

JUSTICE IN AGING

FIGHTING SENIOR POVERTY THROUGH LAW

Coordinated Care Initiative (CCI): An Update

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Tuesday, December 19, 2017

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FIGHTING SENIOR POVERTY THROUGH LAW

- 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

FIGHTING SENIOR POVERTY THROUGH LAW

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

What's Next

Resources

CCI Overview

CCI = Three Big Parts

CCI Change	Description
Mandatory Medi-Cal Managed Care	Duals and previously excluded SPDs must enroll in Managed Care for Medi-Cal
LTSS Integration	LTSS added to Managed Care plan benefit package
Medicare Integration (Cal MediConnect)	For duals, integration of Medicare and Medi-Cal benefits into one managed care plan.

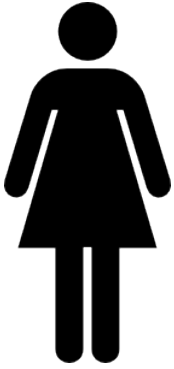
SPD

Dual Eligible

Dual Eligible

Dual Eligible

Dual Eligible or SPD



Medi-Cal Plan
+
LTSS

Medi-Cal Plan
+
LTSS

Medi-Cal Plan
+
LTSS

Cal
MediConnect
(Medicare +
Medi-Cal
+LTSS)

PACE

Original
Medicare

Medicare
Advantage
or D-SNP

When and Where



County	Passive Start and End Date
Los Angeles	July 2014 – June 2015
Orange	August 2015 – July 2016
Riverside	May 2014 – March 2015
San Bernardino	May 2014 – March 2015
San Diego	May 2014 – March 2015
San Mateo	April 2014
Santa Clara	January 2015 – December 2015

CCI and the 2017-18 Budget

- Poison Pill Eliminated
- IHSS Carve Out
 - In theory, no change, but watch for:
 - Slower processing times
 - Less coordination
- Cal MediConnect extended from 3 to 5 years
 - New End Date: **December 2019**
- MSSP transition to managed care benefit January 2020
- Dental Benefits Fully Restored – **January 1, 2018**
- Vision Benefits on the Horizon – **2020**

Enrollment

Voluntary Enrollment


- Cal MediConnect Plan Outreach
 - Plans are permitted to contact dual eligibles enrolled in their other product lines
- Streamlined Enrollment
 - All plans can now accept enrollment transactions
 - Submit transaction to HCO
 - HCO confirms enrollment
- New Duals
 - Newly Medi-Cal Enrollees Receive Notices with Cal MediConnect Information

Choice Book & Resource Guide

State of California-Health and Human Services Agency
Department of Health Care Services
P.O. Box 989009, West Sacramento, CA 95798-9850

February 26, 2015

To the addressee or guardian of:

► IMC .  ◀
IMC-99999999-02/26/15

JOHN SAMPLE
1234 SAMPLE STREET
SAMPLE CITY CA 99999

You are getting this letter because you are eligible for BOTH Medicare and Medi-Cal. You must choose a health plan for your Medi-Cal benefits (including Long-Term Services and Supports). You have many health plans to choose from to receive your Medi-Cal benefits. You can choose a Cal MediConnect plan, which covers all of your Medicare and Medi-Cal benefits together under one plan, and includes extra benefits. You can also choose to keep your Medicare separate and choose a Medi-Cal Managed Care plan for your Medi-Cal benefits. You also may be eligible to apply for a Program of All-Inclusive Care for the Elderly (PACE) plan, if you are over 55 and meet certain requirements.


This choice book explains the benefits of each health plan and explains how to enroll into the plan that best fits your health care needs. Please read the choice book carefully.

You have the following choices:




- **Join a Cal MediConnect Plan.**
Cal MediConnect combines all your Medicare and Medi-Cal benefits into one, convenient health plan. Cal MediConnect is only available in certain counties. If you move, contact your eligibility worker to learn about your options.
- **Join a Medi-Cal Managed Care Plan.**
You can choose to keep your Medicare and Medi-Cal separate, but you must still join a Medi-Cal Managed Care plan for your Medi-Cal benefits. Joining a Medi-Cal Managed Care plan will not change your Medicare benefits.

