

Alameda CalAIM PATH Collaborative

January 19, 2024

Welcome! Please grab some coffee, find a table, and introduce yourself to someone you haven't met before.

Today's Agenda

#	<i>Agenda Topic</i>
1.	<i>Welcome</i>
2.	<i>Updates and Announcements: Q4 Updates, 2024 Planning, MCP Transition, New Resources, Funding Opportunities</i>
3.	<i>MCP Updates from Alameda Alliance for Health and Kaiser Permanente</i>
4.	<i>Breakout Discussion: Increasing CalAIM Awareness</i>
5.	<i>Brainstorm 2024 PATH Collaborative Aim Statement</i>
6.	<i>Lunch, Networking, Office Hours</i>

Updates and Announcements

- Q4 Overview and Updates
- Tools, Resources, and Training
- TA Marketplace
- Funding - PATH CITED Round 3
- New ECM Populations of Focus

Updates from Q4 Collaborative Meetings

October 2023

Topics discussed

Community Referrals

ECM for Children and Youth

Data Sharing

Solutions in progress

Gathering referral guidance from MCPs

Building a community awareness strategy (today!)

Compiling resources to share

February 2024 meeting will focus on children

Promoting funding opportunities (today!)

Offering training opportunities

Updates from Q4 Collaborative Meetings

November 2023

- MCP Transition overview
- Collaborative request for Alameda County MCP Transition FAQ

December 2023

- Launched MCP Transition FAQ
- Discussed new Populations of Focus
- Reviewed Q3 ECM and Community Supports data

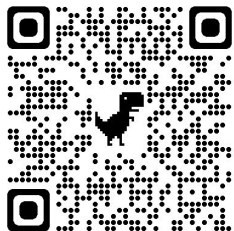
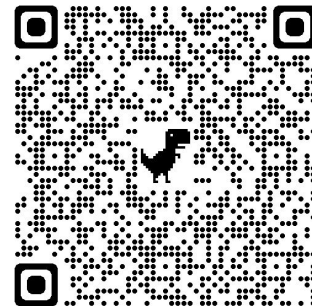
Tools and Resources- available now!



What to convey to an ECM member	Community Supports help meet members' health & wellness needs	
You will have a dedicated Lead Care Manager who will coordinate care for health and health-related services. Your Lead Care Manager will provide care to you by phone, in-person or where you live. They can also: - Find doctors and make your appointments - Coordinate your transportation to and from appointments - Help with managing medications - Coordinate with local resources, called Community Supports, as needed for: <i>Food Housing Other social services</i> There is no added cost for ECM. ECM does not replace: • Benefits. ECM is an additional benefit. • Doctors. Keep your doctors and other providers. • Options. Join, if eligible, or cancel at anytime.	Housing Navigation If you are experiencing homelessness or at risk of experiencing homelessness, you may receive help to find, apply for and secure permanent housing.	Recovery Care (Medical Respite) After hospitalization, if you are without stable housing and still need to heal from an injury or illness, you may receive short-term residential care also called recuperative care.
	Housing Deposit You may also receive assistance with housing fees, such as security deposits and setting up utilities, the gas and electricity.	Medically Supportive Food/ Medically Tailored Meals You may receive deliveries of nutritious, prepared meals and healthy groceries to support your health needs. You may also receive vouchers for healthy food and/or nutrition education.
	Housing Tenancy & Sustainability Once housing is secured, you may receive support to maintain your tenancy, such as coordination with landlords to address issues, assistance with annual housing reinspection process, and connecting to local resources to prevent eviction.	Home Modifications Physical changes can be made to your home to improve your health, safety, and independence. Changes include ramps and grab-bars, shower seating if you use a wheelchair, elder lifts, or making bathrooms wheelchair accessible.
	Personal Care and Homemaker Services You may receive in-home support such as bathing or feeding, meal preparation, grocery shopping, and someone to go with you to medical appointments if you require assistance with Activities of Daily Living.	Asthma Remediation Physical modifications can be made in your home to avoid asthma without expensives due to environmental triggers like mold. Modifications can include filtered vacuums, dehumidifiers, air filters, and ventilation improvements.
	Caregiver Services (Respite Services) Short-term relief for your caregivers. You may receive caregiver services in your home or in an approved facility on an hourly, daily, or nightly basis as needed.	Day Habilitation Programs If you are, were, or are at risk for homelessness, you can receive mentoring to learn skills, such as: • Using public transportation • Cooking and cleaning • Managing personal finances
	Short-Term Post Hospitalization Housing You can receive temporary housing if you have been discharged from an inpatient clinical setting, residential substance use disorder treatment or recovery facility, residential mental health treatment facility, correctional facility, nursing facility, or recuperative care.	Sobering Center If found publicly intoxicated, you will be provided a short-term, safe, supportive environment to become sober with services such as medical triage, a temporary bed, meals, counseling and linkage to other health care services.

ECM/CS Provider Job Aid

2024 version available in English and Spanish
Accompanying PoF 1-pager in progress



Alameda PATH Resource Center

updates & adding more resources

About	Alameda Family Services is a fully integrated community-based organization offering premier mental health services combined with early childhood education and family support. Our mission to foster healing, resiliency, and growth creates a foundation underlying all we do. We fulfill this mission by providing extensive services that improve the emotional, psychological and physical health of individuals of all ages and families at all stages.
Affiliation	Full Circle Health Network
Location	2325 Clement Ave., Ste. A Alameda, CA, 94501
Website	https://alamedafs.org/
Main Line	510.629.6300
Provider Type	Enhanced Care Management
Population of Focus	Child/Youth/Families experiencing Homelessness Child/Youth experiencing SMI and/or SUD Child/Youth involved in Child Welfare (including those with a history of involvement, and foster care up to 26) Child/Youth Experiencing I/DD

Alameda County CalAIM PATH Collaborative Resource Center

Overview

The Alameda CalAIM PATH Collaborative meets monthly to discuss **CalAIM implementation** and support the rollout of Enhanced Care Management (ECM) and Community Supports. Health plans, county leaders, community-based organizations, hospitals, clinics, and other CalAIM stakeholders are encouraged to join.

In Alameda County, the Medi-Cal managed care plans (MCPs) include Alameda Alliance for Health and Anthem Blue Cross Partnership Plan. Overseen and funded by the California Department of Health Care Services (DHCS), the Alameda CalAIM PATH Collaborative is

Next Monthly Meeting

Alameda County CalAIM PATH Collaborative
Monthly Meeting: **November 15, 10-11am PT**

Register [here](#).

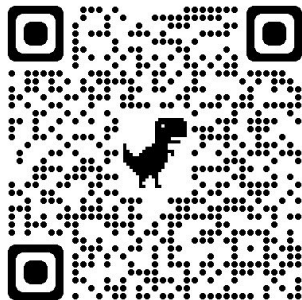
Questions? Contact patinfo@bluepathhealth.com

Care Coordination Provider List

working on updates for 2024

New Resource:

Alameda County MCP 2024 Transition FAQ



Alameda County Medi-Cal Managed Care Plan 2024 Transition FAQ

Prepared by the Alameda CalAIM PATH Collaborative in December 2023¹

This tool is intended for use by providers, not members or the general public. Public-facing resources are available from DHCS, Kaiser Permanente, Anthem Blue Cross, and Alameda Alliance for Health.

