



Department of
Health Care Services



Stakeholder Update on the Coordinated Care Initiative

May 7, 2014

Margaret Tatar

Department of Health Care Services (DHCS)

Today's Agenda

- Enrollment Timeline
- DSNP Policy Proposal
- Cal MediConnect Enrollment Data
- Enrollment Materials – new policy for Cal MediConnect alternative formats

CCI Enrollment Timeline by County and Population - DSNP Policy Proposal Changes

CCI Enrollment Timeline

** Revised 5.6.14**

Cal MediConnect enrollment begins in April 2014 with passive enrollment in San Mateo, and opt-in in Riverside, San Bernardino, San Diego and Los Angeles counties. MLTSS (Mandatory enrollment)

Start Date	Cal MediConnect (Passive enrollment)				MLTSS (Mandatory enrollment)									
	Full Duals Only				Full Duals in Medi-Cal FFS ²				Full Duals in Medi-Cal Managed Care			MSSP	Partial Duals/Medi-Cal only	
	Medicare FFS and in Medi-Cal Managed Care (enrolled in one month)	Medicare FFS and Medi-Cal FFS (enrolled by birth month) ²	MSSP Benes eligible for Cal Medi-Connect (enrolled in one month)	CCI DSNP / Part D LIS Benes (enrolled in one month)	Opt out of CMC and in Medi-Cal FFS (enrolled by birth month)*	Excluded from CMC (ESRD, Kaiser, 1915c waiver) and in Medi-Cal FFS (enrolled by birth month)*	Full Duals in a CMC plan DSNP/ any LIS reassignees in Medi-Cal FFS (enrolled in one month)	In a non CMC DSNP plan or any MA plan sponsored by any health plan (enrolled by birth month)	Full Duals in Medi-Cal managed care plan (benefit added in one month) ¹	Excluded from CMC (ESRD, Kaiser, 1915c waiver) and in Medi-Cal Managed Care (benefit added in one month) ¹	MA benes or LIS reassignees in Medi-Cal Managed Care (benefit added in one month) ¹	MSSP Beneficiaries in Medi-Cal managed care or Medi-Cal FFS (enrolled in one month)	Medi-Cal Managed Care (benefit added in one month)	Medi-Cal FFS (enrolled by birth month) ²
4/14	San Mateo		San Mateo					Los Angeles, Riverside, San Bernardino, San Diego, and San Mateo	Los Angeles, Riverside, San Bernardino, San Diego, and San Mateo	Los Angeles, Riverside, San Bernardino, San Diego, and San Mateo.	San Mateo (Full Duals in MA plan or excluded from CMC)			
5/14	Riverside, San Bernardino, and San Diego	Riverside, San Bernardino, and San Diego ³			Riverside, San Bernardino, and San Diego									
7/14	Los Angeles	Los Angeles			Los Angeles			Santa Clara	Santa Clara	Santa Clara	San Mateo (Partials and Medi-Cal only)	Los Angeles, Riverside, San Bernardino, San Diego, San Mateo, and Santa Clara		
8/14			Los Angeles, Riverside, San Bernardino, and San Diego			Los Angeles, Riverside, San Bernardino, San Diego, and Santa Clara					Los Angeles, Riverside, San Bernardino, San Diego, and Santa Clara		Los Angeles, Riverside, San Bernardino, San Diego, and Santa Clara	
10/14							Los Angeles, Riverside, San Bernardino, San Diego, and Santa Clara							
1/15	Santa Clara, Alameda, and Orange ⁴	Santa Clara and Alameda	Alameda, Santa Clara and Orange	All Eight Counties	Alameda and Santa Clara	Alameda	All Eight Counties	Alameda and Orange ⁴	Alameda and Orange ⁴	Alameda and Orange	Alameda and Orange	Alameda and Orange	Alameda	