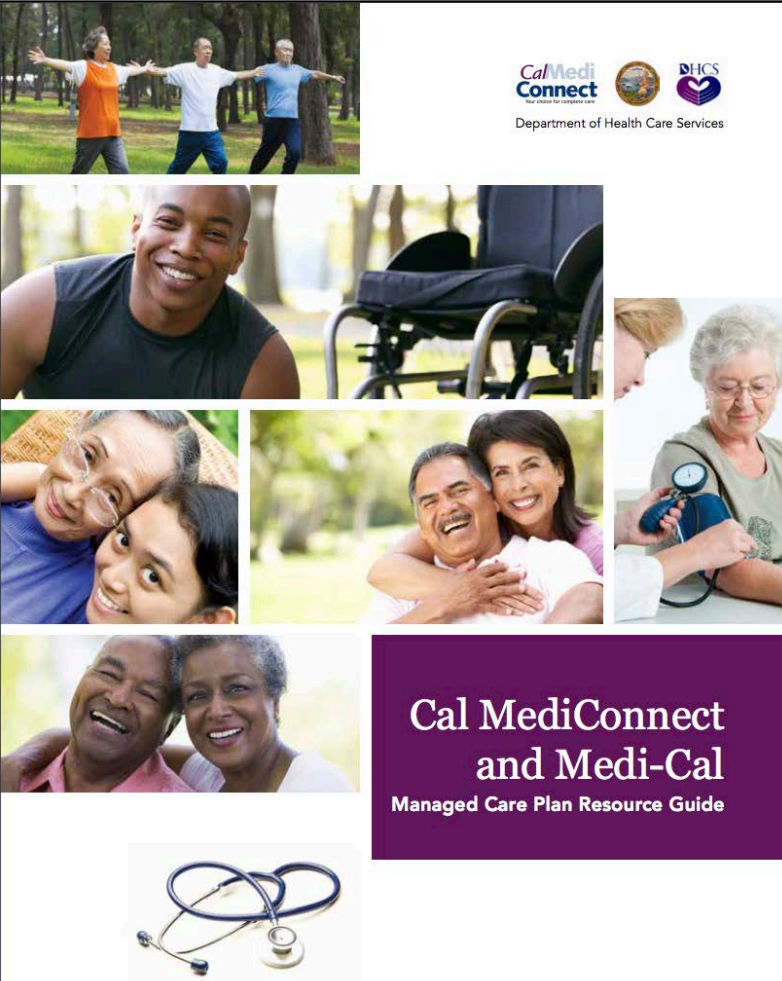
If eligible, you may also apply for **Program for All-Inclusive Care for the Elderly (PACE)**. PACE plans cover all Medicare and Medi-Cal benefits. Services are provided at PACE centers and at home. You must qualify for PACE. If you choose PACE, you must still select a Cal MediConnect or Medi-Cal Managed Care plan in case you do not qualify for PACE.

Enclosed in this choice book is your health plan enrollment choice form, **please complete and return the choice form by 4/24/2015.**



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Department of Health Care Services

