

# Board of Directors Meeting Highlights

September 7, 2017

## CalOptima to Enhance Care Coordination by Bringing Behavioral Health in House

The Board of Directors authorized staff to integrate behavioral health services into CalOptima operations beginning January 1, 2018. This will ensure continuity of care and access to services for CalOptima Medi-Cal members with behavioral health needs. A required Medi-Cal managed care benefit, behavioral health services include both mental health services for mild to moderate conditions and Applied Behavior Analysis (ABA) services for those with Autism Spectrum Disorder. CalOptima currently provides behavioral health services through a subcontractor. However, this contract will expire on December 31, 2017. A CalOptima Board ad hoc committee was appointed to explore the best options to preserve continuity of care for members. After closely examining the available choices, the committee recommended bringing the management of behavioral health services in house. This month's Board action will enable staff to supplement current resources to ensure a successful transition. Most importantly, the in-house management of behavioral health will help strengthen member care because it will allow CalOptima to increase coordination between behavioral and physical health care services. Coordinating mental and physical health is an important factor in achieving better outcomes for members.

## Report Shows High Member Satisfaction with Medicaid

CEO Michael Schrader informed the Board of Directors about a recent study by consumer research firm J.D. Power and Associates that shows high satisfaction among members of Medicaid managed care plans. The study reported that, on average, Medicaid enrollees are more satisfied with their coverage than commercial health plan members. J.D. Power looked at consumer satisfaction related to provider choice, coverage and benefits, customer service, cost, information and communication, and claims processing.

## CalOptima Strengthens Presence at the County Community Service Center

Mr. Schrader informed the Board about CalOptima's ongoing direct member engagement at the County Community Service Center (CCSC) in Westminster. CalOptima has a dedicated space at the center and has held numerous health education workshops there over the past year, including Mommy and Me classes and classes on care options for seniors. A full-time staff member has been on site since June to provide direct access to members. CalOptima is building on a successful first year at the CCSC by adding classes — addressing parenting, diabetes prevention and other important health care topics — and promoting the services available at the center on local media.

## CalOptima to Participate in Community Engagement Activities

To further CalOptima's long history of community engagement, the Board of Directors approved the agency's participation in three upcoming community events. CalOptima staff and resources will support the Vietnamese Cultural Center's 2017 Mid-Autumn Festival on October 1 in Fountain Valley, the Vietnamese Physician Association of Southern California (VPASC) Foundation's Free Health Fair on October 15 in Westminster, and the Eighth Annual Alzheimer's Orange County Latino Conference on November 4 in Santa Ana. Up to \$6,000 is authorized for the Mid-Autumn Festival, up to \$3,000 for the VPASC Free Health Fair, and \$2,500 for the Alzheimer's Orange County Latino Conference.

### ABOUT CALOPTIMA

CalOptima is a county organized health system that administers health insurance programs for low-income children, adults, seniors and people with disabilities in Orange County. Our mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. As one of Orange County's largest health insurers, we provide coverage through four major programs: Medi-Cal, OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan), OneCare (HMO SNP) (a Medicare Advantage Special Needs Plan), and the Program of All-Inclusive Care for the Elderly (PACE).

If you have any questions, please contact:

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