Overview

Q: What is the 2024 Medi-Cal Managed Care Plan, and how does it impact Alameda County?

A: In 2024, some counties will experience changes in their designated Medi-Cal Managed Care Plans (MCPs). As of January 1, 2024, Anthem Blue Cross will no longer operate as a MCP in Alameda County, and Kaiser Permanente will become an MCP. The Alameda Alliance for Health will remain an MCP for Medi-Cal members in Alameda County.

Q: What will happen to members who are currently enrolled in Anthem Blue Cross?

A: As of January 1, 2024, Anthem Medi-Cal members will automatically transition to another MCP. The majority of transitioning members will be enrolled in the Alameda Alliance for Health.

Q: Do members know whether or not they will be experiencing a change in their health plan?

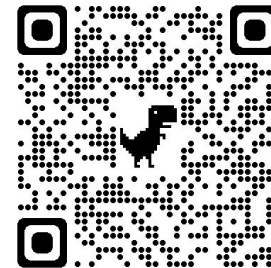
A: Communications have been sent to affected members beginning in October. See Appendix for the member notification letter sent to Anthem members.

Kaiser Permanente in Alameda County

Q: How will 2024 be different from 2023 with regards to Kaiser Permanente?

A: In 2023, Kaiser Permanente was operating as a plan partner in Alameda County, meaning

CalAIM TA Marketplace



Step 1: Registrant Eligibility Verification

Applicant completes TA Marketplace registration process



Step 2: Project Eligibility Verification

Applicant(s) Identifies Project Associated with PATH



Review TA Marketplace for OTS or Hand-On Services and by Which Vendor?



Applicant completes application form & submits to TPA



Step 3: Project SOW and Budget

PA issues payment directly to TA vendor based on agreed rates upon completion and verification of milestones/deliverables



If approved *Applicant and Vendor co-develop SOW with services description, deliverables & milestones



DHCS makes final decision on approval.



TPA review with Accept/Reject Recommendation to DHCS

TA Marketplace: Application Review Process



- » Submitted applications are reviewed for the following:
 - **TA Project has the capacity to strengthen the TA Recipient's ability to contract with an MCP or other eligible entity or to provide high quality ECM or Community Supports services**
 - **TA Project description includes well-defined goals for the project and the projects seems feasible to implement (*Hands-On requests only*)**
 - TA Project includes public- or member-facing materials or poses a risk of duplication of funding or conflict of interest
 - Requested TA Vendor is available to take on the work
- » If an application is approved, the TA Marketplace team sends an approval confirmation via email to the TA Recipient and the requested TA Vendor with guidance for next steps
- » If an application is not approved, the TA Marketplace team sends an email to the TA Recipient with feedback for application re-work

CITED Round 3: Now Open!



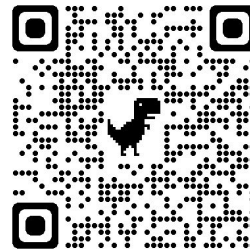
- CITED funding (Capacity and Infrastructure Transition, Expansion, and Development) is available for organizations providing ECM or Community Supports or with an attestation that they intend provide ECM or Community Supports
- The Round 3 application period is open **January 15-February 15**
- CITED funds can support: staffing, data exchange infrastructure, physical capacity, assessing and/or enhancing internal systems, outreach to underserved communities, purchasing hardware or other necessary equipment, evaluation/monitoring, and many other activities

CITED Round 3: Webinars & Office Hours

- **How to Improve Your Grant Application, Part 2**

- January 23, 10:00-11:00am
- Register here:

https://us06web.zoom.us/webinar/register/WN_SyFaT27LTMat_DI2bzKD9A#/registration



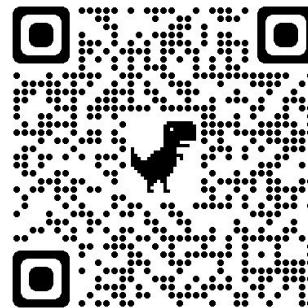
- **CITED Application Office Hours**

- Monday, Wednesday, and Friday at 12pm, Jan 22 - Feb 12
- Register here for January 22:

https://us06web.zoom.us/webinar/register/WN_qFymilMmRxKyfyjh6ThcMg#/registration

- View all office hours here:

<https://www.ca-path.com/cited>



ECM Populations of Focus

- Individuals Experiencing Homelessness
- Individuals At Risk for Avoidable Hospital or ED Utilization
- Individuals with Serious Mental Health and/or SUD Needs
- Adults Living in the Community and At Risk for LTC Institutionalization
- Adult Nursing Facility Residents Transitioning to the Community
- Individuals with I/DD
- Children and Youth Enrolled in California Children's Services with Additional Needs Beyond the CCS Condition
- Children and Youth Involved in Child Welfare
- ***Birth Equity***
- ***Individuals Transitioning from Incarceration***



Launched
1/1/2024

Birth Equity Population of Focus Webinar

- DHCS hosting “ECM for Birth Equity Populations of Focus,” February 2, 1:30-3:00pm. Register here:
https://manatt.zoom.us/webinar/register/WN_Y3kxqLCKTeS-xuxFyLBkw#/registration
- DHCS will provide an overview of ECM for Birth Equity Populations of Focus, and ECM providers will present on how they prepared to launch ECM and how they tailor their approach to proving ECM for the populations of focus.



Upcoming trainings

Alameda County Training and Development Unit (ACTDU) regularly offers valuable virtual trainings for local providers:

- Dismantling Drug Related Stigma (Jan. 25th, 10am-12pm)
- Understanding Boundaries and Managing Burnout
(in person, Feb. 21st, 9am-4:30pm)
- Conflict Management and De-Escalation (Feb. 22nd, 10am-12pm)
- Empowerment Strategies (Mar. 7th, 9am-12pm)
- Motivational Interviewing Pt. 1 (May 7th, 10am-12pm)
- Motivational Interviewing Pt. 2 (May 8th, 10am-12pm)

To check out these offerings and more, register here:

<https://bit.ly/ACTDU-Portal>



MCP Updates



Case Management

at Alameda Alliance for Health

Presented by:

Jorge Rosales

JRosales@alamedaalliance.org

Changes to Case Management Programs

- Transitional Care Services (TCS)
 - In 2023, AAH has provided TCS for high-risk members only, outreach to members upon hospital admission
 - **All members will receive TCS, (high, emerging, and low risk) starting 2024**
 - TCS includes:
 - Communication of Case Manager Contact Info
 - Discharge Follow Up Appointment
 - Readmission Risk Assessment completed by AAH Inpatient UM Team
 - Evaluate for post discharge needs: follow up appointment, home health, durable medical equipment, transportation, etc.



