CalAIM Enhanced Care Management & Community Supports Intersection

Technical Assistance Webinar

Tuesday, June 21, 2022

10:00 – 11:30 AM PT

DHCS

Public Health Emergency (PHE) Unwinding

- **The COVID-19 PHE will end soon and millions of Medi-Cal beneficiaries may lose their coverage.**
- **Top Goal of DHCS:** Minimize beneficiary burden and promote continuity of coverage for our beneficiaries.
- **How you can help:**
  - Become a **DHCS Coverage Ambassador**
  - Download the Outreach Toolkit on the DHCS Coverage Ambassador webpage
  - Join the DHCS Coverage Ambassador mailing list to receive updated toolkits as they become available

DHCS PHE Unwind Communications Strategy

- **Phase One: Encourage Beneficiaries to Update Contact Information**
  - Launch immediately
  - Multi-channel communication campaign to encourage beneficiaries to update contact information with county offices.
  - Flyers in provider/clinic offices, social media, call scripts, website banners
- **Phase Two: Watch for Renewal Packets in the mail. Remember to update your contact information!**
  - **Launch 60 days prior to COVID-19 PHE termination.**
  - Remind beneficiaries to watch for renewal packets in the mail and update contact information with county office if they have not done so yet.

Today's Session

- **Welcome & Introductions**
- **ECM & Community Supports Recap**
- **How ECM and Community Supports Fit Together: Frequently Asked Questions**
- **How ECM and Community Supports are Working on the Ground: *Illumination Foundation & CalOptima in Orange County***
- **Q&A**

ECM & Community Supports Recap

California Advancing and Innovating Medi-Cal (CalAIM)

CalAIM is a long-term commitment to transform and strengthen Medi-Cal, offering Californians a more equitable, coordinated, and person-centered approach to maximizing their health and life trajectory. The goals of CalAIM include:

- Implement a whole-person care approach and address social drivers of health.
- Improve quality outcomes, reduce health disparities, and drive delivery system transformation.
- Create a consistent, efficient, and seamless Medi-Cal system.

Legacy Programs to CalAIM

Health Homes Program (HHP)

- Benefit (State Plan service) in select counties
- Medi-Cal Managed Care members only
- MCP administered with care management contracted out to providers

Whole Person Care Pilots (WPC)

- Limited pilot program supported by Section 1115
- Coverage and delivery system agnostic (Medicaid Managed Care, Fee For Service, or uninsured); no requirements for interfacing with managed care plans (MCPs)
- Administered by county based "Local Entities"

Enhanced Care Management

- Care coordination as a MCP contract requirement
- Medi-Cal Managed Care members only
- MCP administered with care management delivered through community providers

Community Supports

- Optional services, but strongly encouraged
- Medi-Cal Managed Care members only
- MCP administered with services delivered through community providers and integrated with ECM

What is ECM?

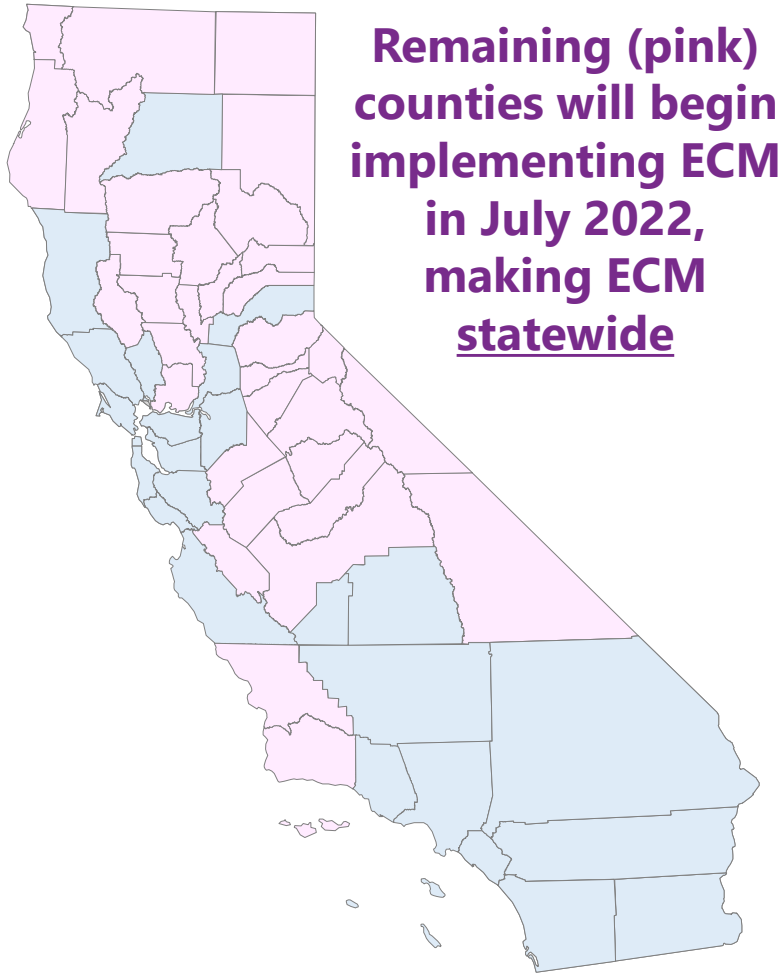
ECM is a new Medi-Cal benefit to support comprehensive care management for enrollees with complex needs that must often engage several delivery systems to access care, including primary and specialty care, dental, mental health, substance use disorder (SUD), and long-term services and supports (LTSS).

- ECM is designed to address both the clinical and non-clinical needs of the highest-need enrollees through intensive coordination of health and health-related services, meeting enrollees wherever they are – on the street, in a shelter, in their doctor's office, or at home

- ECM is part of broader CalAIM Population Health Management system design through which MCPs will offer care management interventions at different levels of intensity based on member need, with ECM as the highest intensity level

For more details, see ECM Policy Guide (May 2022).

Launch and Expansion of ECM



- ECM went live **January 1, 2022** in the 25 counties that had participated in WPC/HHP, with **95,000** Medi-Cal members transitioning into ECM from WPC/HHP who are:
  - High utilizer adults (such as multiple emergency department visits and/or hospital/short-term skilled nursing facility stays)
  - Individuals and families experiencing homelessness
  - Adults with SMI and/or SUD
- Starting on **July 1, 2022**, ECM will go live statewide for:
  - Individuals and families experiencing homelessness
  - High utilizer adults (such as multiple emergency department visits and/or hospital/short-term skilled nursing facility stays)
  - Adults with SMI and/or SUD
- Starting on **January 1, 2023**, ECM will extend statewide to:
  - Individuals at risk for institutionalization and eligible for long-term care
  - Nursing facility residents transitioning to the community

What are Community Supports?

Community Supports are services that Medi-Cal managed care plans (MCPs) are strongly encouraged but not required to provide as substitutes for utilization of other services or settings such as hospital or skilled nursing facility admissions, discharge delays, or emergency department use.

- Community Supports are designed as cost-effective alternatives to traditional medical services or settings.

- Community Supports are designed to address social drivers of health (factors in people's lives that influence their health).

For more details, see Community Supports Policy Guide (April 2022).

What are Community Supports?

