative. **The mock-up to the right is the DHCS view.** Additional dashboard mock-ups with MCP views will be shared at a later date.



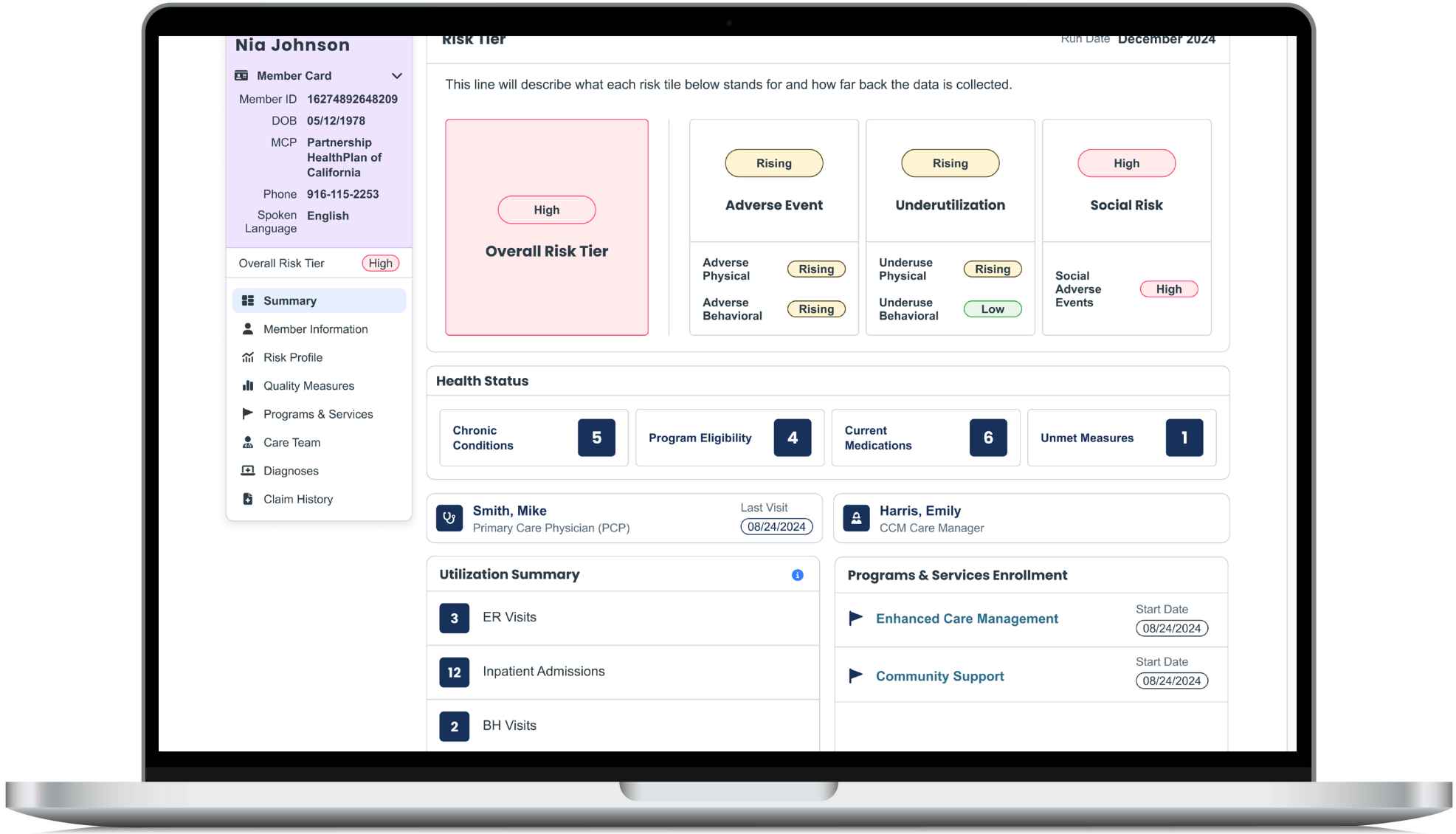
Longitudinal Member Record (LMR)