Enhanced Care Management (ECM)

at Alameda Alliance for Health

Presented by:
Heather Wanket
hwanket@alamedaalliance.org

New Populations of Focus

- Individuals Transitioning from Incarceration

- Adults

- Transitioning from a correctional facility (e.g. prison, jail, or youth correctional facility) or transitioned from a correctional facility within the past 12 months

AND

- Have at least one of the following conditions:

- Mental Illness
 - SUD
 - Chronic Condition/Significant Non-Chronic Clinical Condition
 - Intellectual or Developmental Disability
 - Traumatic Brain Injury
 - HIV/AIDS
 - Pregnant or postpartum

- Children and youth

- Children and youth who are transitioning from a youth correctional facility or transitioned from being in a youth correctional facility within the past 12 months

New Populations of Focus

- Birth Equity
 - Adults and youth who are:
 - Pregnant OR are postpartum (through 12 months period)
 - AND
 - Are subject to racial and ethnic disparities as defined by California public health data on maternal morbidity and mortality

New ECM Providers

- Individuals Transitioning from Incarceration
 - CHCN
 - Full Circle
 - La Familia
 - Pair Team Medical Group – brand new provider
 - Roots Community Health Center
- Birth Equity
 - CHCN
 - Full Circle
 - La Familia
 - Pair Team Medical Group - brand new provider



Community Supports

at Alameda Alliance for Health

Presented by:
Susan Baca
SBaca@alamedaalliance.org

New Community Supports

- **Sobering Centers**

- Eligibility

- Individuals ages 18 and older who are intoxicated but conscious, cooperative, able to walk, nonviolent, free from any medical distress (including life threatening withdrawal symptoms or apparent underlying symptoms), and who would otherwise be transported to the emergency department or a jail or who presented at an emergency department and are appropriate to be diverted to a Sober Center

- Restrictions/Limitations

- Covered for a duration of less than 24 hours

Community Supports Network Expansion

- **Medically Tailored Meals/Medically Supportive Food**
 - New Provider: Alameda County Community Food Bank
- **Asthma Remediation for Adults and Children**
 - New Provider: Roots Community Health Clinic
 - New Provider: Asthma Start (for Adults)
- **Diversion and Transition to Home**
 - New Provider: Omatochi
- **Environmental Accessibility Adaptations (Home Modifications)**
 - New Provider: Omatochi
- **Personal Care & Homemaker Services and (Caregiver) Respite Services**
 - New Provider: Omatochi



Anthem Transition

Anthem Transition Update

- The Alliance has received authorization information from Anthem related to CS and ECM
- Leadership is working closely with the Alliance's IT department to create authorizations in the system
 - The authorizations will be maintained for the length of time originally authorized by Anthem
- Once the Anthem authorizations have been uploaded, the Alliance will be cross referencing the list of previously assigned Anthem members to confirm no member has slipped through the cracks
 - Authorization letters will be sent out the providers and members

Kaiser Permanente Medi-Cal Direct Contract Transition Overview

Alameda CalAIM PATH Collaborative Monthly Meeting

January 19, 2024

Kaiser Permanente Medi-Cal Direct Contract Footprint

Effective 1/1/24, Kaiser Permanente will have a direct Medi-Cal contract in 32 counties in California.

NORTHERN CALIFORNIA		SOUTHERN CALIFORNIA
Legacy Direct Contract (no change after 1/1/24)		
Amador El Dorado	Placer Sacramento	San Diego
Plan Partner (Medi-Cal enrollees in these counties transition to direct coverage with KP, effective 1/1/24)		
Alameda Contra Costa Marin Napa San Francisco San Joaquin	San Mateo Santa Clara Solano Sonoma Yolo	Kern Los Angeles Orange Riverside San Bernadino Ventura
New to KP Medi-Cal* (KP will accept new enrollees in these counties after 1/1/24)		
Fresno Kings Madera Mariposa	Santa Cruz Sutter Stanislaus Tulare** Yuba	Imperial Tulare**

*New Medi-Cal County under Direct Contract – expansion counties meet current KP Commercial footprint.

**Tulare Northern CA: 93618, 93631, 93646, 93654, 93666, 93673; Tulare Southern CA: 93238, 93261.



Eligibility for Medi-Cal Enrollment into Kaiser Permanente

The following populations are eligible to join KP's Medi-Cal managed care plan effective 1/1/2024:

- Those who have had KP coverage within the past 12 months
- Those who are qualified family linkages of existing KP members
- Those who are foster youth and former foster youth
- Those who are duals, covered by both Medicare and Medi-Cal

Additional growth may occur through auto assignment for beneficiaries who do not select a health plan. KP will participate in auto assignment through default enrollment, depending on capacity in each county.

Qualified Family Linkages include:

- A beneficiary's spouse or domestic partner
- A beneficiary's dependent child, foster child, or stepchild under 26 years of age
- A beneficiary's dependent who is disabled and over 21 years of age
- A parent or stepparent of a beneficiary under 26 years of age
- A beneficiary's grandparent, guardian, foster parent, or other relative of a beneficiary under 26 years of age with appropriate documentation of familial relationship.

Kaiser Permanente Medi-Cal Membership in Alameda County

KP expects to serve 54,760 Medi-Cal enrollees in Alameda County by the end of 2024.

Year-End KP Medi-Cal Membership Projection	2023	2024
Alameda County	49,700	54,760

2024 Year-End KP Medi-Cal Membership Projections by Eligibility Pathway for Alameda County

Continuity of Care and Coverage	Duals Alignment	Foster Youth	Default*
42,700	11,730	330	0

* For 2024 only, default enrollment will start in July 2024.

Notifications Sent to Medi-Cal Beneficiaries in Alameda County

Notice	Sender	Description
60-day Notice November 1, 2023	California Department of Health Care Services	Notice sent to existing Anthem and AAH dual-eligible members in Kaiser Permanente Medicare Advantage plan indicating that they are automatically enrolled into the Kaiser Permanente Medi-Cal MCP per Medi-Cal Matching Plan policy. Notices sent to all other Anthem members indicating their automatic enrollment with AAH or KP based on plan/family linkage default assignment.
30-day Notice December 1, 2023		Second notice sent to existing Anthem and AAH dual-eligible members in Kaiser Permanente Medicare Advantage plan indicating that they are automatically enrolled into the Kaiser Permanente Medi-Cal MCP per Medi-Cal Matching Plan policy. Notices sent to all other Anthem members indicating their automatic enrollment with AAH or KP based on plan/family linkage default assignment.
60-day Notice November 1, 2023	Kaiser Permanente	Notices sent to members who are in the Kaiser Permanente subcontracted MCP to AAH indicating they will stay with Kaiser Permanente.
30-day Notice December 1, 2023		Second notice sent to members who are in the Kaiser Permanente subcontracted MCP to AAH indicating they will stay with Kaiser Permanente.
For new Medi-Cal enrollees	They can request Kaiser Permanente via DHCS's Health Care Options www.healthcareoptions.dhcs.ca.gov 1-800-430-4263 <u>Note:</u> Dual-eligible members enrolled in a Medicare Advantage plan with a matching Medi-Cal MCP will be automatically enrolled in the matching Medi-Cal MCP per the Medi-Cal Matching Plan policy	

Dedicated Call-In Service for Medi-Cal Beneficiaries

KP Medi-Cal Call Center

- **24/7 Designated Medi-Cal Line:**
1-855-839-7613 Call to speak to a live Medi-Cal trained agent.
- One phone number for all Medi-Cal members to receive information, and also be warm transferred to make appointments (medical, vision, transportation, mild-to-moderate behavioral health)
 - If a member calls the main KP member services number (800-464-4000) with their ID information, they will be automatically routed to a Medi-Cal trained agent.
 - If the member does not supply their ID information, and they reach an agent who is not Medi-Cal trained, they will be warm transferred to a Medi-Cal trained agent.



