



CaAIM Enhanced Care Management & Community Supports Office Hours

Rural Implementation
July 2022



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.

Welcome to Office Hours

“Office Hours” are a Q&A discussion with DHCS leaders and stakeholders implementing CalAIM focused on a specific implementation topic.

Today's Topic: Rural Implementation

- » **Introductions**
- » **How to Ask Questions**
- » **Q&A Discussion**
 - » Understanding ECM and Community Supports
 - » Recruiting and Growing a Workforce
 - » Delivering Care in a Rural Setting

Introductions

DHCS

- » **Dr. Palav Babaria**
Chief Quality Officer and Deputy Director of Quality and Population Health Management
- » **Bambi Cisneros**
Assistant Deputy Director of Managed Care, Health Care Delivery Systems
- » **Dana Durham**
Chief of the Managed Care Quality and Monitoring Division
- » **Neha Shergill**
Chief of Community Supports and Optional Programs Section
- » **Aita Romain**
Quality and Population Health Management Section

Featured Provider



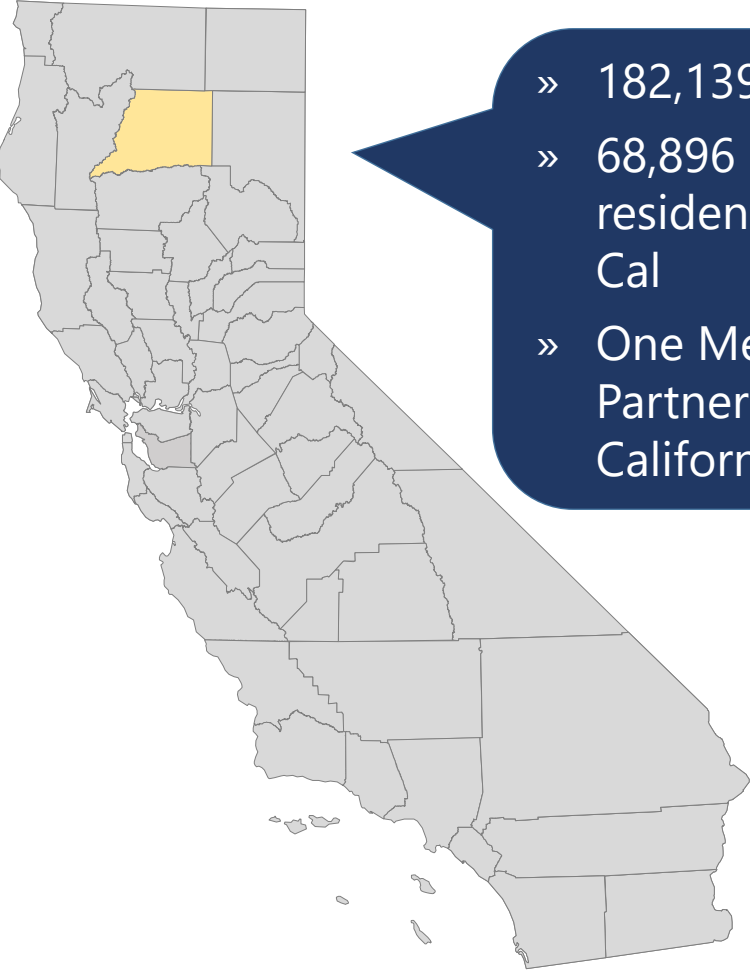
Julie Jones

Integrated Operations Director,
Hill Country Community Clinics

Facilitators: Juliette Mullin and Edith Coakley
Stowe, Manatt Health

Introductions

About Shasta County and Hill Country Community Clinics



- » 182,139 people live in Shasta
- » 68,896 (or 37.8%) of Shasta residents are enrolled in Medi-Cal
- » One Medi-Cal MCP in Shasta: Partnership Health Plan of California

Hill Country Community Clinics

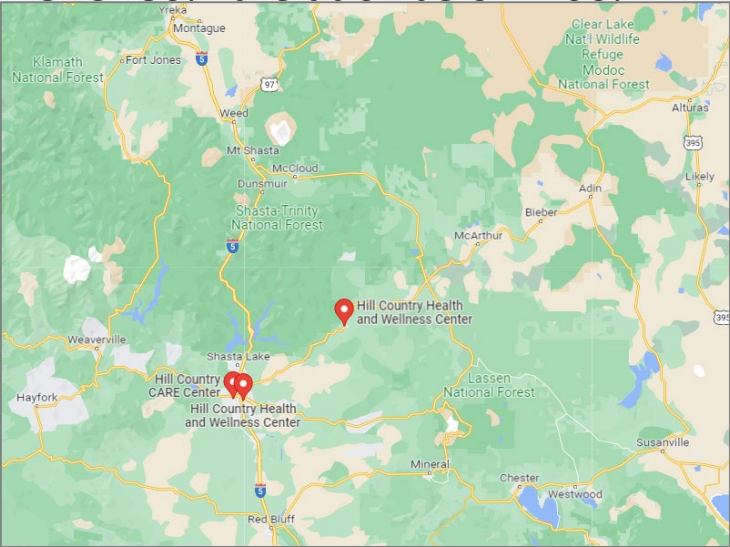
2021 UDS Report:

7,744 patients

46,337 visits

4,330 virtual visits

Over 80% are at or below 200% FPL



Today's Questions

Questions from today's session were sourced from previous webinar Q&A and questions submitted via email or the sessions' registration page.