Pre-Approved DHCS Community Supports

1. Housing Transition Navigation Services
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Short-Term Post-Hospitalization Housing
5. Recuperative Care (Medical Respite)
6. Respite Services
7. Day Habilitation Programs
8. Nursing Facility Transition/Diversion to Assisted Living Facilities
9. Community Transition Services/Nursing Facility Transition to a Home
10. Personal Care and Homemaker Services
11. Environmental Accessibility Adaptations (Home Modifications)
12. Meals/Medically-Tailored Meals or Medically-Supportive Foods
13. Sobering Centers
14. Asthma Remediation

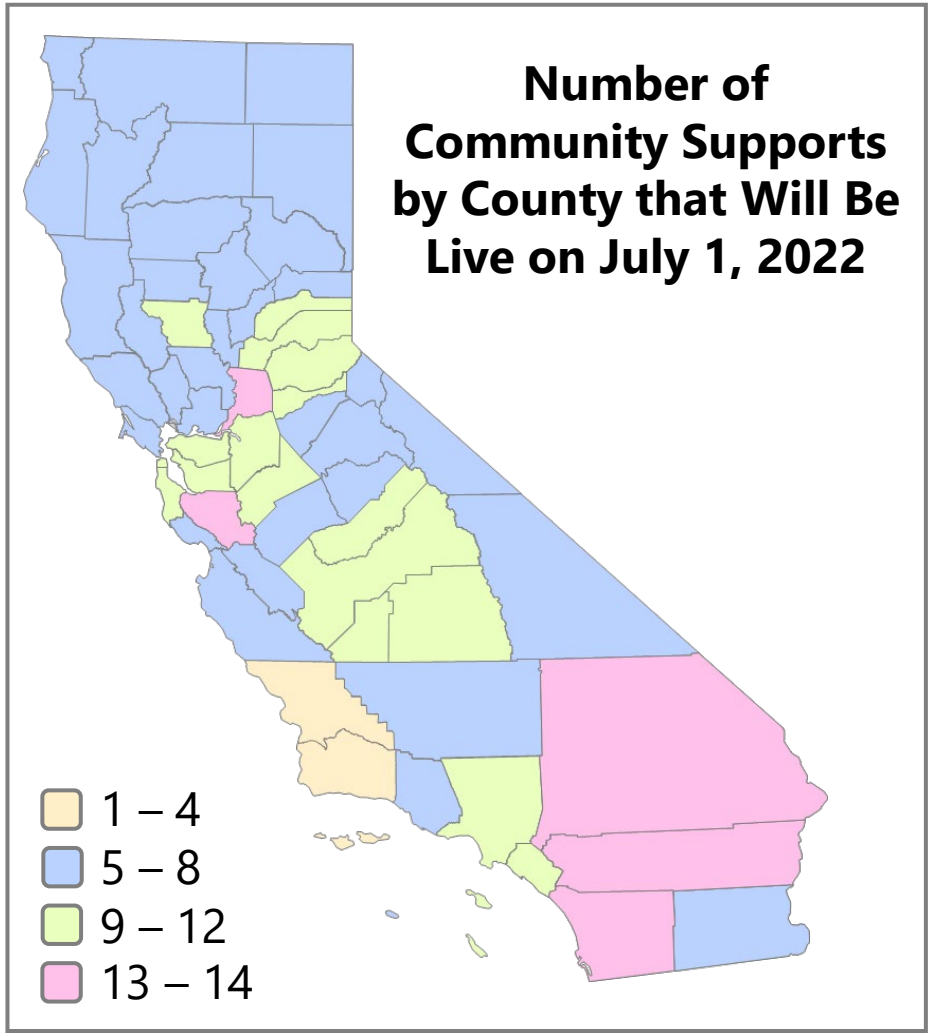
For more details, see Community Supports Policy Guide (April 2022).

Who is Eligible for Community Supports?

- Each Community Support has specific eligibility criteria linked to each service
- Enrollees in Medi-Cal Managed Care may be eligible for Community Supports, which are voluntary to the enrollee
- Given Community Supports are optional to MCPs, there is a mix of how what Community Supports are available with each plan and each county

For more details, see Community Supports Policy Guide (April 2022) and Community Supports Elections (January 2022).

Where are Community Supports Available Today?



- MCPs are phasing in Community Supports selections across counties in 2022 and 2023, with **over 10 of the 14 Community Supports offered in 16 counties** starting July 1, 2022
  - Riverside, Sacramento, and San Diego counties will offer **all 14 Community Supports**
  - **97% of all California counties** (56 out of 58) will offer at least 6 Community Supports
- MCPs can opt-in to offering new Community Supports every 6 months, in January or July

Relationship Between ECM/Community Supports, PATH, & IPP

Enhanced Care Management (ECM) / Community Supports (CS)

Providing Access & Transforming Health (PATH)

- PATH is a five-year, $1.85 billion initiative included in the **CalAIM 1115 waiver**.
- PATH provides resources for community providers to **build capacity and infrastructure** to successfully **deliver ECM and Community Supports**.

PATH and IPP funding will complement and not duplicate one another.

Incentive Payment Program (IPP)

- IPP is a **voluntary incentive program** intended to support the **implementation and expansion of ECM and Community Supports** by incentivizing managed care plans (MCPs), in accordance with 42 CFR Section 438.6(b).

How do ECM & Community Supports Fit Together? *Frequently Asked Questions*

Eligibility

- **Can an MCP Member enrolled in ECM also be eligible for one or more Community Supports?**
  - YES.
- **Does an MCP Member have to be eligible for ECM in order to be eligible for one or more Community Supports?**
  - NO.

Providers

- Can a Community Supports provider also provide ECM?
  - **YES.** An organization can be both a Community Supports and ECM provider, or just one.
- If a provider offers both ECM and one or more Community Supports to the same MCP member, will they be paid for both?
  - **YES.** DHCS expects that MCPs reimburse for both.

Services

- Are there any exclusions on a person receiving ECM and Community Supports at the same time?
  - **NO.**
  - The member's ECM Lead Care Manager remains primarily responsible for the overall coordination of the member's care across the physical and behavioral health delivery systems and social supports.

Services (2)

- Can a Medi-Cal Member receive help with housing through **both** ECM and Community Supports?
  - **YES.**
    - As part of ECM, the care manager may help the Member connect to housing resources.
    - The housing Community Supports are specific services defined by DHCS:
      - Housing transition Navigation Services
      - Housing Deposits
      - Housing Tenancy and Sustaining Services

What ECM and Community Supports Look Like on the Ground: *CalOptima and Illumination Foundation in Orange County*

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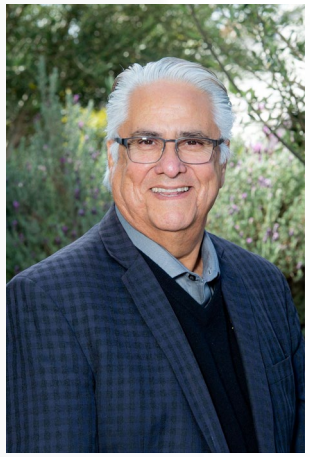
DISRUPTING THE CYCLE OF HOMELESSNESS



Paul Leon, RN, BSN, PHN Founder and CEO Illumination Foundation

Pooja Bhalla, DNP, RN
Executive Director of Healthcare Services
Illumination Foundation

Francis Angeles
Manager of CSS Housing Services
Illumination Foundation

Kelly Bruno
Executive Director of Medi-Cal and CalAIM CalOptima

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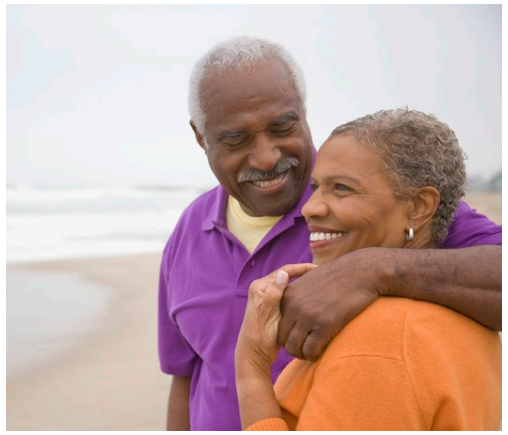
CalOptima Overview



- Mission: To serve member health with excellence and dignity, respecting the value and needs of each person.

