



Welcome to the

FAMILY  VOICES
of California

2024

Virtual HEALTH SUMMIT

Wednesday, April 24 & Thursday, April 25

9:00 am - 2:00 pm

Se proporcionará interpretación en español

2024

Bienvenidas a

LA CUMBRE DE SALUD VIRTUAL DE



FAMILY  VOICES
of California

miércoles 24 de abril y jueves 25 de abril

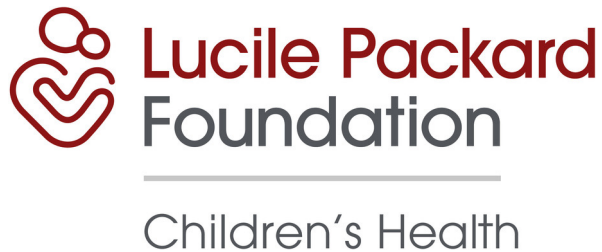
9:00 am - 2:00 pm

Se proporcionará interpretación en español

FAMILY VOICES of California

2024 *Virtual* HEALTH SUMMIT

THANK YOU TO OUR SPONSORS!



CalOptima Health

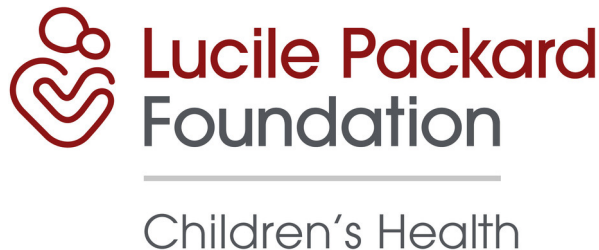


2024

CUMBRE DE SALUD VIRTUAL DE

FAMILY VOICES of California

Gracias a nuestros patrocinadores

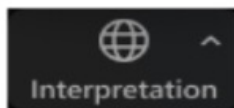


To Access Interpretation via Your Computer

Para acceder a la interpretación a través de su computadora

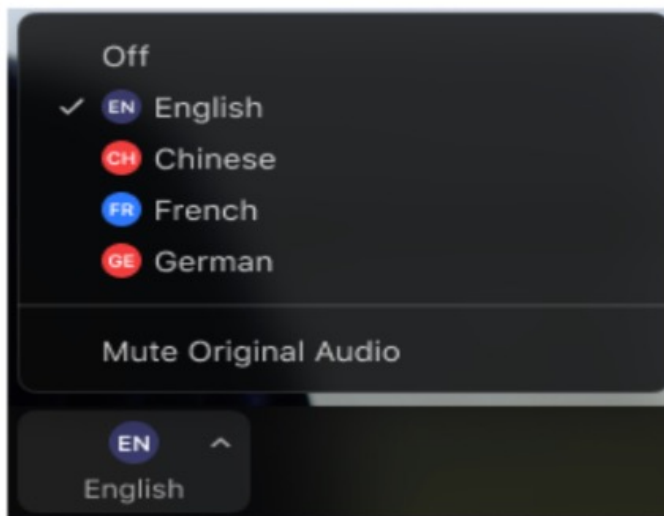
Windows | macOS

1. In your meeting/webinar controls, click **Interpretation**.



1. En el control de seminarios web, haga clic en interpretación

2. Click the language that you would like to hear.



2. Haga clic en el idioma que desea escuchar, español



3. (Opcional) si solo desea escuchar el lenguaje interpretado, haga clic en silenciar el audio original.

3. (Optional) To only hear the interpreted language, click **Mute Original Audio**.

To Access Interpretation via Your Mobile Phone

Para acceder a la interpretación a través de teléfono móvil.

Android | iOS

- In your meeting controls, tap ... **More**.
 1. En el control de seminarios web, haga clic en mas (3 puntos)
- Tap **Language Interpretation**.
2. Haga clic en interpretación
- Tap the language you would like to hear.
 3. Haga clic en el idioma que desea escuchar, español
- (Optional) Tap the toggle to **Mute Original Audio**.
 4. (Opcional) si solo desea escuchar el lenguaje interpretado, haga clic en silenciar el audio original.
- Click **Done**.
5. Haga clic hecho/Done

New Kid on the Block: Perspectives on the New Enhanced Care Management (ECM) Benefit

Family Voices of California Health Summit

April 25, 2024

Mission:

Children Now harnesses collective power to achieve transformational and systemic results for California's kids.