Non-KP Services

Alameda County Dept of Behavioral Health 1-800-491-9099*

Medi-Cal Rx: 1-800-977-2273

Denti-Cal: 1-800-322-6384

*From DHCS County Mental Health Plan Information Site
(<https://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx>)

Network Lead Entity (NLE) Overview

Kaiser Permanente's Network Lead Entities (NLE) support the development of a community partner network for Enhanced Care Management (ECM), Community Supports (CS), and Community Health Worker (CHW) services in all 32 counties.

Centralized Service Coordination

KP is centralizing the coordination of services through the NLEs. KP retains oversight of eligibility, member notifications, quality, and grievances.



Comprehensive Network Coverage

The expertise and services of three statewide NLEs provide comprehensive coverage and enable timely access to ECM, CS, and CHW services.

Collaboration with Local Community Based Partners

NLEs provide ECM, CS, CHW services in close collaboration with community-based organizations with geographic and population of focus expertise.

Three Community-Based Providers have been selected to serve as Network Lead Entities

Multiple Network Lead Entities allows Kaiser Permanente to build a comprehensive network to provide Enhanced Care Management (ECM), Community Supports (CS) and Community Health Worker (CHW) benefits for Kaiser Medi-Cal members.



- **Expertise in working with children, youth, young adults, and families**
- Model anchored in existing relationships with trusted community-based organizations with a focus and expertise in children and youth (includes Counties, etc.)
- Provides upstream assistance for capacity building for Community-Based Organizations



- **Current contracted Enhanced Care Management and Community Supports provider with Kaiser**
- Statewide presence in both NCAL and SCAL
- Extensive experience in multiple states by partnering with CBOs
- Currently prepared to provide CHW services in 21 counties with expansion planned to all 32 counties by 2024
- Strong existing infrastructure to facilitate business systems with capacity to scale



- **Significant experience as an NLE**
- Distinct expertise in supporting "high needs members"
- Well established relationships with local community-based organizations
- Demonstrated understanding of how other Medi-Cal services can be accessed outside of ECM to coordinate and support care by work with Multipurpose Senior Services Program/Assisted Living Waiver programs

Enhanced Care Management (ECM) Providers in Alameda County

Organizations listed have executed contracts with KP as of January 11, 2024. Other providers are welcomed to apply to join our provider network via the NLEs.

Provider	Services/Populations of Focus	Phone Number
A Better Way Inc	Children and Youth PoF	510-433-8600
Agape Village	Children and Youth PoF	510-835-2641
Alameda Family Services	Children and Youth PoF	510-629-6301
Alternative Family Services	Children and Youth PoF	925-474-2154
EA Family Services	Adults, Children, and Youth PoF	530-283-3330
East Bay Agency of Children	Children and Youth PoF	510-268-3770
Family Resource Navigators	Children and Youth PoF	510-547-7322
Fred Finch Youth & Family Services	Children and Youth PoF	858-444-8827
Independent Living Systems	Adults, Children, and Youth PoF	888-262-1292
J&M Homecare Services, LLC	Adults, Children, and Youth PoF	925-552-6500

Continued



Enhanced Care Management (ECM) Providers in Alameda County

Organizations listed have executed contracts with KP as of January 11, 2024. Other providers are welcomed to apply to join our provider network via the NLEs.

Continued

Provider	Services/Populations of Focus	Phone Number
Koinonia Foster Homes, Inc.	Children and Youth PoF	209-577-3737
Lincoln Families	Children and Youth PoF	510-273-4700
Seneca Family of Agencies	Children and Youth PoF	510-654-4004
Serene Health IPA	Adults, Children, and Youth PoF	844-737-3638
Side by Side	Children and Youth PoF	510-727-9401
Star Nursing Inc	Adults, Children, and Youth PoF	877-687-7399
Stars Behavioral Health Group	Children and Youth PoF	510-352-9200
Sterling Hospitalist Medical Group, Inc	Adults, Children, and Youth PoF	714-897-1071
Unity Care Group, Inc.	Children and Youth PoF	Pending
WestCoast Children's Clinic	Children and Youth PoF	510-269-9030



Community Supports (CS) Providers in Alameda County

Organizations listed have executed contracts with KP as of January 11, 2024. Other providers are welcomed to apply to join our provider network via the NLEs.



Provider	Services	Phone Number
Accentcare of California	Respite Services and Personal Care & Homemaker Services	Pending
Alegrecare, Inc	Personal Care & Homemaker Services	800-598-4777
Assured Independence	Environmental Accessibility Adaptations	425-516-7400
Breathe California of the Bay Area, Golden Gate and Central Coast	Asthma Remediation	408-998-5865
Connect America West	Environmental Accessibility Adaptations	Pending
Evolve Emod, LLC	Asthma Remediation	844-438-7577
Home Safety Services, Inc	Environmental Accessibility Adaptations	888-388-3811
Independent Living Systems	Housing services, Nursing Facility Transition/Diversion to Assisted Living Facilities, Community Transition Services/Nursing Facility Transition to a Home	888-262-1292
J&M Homecare Services, LLC	Respite Services and Personal Care & Homemaker Services	925-552-6500

Continued

Community Supports (CS) Providers in Alameda County

Organizations listed have executed contracts with KP as of January 11, 2024. Other providers are welcomed to apply to join our provider network via the NLEs.

Continued

Provider	Services	Phone Number
Lifeline Systems Company	Environmental Accessibility Adaptations	800-451-0525
Lifewise Renovations	Environmental Accessibility Adaptations	913-653-0766
Mom's Meals	Medically Tailored Meals	877-508-6667
Serene Health IPA	Housing services, Short-term Post-Hospital Housing, Community Transition Services/Nursing Facility Transition to a Home, Day Habilitation	844-737-3638
Star Nursing Inc	Housing transition/navigation services, Nursing Facility Transition/Diversion to Assisted Living Facilities, Community Transition Services/Nursing Facility Transition to a Home, Respite services, Personal Care and Homemaker services	877-687-7399
Sterling Hospitalist Medical Group, Inc	Housing services	714-897-1071



How to Submit a Referral for ECM or Community Supports

KP has a no-wrong-door approach for referrals

- Referrals are accepted from any source (members, providers, family, community organizations, etc.)
- Use of the KP referral form is recommended; however, KP will accept any referral form created by another Medi-Cal plan. Simply send the completed form to the same KP email address noted below.
- Referrals may be placed via email or via phone.

	Sacramento/Central Valley	Rest of Northern California	Southern California
 Cities	Amador, El Dorado, Fresno, Kings, Madera, Mariposa, Placer, Sacramento, San Joaquin, Stanislaus, Sutter, Tulare*, Yolo, Yuba	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma,	Kern, Imperial, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Tulare*, Ventura,
 Phone	1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-833-952-1916 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.
 Email	Send completed <u>referral form</u> to REGMCDURNS-KPNC@kp.org with the subject line “ECM Referral” or “CS Referral”		Send completed <u>referral form</u> to RegCareCoordCaseMgmt@kp.org with the subject line “ECM Referral” or “CS Referral”

How a community-based organization can serve KP members

KP is working with three NLEs to develop a network of community-based ECM, CS, and CHW providers.

If your organization wishes to become part of an NLE's network, you may send an email message to:



network@fullcirclehn.org

Phone number: 888-749-8877



ILSCAProviderRelations@ilshealth.com

Phone number: 305-262-1292



Hubinfo@picf.org

* Phone number: 818-837-3775

In your email, please specify the services your organization provides, geography serviced, and population expertise.