- Orange County's community health plan for low-income families, seniors and people with disabilities
- Serves 1 in 4 adults and 1 in 3 children in Orange County
- Strong Provider Network:

  * 1500 Primary Care Provider * 8000 Specialists * 41 Acute and Rehab Hospitals *580 Pharmacies

  * 31 Community Health Centers * 99 Long Term Care Facilities * 5 PACE Alternative Care Settings

- 1500 employees with an annual budget of $3.7B

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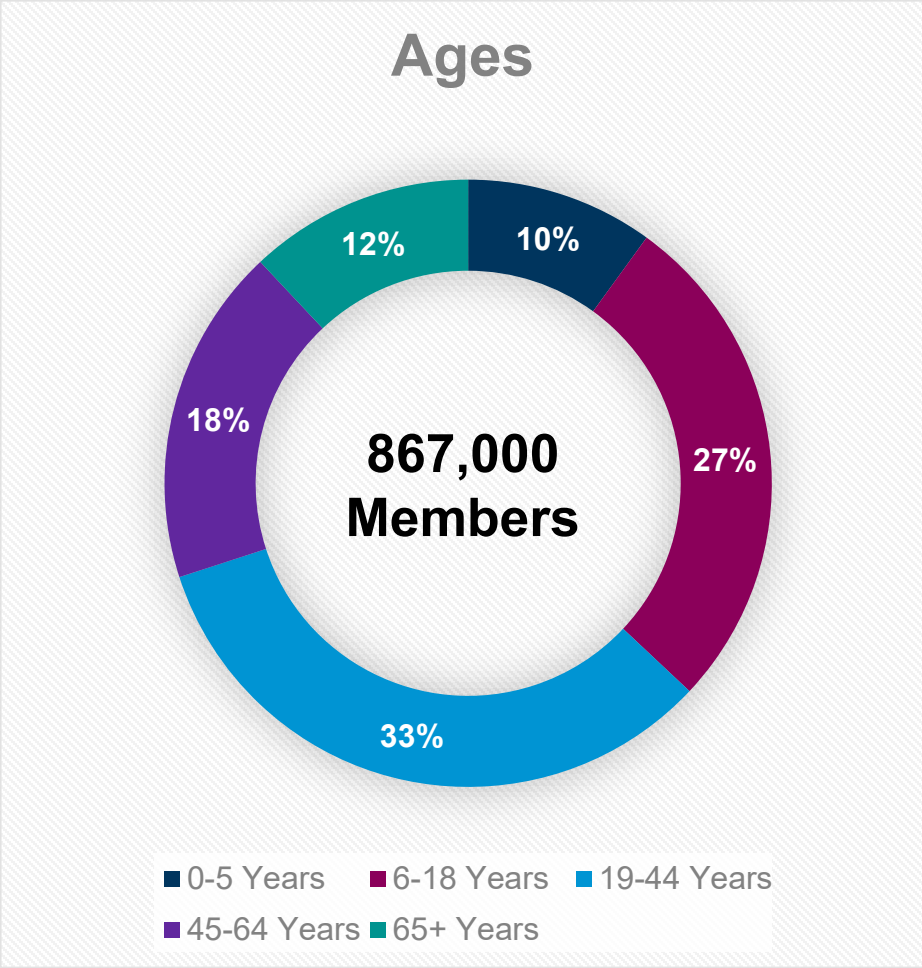
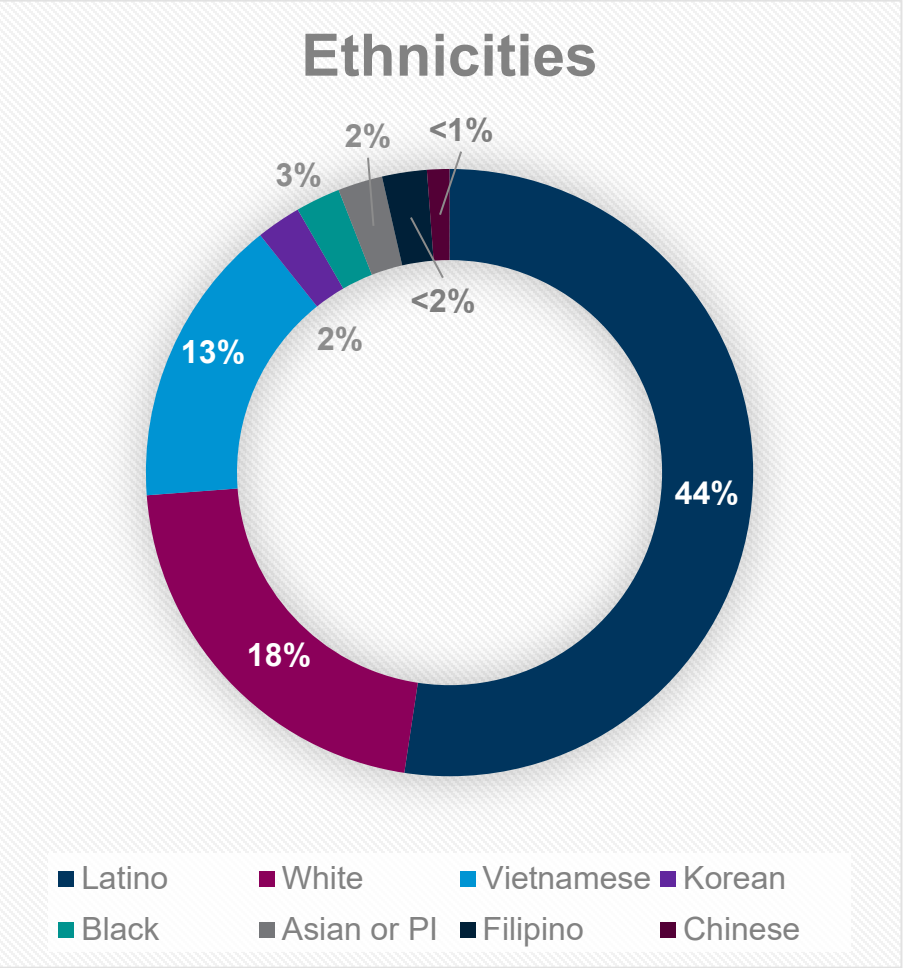
About Our Members





Source: CalOptima Fast Facts Membership Data as of <December 2021>

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ECM and Community Supports: January 1, 2022

Enhanced Care Management

- Creates a single, intensive and comprehensive benefit
- Meets clinical and nonclinical needs of the highest-cost and/or highest-need beneficiaries
- Phased implementation approach based on defined needs of the population of focus