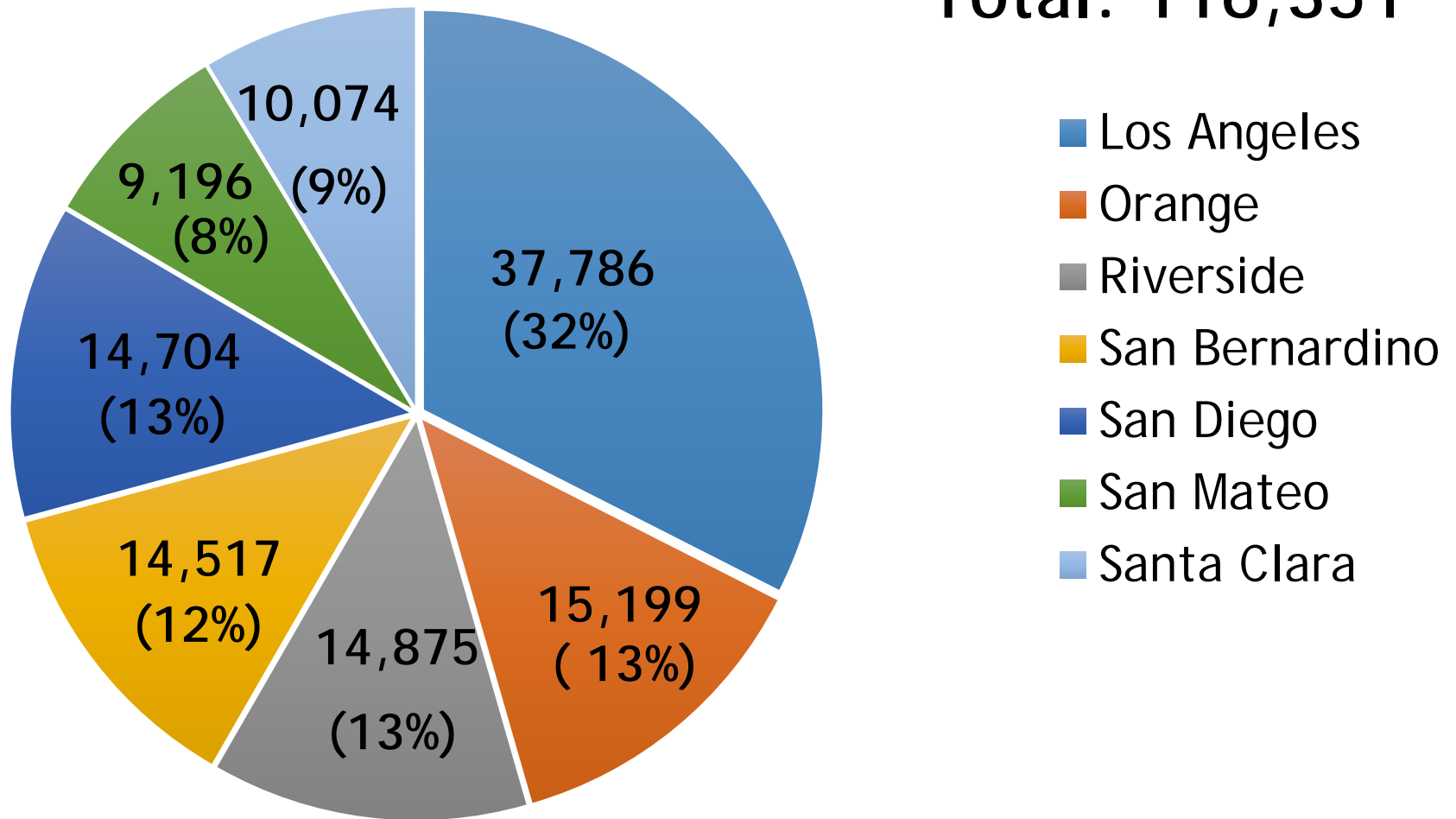


**Cal MediConnect
and Medi-Cal
Managed Care Plan Resource Guide**