- Medi-Cal is working to build a more coordinated, person-centered, and equitable health system that works for everyone
- California Advancing and Innovating Medi-Cal — known as **CalAIM** — is a far-reaching, multiyear plan to transform California's Medi-Cal program and to make it integrate more seamlessly with other social services

Enhanced Care Management (ECM) is a new statewide Medi-Cal benefit available to eligible members with complex needs, including:

- Access to a single **Lead Care Manager** who provides comprehensive care management and coordinates their health and health-related care and services.
- Connections to the **quality care** they need, **no matter where members seek care**—at the doctor, the dentist, with a social worker, or at a community center.

Enhanced Care Management

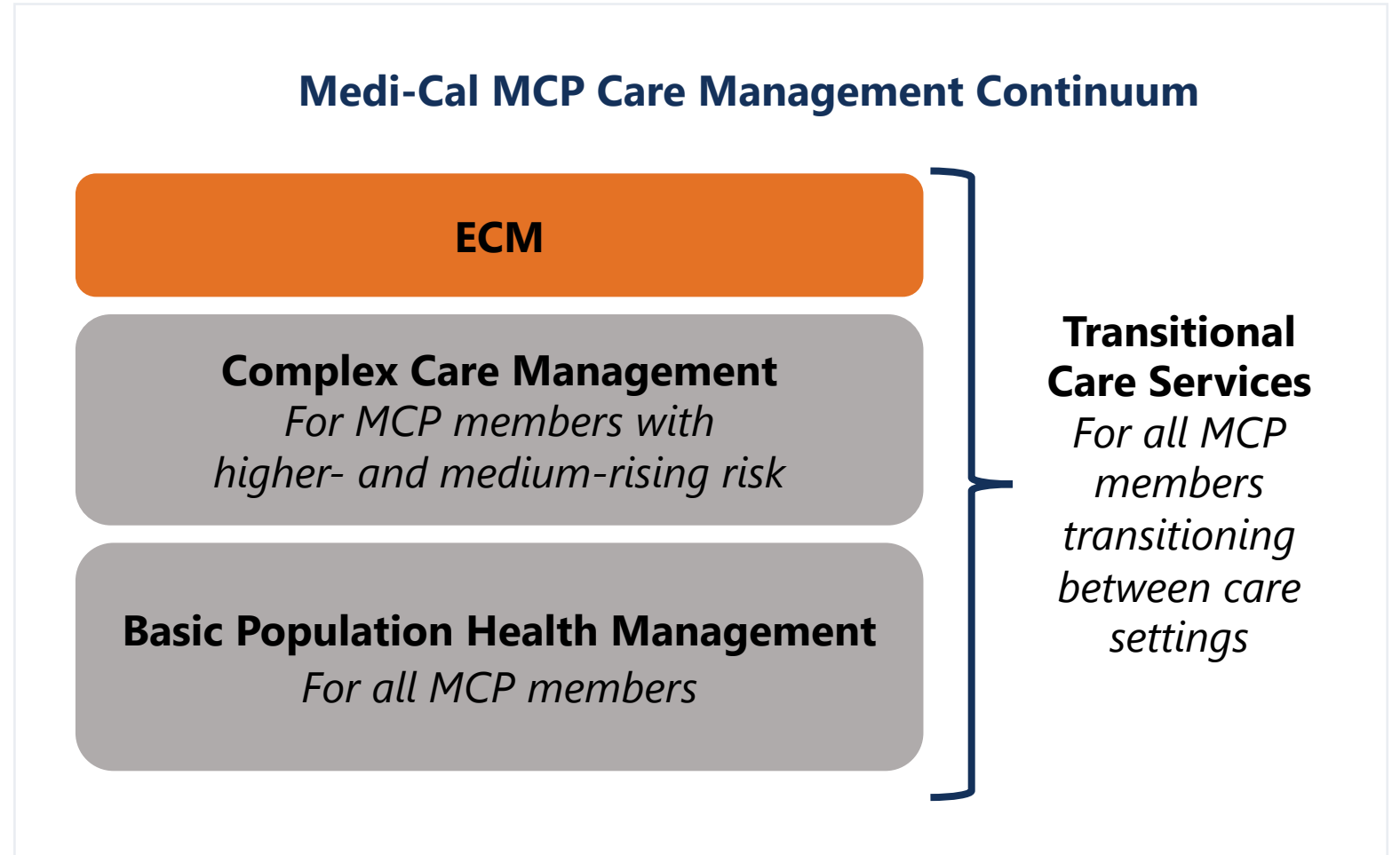
Palav Babaria, MD, MHS

Chief Quality & Medical Officer

Deputy Director, Quality & Population Health Management

What is ECM?

ECM is a statewide Medi-Cal MCP benefit to support comprehensive care management for eligible members with the most complex needs



Who is Eligible for ECM?