RECUPERATIVE CARE

- Interim housing
  - Bed and healthy meals
- Physical and mental health monitoring
  - Vitals
  - Assessments
  - Wound care
  - Medication
- Short-term assistance
- Coordination of transportation
- Medical oversight

HOUSING SUPPORT

- Housing navigation
  - Assessment
  - Search/support
  - Address barriers
- Housing deposits
  - One-time funding
  - First and last
  - Utilities, etc.
- Housing sustaining services
  - Move-in assistance
  - Landlord advocacy

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Additional Community Supports from July 1, 2022

Short-Term Post-Hospitalization Housing

- Provides members who do not have a residence and who have high medical or behavioral health needs to continue recovery immediately after exiting a facility

Day Habilitation Programs

- Provides members with assistance in acquiring, retaining and improving the skills necessary to reside successfully at home and in their community

Personal Care and Homemaker Services

- Provides members with assistance with Activities of Daily Living and Instrumental Activities of Daily Living

Meals/Medically-Tailored Meals

- Provides members with meals and nutrition services that help to achieve nutrition goals at critical times to help regain and maintain health

Sobering Centers

- Provides members who are found to be publicly intoxicated with an alternative destination to an emergency department or jail

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Additional Community Supports from January 1, 2023

Respite Services

- Provided to caregivers of members who require intermittent temporary supervision

Environmental Accessibility Adaptations (Home Modification)

- Physical adaptations to a home that are necessary to ensure the health, welfare, and safety of the individual, or enable the member to function with greater independence in the home: without which the member would require institutionalization

Nursing Facility Transition / Diversion to Assisted Living Facilities

- Assist members to live in the community and/or avoid institutionalization when possible

Community Transitions to Home / Nursing Facility Transition to a Home

- Helps members to live in the community and avoid further institutionalization

Asthma Remediation

- Physical modifications to a home environment that are necessary to ensure the health, welfare, and safety of the member, or enable the member to function in the home and without which acute asthma episodes could result in the need for emergency services and hospitalization

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ECM Eligibility

ECM Eligible

- CalOptima Member
  - No Share of Cost
- Meet DHCS Criteria
  - Member in DHCS-defined POFs
- Not Excluded
  - Exclusions include:
    - Enrolled in OneCare Connect
    - Enrolled in PACE
    - Enrolled in 1915(c) Waiver Program
      - HIV/AIDS
      - Home and community alternatives
      - MSSP
      - HCBS

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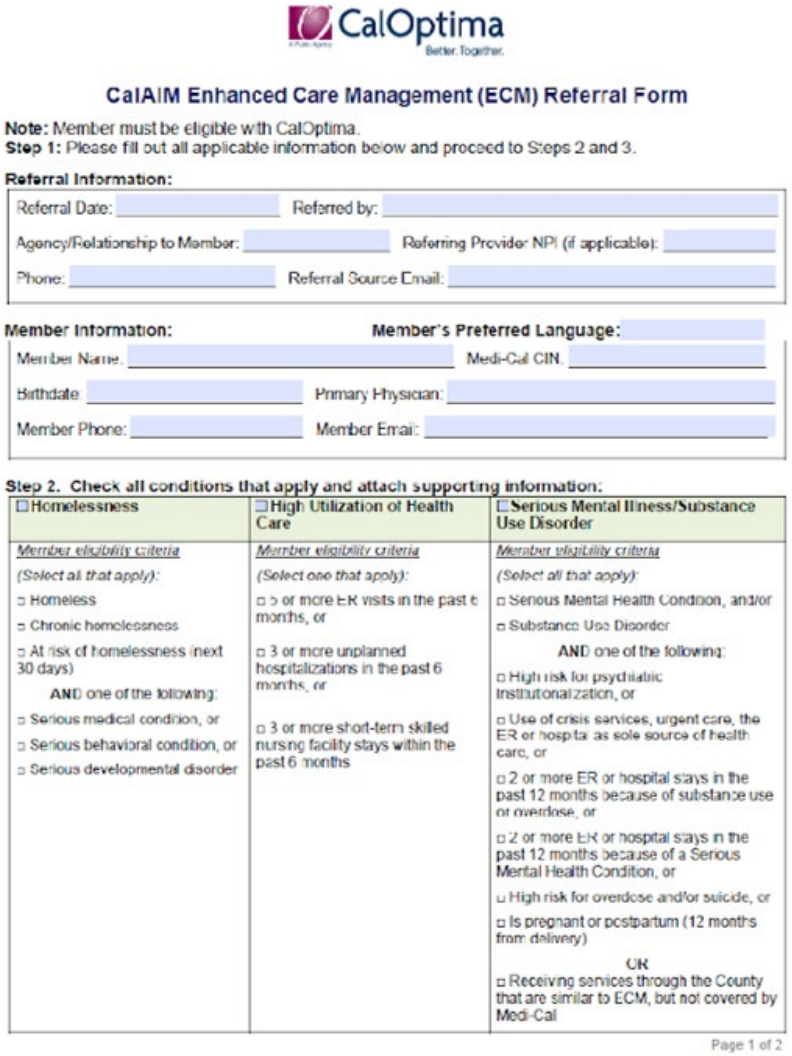
ECM Referral



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CalAIM Enhanced Care Management (ECM) Referral Form

Note: Member must be eligible with CalOptima.
Step 1: Please fill out all applicable information below and proceed to Steps 2 and 3.

Referral Information:

Referral Date: _____ Referred by: _____

Agency/Relationship to Member: _____ Referring Provider NPI (if applicable): _____

Phone: _____ Referral Source Email: _____

Member Information: **Member's Preferred Language:** _____

Member Name: _____ Medi-Cal CIN: _____

Birthdate: _____ Primary Physician: _____

Member Phone: _____ Member Email: _____

Step 2. Check all conditions that apply and attach supporting information:

☐ Homelessness	☐ High Utilization of Health Care	☐ Serious Mental Illness/Substance Use Disorder
Member eligibility criteria	*Member eligibility criteria*	*Member eligibility criteria*
(Select all that apply):	*(Select one that apply):*	*(Select all that apply):*
☐ Homeless	☐ 5 or more ER visits in the past 6 months, or	☐ Serious Mental Health Condition, and/or
☐ Chronic homelessness	☐ 3 or more unplanned hospitalizations in the past 6 months, or	☐ Substance Use Disorder
☐ At risk of homelessness (next 30 days)	☐ 3 or more short-term skilled nursing facility stays within the past 6 months	**AND** one of the following:
AND one of the following:		☐ High risk for psychiatric institutionalization, or
☐ Serious medical condition, or		☐ Use of crisis services, urgent care, the ER or hospital as sole source of health care, or
☐ Serious behavioral condition, or		☐ 2 or more ER or hospital stays in the past 12 months because of substance use or overdose, or
☐ Serious developmental disorder		☐ 2 or more ER or hospital stays in the past 12 months because of a Serious Mental Health Condition, or
		☐ High risk for overdose and/or suicide, or
		☐ Is pregnant or postpartum (12 months from delivery)
		OR
		☐ Receiving services through the County that are similar to ECM, but not covered by Medi-Cal

Page 1 of 2

- Receive referrals from
  - Providers
  - Community-based organizations (CBOs)
  - County of Orange
  - Member/Authorized Rep/Family/Guardian
  - Field-based teams: Homeless Response Team or Clinical Field Team
  - ECM Referral Form