*Partners in Care only serves the Southern California region at this time.

For More Information About Kaiser Permanente

Arif Shaikh

Senior Director
Medi-Cal Policy & Engagement

Kaiser Permanente

Medi-Cal Line of Business
(657) 453-4290 (mobile phone)
Arif.U.Shaikh@kp.org

Administrative Assistant

Lisa Kolbe
(510) 767-7900 (mobile phone)
lisa.a.kolbe@kp.org

Vanessa Davis

Vanessa.W.Davis@kp.org

Table Discussions

- At your table, assign a notetaker to document big ideas
- Assign another person to offer a one-minute share out to the whole group at the end of the discussion

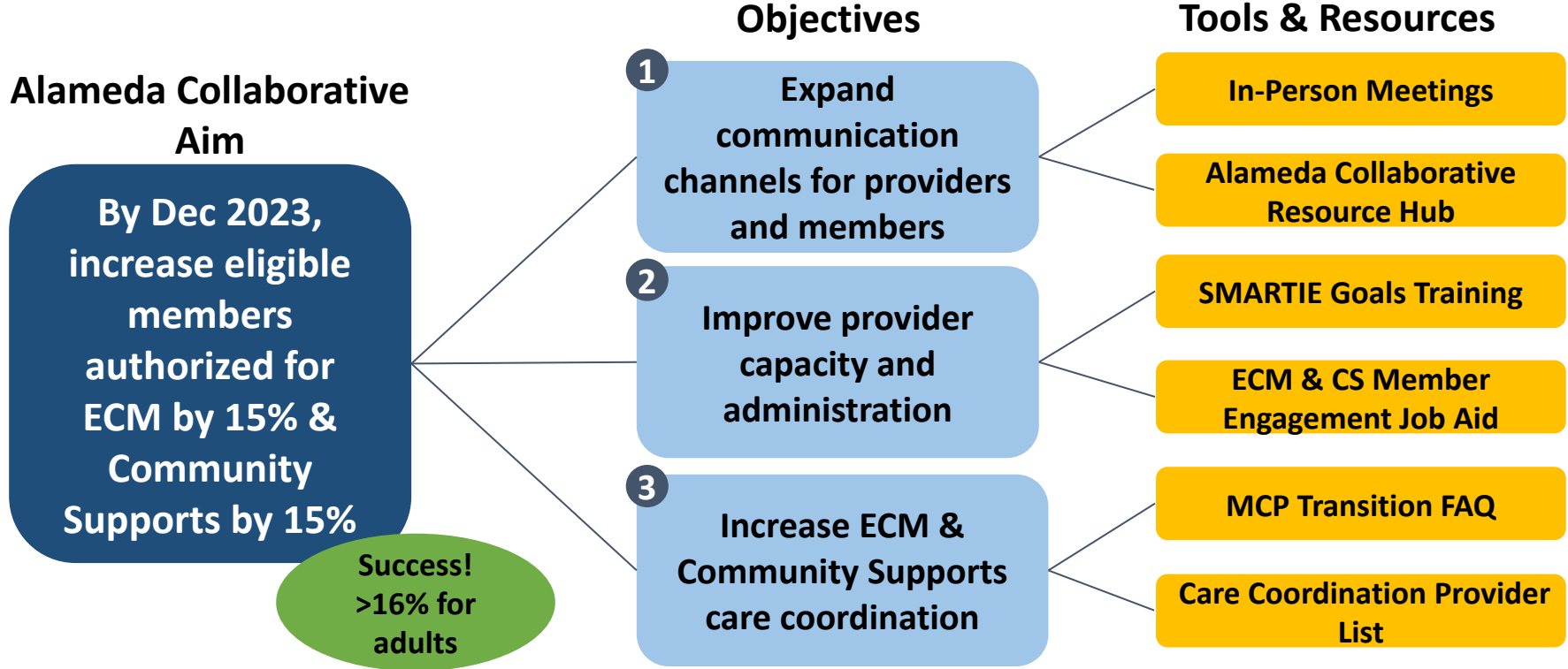
Discussion Topic: Increasing Awareness of ECM and Community Supports

Discussion questions:

- What strategies have been successful in promoting awareness of ECM and Community Supports amongst referral partners?
- How is the community (providers, local leaders, the general public) currently learning about ECM and Community Supports?
- What CalAIM 101 presentations exist that have been successful?
- What convenings/coalitions/collaboratives exist where we could bring CalAIM education?

Setting Aims and Objectives for 2024

Aim and Priority Objectives for 2023



Aims and Priority Objectives

- At your tables, find papers with options for 2024 Aims and Objectives. Please write your reactions, edits, preferences, or ideas not listed here.
- Facilitators will compile feedback and propose a draft based on your suggestions.
- At the February meeting, participants will provide input on the final version.

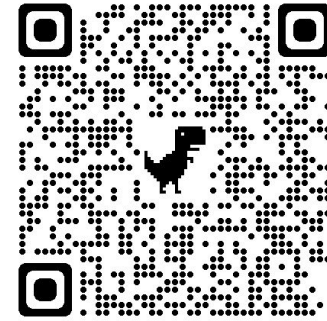
Next meeting:

February 16th, 10am - 12pm

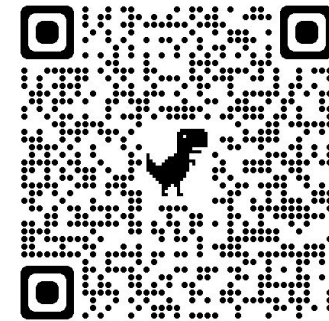
On Zoom, Register here:

**[https://us02web.zoom.us/meeting/register/
pHtxCQ1uxMMiv2xZiTS8yuLmA#/registration](https://us02web.zoom.us/meeting/register/pHtxCQ1uxMMiv2xZiTS8yuLmA#/registration)**

See you for the 3rd Friday mornings each month in 2024!



Thank you for attending!
Please provide quick feedback:





Office Hours



Appendix

The Kaiser Permanente Mission



Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

About Kaiser Permanente

A unique, **integrated** nonprofit provider of health care and coverage

Founded in 1945, Kaiser Permanente is headquartered in Oakland, California, and comprises:

Kaiser Foundation Health Plan, Inc.

A health insurance provider

Kaiser Foundation Hospitals and its subsidiaries

Our hospitals and medical offices

The Permanente Medical Groups

Our physicians

Kaiser Permanente operates in 8 U.S. states and the District of Columbia.

<https://about.kaiserpermanente.org/who-we-are/fast-facts>



Members

12.6M



Hospitals

40



Medical offices¹

618



Physicians²

23,982



Nurses³

68,218



Employees⁴

215,932

KP National Medicaid and Chip Enrollment

September 2023

1,364,260

¹ Medical offices and other outpatient facilities as of September 30, 2023.

² Approximate as of December 31, 2022, representing all specialties; excluding pool, network, and referral physicians as well as locum tenens.

³ Approximate as of January 31, 2023, representing all specialties.

⁴ Approximate as of September 30, 2023, representing technical, administrative, and clerical employees, nurses, and

⁵ non-physician caregivers.

About Kaiser Permanente in California

Northern California Market



Total NCAL Medi-Cal Enrollment
425,630
(includes Plan Partner enrollment)
September 2023

Southern California Market



Total SCAL Medi-Cal Enrollment
606,773
(includes Plan Partner enrollment)
September 2023

¹ Medical offices and other outpatient facilities as of September 30, 2023.