ECM is available to MCP members who meet ECM POF definitions.

ECM Population of Focus		Children & Youth	Adults
1	Individuals Experiencing Homelessness	✓	✓
2	Individuals At Risk for Avoidable Hospital or Emergency Department Utilization	✓	✓
3	Individuals with Serious Mental Health and/or Substance Use Disorder Needs	✓	✓
4	Individuals Transitioning from Incarceration	✓	✓
5	Adults Living in the Community and At Risk for Long Term Care Institutionalization		✓
6	Adult Nursing Facility Residents Transitioning to the Community		✓
7	Children and Youth Enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition	✓	
8	Children and Youth Involved in Child Welfare	✓	
9	Birth Equity Population of Focus	✓	✓

What are the ECM Core Services?

Members in ECM receive seven core services based on their needs, tailored to their POF and individual needs.



Outreach and Engagement



Member and Family Supports



Comprehensive Assessment and Care Management Plan



Health Promotion



Enhanced Coordination of Care



Comprehensive Transitional Care

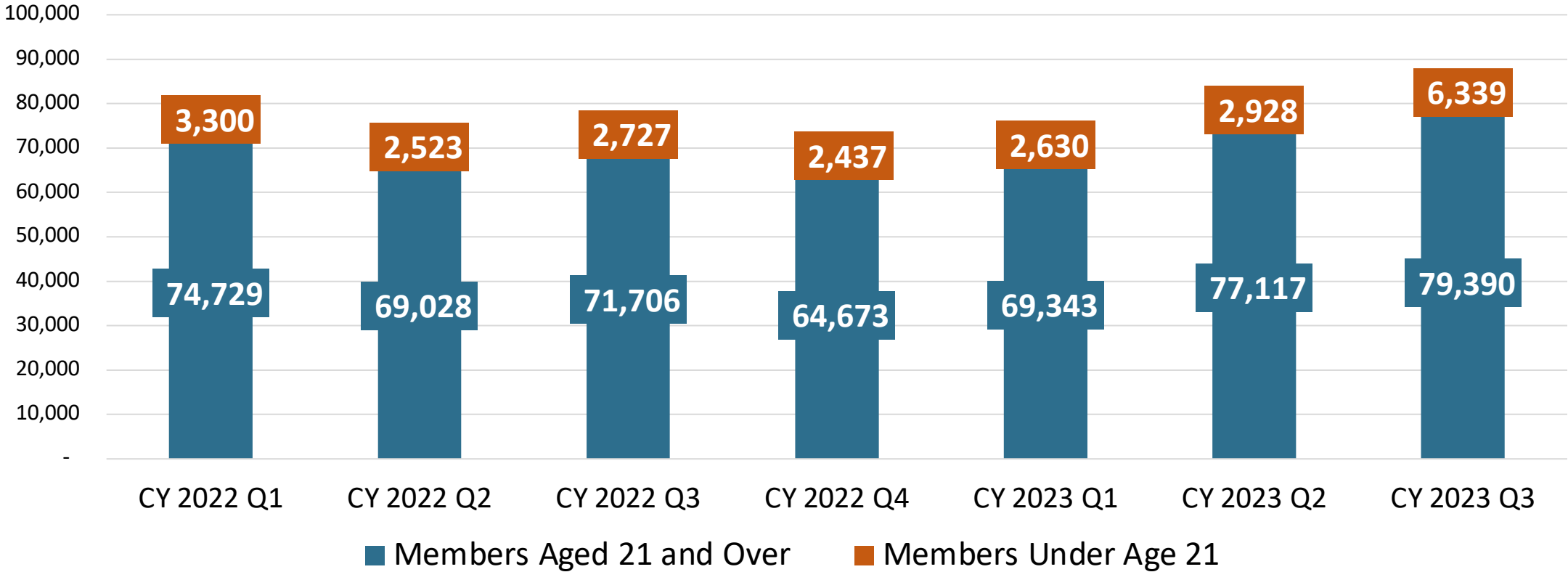


Coordination of and Referral to Community and Social Support Services

Highlights from Latest Public Data Release

ECM Children & Youth Members

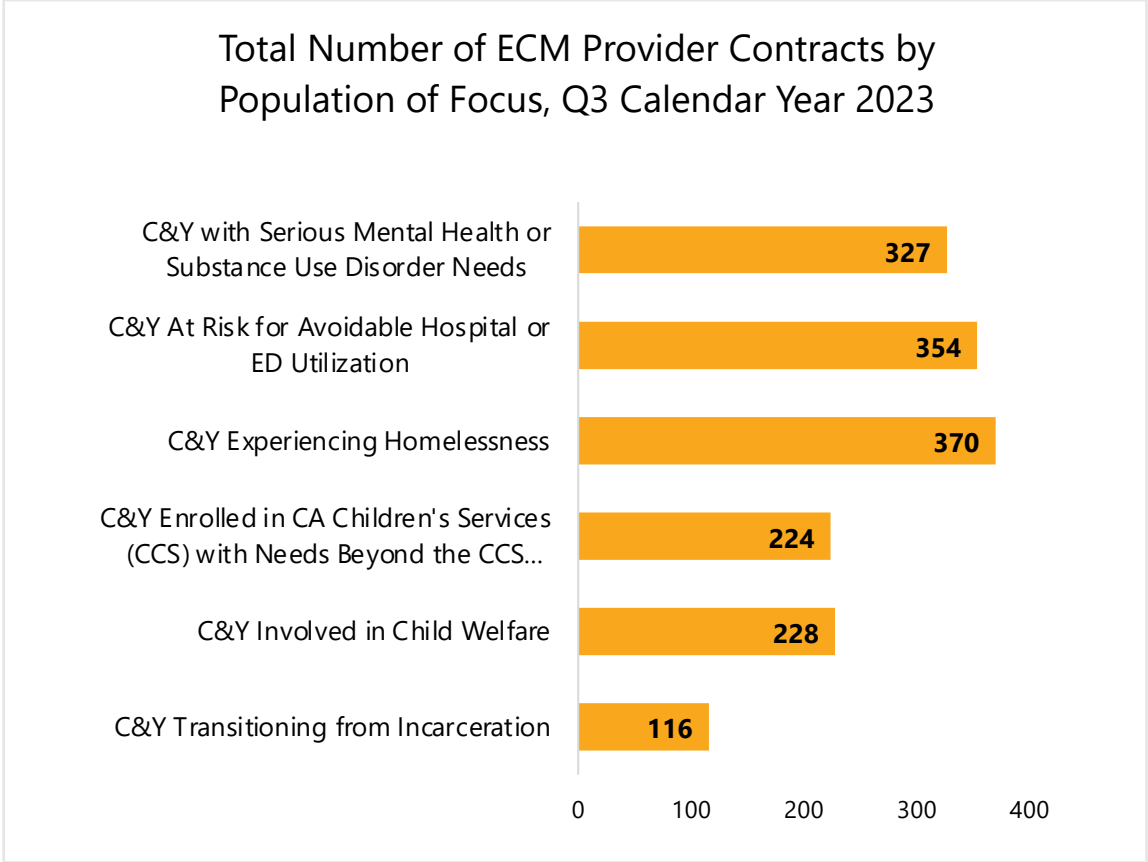
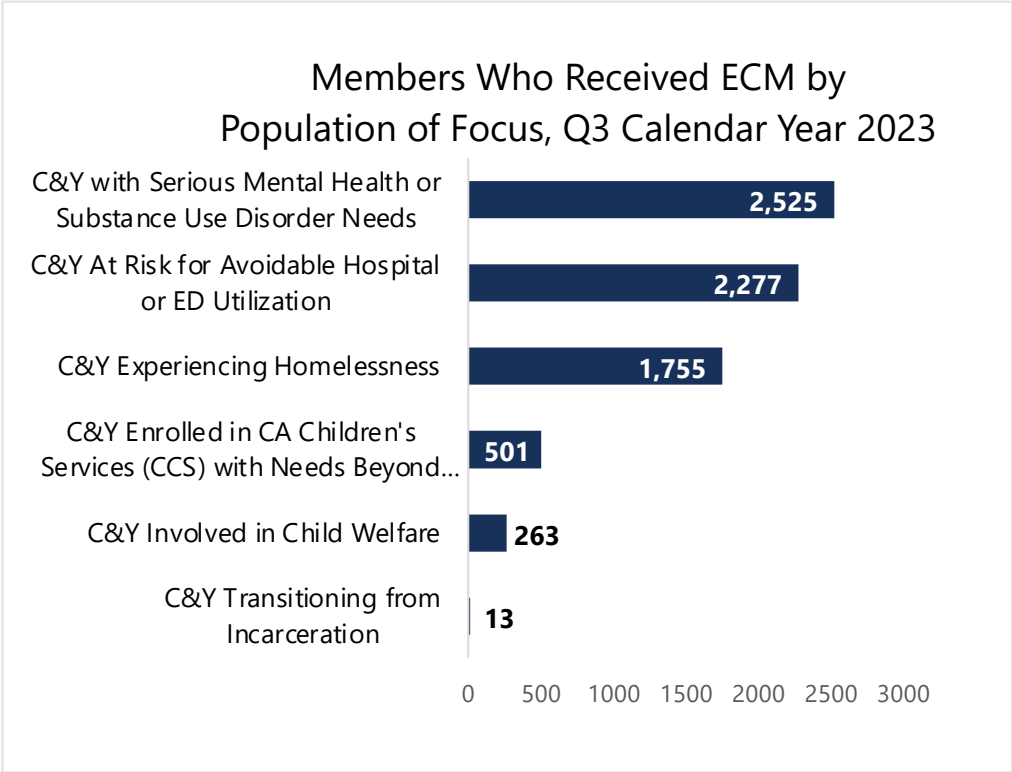
Total Number of Members Who Received ECM in Any County