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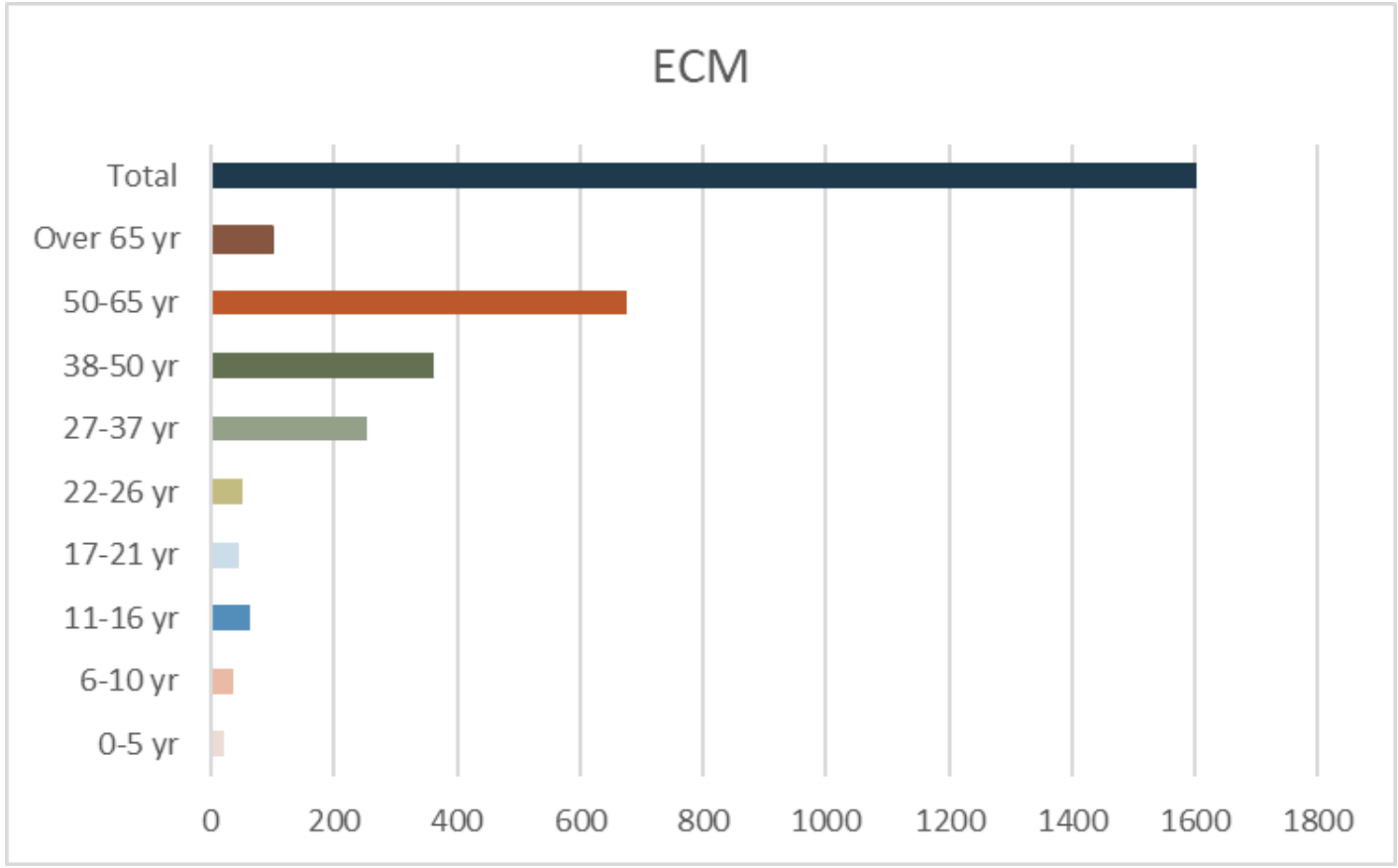
ECM Service Providers and Authorizations to Date

ECM Networks
AltaMed Health Services
AMVI Medical Group
CalOptima
CHOC Health Alliance
Noble Mid Orange County
Optum Care Network Arta
Optum Care Network Monarch
Optum Care Network Talbert
Prospect Medical Group
United Care Medical Group
Health Care Agency (SMI/SUD)
Total : 1584



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Community Supports Referral and Authorization

- Who can refer?
  - Shelters
  - Community Providers
  - Families
  - Anyone…
- Referrals lead to an Authorization Request by the assigned Community Supports Provider
- Authorization required prior to service delivery
- DHCS criteria for authorization is specific to each Community Support
- Service must also be cost-efficient and result in improved outcomes

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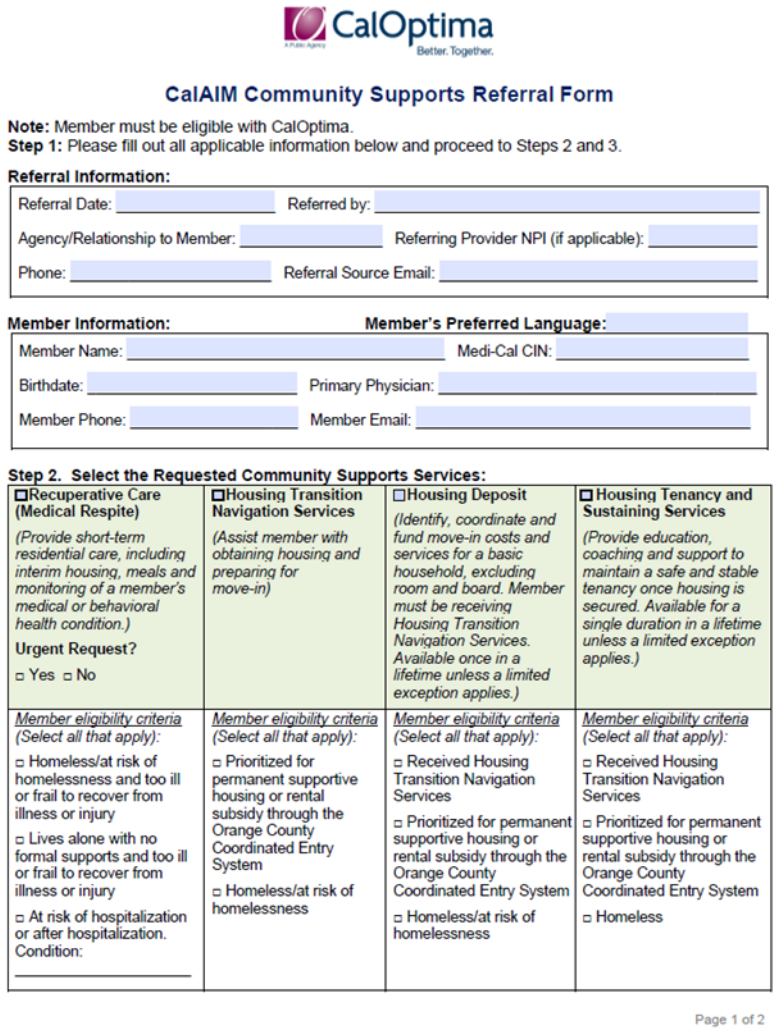
Community Supports Referral



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CalAIM Community Supports Referral Form

Note: Member must be eligible with CalOptima.
Step 1: Please fill out all applicable information below and proceed to Steps 2 and 3.