1. Enrollees already in a Medi-Cal managed Care plan will receive one notice prior to the change in benefit.

2. There are no FFS Medi-Cal Enrollees in Orange and San Mateo counties.

3. Enrollees with April and May birthdays will be enrolled in May 2014. Then follow enrollment schedule by birth month.

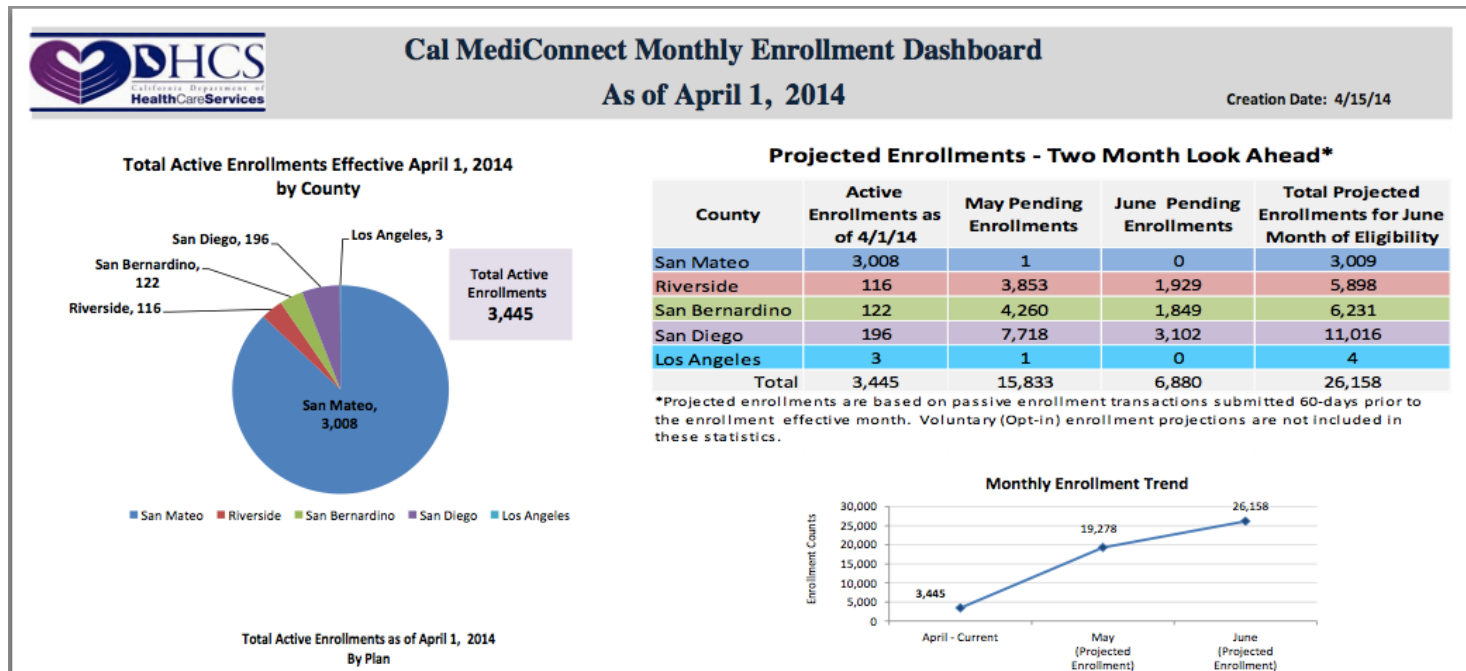
4. Orange County will be enrolled over a 12 month period by birth month.

5. Those with Aug-Oct birthdays will be enrolled Oct 2014. Nov-July birthdays will be by birth month. There are no FFS Medi-Cal enrollees in Orange and San Mateo counties.

DSNP Policy Proposal

- DSNP continues in non-CCI counties
- In CCI counties
 - Non CMC plans continue DSNPs for CMC excluded and enrollees as of 12/31/14
 - CMC plans
 - Continue DSNPs for CMC excluded
 - Eligible DSNP enrollees are passively enrolled in CMC
 - No passive enrollment for those in MA plans or those enrolled in a non-CMC DSNP

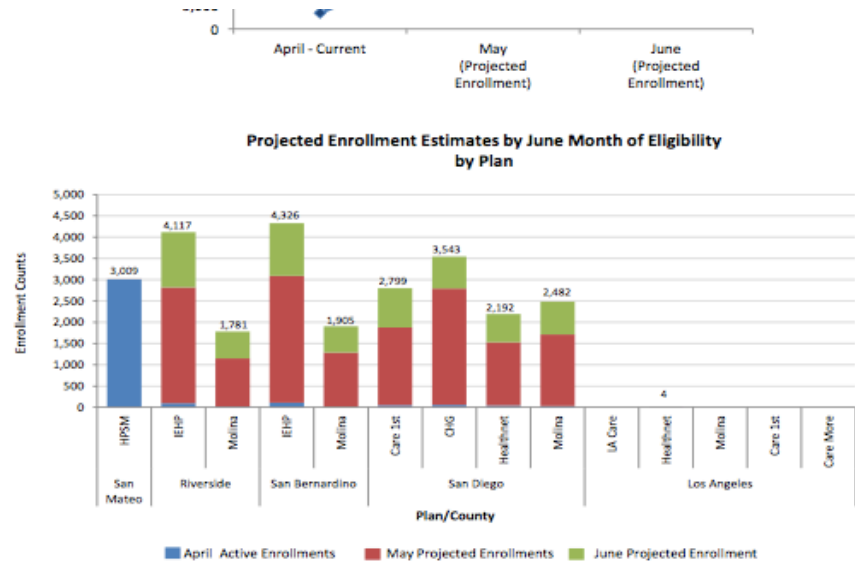
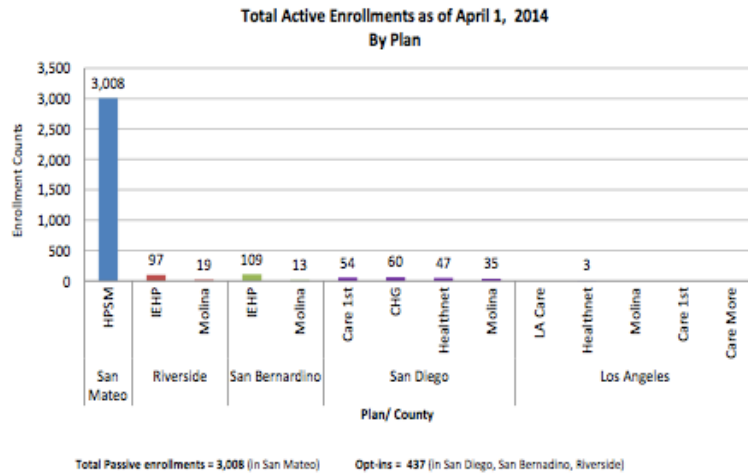
Enrollment Data: Page 1