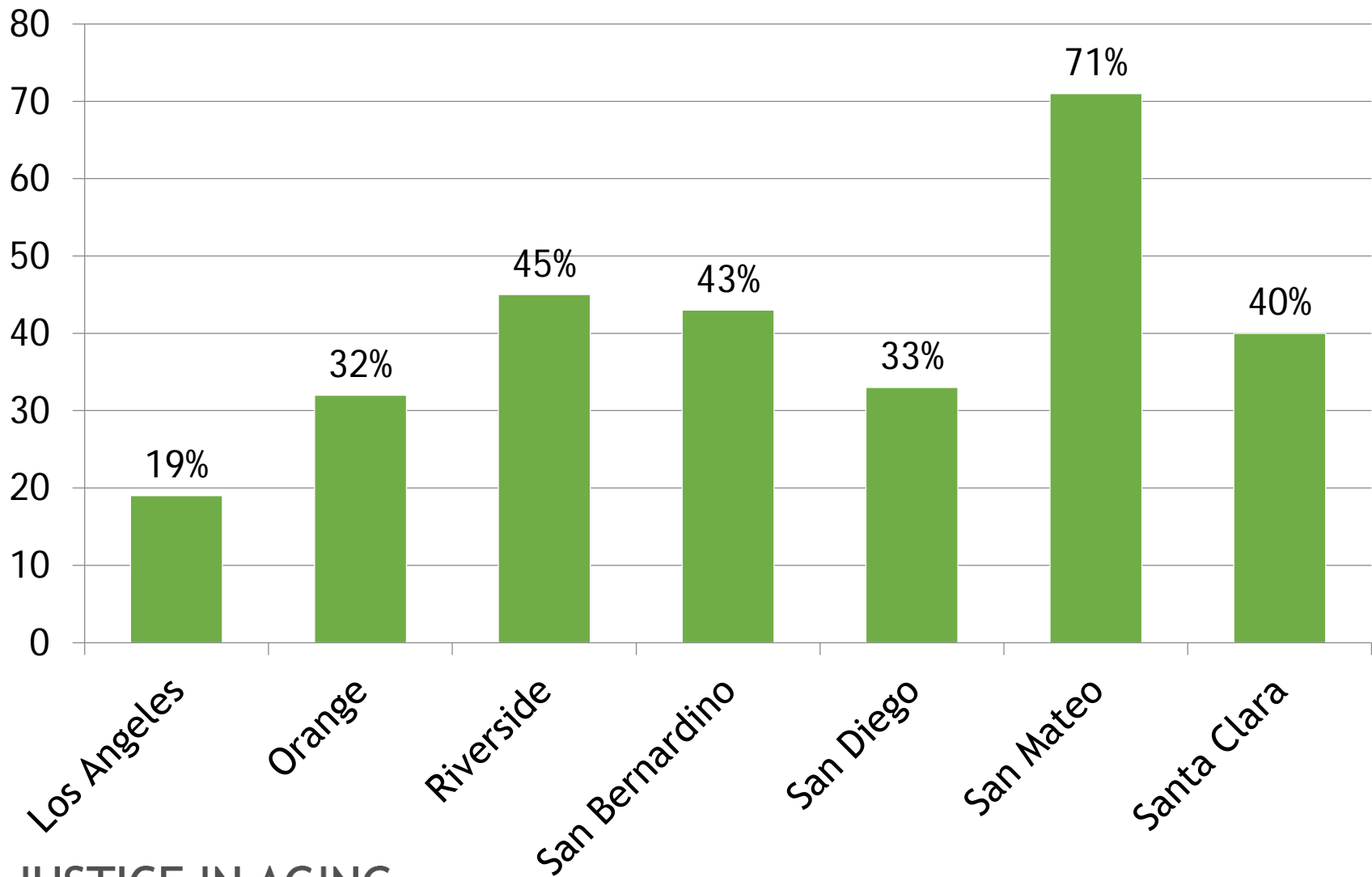
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Cal MediConnect Enrollment