Longitudinal Member Record & Care Management Capabilities

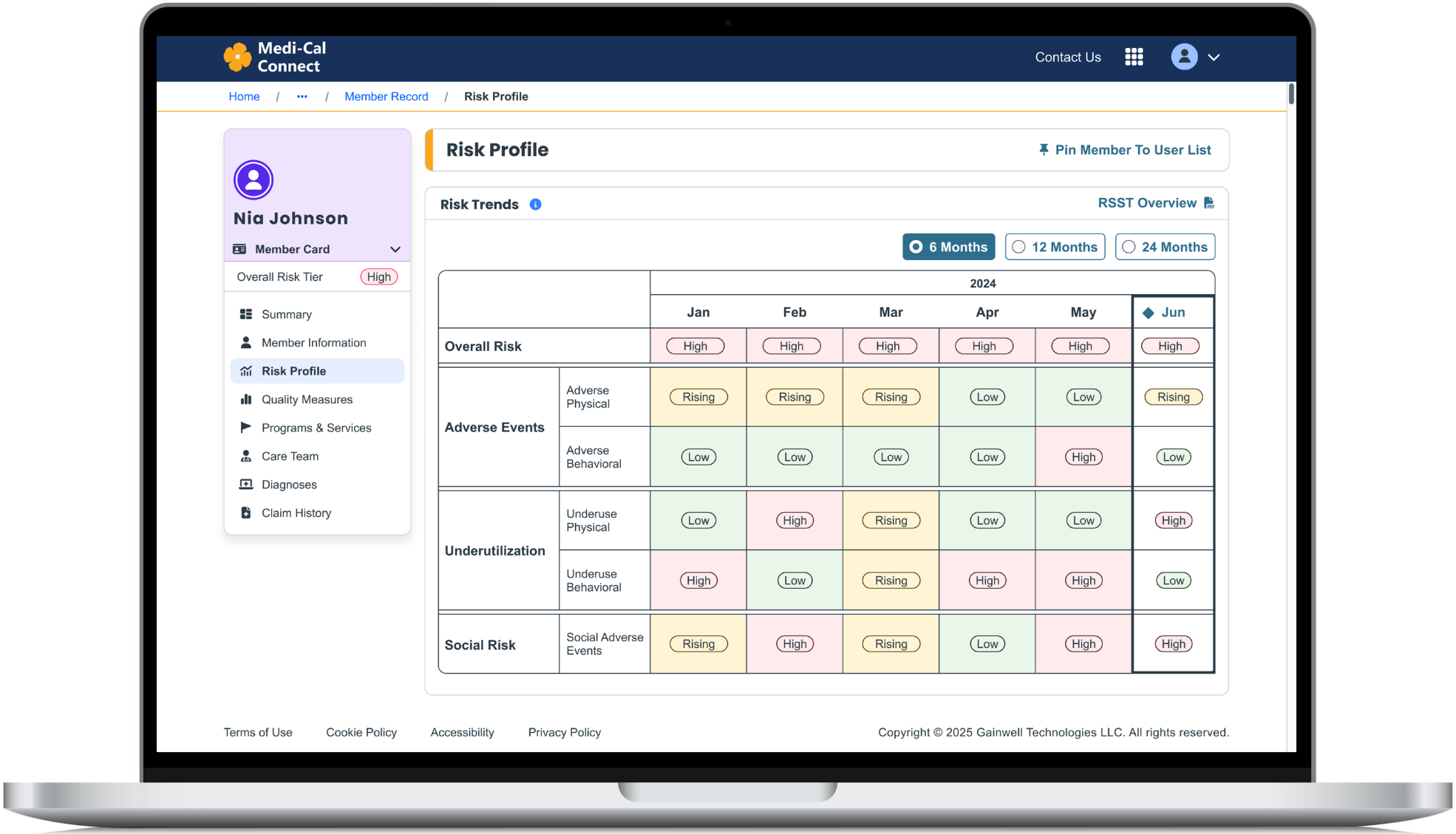
Key care management features are available in Release 3. Additional features may be included in future releases as prioritized by DHCS.

