



# Tri-Counties CalAIM PATH Collaborative

## December 12, 2023

# Welcome!



Please introduce yourself using Chat.

- Name
- Organization
- Your role in CalAIM implementation

# Tri-Counties December Collaborative Agenda



Topic	Time
Welcome and Introductions	5
Managed Care Plan Data Dashboards	20
Key Drivers Review and DHCS Action Plan	20
Ventura County Community Health Improvement Collaborative Recap	5
TA Marketplace Update	5
Next Steps	5
Optional Office Hours	30

# Managed Care Plan Updates CenCal Health and Gold Coast Health Plan

# Quarter 3 Update - CenCal Health



Enhanced Care Management	# Receiving Services
ECM - Santa Barbara Adults	2603
ECM - Santa Barbara Children	113
ECM - San Luis Obispo Adults	566
ECM - San Luis Obispo Children/Youth	24

# Quarter 3 Update - CenCal Health

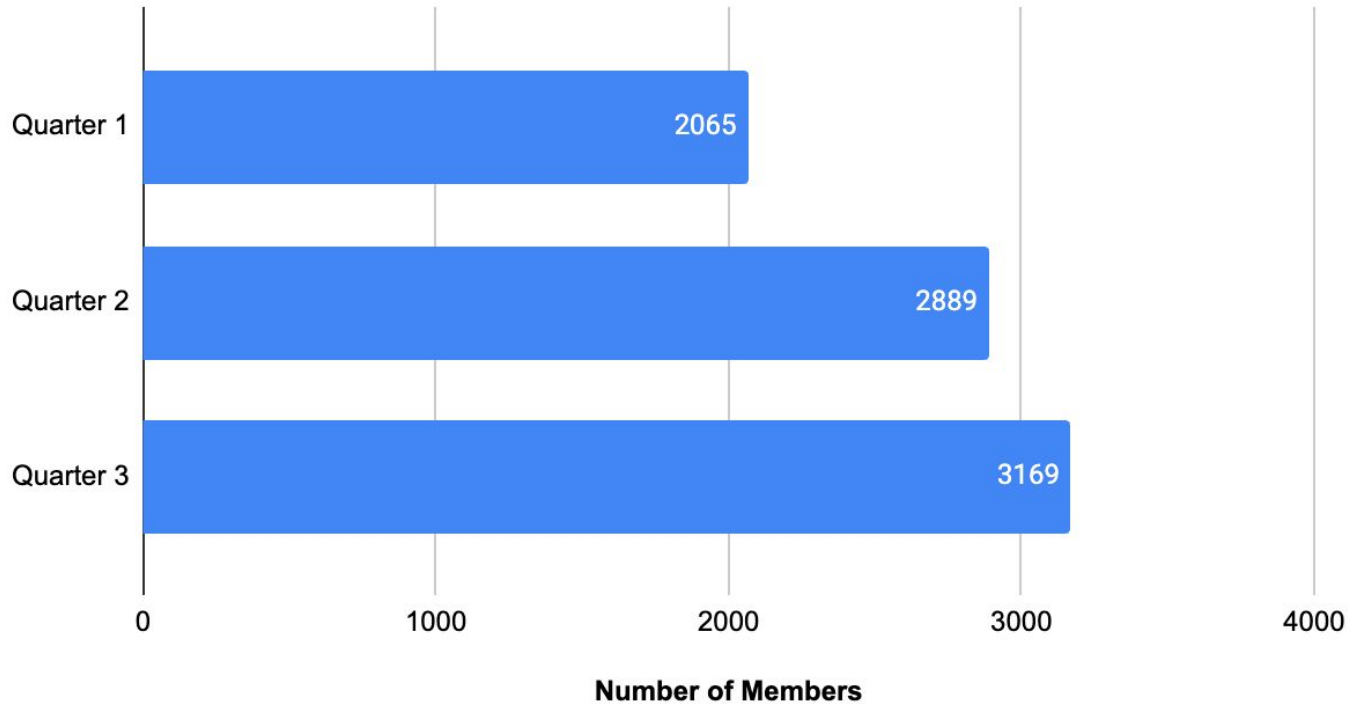


Community Supports	San Luis Obispo	Santa Barbara
Housing Deposits	35	287
Housing Tenancy and Sustaining Services	54	325
Housing Transition Navigation Services	35	287
Medically-Supportive Food	15	57
Recuperative Care	16	27
Sobering Centers	15	156