Source: [ECM and Community Supports Quarterly Implementation Report for Q3 2023](#)

Highlights from Latest Public Data Release

ECM Children & Youth (C&Y) Members



A "Provider Contract" is a unique combination of NPI, provider type, MCP, and county.

Resources



How You Can Help



Actions Providers and Others Can Take

- » Spread the word about ECM and how it can benefit children in your community
- » Refer individuals to their managed care plan for ECM services
- » Contract with MCPs to become an ECM Provider
- » Identify ECM Providers in your community and partner with them to serve children receiving ECM



Additional Resources for Prospective and Contracted ECM Providers

- » Investigate the [Technical Assistance Marketplace](#) to help you get started
- » Reach to your local MCP(s) to explore contracting for ECM
- » Join your regional CalAIM [Collaborative Planning and Implementation groups](#)
- » For more, see the [ECM Provider Toolkit](#)

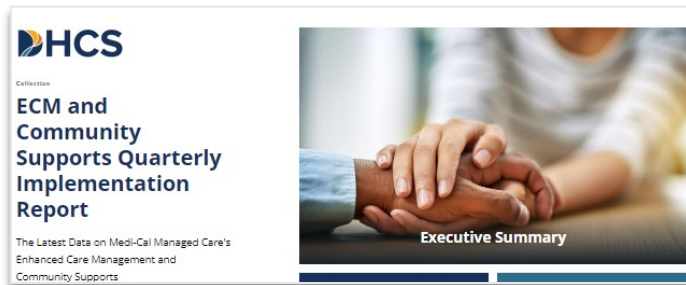
Spotlight on ECM for Children and Youth

Resource for Learning More

- » [ECM for Children and Youth Populations of Focus Spotlight](#)
- » Identifies key DHCS policies and resources for serving Children and Youth in ECM
- » Includes Member vignettes that show how ECM can support specific Children and Youth Populations of Focus:
 - **Teens in foster care who receive Intensive Care Coordination**
 - **Children with cerebral palsy enrolled in California Children's Services**
- » Explains how Community Supports can be integrated to serve children and youth alongside their families and caregivers



Commitment to Transparency



***Q4 2023 data
release planned for
June / July 2024***

- » **ECM and Community Supports Quarterly Implementation Report** provides 1st public release of Children & Youth POF data, with data through Q3 2023
- » Provides key public updates about ECM implementation
 - Enabling MCPs to understand performance relative to their peers
 - Supporting collaboration between stakeholders on ECM and CS implementation
- » **Includes state-, county-, and plan-level data. Summarizes cumulative and quarterly enrollment trends for the two programs**
 - Total members and members under age 21 (the age cut-off for most Children & Youth POFs) utilizing ECM in each quarter