- **Member Summary**
  - Overview of member's health history
- **Member Information**
  - Contact and Demographic Information
  - Health Plan Enrollment
- **Diagnoses**
  - Record of conditions including chronic conditions
  - Provider visits associated with a condition
- **Care Team Information**
  - PCP Information
  - ECM or CCM Care Manager Information
  - Other frequently seen providers
- **Claims**
  - Inpatient
  - Outpatient
  - Pharmacy
  - Dental
  - Behavioral Health
- **Risk Profile**
  - Risk domains
  - Quality measure outcomes
- **Programs and Services**
  - Eligibility
  - Enrollment

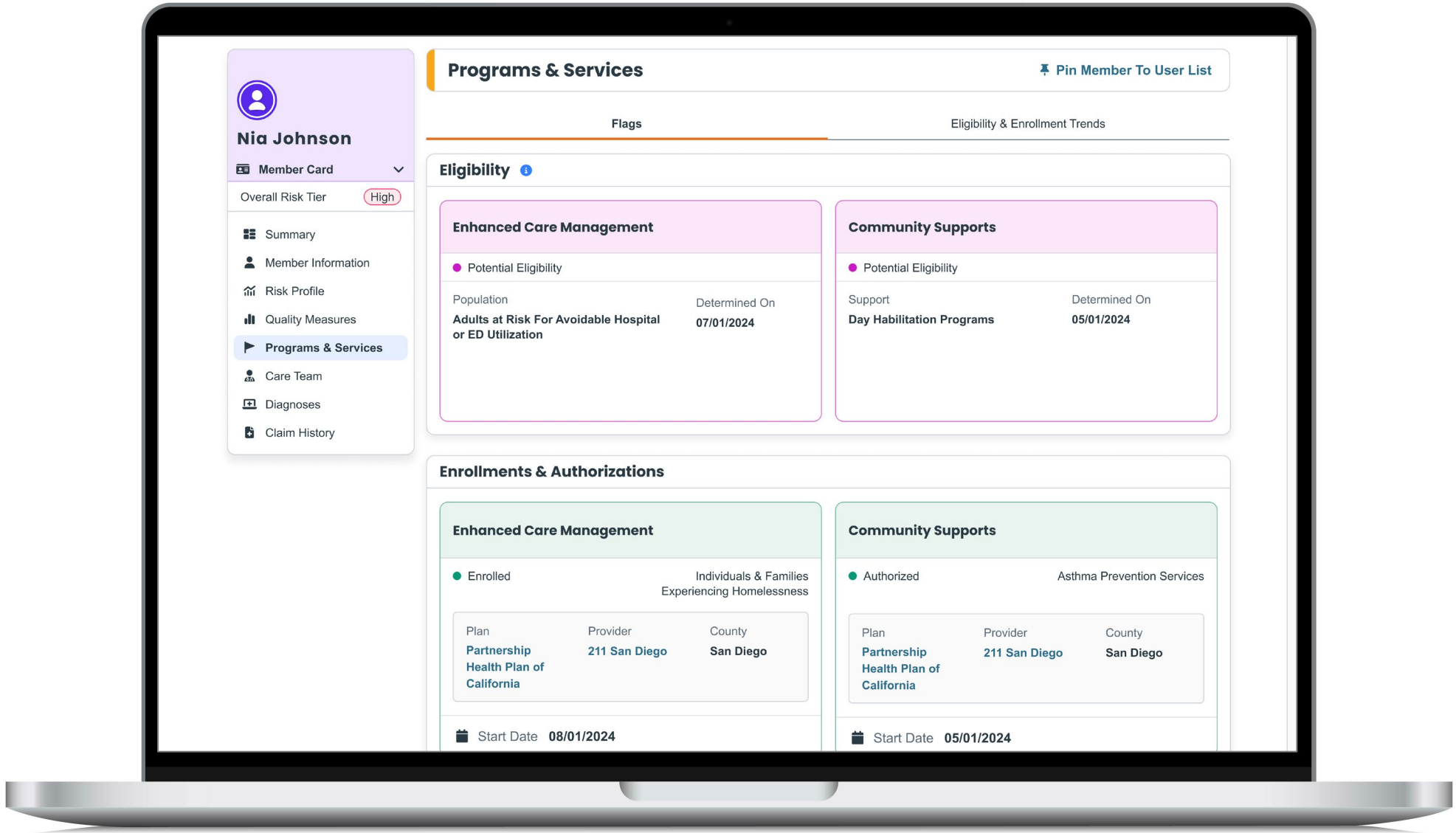
LMR Mock-Up: Member Summary



LMR Mock-Up: Risk Profile



LMR Mock-Up: Programs and Services



Next Steps

Potential Upcoming All Plan Engagements

- *Topics include Medi-Cal Connect capability previews, onboarding expectations and engagement updates.*
- ***Are there additional commu nication venues we should consider?***

All Plan Meeting Venue	Venue Description & Frequency
CalAIM MCP TA Calls	Monthly meeting with all MCPs on fourth Thursday of month, 3-4:30pm.
DHCS/LHPC/CAHP Meeting	Weekly DHCS-led meetings with associations.
CEO/DHCS Meeting	Quarterly MCP CEO Meetings
CMO/DHCS Meeting	Quarterly MCP CMO Meetings
Data Reporting and Monitoring Webinar	Data reporting and monitoring meeting with DHCS and MCPs

Comments and Questions?

Resources

Behavioral Health Managed Care

Resource Emails	Topics
CountySupport@dhcs.ca.gov	Behavioral Health Managed Care Plan Annual Report
	Behavioral Health 1915 (b) Appeals and Grievance Report
NAOS@dhcs.ca.gov	Behavioral Health Network Adequacy
MEDCCC@dhcs.ca.gov	Behavioral Health Short Doyle Claims
	Short Doyle Claim Denials/Recoupments

Dental Managed Care

Resource Emails	Topics
DMCdeliverables@dhcs.ca.gov	274 Dental Provider and 837 Encounters