- May Data:
 - Cal MediConnect Enrollment: 15,850
 - MLTSS Enrollment: XXXXX

Enrollment Data: Page 1

- Enrollment by Plan:



Data Sources: MEDS April MOE 2014, pulled on 3/26/14

Enrollment Data: Page 2



Cal MediConnect Enrollment Dashboard As of April 1, 2014

Creation Date: 4/15/14

DHCS Health Care Options Mailing Schedule ¹														
Phase -->	2014								2015					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14
For Coverage Effective Date -->	May 1 ²	Jun 1	Jul 1	Aug 1	Sep 1	Oct 1	Nov 1	Dec 1	Jan 1	Feb 1	Mar 1	Apr 1	May 1	Jun 1
90-day Notice -->	Jan 2 & Feb 3	Feb 26	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25
90-day notice volume-->	21,805	7,763	53,625											
60-day Notice -->	Feb 26	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	TBD
Choice Packet -->	Mar 6 - Mar 11	Mar 31	Apr 30	May 29	June 30	Jul 31	Aug 29	Sep 29	Oct 31	Nov 26	Dec 31	Jan 30	Feb 27	TBD
60-day+choice packet volume-->	18,122	6,907												
30-day Notice-->	Mar 28	Apr 28	May 27	Jun 26	Jul 29	Aug 27	Sep 26	Oct 29	Nov 24	Dec 29	Jan 28	Feb 25	TBD	TBD
30-day notice volume-->	15,360													

1. Health Care Options (HCO) Maximus mailings for Riverside, San Bernardino, San Diego and Los Angeles County. San Mateo notices were sent by the Health Plan San Mateo.
2. Mailings for May 1, 2014 coverage start date include April and May birth months.

San Mateo Mailing Schedule for April 1 Coverage Start Date	90-day notice	60-day + Enrollment Form	30-day notice
Mail date-->	Dec 28	Jan 29	Feb 21
Volume-->	4,547	4,285	3,637

Opt-out Requests by Month/County

County	February	March	Totals	% of Passive ¹
San Mateo	262	1,052	1,314	28.90%
San Bernardino	88	348	436	5.20%
San Diego	172	558	730	5.42%
Riverside	101	360	461	5.96%
Los Angeles	0	0	0	0.00%
Total	623	2,318	2,941	8.35%

1. The Opt-Out % is applied to 90 days mailed within the county excluding the most current 90 day mailing.

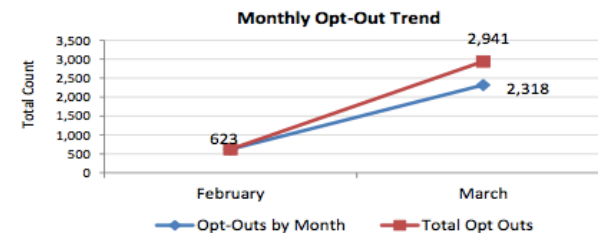
HCO Call Center Statistics for March 2014

For Week Ending	Total Calls Received ¹	Total Calls Answered	Total Calls Abandoned	Average Abandon Rate	Average Talk Time (Minutes)	Average Wait Time (Seconds)
03/07/14	1,365	882	131	9.60%	9.27	83.20
03/14/14	1,841	1,559	71	3.86%	10.15	47.00
03/21/14	2,442	2,216	95	3.89%	10.24	31.80
03/28/14	1,891	1,837	11	0.58%	10.63	16.40
Totals for Month	7,539	6,494	308	4.09%	10.07	44.60

1. Total Calls received are hits to the call center system. Members may receive assistance in an automated phone tree, therefore are not accounted for in call answered or abandon.

Data Sources:

Beneficiary notice schedule: From Maximus and HPSM notice timeline reports
Call Center Statistics: HCO Weekly CCI Call Center Report dated 4/3/14



Notices in Alternative Formats

- Medi-Cal and Cal MediConnect materials available on demand in Braille, audio & large print
- Moving forward, streamlined for Cal MediConnect enrollment notices
 - 90/60/30 day notices
 - Guidebook
 - Choice book
- Other notices remain on demand as we assess process

Questions

- info@calduals.org
- www.calduals.org