Medi-Cal Enhanced Care Management: Implementation for Children and Youth

April 25, 2024

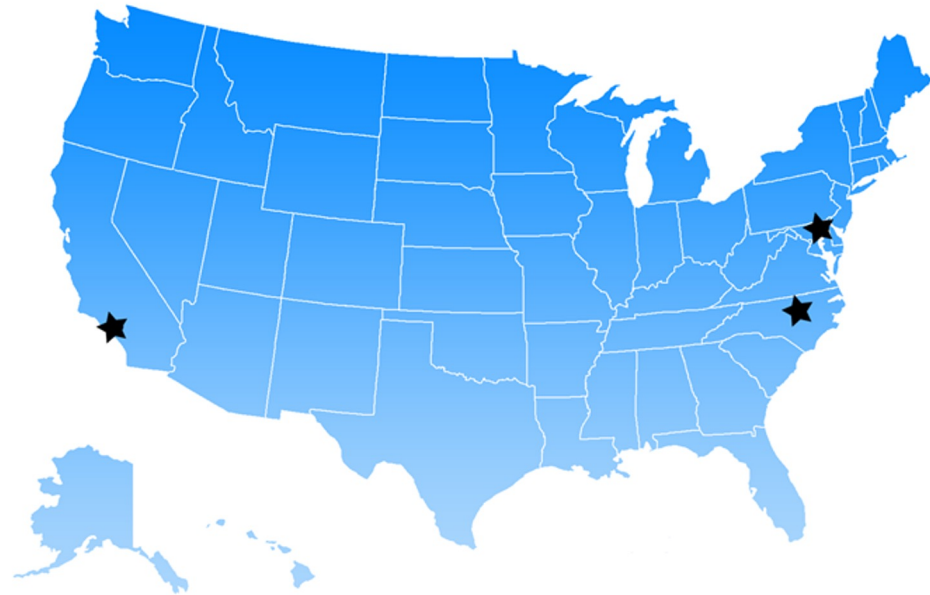
Carly Myers (she/her), Staff Attorney
National Health Law Program



National Health Law Program

» The National Health Law Program (NHeLP) is a nonprofit law firm that protects and advances the rights of low income and underserved individuals and families to access high quality and affordable health care. We advocate, educate, and litigate at the federal and state levels.

- National, state, and local partnerships with legal aid, disability rights, and health advocates
- Offices: CA, DC, NC
- Website: www.healthlaw.org



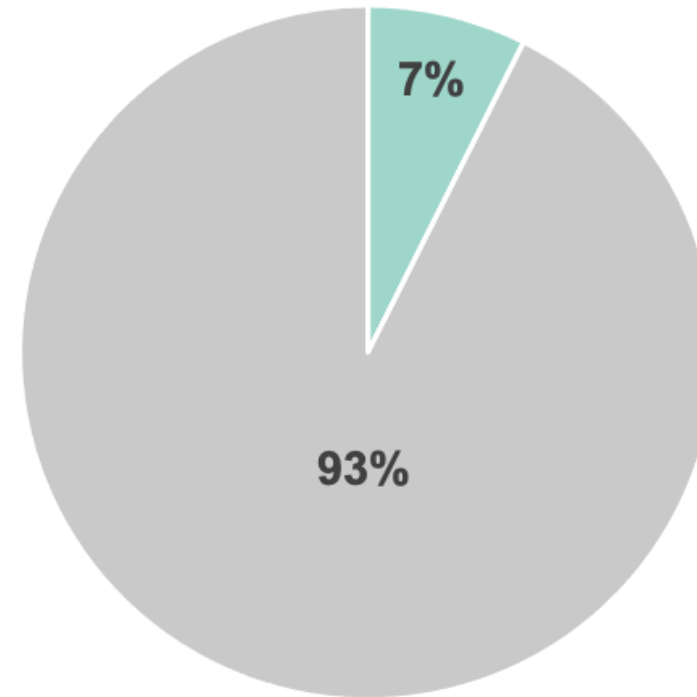
ECM Implementation Data

ECM Implementation Data

- » Enhanced Care Management for most Children and Youth Populations of Focus (POFs) launched on **July 1, 2023**
- » The first datasets inclusive of the Children and Youth POFs were released this month. They reflect initial enrollment data for **Q3 2023** (July 1, 2023 – September 30, 2023)
- » See [DHCS' ECM & Community Supports Quarterly Report](#) (Apr. 2024)

ECM Enrollees by Age Statewide

Age	Q3 2023 *
Under Age 21	6,339
Age 21+	79,390



■ Under Age 21 ■ Age 21+

* This data represents the number of unique enrollees in ECM statewide during the reporting period.

ECM Enrollees by POF Statewide

Population of Focus	Q3 2023 *
1. Children and Youth Experiencing Homelessness (Unaccompanied)	1,755
2. Children and Youth At Risk for Avoidable Hospital or ED Utilization	2,277
3. Children and Youth with Serious Mental Health and/or SUD Needs	2,525
4. Children and Youth Enrolled in CCS with Additional Needs	501
5. Children and Youth Involved in Child Welfare (including FFY up to 26)	263
6. Children and Youth Transitioning from Incarceration *	13
7. Birth Equity Population of Focus *	0

* This data represents the number of ECM enrollees who met the POF eligibility criteria during the reporting period. Note that members may be included in multiple POFs (numbers are not unique members).

* These POFs launched statewide on January 1, 2024. We do not have significant data on these populations yet.

