

DHCS Responses to Follow-Up Items from April 19, 2018

| Agenda Item/Topic | DHCS Response | DHCS Follow-Up |
|--|---|--|
| <p>Updates <i>Marc Lerner, M.D.:</i> It would be helpful to us as a Panel to have a review of the child-aged focus of the Corrective Action Plans and other interventions that have happened over the last year, and to be aware of DHCS' efforts in those areas.</p> | | <p>The Medi-Cal Managed Care External Quality Review (EQR) Technical Report summarizes performance on access and quality of care for the Medi-Cal managed care health plans (MCPs) on an annual basis. The reports are posted online under DHCS' managed care website. The reports include a specific evaluation report for each MCP, which includes information pertaining to Corrective Action Plans (CAPs), if appropriate, as well as the associated quality improvement plan.</p> |
| <p>Health Plan Communication with Beneficiaries <i>Marc Lerner, M.D.:</i> I was curious about the material you developed in terms of the specific initiatives, like mental health. Will the MCPs around the state have an opportunity to see the materials for input on communication?</p> | <p><i>Amy Turnipseed:</i> We are happy to share copies of what we have done. We pick certain interventions like mental health or cervical cancer screenings based on HEDIS scores or region-based care.</p> | <p>MCP Health Educators communicate through a website maintained by DHCS. Also, DHCS hosts quarterly meetings with MCP Health Educators where there is an opportunity to share and discuss educational materials and provide and receive feedback. In addition, every MCP has a member advisory committee which they refer to for input on education materials.</p> <p>The Health Educators also share educational materials released by the Department of Public Health and exchange information related to education materials with other states and outside organizations.</p> <p>During quality improvement technical assistance calls between the MCPs' quality staff and DHCS' Nurse Consultants, there are at times conversations regarding member health educational materials and associated promising practices. With the permission of the MCP, DHCS will share promising practices that have been used by other MCPs.</p> |
| <p>Dental Transformation Initiative (DTI) Update</p> | <p><i>Alani Jackson, DHCS:</i> They would call the</p> | <p>DHCS added a prominently visible message with the Denti-Cal</p> |

| | | |
|--|--|---|
| <p><i>Ken Hempstead, M.D.:</i> Where can one find the Denti-Cal telephone service number? It's difficult for the average family to navigate this, and as simple as you make it sound, it can be more difficult. It's just a matter of the beneficiaries not knowing that they can call the regular number for their dental questions. I think the Panel would support any additional education to the beneficiaries about that. The bigger focus of our previous discussion was being able to find a provider, especially one that's able to take special needs children. I think additional work needs to be done so that the beneficiaries are really aware of where to go for their questions</p> | <p>regular beneficiary services line. Once they call the line, they get a warm transfer to the care coordination specialist within the Administrative Services Organization (ASO).</p> | <p>Telephone Service Center to the DHCS website.</p> |
|--|--|---|