

# CalAIM Enhanced Care Management and Community Supports

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## Housing Supports Technical Assistance Office Hours

Thursday, October 27, 2022

2:00 – 3:00 PM PT



# 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: Housing*

- » **Introductions**
- » **How to Ask Questions**
- » **Q&A Discussion**
  - » **Community Supports**
  - » **Enhanced Care Management (ECM)**
  - » **Building Community Supports and ECM Provider Capacity through PATH, IPP**
  - » **Building Housing Services Capacity through Housing and Homelessness Incentive Program (HHIP), Behavioral Health Bridge Housing (BHBH)**

# Today's Panelists

## DHCS

### **Managed Care Quality and Monitoring Division**

- » Dana Durham
- » Neha Shergill
- » Michelle Wong
- » Tyler Brennan
- » Frances Harville

### **Quality and Population Health Management Division**

- » Aita Romain

### **Community Services Division**

- » Ilana Rub

## Featured Panelists

### **L.A. Care**

- » Karl Calhoun, Director, Safety-Net Programs & Partnerships
- » Alison Klurfeld, Consultant

### **Inland Empire Health Plan**

- » Tracee Roque, Community Supports Manager

### **Shasta County Health & Human Services Agency**

- » Sarah Brown, Community Development Coordinator
- » Josette McKrola, Senior Staff Services Analyst

# 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 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.

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# **Recap of DHCS Programs Addressing Housing and Homelessness**

A decorative graphic consisting of several overlapping, wavy, horizontal bands in various shades of purple and magenta, spanning the width of the slide below the main text.



# State and County Housing-Related Programs

California has invested billions of dollars and undertaken a multi-agency effort to address housing and homelessness across the state.



## California State Agency



Business, Consumer Services and Housing Agency (BCSH)



Department of Housing and Community Development (HCD)



Department of Social Services (CDSS)



Department of Health Care Services (DHCS)

## Housing-Related Programs

Homeless Housing Assistance and Prevention (HHAP)

Homekey, Housing for a Healthy CA, No Place like Home Program, Veterans Housing

CalWORKS Housing Support Program, Housing and Disability Advocacy Program, Home Safe

CalAIM ECM & Community Supports, HHIP, BHBH

# How DHCS Programs Build Capacity for Housing Services, Connect Medi-Cal Members to Housing

CalAIM and other DHCS programs address housing and homelessness across California in several ways.

## CalAIM Programs Provide Members With Housing Services, Care Management

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Community Supports: Housing Transition Navigation Services, Deposits, Tenancy and Sustaining Services; Short-Term Post-Hospitalization Housing and Recuperative Care

Enhanced Care Management (ECM)

## CalAIM Programs Build Capacity For Providers, Including Housing Services

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Incentive Payment Program (IPP)  
Providing Access & Transforming Health (PATH)

## DHCS Programs Build Housing Capacity In Communities

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Housing and Homelessness Incentive Program (HHIP)  
Behavioral Health Bridge Housing (BHBH)

# 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.

# How DHCS Programs Build Capacity for Housing Services, Connect Medi-Cal Members to Housing

CalAIM and other DHCS programs address housing and homelessness across California in several ways.

## CalAIM Programs Provide Members With Housing Services, Care Management

**Community Supports** include Housing Transition Navigation Services, Deposits, and Tenancy/Sustaining Services, as well as Short-Term Post-Hospitalization Housing and Recuperative Care.

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# 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.**

- » There are 14 pre-approved Community Supports that MCPs may offer to members
- » Different MCPs offer different combinations of Community Supports; a list of elections by MCP and County can be found on DHCS website
- » MCPs must follow the DHCS standard Community Supports service definitions in the policy guide, but they may make their own decisions about when it is cost effective and medically appropriate
- » Following the restrictions set in the Community Supports policy guide, rates and maximums for Community Supports are established in contracts between MCPs and Community Supports providers

# Housing Community Supports

Of the 14 Pre-Approved Community Supports, several are designed to provide support for people who do not have safe, stable housing.

## Support to Reach Long-Term Housing

### Housing Transition Navigation Services

Support for finding housing

### Housing Deposits

Once housing is found, support for identifying, coordinating, securing, or funding one-time services and modifications necessary to establish a basic household

### Housing Tenancy and Sustaining Services

Once housing is secured, assists members with maintaining safe and stable tenancy

## Recovery-Focused Housing

### Recuperative Care (Medical Respite)

Provides short-term residential care to members who no longer require hospitalization but still need support to heal from an injury or illness

### Short-Term Post-Hospitalization Housing

Provides short-term housing to members who do not have a residence and who have high medical or behavioral health needs with continuing their medical/psychiatric/SUD recovery

# How DHCS Programs Build Capacity for Housing Services, Connect Medi-Cal Members to Housing

DHCS programs address housing and homelessness across California in several ways.

## CalAIM Programs Provide Members With Housing Services, Care Management

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Community Supports

***Enhanced Care Management (ECM)*** addresses clinical and non-clinical needs of high-need, high-cost individuals through the coordination of services and comprehensive care management

## CalAIM Programs Build Capacity For Providers, Including Housing Services

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Incentive Payment Program (IPP)  
Providing Access & Transforming  
Health (PATH)

## DHCS Programs Build Housing Capacity In Communities

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Housing and Homelessness Incentive  
Program (HHIP)  
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(BHBH)

