

# Tri-Counties CalAIM PATH Collaborative

## San Luis Obispo & Santa Barbara Meeting

### October 23, 2024

# Welcome!



## Introductions in the chat:

- Name
- Organization
- Your role in CalAIM implementation

# Today's Agenda

#	Agenda	Time
1.	Welcome and Review Agenda	5 mins
2.	Spotlight: Medically Tailored Meals and Medically Supportive Food	15 mins
3.	DHCS Update: Draft Community Supports Definitions and Revisions	10 mins
4.	CenCal Health Plan Updates	10 mins
5.	Santa Barbara Homeless Education Conference Report-Out	5 mins
6.	Upcoming Events and Closing	5 mins
7.	Optional Office Hours	30 mins

# 2024 Aim Statement and Drivers

**The Collaborative will increase the number of members referred to ECM and Community Supports, and the number of those successfully enrolled in and utilizing services.**

**Build education and awareness of CalAIM among members, providers, and community partners**

**Strengthen the provider network to serve all Populations of Focus**

**Increase ECM & Community Supports referrals and care coordination among providers**

# Thank you for joining us in September!



## *Updated Resources: Referral Forms are now located on Collaborative Resource Center*

- Recent DHCS Policy Updates
- Data Exchange Framework and Other Data Sharing Resources
- ECM & Community Supports Aid- SLO & Santa Barbara
- Referral Forms
  - CenCal Referral Form Hub
  - Kaiser Permanente ECM & CS
  - Gold Coast Community Supports (English)
  - Gold Coast Community Supports (Spanish)
  - Gold Coast ECM (English)
  - Gold Coast ECM (Spanish)

<https://www.bluepathhealth.com/bluepath-health-calaim/tri-counties-calaim-path-collaborative/>

# What's Next on Referrals?

**Draft “Referrals 101” Resource currently in development.**

**Interested in being a testing organization? Let us know in the chat**

## Enhanced Care Management & Community Supports Referrals:

How to Make a CalAIM Referral in San Luis Obispo and Santa Barbara Counties

Individuals and organizations can refer eligible Medi-Cal members to request CalAIM ECM and Community Supports services

Access the CenCal Health Plan ECM Referral Form [here](#)

Find Community Supports Services Forms [here](#)

1

Call ECM/Community Supports Department:  
(805) 562-1698

2

Fax the ECM/Community Supports Referral Form  
(805) 562-1698

3

Email the ECM Referral Form  
[ECMReferrals@cencalhealth.org](mailto:ECMReferrals@cencalhealth.org)

Most up-to-date Information and Referral forms:  
<https://www.cencalhealth.org/providers/calaim>

## Additional Referral Resources

For San Luis Obispo and Santa Barbara Counties

### Providers



**Online Provider Portal** - For Enhanced Care Management Referrals

[web.cencalhealth.org/Account/Login](http://web.cencalhealth.org/Account/Login)



**Online Provider Resources** - Find the latest *provider-focused* Enhanced Care Management and Community Supports Information here:

[www.cencalhealth.org/providers/calaim/](http://www.cencalhealth.org/providers/calaim/)

### Members



**Online Member Resources** - Find the latest *member-focused* Enhanced Care Management and Community Supports Information here:

[www.cencalhealth.org/providers/calaim/](http://www.cencalhealth.org/providers/calaim/)

# Community Supports Spotlight: Medically Tailored Meals and Medically Supportive Food

# Medically Tailored Meals and Medically Supportive Food

**Medi-Cal Members receive deliveries of nutritious, prepared meals and/or healthy groceries to support their health needs. Members may also receive vouchers for healthy food and nutrition education**



**In the last DHCS reporting period (Q4 2023), 59 members in San Luis Obispo and Santa Barbara utilized Medically Tailored Meals or Medically Supportive Food**



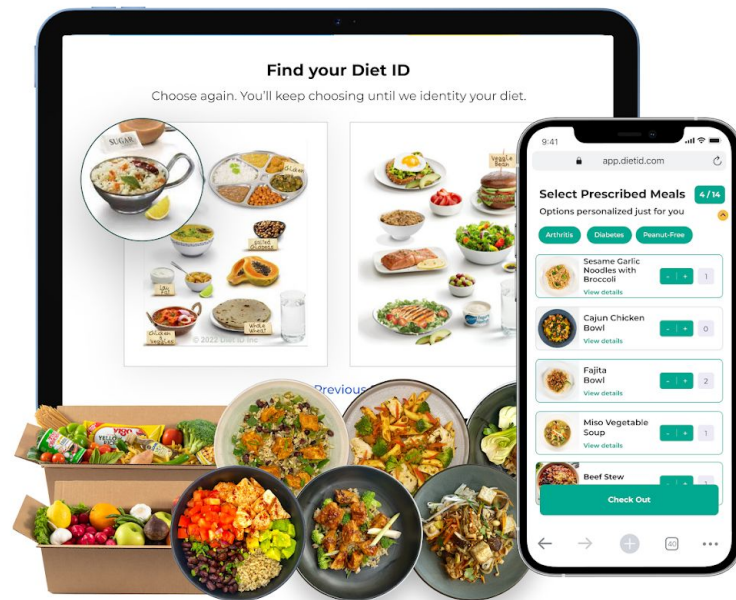
# Meet the SLO and Santa Barbara County Meals Providers

