Coordinated Care Initiative (CCI): An Update

Amber Christ, Senior Staff Attorney

Thursday, October 6, 2016
• All on mute. Use Questions function for substantive questions and for technical concerns.

• Problems with getting on to the webinar? Send an e-mail to kcohens@justiceinaging.org

• Slides and a recording are available at justiceinaging.org/resources-for-advocates/webinars/

• See also the chat box for this web address.
Justice in Aging is a national organization that uses the power of law to fight senior poverty by securing access to affordable health care, economic security, and the courts for older adults with limited resources.

Since 1972 we’ve focused our efforts primarily on populations that have traditionally lacked legal protection such as women, people of color, LGBT individuals, and people with limited English proficiency.
Today’s Discussion

Overview of CCI

Enrollment Evaluations

Policy Changes

What’s Next

Resources
# CCI = Three Big Changes

<table>
<thead>
<tr>
<th>CCI Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory Medi-Cal Managed Care</td>
<td>Duals and previously excluded SPDs must enroll in Managed Care for Medi-Cal</td>
</tr>
<tr>
<td>LTSS Integration</td>
<td>LTSS added to Managed Care plan benefit package</td>
</tr>
<tr>
<td>Medicare Integration (Cal MediConnect)</td>
<td>For duals, integration of Medicare and Medi-Cal benefits into one managed care plan.</td>
</tr>
</tbody>
</table>
When and Where

<table>
<thead>
<tr>
<th>County</th>
<th>Passive Start and End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alameda</td>
<td></td>
</tr>
<tr>
<td>Los Angeles</td>
<td>July 2014 – June 2015</td>
</tr>
<tr>
<td>Orange</td>
<td>August 2015 – July 2016</td>
</tr>
<tr>
<td>Riverside</td>
<td>May 2014 – March 2015</td>
</tr>
<tr>
<td>San Bernardino</td>
<td>May 2014 – March 2015</td>
</tr>
<tr>
<td>San Diego</td>
<td>May 2014 – March 2015</td>
</tr>
<tr>
<td>San Mateo</td>
<td>April 2014</td>
</tr>
<tr>
<td>Santa Clara</td>
<td>January 2015 – December 2015</td>
</tr>
</tbody>
</table>
Cal MediConnect Enrollment

- Los Angeles: 37,267 (32%)
- Orange: 14,399 (13%)
- Riverside: 13,011 (11%)
- San Bernardino: 13,317 (12%)
- San Diego: 17,691 (15%)
- San Mateo: 10,767 (9%)
- Santa Clara: 9,314 (8%)

Total: 115,766
Cal MediConnect Enrollment Rates

Cal MediConnect Opt Out Rates

Cal MediConnect Disenrollment

Overall Net Membership Loss by Plan

Performance Dashboards
HRA Completion

Cal MediConnect Performance Dashboard
Released March 2016

Health Risk Assessments (HRAs): Cumulative (April 2014 - September 2015) and Quarter 3 (July 2015 - September 2015) data. See metric summary for additional information.

Note: Fig 1-1 and 3-2 excludes beneficiaries who were unwilling to participate in a HRA or unreachable by the plan during the reporting period.

Note 1-3: CalOptima started voluntary enrollment during this period with 1 member enrolled during July 2015 whose 30th day of enrollment occurred within the reporting period.

Note 1-4: A substantial number of Dual Special Needs Plan (DSNP) and Low Income subsidy (LIS) members were passively enrolled into the CMC Program with an effective date of January 1, 2013.

Performance Dashboards

HRA Completion

Cal MediConnect Performance Dashboard
Released March 2016

Health Risk Assessments (HRAs): Cumulative (April 2014 - September 2015) and Quarter 3 (July 2015 - September 2015) data. See metric summary for additional information.

Q3 2015 HRA breakdown

<table>
<thead>
<tr>
<th>Health Care</th>
<th>Not Completed</th>
<th>Unreachable</th>
<th>Unwilling</th>
<th>Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anthem</td>
<td>20.4%</td>
<td>11.9%</td>
<td>0.0%</td>
<td>18.0%</td>
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<tr>
<td>CalOptima</td>
<td>28.3%</td>
<td>19.1%</td>
<td>9.6%</td>
<td>49.6%</td>
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<tr>
<td>Care1st</td>
<td>9.6%</td>
<td>15.1%</td>
<td>18.0%</td>
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<tr>
<td>CHG</td>
<td>49.4%</td>
<td>33.4%</td>
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<tr>
<td>HPSM</td>
<td>37.9%</td>
<td>11.9%</td>
<td>15.1%</td>
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<tr>
<td>Health Net</td>
<td>44.1%</td>
<td>35.9%</td>
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<tr>
<td>IEHP</td>
<td>33.4%</td>
<td>23.9%</td>
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<td>33.4%</td>
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<tr>
<td>LA Care</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
<td>0.0%</td>
</tr>
<tr>
<td>Molina</td>
<td>44.1%</td>
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</tr>
<tr>
<td>SCFHP</td>
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Q4 2015 Cumulative HRA breakdown

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<td>13.1%</td>
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<tr>
<td>CalOptima</td>
<td>31.0%</td>
<td>26.1%</td>
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</tr>
<tr>
<td>Care1st</td>
<td>5.0%</td>
<td>26.1%</td>
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</tr>
<tr>
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Evaluations

Types

• SCAN Rapid Cycle Polling – 3 waves to date

• UCSF/UC Berkeley – 3 year eval. Focus groups, stakeholder interviews, telephone surveys

• RTI/CMS Evaluation – First report released in January

For a list of links for all evaluations, visit http://www.dualsdemoadvocacy.org/evaluations/
Evaluation

Main Findings

- CMC overall satisfaction mostly the same for those enrolled versus those not enrolled
- Dissatisfied with noticing, changing doctors
- Most satisfied with care coordinators
- However, only 1/3 report having a care coordinator
- Opt out because happy with current health care coverage or not wanting to lose doctor

http://www.thescanfoundation.org/evaluating-medicare-medicaid-integration
Cal MediConnect Updates

Program Improvements

• Continuity of Care Expanded
  • 6 months to 12 months
  • Existing relationship: no distinction between PCP and specialist (both once in 12 months)

• Standardization of HRA Questions

• Best Practices Sessions

• Voluntary Enrollment Strategy
Cal MediConnect Updates

Policy Changes

• Streamlined Enrollment
  • All plans can now accept enrollment transactions
  • Submit transaction to HCO
  • HCO confirms enrollment

• Deeming

• Discharge Planning
What’s Coming

• MLTSS Enrollment
• RTI California Evaluation
• Budget

2016/2017 Budget: “The Administration proposes to continue to implement the CCI in 2016. Over the course of the next year, the Administration will seek ways to improve participation in the program and extend an allowable managed care organization tax. If the tax is not extended and participation is not improved by January 2017, the CCI would cease operating effective January 2018.”

http://www.ebudget.ca.gov/FullBudgetSummary.pdf pp.61-63
New Resources

• Beneficiary Toolkit

• Provider Toolkit

• Care Coordination
Justice in Aging Resources

Get the Advocates Guide to the CCI Version Five!
Sign up for CCI Alerts
Fact Sheets
Trainings

http://dualsdemoadvocacy.org/california

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