ECM Penetration Rates

- » **Penetration Rate** = The percentage of all MCP enrollees who were enrolled in ECM at any point in the last 12 months.
- » Note that not all MCP enrollees are eligible for ECM. They must meet POF criteria.

Average of All Counties *

Age	Penetration Rate
Under Age 21	0.11%
Age 21+	0.65%

* These rates were calculated by averaging the penetration rates of all California counties, by age group.

ECM Penetration Rates by County

County *	Avg. Number of MCP Enrollees < 21	Avg. Number of ECM Enrollees < 21	Penetration Rate
Los Angeles	1,375,348	1,312	0.10%
Riverside	413,434	309	0.07%
San Bernardino	403,694	717	0.18%
San Diego	360,277	2,383	0.66%
Orange	357,428	180	0.05%

* This chart includes the five counties with the largest number of MCP enrollees under age 21.

ECM Penetration Rates by MCP

MCP *	Avg. Number of MCP Enrollees < 21	Avg. Number of ECM Enrollees < 21	Penetration Rate
L.A. Care	958,571	889	0.09%
Inland Empire	725,995	954	0.13%
Health Net	655,790	506	0.08%
Anthem BlueCross	405,147	238	0.06%
CalOptima	357,428	180	0.05%

* This chart includes the five MCPs with the largest number of enrollees under age 21.

Notable Mention

MCP	Avg. Number of MCP Enrollees < 21	Avg. Number of ECM Enrollees < 21	Penetration Rate
Community Health Group	142,381	2,042	1.43% *

* Community Health Group's penetration rate is more than double that of any other MCP in the State. CHG serves San Diego County.

Resources

Health Consumer Alliance

- » **The Health Consumer Alliance (HCA)** is a network of legal service organizations that provide free legal assistance to health consumers across California, in all languages and regardless of income level.
- » The HCA helps individuals and families get the health care services they need, while working to identify and address systemic health care issues impacting Californians.
- » Learn more: <https://healthconsumer.org/>



Consumer Hotline: 888-804-3536

TTY: 877-735-2929

NHeLP Resources

- » [An Advocate's Guide to Medi-Cal Services](#) (Dec. 2022)
- » **FAQ:** [Medi-Cal Managed Care Enrollment for Foster Youth](#) (Jan. 2024)
- » **Factsheet:** [Medi-Cal Enhanced Care Management for Children and Youth](#) (Jan. 2024)
- » **Webinar Recording:** [Medi-Cal Enhanced Care Management for Children and Youth](#) (Feb. 2024)



Thank you!

Connect with the National Health Law Program:



www.healthlaw.org



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CaAIM ECM Implementation at Children's Hospital Los Angeles

Mona Patel, MD, FAAP
Chief Integrated Delivery Systems Officer

Sarahi Garcia
Community Health Worker

Agenda

CaAIM at CHLA

- Health Related Social Needs
- Community Health Workers
- Enhanced Care Management
- Success and Challenges

CHLA Pediatric Health Delivery Model: The Stories

CalAIM Implementation

- Children's Hospital Los Angeles is a safety net hospital delivering quaternary pediatric health care
 - >73% of patients served by CHLA are Medi-Cal beneficiaries
 - Leading provider of CCS specialty care with more than half of inpatient admissions related to CCS conditions
 - >60% of populations served with limited English proficiency



- CalAIM-focused pediatric care delivery including:
 - Health Related Social Needs
 - Community Health Worker integration into care team
 - Enhanced Care Management