# Quarter 3 Update - CenCal Health



## CenCal Total Adult Members Receiving ECM Services



# Quarter 3 Update - Gold Coast Health



Enhanced Care Management	# Authorized and Enrolled
ECM - Adults	1008 ( <i>August 2023</i> )
ECM - Children	8 ( <i>September 2023</i> )



# Quarter 3 Update - Gold Coast Health

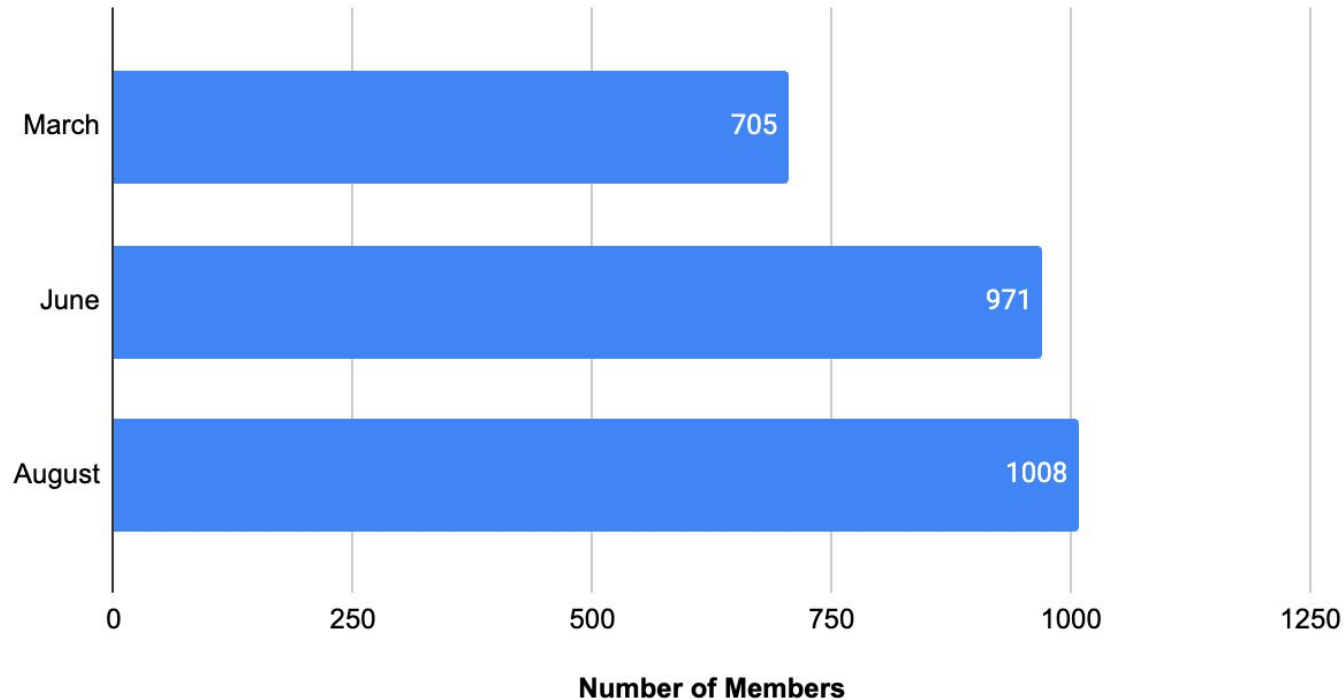


<b>Community Supports</b>	<b>Ventura Enrollment (August 2023)</b>
Housing Deposits	1
Housing Tenancy and Sustaining Services	0
Housing Transition Navigation Services	233
Medically-Supportive Food	165
Recuperative Care	45
Short Term Post-Hospitalization	8
Personal Care/Homemaker Services	66
Environmental Home Modifications	2
Respite Services	29
Asthma Remediation	0
Nursing Facility Transition/Diversion	0
Community Transition/Nursing Facility to Home	0