## THE TANGELO FOOD AS MEDICINE PLATFORM

# A full-stack Platform to Deliver Precision Food as Medicine

- ➔ **Risk stratify and prescribe** personalized, multi-cultural, relevant nutrition interventions
- ➔ **Deliver** medically-tailored, **culturally relevant** prepared meals, meal kits, and groceries
- ➔ Educate and motivate members to **improve Diet Quality**
- ➔ **Measure ROI and impact** of interventions in real time

- Founded in 2019
- Delivered tens of millions of meals nationwide
- 100+ team members around the country
- Leaders in lifestyle medicine and nutrition research paired with world-class chefs design **food that works like medicine and tastes like home**



Trusted By

KAISER PERMANENTE | Humana | MOLINA HEALTHCARE | Hartford HealthCare | suvida healthcare

NewYork-Presbyterian | IEOHP | CenCalHealth | CONTRA COSTA HEALTH | and more...





# bento

**A Medically Tailored Grocery  
Service, Purpose Built For Low  
Income Community Members.**



# How Bento Works

## 1. Bento Registered Dietitians

translate nutrition guidelines into viable grocery inventory options from nearby grocery stores



## 2. Bento Menu Architects

curate disease specific nutritious grocery items into practical and desirable grocery orders to then be selected and ordered by members

## 3. Bento software matches members to options based on:

- Disease risk factor
- Nutritional requirements
- Cultural preferences
- Locations

# Proposed Community Supports Definitions

# Proposed Community Supports Revisions

**In September, DHCS released proposed definition changes to 7 Community Supports Services:**

1. Housing Transition Navigation Services
2. Housing Deposits
3. Housing Tenancy and Sustaining Services
4. Nursing Facility Transition/Diversion to Assisted Living Services
5. Community Transition Services/Nursing Facility Transition to a Home
6. Medically Tailored Meals/Medically Supportive Food
7. Asthma Remediation

**Final Community Supports definitions will be finalized this fall. The updated definitions will go live January 1, 2025**

# Draft Community Supports Definitions:

## *Medically Tailored Meals/Medically Supportive Food*

- Proposed eligibility change: Must have both a chronic or serious condition and a high risk for hospitalization/SNF placement or otherwise have extensive care coordination needs
- Proposed guidance for ensuring medically tailored meals/medically supportive food are medically appropriate:
  - Tailoring of nutrition interventions should include consideration of the range of clinical factors unique to the Member and must engage an RDN or clinician with nutrition expertise
  - Emphasizes that the food provided must meet at least two-thirds of the daily nutrient and energy needs
  - Nutrition education must be paired with medically tailored groceries, food pharmacy, and food voucher interventions

# Draft Community Supports Definitions:

## *Housing Trio*

- Aligning Housing Trio eligibility with parts of Transitional Rent eligibility (meet the clinical risk factors definition and experiencing or at risk of homelessness as defined by HUD)
- Clarifying that any member who is determined eligible for, or receiving, Transitional Rent is automatically eligible for the Housing Trio
- Proposing to remove the prerequisite to receive one of the Housing Trio before qualifying to receive another
- **Housing Deposits** Proposed Updates:
  - An expanded list of goods and services
  - Expanding access to Housing Deposits once per CalAIM demonstration period as opposed to once per lifetime



# Q&A

# Managed Care Plan Updates: CenCal Health Plan

# Santa Barbara Homeless Education Conference

# 2024 Homeless Education Conference

- 260+ Attendees
- 43 Agencies or Departments
- Direct Service and System Tracks
  - 75% Direct Service
  - 25% System Track



# 2024 Santa Barbara County Homeless Education Conference

- *Promoting Equity*
- *Centering Lived Experience*
- *Community Resources*
- *Improving System Performance Together*