Referral Information:

Referral Date: _____ Referred by: _____
Agency/Relationship to Member: _____ Referring Provider NPI (if applicable): _____
Phone: _____ Referral Source Email: _____

Member Information: **Member's Preferred Language:** _____

Member Name: _____ Medi-Cal CIN: _____
Birthdate: _____ Primary Physician: _____
Member Phone: _____ Member Email: _____

Step 2. Select the Requested Community Supports Services:

☐ **Recuperative Care (Medical Respite)** *(Provide short-term residential care, including interim housing, meals and monitoring of a member's medical or behavioral health condition.)* **Urgent Request?** ☐ Yes ☐ No	☐ **Housing Transition Navigation Services** *(Assist member with obtaining housing and preparing for move-in)*	☐ **Housing Deposit** *(Identify, coordinate and fund move-in costs and services for a basic household, excluding room and board. Member must be receiving Housing Transition Navigation Services. Available once in a lifetime unless a limited exception applies.)*	☐ **Housing Tenancy and Sustaining Services** *(Provide education, coaching and support to maintain a safe and stable tenancy once housing is secured. Available for a single duration in a lifetime unless a limited exception applies.)*
Member eligibility criteria (Select all that apply): ☐ Homeless/at risk of homelessness and too ill or frail to recover from illness or injury ☐ Lives alone with no formal supports and too ill or frail to recover from illness or injury ☐ At risk of hospitalization or after hospitalization. Condition: _____	*Member eligibility criteria (Select all that apply):* ☐ Prioritized for permanent supportive housing or rental subsidy through the Orange County Coordinated Entry System ☐ Homeless/at risk of homelessness	*Member eligibility criteria (Select all that apply):* ☐ Received Housing Transition Navigation Services ☐ Prioritized for permanent supportive housing or rental subsidy through the Orange County Coordinated Entry System ☐ Homeless/at risk of homelessness	*Member eligibility criteria (Select all that apply):* ☐ Received Housing Transition Navigation Services ☐ Prioritized for permanent supportive housing or rental subsidy through the Orange County Coordinated Entry System ☐ Homeless

Page 1 of 2

- Receive referrals from
  - ECM providers
  - Providers
  - CBOs
  - Member/Authorized Rep/Family/Guardian
  - Field-based teams
- Community Supports Referral Form

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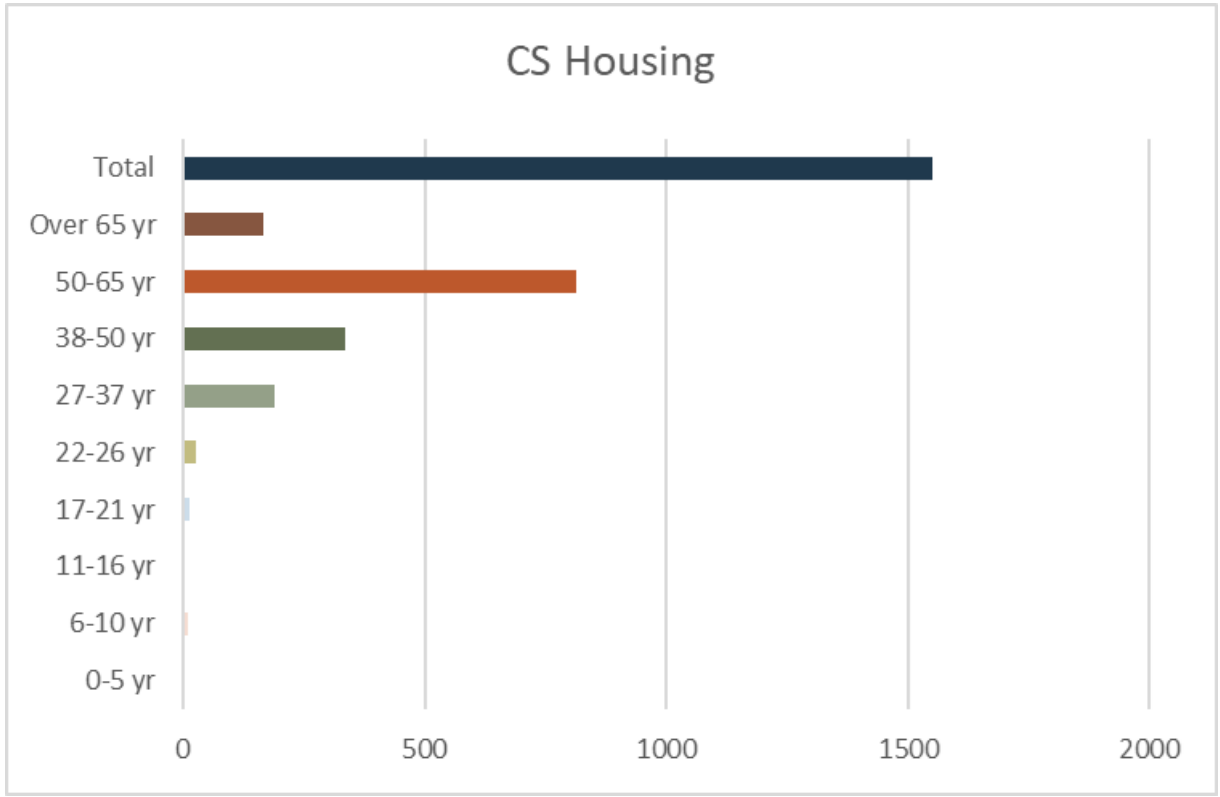
Community Support Housing Services and Authorizations to Date

Provider	Navigation	Deposits	Tenancy	Recuperative Care
American Family Housing	x	x	X	
CAPOC	x	x	x	
Friendship Shelter	x	x	x	
Illumination Foundation	x	x	x	x
Jamboree	x	x	x	
Lutheran Social Services	x	x	x	
Mercy House	x	x	x	
VOALA	x	x	x	
Blue Sky Manor	x	x	x	X
TOTALS:	927	257	365	163



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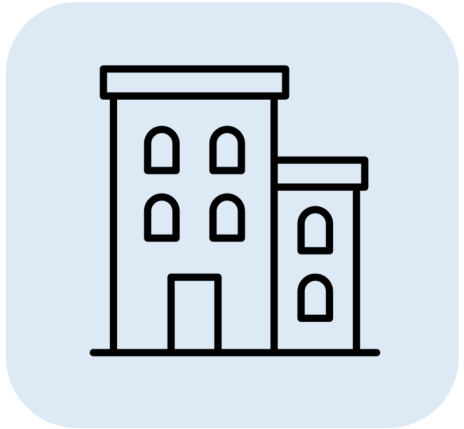
Connecting ECM to Housing Community Supports across Orange County

