



CalAIM Community Steering Committee (CSC)

San Luis Obispo County

April 4, 2023

Our Context and CSC Goals

A shifting Medi-Cal Managed Care and Safety Net Context...

In Medi-Cal...

- Broadening plan responsibility and scope...
 and more to come
- New and different non-medical benefits
- Increasing accountability for quality and equity

In Our Communities...

- Health disparities, member complexity and demographic changes
- Long-term challenges to secure sufficient capacity to meet community needs

Implications for CenCal Health

- Shifting community role from administrator to partner, facilitator and integrator
- A need to build new skillsets and capabilities
- Quality and health outcomes front and center
- Opportunity to prioritize community collaboration to meet our goals



Our Vision for the Community Steering Committee (CSC)

Representation from senior leadership from across the Medi-Cal and safety-net provider spectrum

Space to collaboratively plan and coordinate Medi-Cal programs and responses A forum to introduce, understand and educate about major Medi-Cal reforms and directions

Areas of initial emphasis:

- Community Supports expansion
- CalAIM Enhanced Care Management implementation
- Health equity / disparities awareness and response



Our Agenda for Today

10:00 – 10:15 Welcome and Introductions

10:15 – 11:00 Our Community Context and CSC Role/Focus

11:00 – 12:00 CSC Guidance and Reflections

- CalAIM Community Supports

- CalAIM Year 1 Reflections/Lessons Learned

12:00 – 12:15 Thank You, Next Steps and Adjourn





1-Minute Introductions

Name + Organization and Role



CenCal Health Strategic Focus

LOOKING FORWARD IN A CHANGING ENVIRONMENT



Considering the Environmental Factors

COVID-19 reshaped workforce & community health environment

Cal-AIM Transformations

- Enhanced Care Management / Community Supports
- Population Health Management

2024 DHCS Contract Requirements

- Transparency, oversight & reporting
- Quality requirements
- Health equity/disparities
- Community engagement requirements

Enrollment & Market Considerations

- Dual-Eligible Special Needs Plans (D-SNP)
- Potential Covered California & Medicare Advantage opportunities
- Uncertain Medi-Cal enrollment future with contradictory forces
- Paying attention to revenue in the future



CenCal Health's 2022 Adopted Vision

As a local health plan, CenCal Health seeks to advocate for what is best for our counties so that the voices of partners, stakeholders and members are heard on issues that are important in our communities.

To be a trusted leader in advancing health equity so that our communities thrive and achieve optimal health together

Health Equity is the attainment of the highest level of health for all people, where everyone has a fair and just opportunity to attain their optimal health regardless of race, ethnicity, disability, sexual orientation, gender identity, socioeconomic status, geography, preferred language, and other factors that affect access to care and health outcomes.



Key Themes From Strategic Planning Efforts

Expand role to convener and facilitator as opposed to administrator

Lead in quality and focus on equity

Expand role
past Medi-Cal,
towards
coordinating
more services
for additional
members

Integrate well internally and strengthen operations for the future



Strategic Plan Priorities 2023-2025

Cultivate Community
Partnerships

Advance Quality and Health Equity for All

Expand our Service Role and Reach

Organize for Impact and Effectiveness



Strategic Plan Framework

2023 - 2025

Objectives

Priorities

Adopted Vision

Facilitate community collaboration to strengthen the health system

Engage locally on health equity

Cultivate Community Partnerships

Advance Quality and Health Equity for All

Expand our Service Role and Reach

To be a trusted leader in advancing health equity so that our communities thrive and achieve optimal health together.