² Approximate as of December 31, 2022, representing all specialties; excluding pool, network, and referral physicians as well as locum tenens.

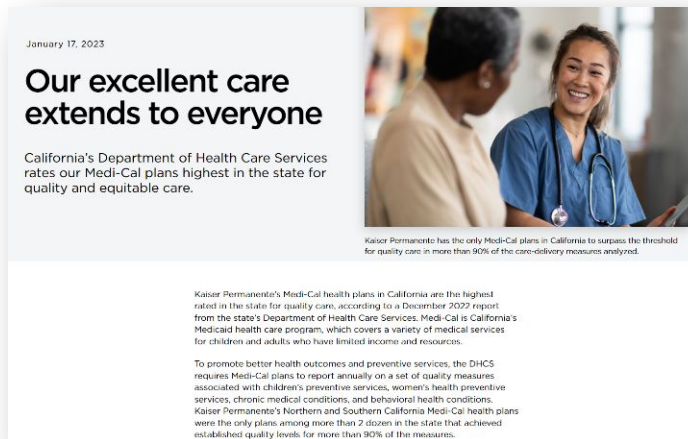
³ Approximate as of January 31, 2023, representing all specialties.

⁴ Approximate as of September 30, 2023, representing technical, administrative, and clerical employees, nurses, and non-physician caregivers.

Medi-Cal Direct Contract, effective 1/1/24

- Creates a single, direct contract between the California Department of Health Care Services (DHCS) and Kaiser Foundation Health Plan, Inc. (KFHP),* to provide coverage and care for Medi-Cal enrollees in 32 California counties
 - ✓ Expands KP's Medi-Cal services from 22 to 32 counties
 - ✓ Allows KP to offer Medi-Cal coverage in all areas of the state where it offers commercial health care coverage
 - ✓ Extends access to Kaiser Permanente care, including Specialty care, to non-members in selected areas via community partners and pilot programs

* The direct contract is between DHCS and KFHP. The terms "Kaiser Permanente" and "KP" are used in this presentation to refer to KFHP and affiliated entities, such as The Permanente Medical Groups.



Kaiser Permanente's Medi-Cal plans are rated highest for quality and equitable care.

<https://about.kaiserpermanente.org/news/our-excellent-care-extends-to-everyone>

What is Enhanced Care Management (ECM)?

ECM is a Medi-Cal benefit and is a whole-person, interdisciplinary approach to care that addresses the **clinical and non-clinical** needs of members with **complex** medical and social needs through systematic coordination of services & **comprehensive care management** that is community based, interdisciplinary, high touch and person centered.

Core Services



Assigned to a
Care Manager



Comprehensive
assessment
& care
management
plan



Implement care
plan and
coordinate with
multidisciplinary
team



Health
promotion/
support to adopt
healthy
behaviors



Care
transitions/
medication
reconciliation



Emphasis on
face-to-face
coordination,
including
appointment
accompaniment as
needed



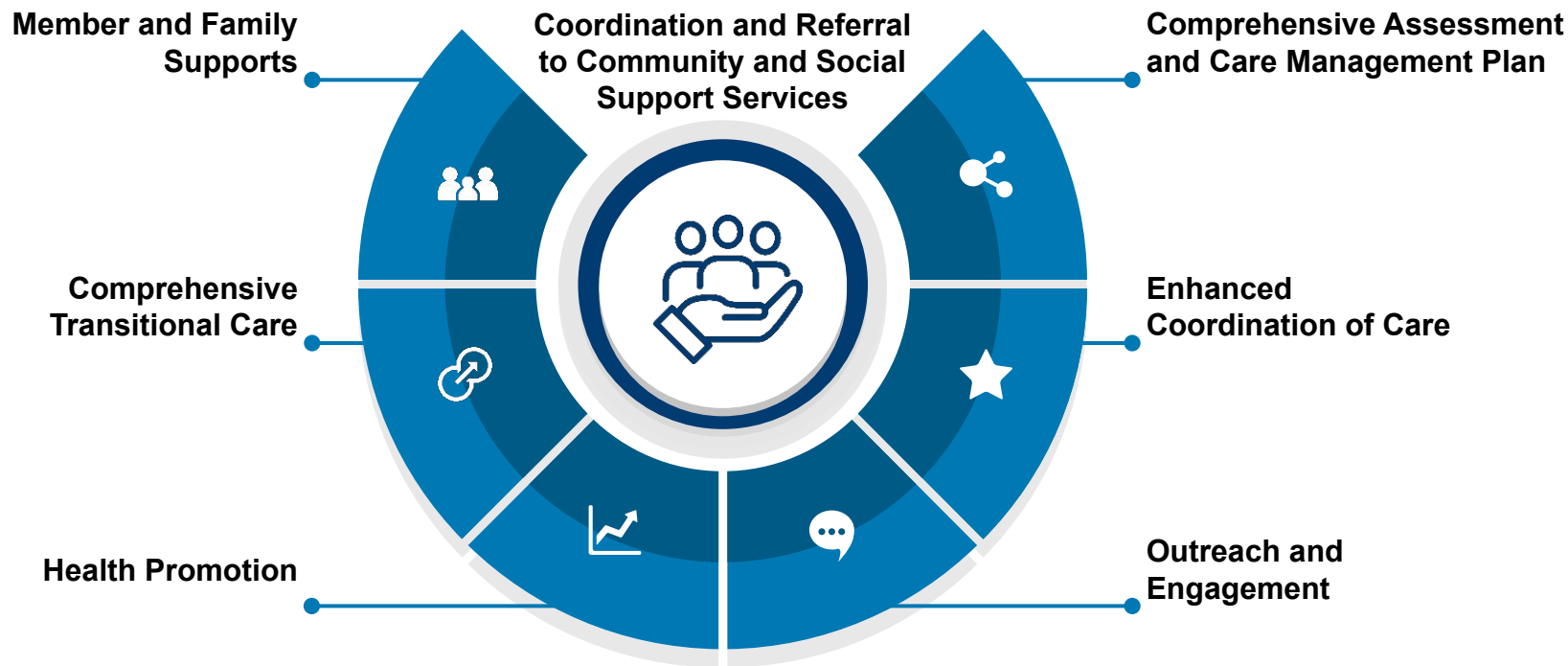
Ensure
member and
family are
informed
and
engaged



Referring members to
resources, including
following up to ensure
services were
rendered

Core Elements of Enhanced Care Management

Enhanced Care Management connects high-need members with quality, person-centered care.



Who is Eligible for ECM?