ECM

Work in Progress to Strengthen Connection

Community Supports Housing Services



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CAUTION CUIDADO CAUTION CUIDADO CAUTION CUIDADO

History

2008. Illumination Foundation founded

2009. Homelessness Prevention and Rapid Re-Housing (HPRR) Housing and Urban Development (HUD) grant

2010. Recuperative Care starts in OC, funded by grants and hospitals

2012. Emergency Solutions Grant Homelessness Prevention and Rapid Re-Housing Street Outreach in Santa Ana and Anaheim

2015. Recuperative Care opens in Los Angeles

2016. Recuperative Care opens in Inland Empire

2017. Three more Recuperative Care facilities open. Whole Person Care begins in Orange County

2020. Health Homes Program begins. Fullerton Navigation Center and Recuperative Care Opens

2022. Five Recuperative Care facilities with 340 recuperative care beds. Funded through CalAIM

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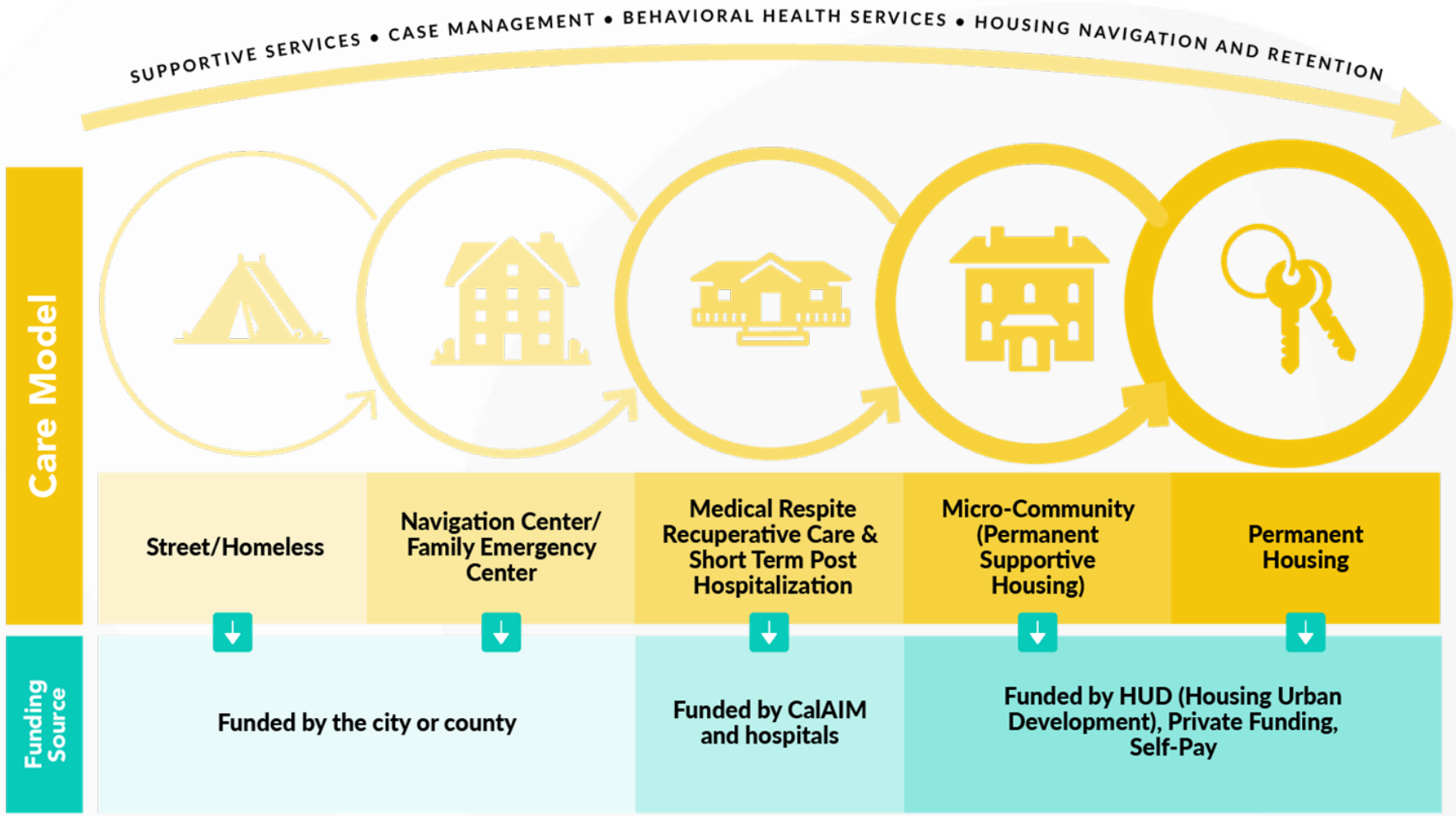
DISRUPTING THE CYCLE OF HOMELESSNESS

Street 2 Home System of Care



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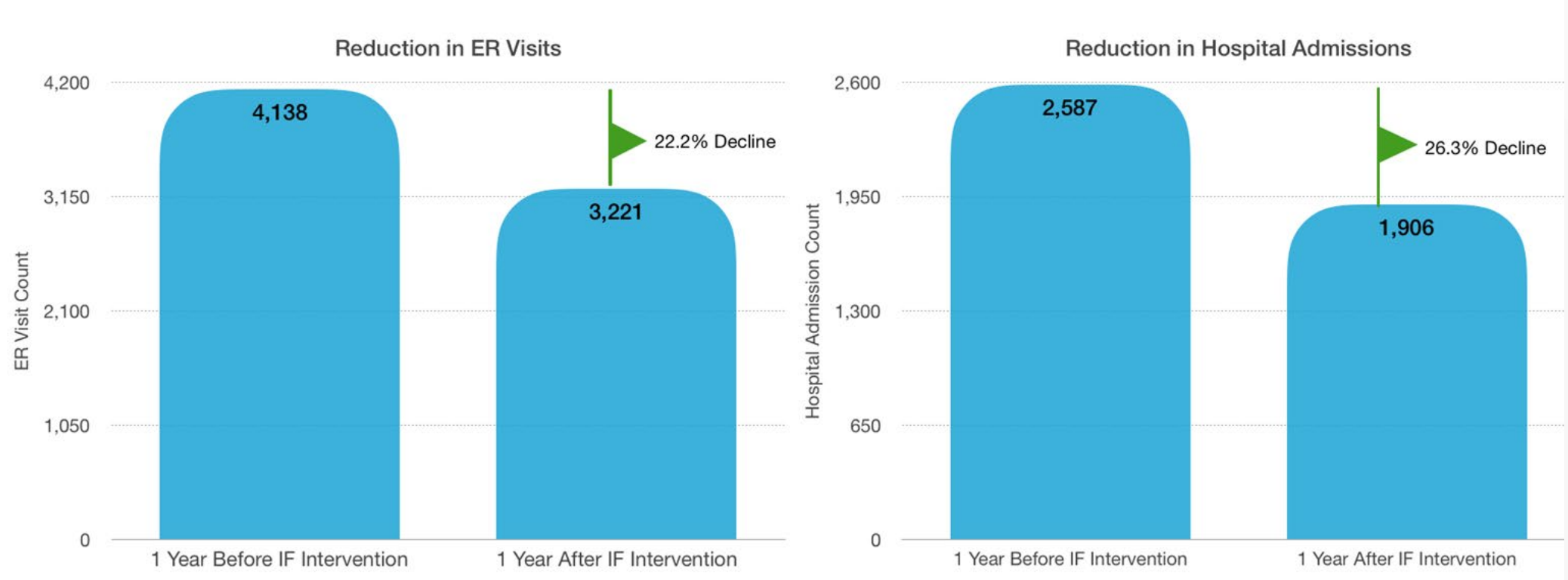
DISRUPTING THE CYCLE OF HOMELESSNESS

1,250 OC Medi-Cal Members
Program Impact on ER Visits and Inpatient Hospital Admissions
Whole Person Care Program