## About the Conference

- Facilitation by Kenya Rawls, Senior Policy Analyst II, Homebase
- Centered Lived Experience with Lived Experience Advisory Board (LEAB)
- Keynote from Helene Schneider, Senior Regional Advisor, U.S. Interagency Council on Homelessness
- Breakout Sessions addressed:
  - Changes to the Homeless Management Information System (HMIS) and Improving System Performance together;
  - Understanding community resources including new Medi-Cal Enhanced Care Management and Community Supports
  - De-escalation and connecting to crisis services
- Closed with an interactive workshop on implementing Equity
- Closing Remarks and Call to Action from Van Do-Reynoso, MPH, PhD, Continuum of Care (CoC) Board President and Chief Customer Experience Officer, Chief Health Equity Officer



## 2024 Homeless Education Conference

- Initial feedback has been positive
- Survey has been distributed

## Response to the Conference

“It was extremely valuable to receive the feedback and have the providers in one place.”

“As a presenter, I was able to come in contact with and collaborate with many representatives and community agencies, some for the first time. It was also refreshing to get to see so many people attend, participate, and be excited about serving our communities in an in person environment.”

“I wanted to thank you profusely for an amazing training day put on by HCD! Hundreds of us got to learn, network, socialize, reconnect, and strategize! ...Yesterday's meeting was more than a training for new partners and staff, it was (I feel) a launching of a new era of systemic work, partnering with healthcare, to create a community where homelessness is rare, brief, and a one-time experience.”

“I really feel like it was valuable.”

“It was fantastic!!”



# Upcoming Events and Announcements

# DHCS Updates

- **CITED Round 4 Applications will open January 6, 2025**
  - Learn more about CITED [here](#)
- **Closed Loop Referral Requirement Go-Live Date is now July 2025**
  - DHCS anticipates releasing final Closed-Loop Referral Implementation Guidance in late 2024 and will schedule an all comer webinar after release to support implementation and technical assistance.



# See you in November!

**November Meeting:**  
**Wednesday, November 20**  
**11:00am - 12:30pm**  
**On Zoom**

# Poll

**Thank you for completing our brief survey!**  
**Questions or suggestions?**  
**[pathinfo@bluepathhealth.com](mailto:pathinfo@bluepathhealth.com)**



# Office Hours



# Appendix

# CalAIM TA Marketplace

## Step 1: Registrant Eligibility Verification

Applicant completes TA Marketplace registration process



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



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# Example Grocery Orders

## Chicken Classics

**INGREDIENTS:**

- Boneless, Skinless Chicken Breasts / Tofu & Plant-Based Chicken Tenders **(V)**
- Low Sodium Soy Sauce / Light Soy Sauce **(GF)**
- Frozen Stir Fry Vegetables
- Green Beans
- Red Potatoes
- Italian Dressing Mix / Italian Dressing & Marinade **(V)**
- Brown Rice

**YOU CAN MAKE:**



**Simple Chicken Stir Fry**



**Sheet Pan Chicken, Green Beans, and Potatoes**

**Additional Curated Grocery Orders**

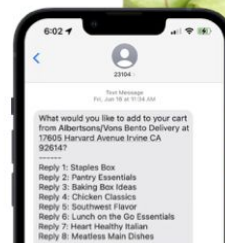
Chicken Classics	Lean Fish Protein
Lunch on the Go	Hearty and Wholesome
Squashalicious Suppers	High Protein, Healthy Carb Nonperishables Lunches Loaded with Protein
Back to Basics	Rich and Savory Protein Dinners
Nonperishable Basics	Pantry Essentials
Heart Healthy Italian	Baking Box
Southwest Flavor	Shake & Basics
Meatless Main Dishes	Italian Vegetable Delights
Snack Staples	Easy Weeknight Meals
Breakfast on the Go	Sweets & Greens
Protein Packed Grains	Sunday Suppers
Healthy Comfort	Kidney Basics
High Calorie Smoothies	From the Garden: Fruits & Vegetables Only
Shrimp & Pasta	Kidney Friendly Shelf Stable Box
High Calorie Shelf Stable	Egg Breakfast
Quick Calorie Intake	Savory Salmon Suppers
Quick and Healthy Breakfast	

\*Gluten-free, nut-free and vegan substitutions for all of its grocery orders.



## Free, delicious, healthy groceries delivered weekly to eligible CenCal Health members with health conditions!

Bento partners with Medicaid health plans in California to provide members like you with nutritious, medically tailored groceries. No hidden catches. No cost to you. Seriously.



