

Committee Activities in 2018

Data

- High Utilizer Data (Health Plans and County MHP)
 - Refined data parameters and specified ICD-10 codes (Apr 2018)
 - Reviewed 2017 data (Jun 2018)
- Emergency Department Utilization
 - Reviewed 2017 data (Aug 2018)
- Other Data Reports
 - GMC Enrollment Data (Monthly)
 - GMC Enrollment Net Change Data (Jan 2018)
 - Medi-Cal Managed Care Dashboard & CAHPS Survey Data Excerpts (Feb 2018)
 - Enrollment Type (default vs. choice) Data (Jun 2018)
 - County Mental Health Plan Data (Jun 2018)
 - IPA Enrollment Data (Aug 2018)
 - Zip Code Data (Sep 2018)

GMC Model Discussion

- Engaged in a structured brainstorm exercise (Jan 2018)
- Managed care models education (Feb 2018)
 - PowerPoint Presentation on managed care models
 - Reviewed key points from articles
- Developed list of what is not working in GMC (Mar 2018)
- Developed list of GMC issues and possible solutions (Apr 2018)

Key Themes:

- Complex
- Confusing
- Access issues
- Lack of standardization
- Performance concerns
- Staff report submitted to Board of Supervisors – See Item 88 on BOS meeting June 19, 2018
- Meeting with DHCS leadership (Jul 2018)

Key Themes:

- Reviewed GMC issues identified by Committee. DHCS noted concerns are consistent statewide.
- DHCS may be willing to cap the number of plans in the 2021 procurement.
- DHCS focus is statewide vs. resolving county-specific issues.

New GMC Plans

- Aetna began services January 2018
- UnitedHealthcare began services October 2017; exited Sacramento GMC effective October 31, 2018.

Information Sharing

- Health Information Exchange (HIE) update (Mar 2018)
- Release of Information (ROI) Work Group (inactive 2018)

Care Coordination

- Plans reviewed strategies for high utilizing members (Jun 2018)
- MHP discussed the bi-directional screening tool & referral process implemented January 2018 (Jul 2018)
- Hospital systems reviewed strategies for reducing inappropriate ED utilization (Aug 2018)
- DHCS Care Coordination Assessment Project updates (Sep and Dec 2018)
 - Purpose: To assess opportunities for improvement within & across Medi-Cal delivery systems.
 - Care Coordination Advisory Group convened to discuss findings & formulate recommendations.
 - Meetings are in process. DHCS to draft a concept paper with proposed policy changes in 2019.

New State Requirements & Services

- Plans provided updates on the transportation policy implemented July 2017 (Mar 2018)
 - Plans responsible for non-medical transportation (NMT) for covered services effective July 2017
 - Plans responsible for NMT for all Medi-Cal services (including carve-outs) effective Oct 2017
- Reviewed changes in the network adequacy requirements effective July 1, 2018 (Apr 2018)
- Discussed new network certification requirements (Jul 2018)
- Health Homes Program planning for July 2019 implementation
 - Anthem presented on Bay Area rollout activities (Aug 2018)
 - Plans discussed their unified approach (Oct 2018)
 - Plan Town Hall Meeting (Nov 2018)
- Palliative Care services required to be provided by Managed Care Plans effective January 2018
 - Panel presentation with plans, CCCC, and Partnership Health Plan (Sep 2018)
 - Plans provided materials and referral forms/processes (Sep/Oct 2018)
- Drug Medi-Cal Organized Delivery System – target date January 2019 (Dec 2018)

Special Populations

- Homeless
 - Presentation on City and County Homeless Initiatives (Apr 2018)
 - Discussion and feedback on County Homeless Plan (Jul 2018)
- Seniors – LifeSTEPS Thriving in Place Program presentation (Dec 2018)

Other

- Dental Managed Care update (Jul 2018)
- Mental Health Urgent Care Clinic presentation (Jul 2018)
- Telehealth – Anthem’s LiveHealth Online presentation (Oct 2018)
- IPA presentations – Nivano Physicians and Imperial Health Holdings Medical Group (Dec 2018)

Resources – County staff created or updated the following:

- Timely Access Standards
- Care Coordination Guides
- Health Plan Networks
- Urgent Care Clinics list
- FQHC list
- Managed Care Overview PowerPoint

THEMES

- Major challenge – coordinating care within a GMC environment.
- Stakeholders want more standardization and unification to reduce complexity.