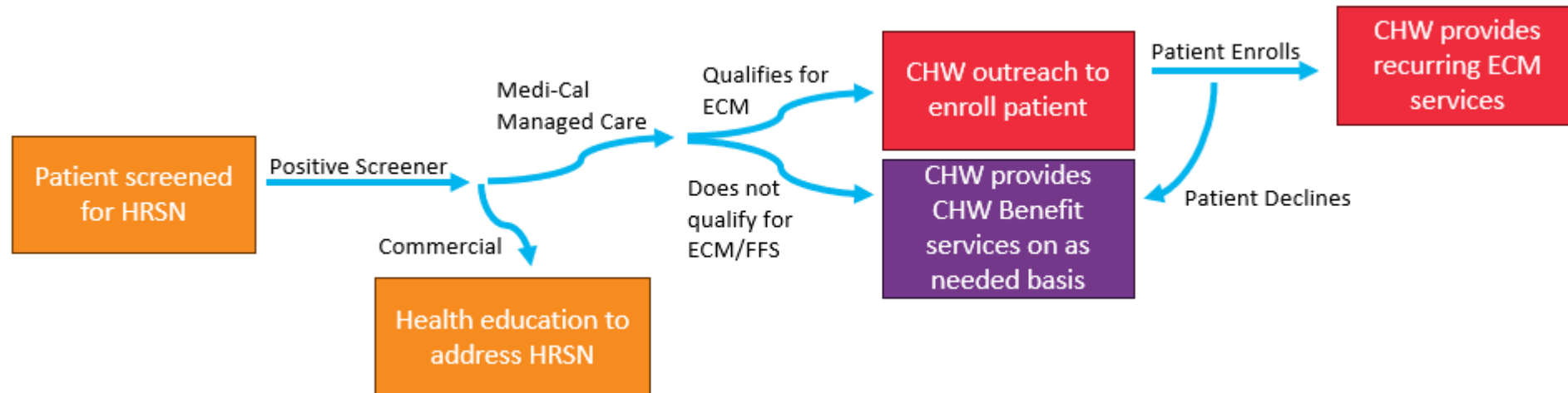
CalAIM at CHLA

- Health Related Social Needs

- Population-focused screening:
 - Behavioral Health
 - Housing
 - Food
 - Utilities
 - Digital Access
 - Transportation
 - Interpersonal Safety

- Community Health Workers

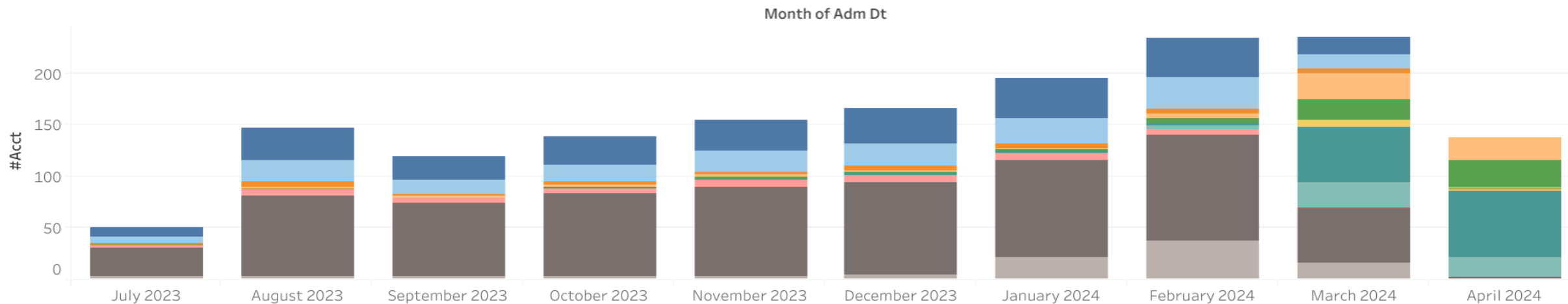
- Employed team member at CHLA
- Engage in peer-to-peer services integrated into clinical teams
- 13+ FTE working at CHLA and in community



CaAIM ECM at CHLA

- Since July 2023, contracted across 4 counties, 8 Managed Care Plans
 - Child & Youth Populations of Focus:
 - California Children’s Services (CCS)
 - Serious Mental Illness (SMI) + Substance Use Disorder (SUD)
 - Child Welfare
 - Birth Equity

ECM Patient Encounters by MCP



CaAIM ECM at CHLA

• Successes:

- CaAIM has enabled CHLA to hire a community health workforce (CHW)
- Integration of CHW into clinical care teams
- Intentional peer-to-peer support to build trust among patients, families, staff, and clinicians
- Extension of CHLA care into the community with visits to markets; colleges; and parks— *meet patients where they are*
- Enable patient-focused care to reduce health disparities by recognizing health-related social needs and truly care for our patients and families

• Challenges:

- Applying the ECM model to pediatric populations (*vs. adult-based care*)
- Referrals from MCPs for sensitive populations such as SMI/SUD and Child Welfare
- Challenges in enrolling ECM for FFS populations (Straight Medi-Cal)
- Every MCP has different requirements
 - Portal vs Email vs Fax
 - Inability for bulk file transfer
 - Weekly vs Monthly vs Quarterly Audits
 - RTF/OTF file formats are different than the state standard
 - Lack of standard FFS units for billing
 - CMS 1500 vs UB04 claims submission
 - Lack of standardized referral forms

CHLA Pediatric Health Delivery Model: The Stories

- Sarahi Garcia

- Community Health Worker at CHLA

- CCS Specialty Care Center: Bone Marrow Transplant (BMT) Team

- Patient Case #1: 9yo patient with bone marrow transplant → building trust

- Patient Case #2: 14yo patient with bone marrow transplant → building confidence