### Ready to enroll?

Follow these easy steps



Scan the QR code



Or visit:  
[gobento.com/enroll/cencal](https://gobento.com/enroll/cencal)



Fill out sign up form and look out for a confirmation text message within 2 weeks confirming your eligibility

### Sample Grocery Orders

With over 20+ Grocery Orders available, choose the best food options for you. Grocery Orders are tailored to you by our Registered Dietitians based on your unique disease risk factors, nutritional requirements and cultural preferences.

#### Chicken Classics

##### What's Included:

- Boneless, Skinless Chicken Breasts/Tofu (V)
- Low Sodium Soy Sauce/Tamari (GF)
- Frozen Stir Fry Vegetables
- Fresh Green Beans
- Red Potatoes
- Italian Dressing Mix
- Brown Rice

#### Back to Basics

##### What's Included:

- Boneless, Skinless Chicken Breast, 4 Breasts/Tofu (V)
- Eggs, 12 ct/Flaxseed + Applesauce (V)
- 1% Milk/Soy Milk (V)
- Apples, 4
- Whole Wheat Bread/Gluten Free Bread (GF)
- Natural Peanut Butter/Nut-free Butter (NF)
- Broccoli
- Carrots
- Pasta Sauce
- Whole Wheat Pasta/Gluten Free Pasta (GF)

#### Non-Perishable Basics

##### What's Included:

- No Added Salt Green Beans
- Low Sodium Lentil Vegetable Soup
- Low Sodium Chicken Noodle Canned Soup (V)
- Vegetable Soup (V)
- Raisins
- Canned Tuna, in water/Black beans (V)
- Bananas
- Apples
- Natural Peanut Butter/Soy Butter (V)
- Triscuit Thin Crackers
- Kind Granola Bars/(GF)
- Whole Wheat Sandwich Thins/Gluten Free Bread (GF)

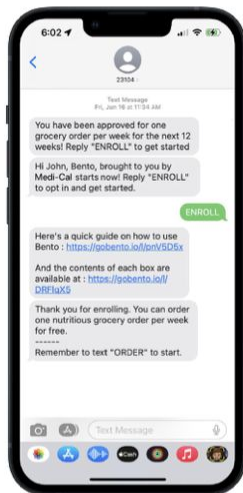
*\*Sample orders listed are not guaranteed for every health condition. Orders available to you will be determined by the nutritional assessment done by our Registered Dietitians.*



**Any questions?**  
Call (800) 936-3022 or  
support@gobento.com

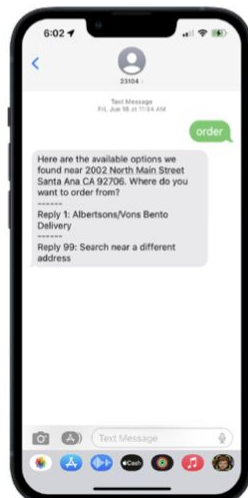
## How to Order

### STEP 1



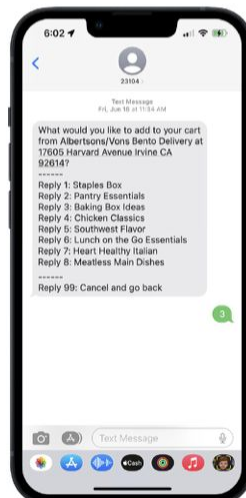
Reply **"ENROLL"** when you receive a text message from the Bento number 23104

### STEP 2



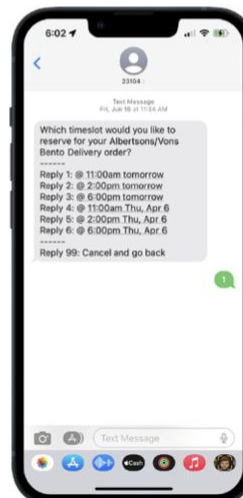
Reply **"ORDER"** to 23104 and then reply with the number that matches your preferred grocery store

### STEP 3



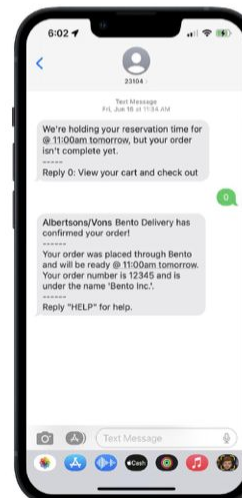
Reply with the number matching your chosen grocery order

### STEP 4



Reply with the number matching your preferred delivery date/time

### STEP 5



Reply **"0"** to review and **"1"** to submit your order



**FASTCOMPANY**  
**WORLD**  
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**IDEAS 2021**



American Diabetes Association 2023 Creative  
Solutions Award



**2024 Innovation Award: Nutrition Category**







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