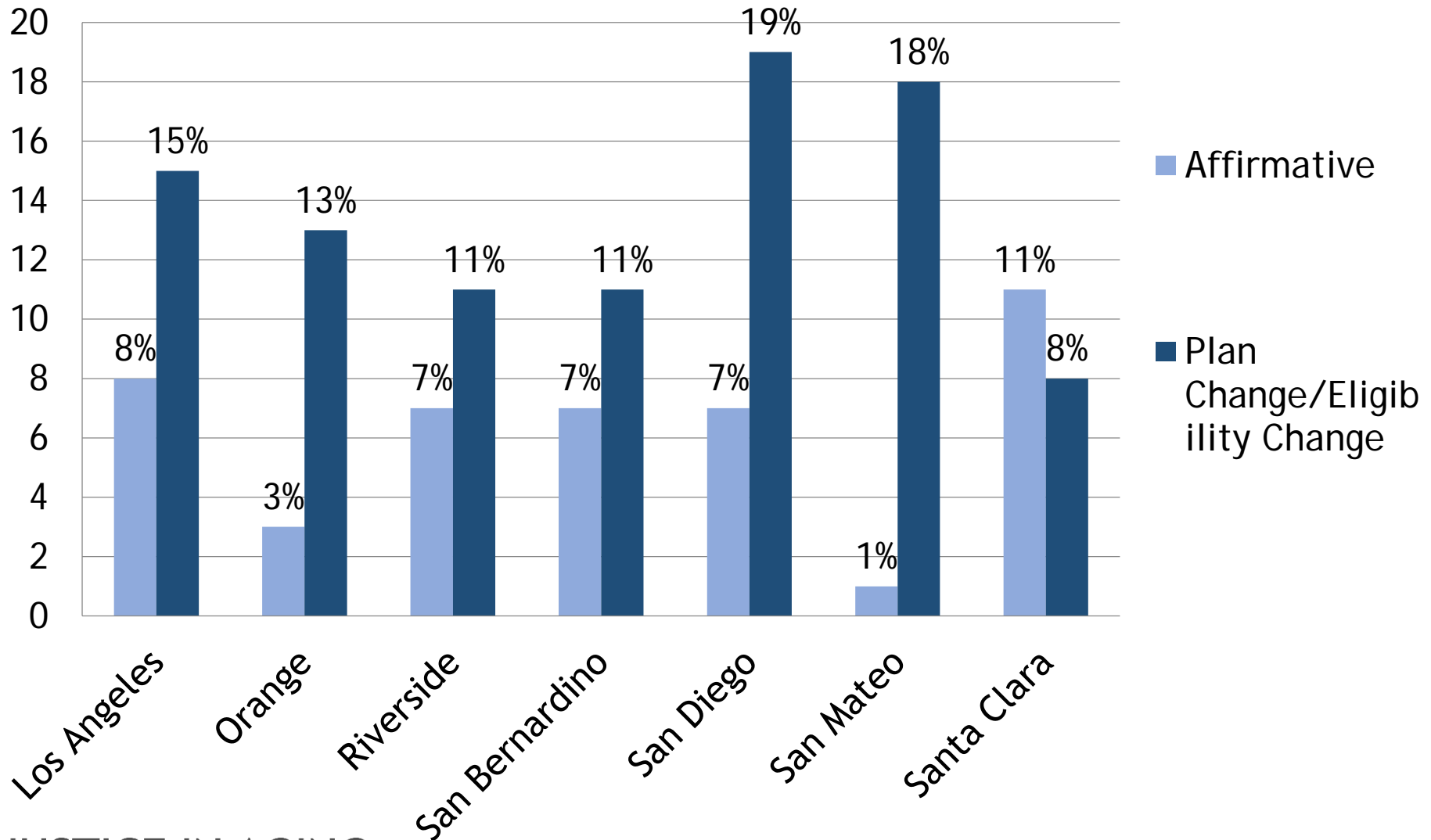
Total: 116,351



Cal MediConnect Enrollment Rates

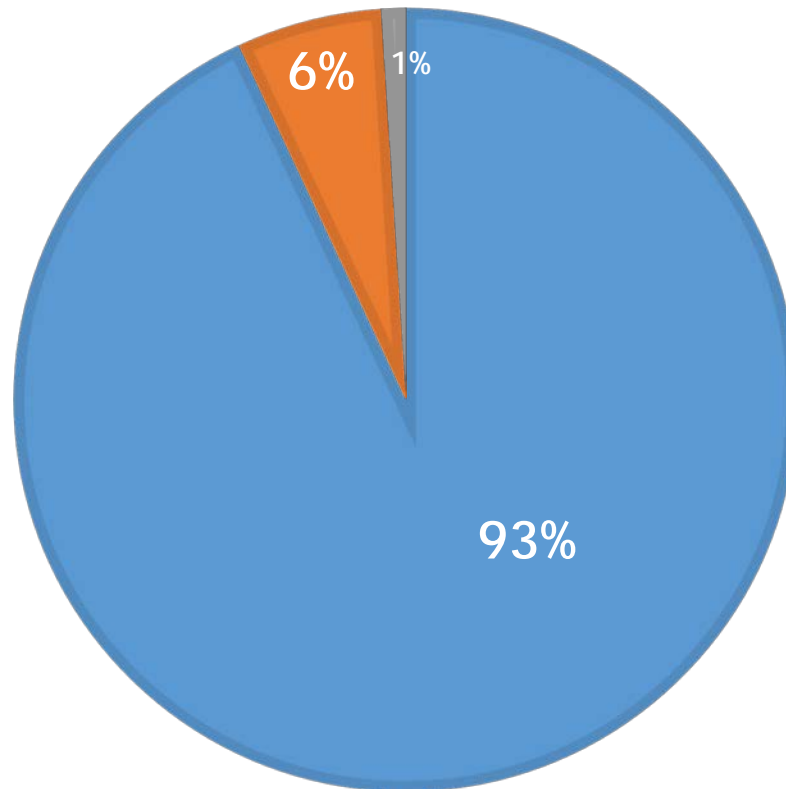


Cal MediConnect Disenrollment



Other Disenrollment

■ Plan Change ■ Medi-Cal Eligibility ■ Medicare Eligibility



Retention

- Deeming
 - “Deemed eligible” allows duals who have Medi-Cal eligibility issue to remain in plan for two months to resolve eligibility issue before disenrollment
 - Most effective when plans partner with legal advocates to assist with eligibility issue

Evaluations

Evaluations

Types

- SCAN Rapid Cycle Polling – 5 waves to date
- UCSF/UC Berkeley – 3 year eval. Focus groups, stakeholder interviews, telephone surveys
- RTI/CMS Evaluation – First report released in January 2016

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

Evaluation

Main Findings

- CMC overall satisfaction increases the longer enrolled
- Most satisfied with care coordinators
- However, only 1/3 report having a care coordinator
- High rates of unmet need persist
 - 4 in 10 report having need for personal or routine care

What's Next

Additional Programmatic Updates

- Standardization of LTSS HRA Questions – **January 2018**
- Transportation Benefit – **July 1, 2017**
 - Plans responsible for both NEMT and NMT
 - Subsumes 30 one-way trips
- Dental Benefits Fully Restored – **January 1, 2018**
- Nursing Facility Transitions
- Nursing Facility Hospital Admission Demo
 - Southern California Plans – e.g. utilize nurse practitioners and case managers to improve care coordination within first 72 hours of discharge; flu/pneumonia vaccines

What's Coming

- Dashboard
- RTI California Evaluation
- CMS Review of Care plans
- DPL on NMT
- DPL on ICTs and Care Plans

Resources

Resources

- Beneficiary Toolkit
- Provider Toolkit
- Hospital Case Manager Toolkit

Who Can Join a Cal MediConnect Health Plan?

Cal MediConnect combines the benefits you get from Medicare and Medi-Cal into a single plan. You can join a Cal MediConnect health plan if you have both Medicare and Medi-Cal (meaning you are a dual-eligible beneficiary, also known as Med+Med).

What is in this toolkit?