Use the meeting chat

- » Ask questions
- » Share your own experiences



Get in line to ask a question

- » Use "Raise Hand" in Zoom (found in "Reactions") to get in the line to ask a question
- » Facilitators will call on people in the line and take them off mute so they can ask a question

Today's Questions

Raising Your Hand to Ask a Question

Participants must “raise their hand” for Zoom facilitators to unmute them to share comments; the facilitator will notify participants when we will take questions from the line.

If you logged on via phone-only

Press “*9” on your phone to “raise your hand”

Listen for your phone number to be called by moderator

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Topics for Today's Office Hours

Understanding ECM
and Community
Supports

CaAIM

ECM

Community Supports

Recruiting and
Growing a Workforce

Team Composition and
Hiring

Training and
Onboarding

Retaining Staff

Delivering Care in a
Rural Setting

Patient Outreach

Enrollment

Care Management

Understanding ECM and Community Supports

The slide features a decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple and magenta, positioned below the main title.

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.



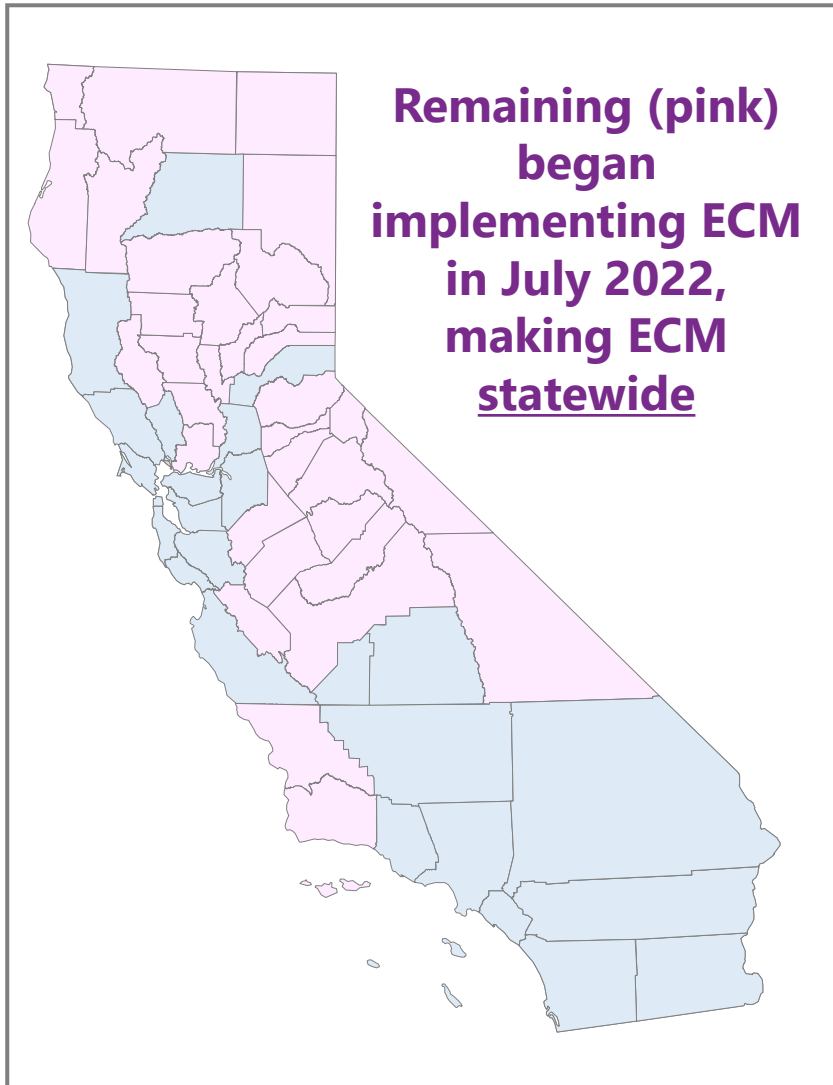
Create a consistent, efficient, and seamless Medi-Cal system.

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

Launch and Expansion of ECM



- » Currently live populations of focus:
 - 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 **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).

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

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

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Thank You!

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Upcoming Webinars

- » **ECM and Community Supports: Data Exchange, Billing, and Coding**
 - » Webinar on Thursday Aug 4 at 10:30 a.m. – 12 p.m.
 - » Office Hours on Thursday Aug 11 at 2-3 p.m.

- » **ECM and Community Supports: Patient Engagement and Enrollment**
 - » Webinar on Thursday Aug 25 at 1:30-3 p.m.
 - » Office Hours on Thursday Sept 1 at 2-3 p.m.

- » **ECM and Community Supports: Long-Term Care Populations of Focus**
 - » Webinar on Thursday Sept 8 at 1:30-3 p.m.
 - » Office Hours on Thursday Sept 22 at 2-3 p.m.

Review DHCS Resources & Materials for Providers

- » Learn more about ECM & Community Supports:
 - [Policy Guide](#)
 - [FAQs](#)
 - Fact Sheets: [ECM](#) & [Community Supports](#)
 - [ECM Key Design Implementation Decisions](#)
 - [Community Supports MOC Template](#)
 - [ECM MOC Template](#)
- » 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](#)