“Population of Focus” Categories



ADULTS*



CHILDREN & YOUTH

	1	Individuals or Families Experiencing Homelessness	Jan 2022	Jul 2023
	2	Individuals At Risk for Avoidable Hospital or ED Utilization (formerly called “High Utilizers”)	Jan 2022	Jul 2023
	3	Individuals with Serious Mental Health and/or Substance Use Disorder Needs	Jan 2022	Jul 2023
	4	Individuals Transitioning from Incarceration	Jan 2022 (some counties) Jan 2024 (statewide)	July 2023 (some counties); Jan 2024 (statewide)
	5	Adults Living in the Community and At Risk for LTC Institutionalization	Jan 2023	n/a
	6	Adult Nursing Facility Residents Transitioning to the Community	Jan 2023	n/a
	7	Children and Youth Enrolled in California Children’s Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition	n/a	Jul 2023
	8	Children and Youth Involved in Child Welfare	n/a	Jul 2023
	9	Birth Equity	Jan 2024	Jan 2024

*Adults are 21+

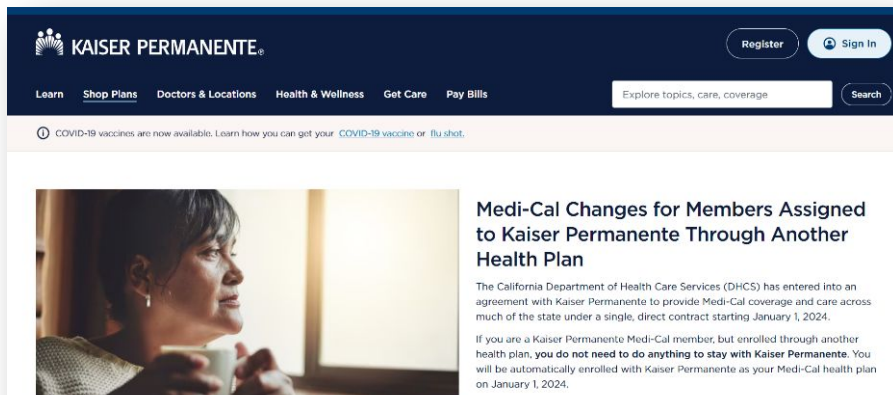
What are Community Supports?

Community Supports (CS) are non-medical, wrap-around services provided as a substitute or support to avoid other Medi-Cal covered services such as emergency room visits, an avoidable hospital or skilled nursing facility admission, or a discharge delay. As of 1/1/24, most of the counties KP serves offer all 14 of the Community Supports.*

Supports for Housing Insecurity 	Supports to Keep People at Home 	Supports to Improve a Chronic Condition 	Support to Recover from Acute Intoxication 
Primary Audience: Individuals experiencing homelessness	Primary Audience: Individuals at risk for institutionalization in a nursing home	Primary Audience: Individuals who have certain chronic conditions and require support	Primary Audience: Individuals found publicly intoxicated to divert from jail or the Emergency Department
- Housing Transition Navigation Services - Housing Deposits - Housing Tenancy & Sustaining Services - Short-Term Post Hospitalization Housing - Recuperative Care (Medical Respite) - Day Habilitation	- Respite Services (for caregivers) - Nursing Facility Transition/ Diversion to Assisted Living Facilities - Community Transition Services/ Nursing Facility Transition to a Home - Personal Care & Homemaker Services - Environmental Accessibility Adaptations (Home Modifications)	- Meals/Medically Tailored Meals - Asthma Remediation	Sobering Centers <i>Note: majority of the referrals for this service are from law enforcement and stays must be less than 24 hours.</i>

*Exceptions include the following CS which are **not** offered in these counties: Asthma Remediation (Marin, Napa, San Mateo, Solano, Sonoma), Community Transition Services/Nursing Facility Transition to a Home (Marin, Napa, Santa Cruz, Solano, Sonoma), Day Habilitation (Marin, Napa, Solano, Sonoma), Nursing Facility Transition/Diversion to Assisted Living Facilities (Marin, Napa, Santa Cruz, Solano, Sonoma), Home Modifications (Marin, Solano, Sonoma), Personal Care & Homemaker Services (San Mateo), Recuperative Care (San Mateo), Respite Services (Santa Cruz), Sobering Centers (Marin, San Mateo, Solano, Sonoma), Short Term Post Hospitalization Housing (San Mateo)

NEW On Kaiser Permanente's website



The screenshot shows the top navigation bar of the Kaiser Permanente website. It includes the logo, navigation links (Learn, Shop Plans, Doctors & Locations, Health & Wellness, Get Care, Pay Bills), a search bar, and buttons for Register and Sign In. Below the navigation bar, a banner mentions COVID-19 vaccines. The main content area features a news article titled "Medi-Cal Changes for Members Assigned to Kaiser Permanente Through Another Health Plan" with a sub-headline and a brief description of the changes starting January 1, 2024.

Medi-Cal Changes for Members Assigned to Kaiser Permanente Through Another Health Plan

The California Department of Health Care Services (DHCS) has entered into an agreement with Kaiser Permanente to provide Medi-Cal coverage and care across much of the state under a single, direct contract starting January 1, 2024.

If you are a Kaiser Permanente Medi-Cal member, but enrolled through another health plan, **you do not need to do anything to stay with Kaiser Permanente.** You will be automatically enrolled with Kaiser Permanente as your Medi-Cal health plan on January 1, 2024.

KP.org/Medi-Cal2024

Information, a short video, and FAQs for KP's Medi-Cal members

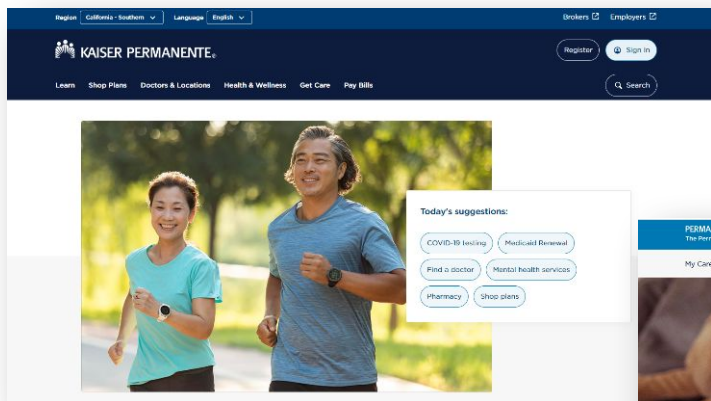
Frequently Asked Questions

- ④ Why is this change happening?
- ④ Does this change affect my Medi-Cal eligibility?
- ④ What do I need to do to stay with Kaiser Permanente?
- ④ Will my Medi-Cal benefits change?
- ④ What is the role of Health Care Options and how do I contact them?
- ④ Do I get to keep my current doctor / primary care provider (PCP)?
- ④ Do I need a referral to see any new providers or to get services?
- ④ I want to keep my 2023 Medi-Cal Health Plan. What do I need to do?
- ④ I want to switch my Medi-Cal coverage to another health plan. What do I need to do?
- ④ Why did I receive a new ID Card in the mail?
- ④ What should I do with my old Medi-Cal health plan membership card?
- ④ How do I know if I am eligible for continuity of care?
- ④ I am in a Kaiser Permanente Senior Advantage plan. Will my Medicare coverage change?
- ④ I have Medicare with another health plan. Will I still be able to stay with Kaiser Permanente for my Medi-Cal coverage?
- ④ What if I or my child is in the Whole Child Model program?
- ④ Other questions?