# Quarter 3 Update - Gold Coast Health



## Gold Coast Total Adult Members Receiving ECM Services



# Department of Health Care Services 2024 Action Plan: ECM and Community Supports

# DHCS Action Plan



## **DHCS is working on the following areas:**

- Standardizing Eligibility
- Standardizing Referrals
- Streamlining Authorizations
- Expanding Provider Networks and Streamlining Payment
- Strengthening Market Awareness
- Improving Data Exchange

# 2023 Aim Statement and Key Drivers

**Increase eligible  
members  
authorized for ECM  
& Community  
Supports by 15%**

**Expand communication  
channels for providers and  
members**

**Improve provider capacity  
and administration**

**Increase ECM &  
Community Supports Care  
Coordination**

# 2023 Aim Statement and Key Drivers

## 1. Standardizing Eligibility

### DHCS Actions:

- Updating Community Supports definitions for adoption in mid-2024

### Opportunities for CalAIM PATH Collaborative:

- Spread the word on latest DHCS guidance on eligibility definitions and escalate issues to DHCS
- Share feedback regarding Community Supports definitions and improvements that could be made

# 2023 Aim Statement and Key Drivers

## 2. Standardizing Referrals

### DHCS Actions:

- Design ECM referral standards for statewide rollout in 2024
- Update Community Supports referral standards

### Opportunities for CalAIM PATH Collaborative:

- Collaborate with DHCS on new referral standards (interest in statewide referral forms?)
- Troubleshoot regional referral solutions

# 2023 Aim Statement and Key Drivers

## 3. Streamlining Authorizations

### DHCS Actions:

- Understand “model examples” of MCPs and providers using presumptive/retrospective authorizations

### Opportunities for CalAIM PATH Collaborative:

- Escalate implementation issues
- Support efforts to establish presumptive authorization agreements



# 2023 Aim Statement and Key Drivers

## 4. Expanding Provider Networks and Streamlining Payment

### DHCS Actions:

- Standardize thresholds for ECM PMPM payments
- Continue refining Community Supports rate setting

### Opportunities for CalAIM PATH Collaborative:

- Identify challenges around expanding provider network for specific POFs
- Promote contracting between MCPs and providers in your region

# 2023 Aim Statement and Key Drivers

## 5. Strengthening Market Awareness

### DHCS Actions:

- Review MCP websites and handbooks
- Release “stock” marketing materials to MCPs

### Opportunities for CalAIM PATH Collaborative:

- Partner on regional efforts to increase awareness of CalAIM
- Support and promote local roadshows/trainings for referral partners
- Share communications best practices

# 2023 Aim Statement and Key Drivers

## 6. Improving Data Exchange

### DHCS Actions:

- Released updated data sharing guidance
- Update HCPCS coding guidance

### Opportunities for CalAIM PATH Collaborative:

- Escalate implementation issues
- Promote and support training opportunities for providers on data sharing and billing

# Collaborative Discussion

- Which of the 6 topics are of highest priority to your organization?
- How can our Collaborative revise our drivers to reflect the high-priority topic areas?
- What is your preferred format to provide feedback to DHCS (surveys, in meetings, 1:1 conversations)?

**Expand communication channels for providers and members**

**Improve provider capacity and administration**

**Increase ECM & Community Supports Care Coordination**

# VCCHIC November Meeting Participant Input

## Tools, Processes, Technology to Improve Community Referrals

- Streamline BH referral process for providers to support clients
- Population of Focus (POF) Eligibility poster
- VCCIE platform to facilitate referrals
- CIE for ECM and Community Supports providers
- Medi-Cal Dental - incentive for provider participation?
- App with eligibility and POF info using decision tree logic
- Support to staff to avoid burnout/compassion fatigue
- Training on empathy, customer service skills

## Target Audiences

- Housing Authority, 211
- Clinics, hospitals, case managers, dental providers
- Cultural/Social groups, e.g. MICOP, Boys and Girls Clubs, YMCA, Kiwanis, Churches
- Libraries
- Unions, e.g. SEIU
- Ventura County Medical Association
- CBOs, government entities (may already do the work)