July 2017- July 2020

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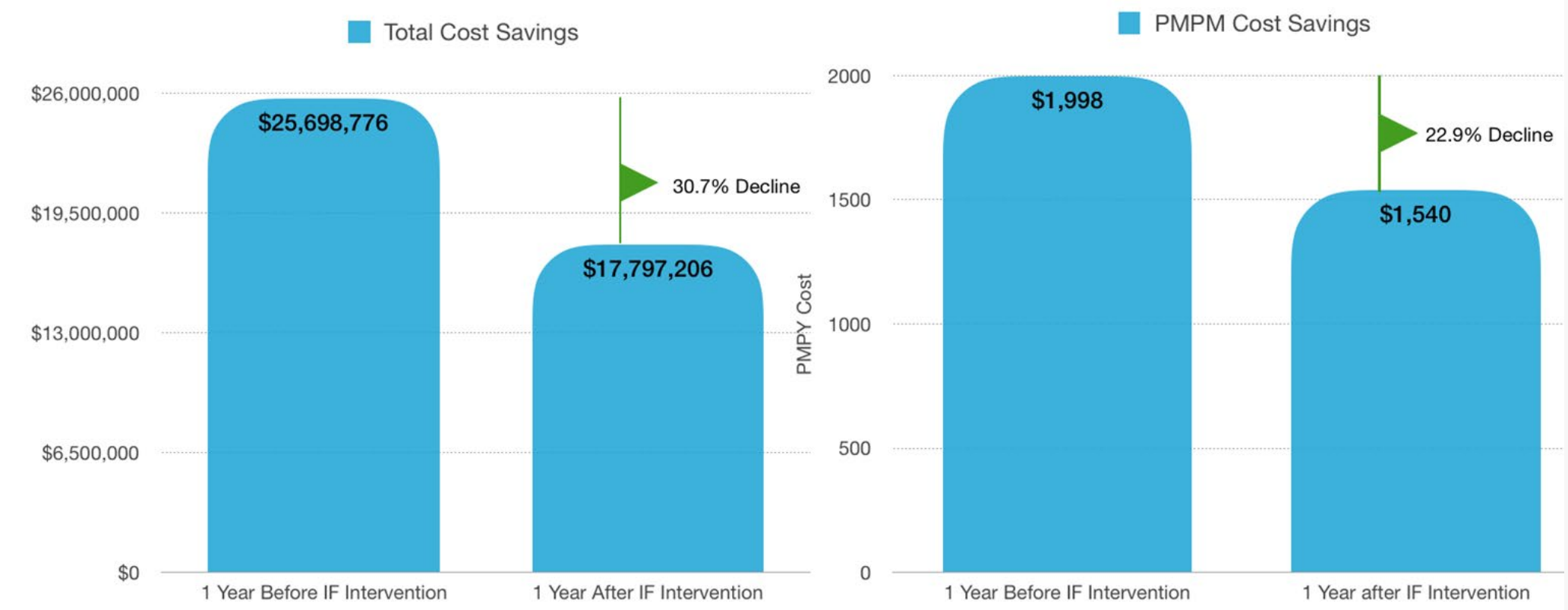
Program Impact on Total Costs to Medi-Cal and PMPM Cost Savings

DISRUPTING THE CYCLE OF HOMELESSNESS



Comparative Cost Savings in a 6-Month and 1-Year Post-Intervention Period

Service Category	PMPM Savings after 6 months	PMPM Savings after 1 year
Behavioral Health Therapy Sessions	$814.54	$964.02
OTC Medication Assistance and Counseling	$805.22	$1007.95
Multidisciplinary Team Action	$652.33	$1066.25
Information Meet and Greet	$590.49	$873.35
Crisis Intervention	$517.59	$754.78
Medical Advocacy	$489.53	$883.27
Medical and Case Management Education	$440.06	$740.84
Housing Case Management	$17.21	$218.14
Basic Needs Assistance	($33.007)	$31.40
Transportation	($203.99)	$152.86

Our Community Supports in Orange County

- Housing Transition Navigation Services
- Housing Deposits
- Housing Tenancy and Sustaining Services
- Recuperative Care (Medical Respite)
  - Direct referrals from hospitals
  - 14 Day Presumptive Approval
  - Work with CalOptima on direct referrals from other locations
- Short Term Post Hospitalization (from July 1, 2022)

Staffing model/workforce

Illumination Foundation also provides ECM outside of Orange County

Scale of Community Supports to date in Orange County

Community Support offered with CalOptima	Scale to Date
Housing Transition Navigation Services	193 clients; about 40% “grandfathered” from Health Home Program on 1/1/22
Housing Deposits	New service with CalAIM
Housing Tenancy and Sustaining Services	82 clients; about 20% “grandfathered’ from Health Home Program
Recuperative Care (Medical Respite)	40 new clients per month average
Short Term Post Hospitalization	Will start July 1, 2022

Housing Services staff increased by 150%

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Cal-Optima's Referral Pathway into our Housing Community Supports

DISRUPTING THE CYCLE OF HOMELESSNESS

CalOptima fax CSS qualified member to Illumination Foundation

Illumination Foundation inputs referrals on CalOptima portal (CalOptima Connect)

Once authorizations are approved, members assigned a Housing Navigator

Housing Navigator contacts member and conducts intake process that includes an Individual Housing Plan and Health Assessment

Housing navigator maintains contact, focus on three areas to achieve permanent housing: stable income, rental subsidy, and attain dwelling

Client Success Story

Housed: October 2021

Housed: March 2022

Excitement & Challenges

Excitement	Challenges
» Improved and timely care » Social Determinants of health recognized and now we can intervene » Role of CHWs in outreach and get hands on medical experience and can use this for furthering their health care careers » The Populations of Focus are expanded » ECM in the Community » Care Coordination to build upon an integrated system of care	» Transitioning data sharing processes from HHP/WPC to to ECM » Administrative burden » Supporting CHWs as they navigate the hierarchy of working with licensed professionals » Housing shortage in Orange County remains a major barrier. Vacancy rate is 2% » Coordination with separate ECM organizations

Connect With Us

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Follow us on Social Media: @IFHOMELESS

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Upcoming Webinars

PATH All-Comer Webinar

Wednesday, June 29th
1:00 – 2:00 PM PT

Registration link forthcoming

Medi-Cal Children's Health Advisory Panel Meeting

Thursday, July 14th
TIME TBD

Register here

Community Supports Webinar: Asthma Remediation

Wednesday, July 20th
12:00 – 1:00 PM PT

Register here

Stakeholder Advisory Committee (SAC) / Behavioral Health SAC Meeting

Thursday, July 21st
9:30 AM – 1:30 PM PT

Registration link forthcoming

CalAIM PHM Advisory Group July Meeting

Wednesday, July 27th
10:30 AM – 12:00 PM PT

Register here

Review DHCS Resources & Materials for Providers

» Learn more about ECM & Community Supports:
- Policy Guides: ECM & Community Supports
- FAQs
- Fact Sheets: ECM & Community Supports
- ECM Key Design Implementation Decisions

» Review ECM & Community Supports guidance documents:
- Billing & Invoicing Guide
- Coding Options
- Community Supports Pricing Guide (Non-Binding)
- Data Guidance for Member-Level Information Sharing
- Contract Template Provisions
- Standard Provider Terms & Conditions

Thank You!

For more information about CalAIM, visit:
https://www.dhcs.ca.gov/provgovpart/Pages/CalAIM.aspx

For more information about ECM and Community Supports, visit:
https://www.dhcs.ca.gov/enhancedcaremanagementandinlieuofservices

Send questions or comments to
CalAIMECMILOS@dhcs.ca.gov