[Help in your language](#)

2024 Medi-Cal Coverage Changes

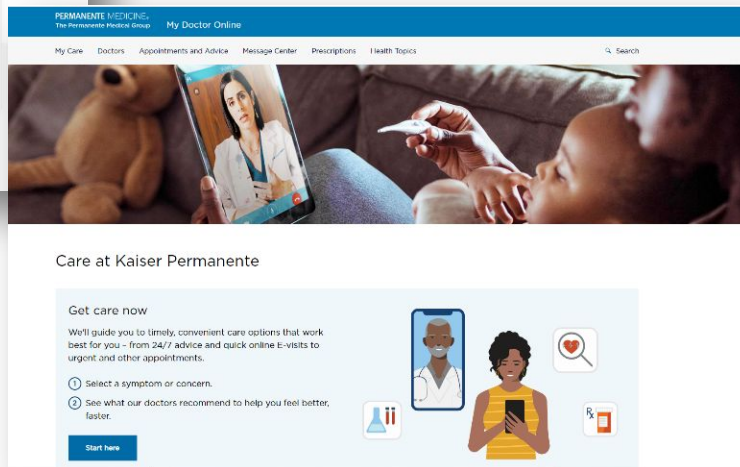
KP Member Services



✓ Urgent advice and appointment services available by phone 24/7 from live KP staff.

✓ Services available in multiple languages.

Our robust web site and mobile app allow enrollees to access medical advice, make appointments, message their care providers, order medications, and much more.



Not Qualified for Medi-Cal or Other Health Coverage?

Great coverage is within reach, through the Kaiser Permanente Community Health Care Program (CHCP)

Who Qualifies

The CHCP program is for California residents living within KP service areas.

You don't have to be a U.S. citizen to qualify. Residents of any status are welcomed to apply.

You must live in a household with an income no more than three times the federal poverty level.*

You must not have access to other health coverage, such as Medi-Cal, Medicare, a job-based health plan, or coverage through Covered California.



Exceptional Care, Easy Access

Choose your doctor based on location, specialty, language preference, and more — and you can change your doctor at any time.

Use kp.org or the Kaiser Permanente app** for virtual care anytime, anywhere — from scheduling appointments with your doctor to refilling most prescriptions, and more.

Get self-care online — access our programs and resources for mental health and wellness, fitness, nutrition, and more.

to use the Kaiser Permanente app, you must be a member registered on kp.org.

You can apply between November 1, 2023, and January 31, 2024. For more information on how to apply, visit kp.org/chcp/aethelp or call 1-800-464-4000 (TTY 711).

* For example, in 2023, up to \$43,740 for a single person or \$90,000 for a family for four.

Kaiser Permanente Community Support Hub

August 2, 2023

Social health resources are just a click or call away

The Kaiser Permanente Community Support Hub can help members find community resources to address their total health.



Having enough food to eat, money to pay the bills, and a safe place to call home is essential for good health. That's why Kaiser Permanente launched the [Kaiser Permanente Community Support Hub](#).

After years of work to understand and address social factors that affect our members' health, Kaiser Permanente created the hub — consisting of a free, self-service, online resource directory, and more. It enables Kaiser Permanente to proactively screen more members for social needs and connect those who need support to community-based resources and government assistance programs.

In 2022, Kaiser Permanente screened millions of members for social health needs — asking, for example, if they needed help paying rent, accessing healthy food, or securing other essentials that lead to good health. We then connected more than 170,000 members to community-based resources. Kaiser Permanente will continue to expand that support through the hub, with the goal of serving every member who wants social needs assistance.



Assistance programs and community resources



Digital equity

Learn about the Affordable Connectivity Program

Check eligibility for this government program that helps fund internet service & devices.



Social connections

Social connections for older adults

Fill your calendar and, at the same time, grow a community of others who share your interests.



Food

Wondering what SNAP could do for you?

Explore the Supplemental Nutrition Assistance Program's benefits and see if you're eligible to apply.



Financial wellness

You may be able to claim additional tax credits

Learn about this free service that can help you look for credits you may be eligible for.



Find community resources near you

If you need help with food, housing, paying for internet and other utilities, and more, explore our directory of community-based programs and services in your area.

Search the directory

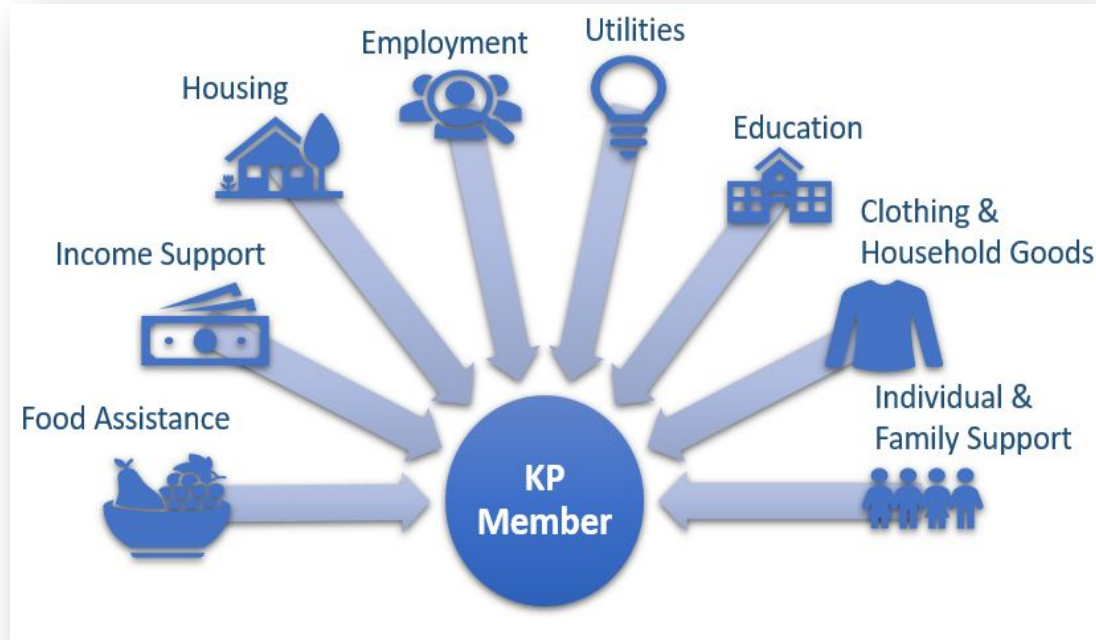


Need extra help with your search?

You can also talk to a Kaiser Permanente resource specialist. Get started by calling 1-800-260-7445 (TTY 711). Monday through Friday, 8 a.m. to 5 p.m. in your time zone.

Call us today

NEW from Kaiser Permanente: Connections



Connecting member with community resources

When KP members and patients need support with social needs such as housing, healthy food, transportation, utility bills, and more, we can help.

These self-service options are available as an added layer of support for members who need help finding local social services and community-based programs in their areas.

Members/non-members can find assistance at:

KP.org/communityresources (Self-Service Community Resource Directory)

(800) 443-6328 – Toll-free number to speak with a resource specialist (M-F, 8a-5p local time)

Connections is helping members in need

Mom worried about her homeless son is directed to emergency food and housing resources in son's area

Husband and wife awaiting surgery and can't cook are connected to agency providing prepared-foods

Connections agents began working with individuals facing significant – sometimes heart-wrenching – need. Connections services include:

- Assessing member's needs using screening questions and offering tailored recommendations of resources in the member's community
- Providing high-touch service, including follow-up calls to members* within 48 hours after resources are shared to ensure they received assistance
- Hold three-way calls with the member and the community provider
- Augmenting data available in the Resource Directory to ensure information provided is accurate and up to date

Caller connected to family services support for husband receiving dialysis

Sister overwhelmed because her brother is in a wheelchair and keeps falling is directed to assisted living resources

*those who opt in to a follow up call