Exceed quality standards and expectations

Reduce health disparities in our populations

Prepare to serve new members

Develop new Medi-Cal programs and benefits

Advance organizational readiness to support strategy

Foster employee growth and inclusion towards a diverse culture

Leverage and adapt technology and analytics to enable transformation

Ensure financial performance to support sustainability

Organize for Impact and Effectiveness





2023 Operating Plan

January 2023 Version 1

Local. Quality. Healthcare.		. 1983 - 2023		Organizational Tactics		Objectives		Priorities	Version 1	
			Partner to Assess Healthcare Infrastructure and Workforce needs	Design Collaborative CalAlM Convening Groups	Enhance and Facilitate Provider Engagement and Education	Develop Doorway to Health Foundation Roadmap	Facilitate co collaboratio the health s	n to strengthen	Cultivate Community Partnerships	
	Enhance Insight Into Member Experience through CAHPS		Enhance Insight Into Healthcare Effectiveness through HEDIS	Conduct NCQA Accreditation Readiness	Enhance the Quality Improvement System to Meet QIHETP Requirements	Exceed qua and expect	ality standards ations	Advance Quality and Health Equity		
				Ensure Equitable Provision of Preventive Services	Develop Population Health Management Capabilities	Enhance Collection of Population Health Data	Reduce hed our populati	alth disparities in ions	for All	Mission
					Expand Medi-Cal to Undocumented Adults (ages 26-49)	Develop and Execute D-SNP Roadmap	Prepare to s members	erve new	Expand our Service	To improve the health and well-being of the communities we serve by providing
		Implement Housing and Homelessness Incentive Program	Implement Student Behavioral Health Incentive Program	Expand Community Supports Responsive to Local Needs	Expand Enhanced Care Management Program	Implement and Expand CHW and Doula Benefits	Develop ne programs ar		Role and Reach	access to high quality health services, along with education and outreach, for our
	Develop and Execute a Compliance Risk Assessment Plan	Evolve the Auditing and Monitoring Program	Enhance Policy and Procedure Management	Develop and Enhance Process Improvement Capabilities	Develop an Organizational Dashboard	Evolve the Governance System for Tactics		ganizational support strategy		membership
				Create New Performance Management System	Develop and Deploy Talent Development Program		oyee growth n towards a ure	Organize for	Vision To be a trusted leader	
			Assess Data Exchange Framework	Design Technology Strategy Responsive to Strategic Plan	Develop Health Information Exchange Capabilities	Enhance Processes and Integration through New Health Mgmt. Software	Leverage ar technology enable trans	and analytics to	Impact and Effectiveness	in advancing health equity so that our communities thrive and achieve optimal health
Adva	ince the Organiz	ation			Enhance Financial Accounting and Reporting Capabilities through New Software	Develop Advanced Financial Analytics Capability	Ensure finan performanc sustainability	e to support		together
	tain the Organiza				Expand Deployment of Contract Management Software	Develop Future of Work Strategy	Maintain Op	perations and		
		Launch a Member Portal	Evaluate Quality Based Provider Reimbursement Strategies	Implement FQHC Alternative Payment Model	Implement 2024 Contract Requirements	Conduct 2024 DHCS Contract Operational Readiness	Meet Regula	atory and Contrac	tual Requirements	
Compassionate Service Collaboration		Collaboration	Integrity		Improvement					

VALUES

Compassionate Service

Serving and advocating for all customers with excellence

Collaboration

Coming together to achieve exceptional results

Integrity

Doing the right thing, even and especially when it is hard

Improvement

Continually improving to ensure our growth, success & sustainability

CalAIM & Medi-Cal Transformation

		2022	2023	2024	2025
Initiat	tives	 CalAIM Implementation begins Specialty MH Services Criteria BH No Wrong Door PHM Framework 	 Medi-Cal Expansion & redetermination Data Exchange Project NCQA Mock Survey PHM Implementation QIHETP Implementation 	 NCQA Accreditation Surveys Integrate UM, PHM, and QIHETP Health Plan & Health Equity Accreditation Implement PHM QCIP Health Equity measure 	→
Bene	efits	ECM phase 1Two Community SupportsCHW	 ECM Phase 2 & 3 Four CS services Doula Services Dyadic Services 	ECM Phase 4New CS Services	
Fundi	ing		IPP ———————————————————————————————————	→	
Produ Line	uct	• Launch D-SNP in 2026	D-SNP Development	D-SNP Development	 Application to CMS to launch D-SNP Submission of Knox-Keene license D-SNP open enrollment begins in Oct

Key Milestones in next 12 months

Prioritization of remaining 8 Community Supports	 Community Survey Community Steering Committee survey* Internal Survey & Data Analysis Board of Directors Guidance DHCS approval Implementation
Data Exchange Implementation	 RFP for Health Information Exchange platform Provider Engagement Community Engagement Technical Solution
Health Equity Roadmap	 Incorporate DHCS 2024 Contract requirements Incorporate NCQA requirements Assess internal landscape Explore external collaboration
D-SNP	Development of product line
NCQA	 Prepare for mock survey Apply for accreditation

Community Supports

Effective January 1, 2023



- Housing Transition Services
- Housing Deposits
- Housing Tenancy & Sustaining Services

- Sobering Centers
- Recuperative Care
- Medically Tailored Meals

Prioritizing new Community Supports for 2024

- Short-Term Post-Hospitalization Housing
- Respite Services
- Day Habilitation Programs
- Nursing Facility Transition/Diversion to Assisted Living Facilities
- Community Transition Services/Nursing Facility Transition to a Home
- Personal Care and Homemaker Services
- Environmental Accessibility Adaptations (Home Modifications)
- Asthma Remediation

Next steps:

July Submission to DHCS for approval Jan 2024: implementation



Community Supports Exercise

Discussion Questions

- How would you prioritize the remaining Community Supports for expansion (ranked 1 to 8)?
- 2. Why? What is the rationale for your top priorities?
- 3. What questions should CenCal Health address as part of its evaluation?

Instructions

- Using your phone rank your choices using the Menti survey (1=top choice, 8=last choice)
- Using post-its, respond to questions 2 and 3, and place your responses on the wall
- Discuss!



CalAIM Implementation Reflections

1

What are some lessons from the first year of CalAIM implementation that we can apply in the future to promote collaboration and collective impact?

2

Where else do you think the CSC can provide guidance and input on CalAIM or other Medi-Cal transitions to CenCal Health in the future?



Next Steps

Information on Community Steering Committee & local CalAIM implementation:

cencalhealth.org/calaim

Upcoming Meetings

- July 12, 2023, 10:00am 12:15 (followed by lunch)
- Oct 3, 2023, 10:00am 12:15 (followed by lunch)
- Dec 12, 2023, 10:00am 12:15 (followed by lunch)