Dental@dhcs.ca.gov	Medi-Cal Dental Information
DentalManagedCare@dhcs.ca.gov	Dental Managed Care

Programs for All-Inclusive Care for the Elderly (PACE) Organizations

Resource Emails	Topic(s)
PACECompliance@dhcs.ca.gov	Program for All-Inclusive Care for the Elderly (PACE) Plan policy and compliance questions
pacecontractmanager@dhcs.ca.gov	• SFTP Access and changes • PACE Organization onboarding

Medical Managed Care Program

Resource Emails	Topics
MCQMD@dhcs.ca.gov	• MCPAR Critical Incidences • CMS Requirement for Managed Care Program Annual Report (MCPAR) • Primary Care Provider Assignment (PCPA) Policy • Managed Care Program Data (MCPD)
MCBHOMD@dhcs.ca.gov	Managed Care Plans send Managed Care Plan Annual Reports to DHCS for each delivery system by email to this address
MMCDPMB@dhcs.ca.gov	• General Inquiries • Medi-Cal Managed Care • Managed Care contract managers
MCODReadiness@dhcs.ca.gov	• SFTP Access Set Up • Plan Onboarding • Managed Care Contracts

Technical Support

Resource Emails	Topics
DataExchange@dhcs.ca.gov	Technical Assistance with Submitting a JSON file
	DHCS Documentation Center access
	Excel Data Template questions that Data Collection Unit (DCU) handles

Resource Emails	Topics
EDIMDataSupport@dhcs.ca.gov	Technical Questions related to Data Feed, ECM/CS/CCM JSON
CalAIMECMILOS@dhcs.ca.gov	ECM/CS/CCM JSON Exchange
	Monitoring and compliance oversight of Managed Care Plans' implementation of the new ECM/CS benefits
MCDSS@dhcs.ca.gov	Data Reporting and Monitoring Webinar Technical Support

Next Webinar Preview

- **For June 2025, we will focus on Encounter Data Quality Improvement Efforts: Part Three.**
- Meeting Information
  - Date: June 25, 2025
  - Time: 10 a.m. to 11 a.m.

Thank you!

Please send any questions and comments about the webinar series or this event to MCDSS@dhcs.ca.gov