## ECM and Community Supports Info Needed

- Who is eligible for ECM and CS programs?
- What is the individual responsible for?
- How long does it take to get services?
- Easy-to-read FAQs
- End-to-end journey for receiving ECM and Community Supports
- Value of ECM/CS from individual's perspective
- Supports for those billing, working on data infrastructure
- Referral processes:
  - Best way to refer from hospital setting
  - Care coordination, case management (e.g. Help Me Grow)
- Resources for advocacy
- Addressing gaps in information distribution

# CaAIM TA Marketplace

## Step 1: Registrant Eligibility Verification

Applicant completes TA Marketplace registration process



Applicant(s) Identifies Project Associated with PATH



Review TA Marketplace for OTS or Hand-On Services and by Which Vendor?



Applicant completes application form & submits to TPA



## Step 3: Project SOW and Budget

PA issues payment directly to TA vendor based on agreed rates upon completion and verification of milestones/deliverables



If approved \*Applicant and Vendor co-develop SOW with services description, deliverables & milestones



DHCS makes final decision on approval.



TPA review with Accept/Reject Recommendation to DHCS

# PATH Survey



## CA PATH CPI PARTICIPANT EXPERIENCE SURVEY

- Registration
- Convenings
- Collaborative Content
- Collaborative Experience
- Recommendations

In an ongoing effort to improve the CA PATH Collaborative Planning and Implementation (CPI) participant experience, the Department of Health Care Services (DHCS) and Public Consulting Group (PCG) kindly request your completion of the CA PATH CPI Participant Experience Survey by December 31st, 2023. If you participate in more than one CPI collaborative group, please fill out a separate evaluation form for each collaborative. Your response will be kept confidential and will be grouped with those of other respondents. Each survey will take approximately 15 minutes to complete.

Complete survey here - <https://pcgus.jotform.com/233036029839156>

# 2024 Tri-Counties Collaborative Schedule



2024 CalAIM PATH Tri-Counties Meeting Schedule
January 17: FULL COLLABORATIVE with county-specific breakouts
February 14 (Ventura)/ February 21 (SLO/SB)
March 20: FULL COLLABORATIVE with county-specific breakouts
April 17 (Ventura)/ April 24 (SLO/SB)
Week of May 13: In-person meetings in each county
June 26: FULL COLLABORATIVE with county-specific breakouts
July 17 (Ventura)/ July 24 (SLO/SB)
August 21: FULL COLLABORATIVE with county-specific breakouts
Week of September 16: In-person meetings in each county
October 16 (Ventura)/ October 23 (SLO/SB)
November 20: FULL COLLABORATIVE with county-specific breakouts
December 18: FULL COLLABORATIVE with county-specific breakouts

**Full Collaboratives  
(Virtual)**

**County-Specific  
Working Groups  
(Virtual)**

**County-Specific  
In-Person Meetings**



# Reminder: Resource Center



## Tri-Counties CalAIM PATH Collaborative Resource Center

### Overview

The Tri-Counties Collaborative Planning and Implementation Group comprises San Luis Obispo, Santa Barbara, and Ventura Counties. The collaborative meets monthly to discuss CalAIM implementation and support the rollout of Enhanced Care Management (ECM) and Community Supports. Health plans, county leaders, community-based organizations, hospitals, clinics, and other CalAIM stakeholders are encouraged to join. The Medi-Cal managed care plans in this region include CenCal Health (San Luis Obispo, Santa Barbara) and Gold Coast Health Plan (Ventura). The Tri-Counties Collaborative is facilitated by BluePath Health.

To join, register [here](#).

### Upcoming Collaborative Meetings

#### Upcoming Meetings:

##### Tri-County PATH Collaborative Meeting

The December 12 Collaborative meeting will include an ECM and Community Supports data update from Gold Coast and CenCal Health Plans and an overview of 2024 strategies from the Department of Health Care Services. As always, the meeting will be followed by 30 minutes of open office hours time for all participants.

Tuesday, December 12·11:00am – 12:30pm

Register [here](#)

<https://www.bluepathhealth.com/tricountiespathresources>

**Thank you!**  
**Questions or suggestions?**  
**[pathinfo@bluepathhealth.com](mailto:pathinfo@bluepathhealth.com)**



# Office Hours