- Learn about the benefits of Cal MediConnect.
- Learn how to join a health plan.
- Learn how to choose a plan.

What are some reasons to join a Cal MediConnect health plan?

- You get a lot of Cal MediConnect services that help you get the most out of your plan.
- You can get help with transportation to medical appointments.
- You can get help with prescription costs.
- You can get help with home care services.
- You can get help with long-term care services.
- You will get the best care and services you need.

What is Cal MediConnect?

Cal MediConnect is a new health plan option. It is also the new point of contact to manage your care and help you get all the services you need.

From a quarterly CAL HEALTH at 1-800-431-0000

The Physicians Serving People with Both Medicare and Medi-Cal

WHAT THE CO MEANS FOR YOU AND YOUR PATIENTS

When you join a Cal MediConnect health plan, you will be able to see your doctor and other health care providers who are in the plan's network. This means you will be able to see your doctor and other health care providers who are in the plan's network.

- You can see your doctor and other health care providers who are in the plan's network.
- You can see your doctor and other health care providers who are in the plan's network.
- You can see your doctor and other health care providers who are in the plan's network.

More information is available at www.calmediconnect.org

Cal MediConnect Hospital Case Managers Tool Kit

Cal MediConnect is a new health plan option that combines Medicare and Medi-Cal. It is a new health plan option that combines Medicare and Medi-Cal.

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Case management standards and Cal MediConnect policies are closely aligned. Case management plans are developed with your patients' needs, preferences, and goals in mind.

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Justice in Aging Resources

Get the Advocates Guide to the CCI Version SIX!

Sign up for CCI Alerts

Fact Sheets

Trainings

<http://dualsdemoadvocacy.org/california>

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