# 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

## Seven ECM Core Services



**Outreach and Engagement**



**Member and Family Supports**



**Comprehensive Assessment and Care Management Plan**



**Health Promotion**



**Enhanced Coordination of Care**



**Comprehensive Transitional Care**

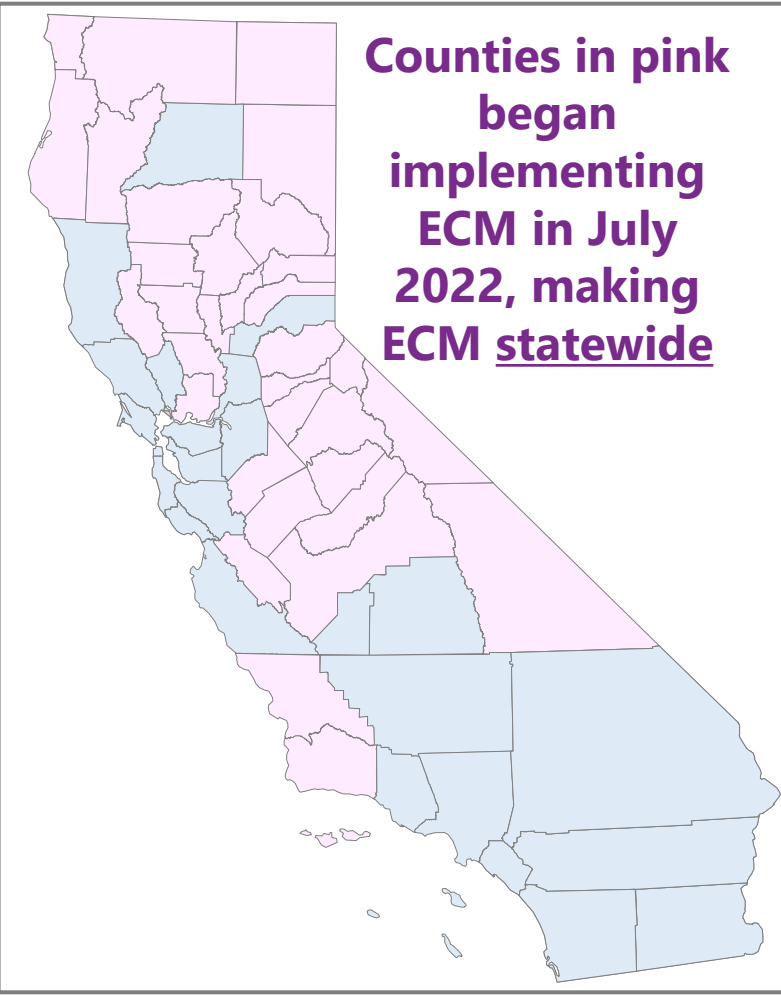


**Coordination of and Referral to Community and Social Support Services**



# Launch and Expansion of ECM

Counties in pink began implementing ECM in July 2022, making ECM statewide



ECM Populations of Focus	Launch
<ul style="list-style-type: none"> <li>Adults and their Families Experiencing Homelessness</li> <li>Adult At Risk of Avoidable Hospital/ED Utilization</li> <li>Adults with Serious Mental Illness (SMI) / Substance Use Disorder (SUD)</li> <li>Transitioning from Incarceration (some WPC counties)</li> </ul>	<p><b>January 2022</b> (WPC / HH counties)  <b>July 2022</b> (all other counties)</p>
<ul style="list-style-type: none"> <li>At Risk for Institutionalization and Eligible for Long Term Care</li> <li>Nursing Facility Residents Transitioning to the Community</li> </ul>	<p><b>January 2023</b></p>
<ul style="list-style-type: none"> <li>Children / Youth Populations of Focus</li> <li>Transitioning from Incarceration (statewide)</li> </ul>	<p><b>July 2023</b></p>

# How DHCS Programs Build Capacity for Housing Services, Connect Medi-Cal Members to Housing

DHCS programs address housing and homelessness across California in several ways.

## CalAIM Programs

### Provide Members With Housing Services, Care Management

**Community Supports** include Housing Transition Navigation Services, Deposits, Tenancy and Sustaining Services, as well as Short-Term Post-Hospitalization Housing and Recuperative Care.

**Enhanced Care Management** addresses clinical and non-clinical needs through comprehensive care management.

## CalAIM Programs

### Build Capacity For Providers, Including Housing Services

**Incentive Payment Program (IPP)** provides funding to MCPs to build capacity to deliver CalAIM, including building ECM and Community Supports provider capacity.

**Providing Access & Transforming Health (PATH)** provides funding to ECM and Community Supports providers to build capacity.

## DHCS Programs Build Housing Capacity In Communities

The **Housing and Homelessness Incentive Program (HHIP)** provides \$1.288B in funding to MCPs to develop housing partner capacity and build partnerships to connect MCP Members to housing services.

The **Behavioral Health Bridge Housing (BHBH)** program will invest \$1.5B in bridge housing for individuals with BH conditions.



# Raising Your Hand to Ask a Question



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# Additional CalAIM Webinars in 2022

**Community Supports  
Spotlight:  
Respite Services and  
Personal Care and  
Homemaker Services**  
**November 3<sup>rd</sup>**  
1:00-2:30 pm PT  
[Registration Link](#)

**ECM and Community  
Supports: Data Sharing  
Webinar**  
**November 10<sup>th</sup>**  
1:30-3:00 pm PT  
[Registration Link](#)

**ECM and Community  
Supports:  
Office Hours for New  
Counties**  
**November 17<sup>th</sup>**  
2:00-3:00 pm PT  
[Registration Link](#)

**ECM and Community  
Supports: Data Sharing  
Office Hours**  
**December 1<sup>st</sup>**  
2:00-3:00 pm PT  
[Registration Link](#)

**Community Supports  
Spotlight:  
Community Supports and  
Pediatric Populations**  
**December 8<sup>th</sup>**  
1:30-3:00 pm PT  
[Registration Link](#)

**ECM and Community  
Supports: 2022 in Review  
Webinar**  
**December 15<sup>th</sup>**  
1:30-3:00 pm PT  
[Registration Link](#)

# 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