Whole-Child Model (WCM) Stakeholder Meeting

July 25, 2018

CalOptima’s Whole-Child Model implementation is delayed until no sooner than July 1, 2019.
Agenda

• Welcome and Overview
  ➢ Michael Schrader, Chief Executive Officer

• Member Experience and Provider Impact
  ➢ Richard Helmer, M.D., Chief Medical Officer

• WCM Preparation
  ➢ Ladan Khamseh, Chief Operating Officer

• Next Steps and Q&A
  ➢ Candice Gomez, Executive Director, Program Implementation
WCM Overview

- California Children’s Services (CCS) is a statewide program providing medical care and case management for children under 21 with certain medical conditions
  - Locally administered by Orange County Health Care Agency

- The Department of Health Care Services (DHCS) is implementing WCM to integrate the CCS services into select Medi-Cal plans
  - CalOptima will implement WCM effective January 1, 2019

CalOptima’s Whole-Child Model implementation is delayed until no sooner than July 1, 2019.
Division of WCM Responsibilities

State
- Program guidance, oversight and monitoring
- Provider paneling
- Claims payment for non-CalOptima children

County of Orange
- CCS services for non-CalOptima children
- CCS eligibility
- Medical Therapy Program (MTP)

CalOptima
- Member notices
- Provider contracting
- Care coordination
- Referrals and authorizations
- Claims payment
June Board Actions

- DHCS contract approval
- Implementation plan
- Memorandum of Understanding with Orange County Health Care Agency
- Family Advisory Committee
Member Experience and Provider Impact

Richard Helmer, M.D.
Chief Medical Officer
Member-Focused Approach

CalOptima

Primary Care Provider

Specialty Care Provider

Orange County Health Care Agency

Health Network Care Team

Personal Care Coordinator

Child and Family
Model of Care

• Model of Care is CalOptima’s structured, time-tested approach to deliver coordinated, individualized care
  ➢ Family and various members of the health care team collaborate on this “road map” to optimal health for each CCS child

• Personal Care Coordinators (CalOptima and health network) have a central role in the model of care

• Coordination with County is integral
  ➢ Medical eligibility determination
  ➢ Medical Therapy Program
    ▪ Medical Therapy Units
    ▪ Medical Therapy Conferences
## Member: What’s Familiar and What’s New

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<th>Familiar</th>
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<tr>
<td>CCS eligibility criteria and process</td>
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<td>CCS-paneled providers</td>
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<td>Primary care provider assignment</td>
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<td>Care management and authorization</td>
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<td>Access to specialists, medical equipment and medications</td>
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<td>Medical Therapy Program and Medical Therapy Units</td>
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<td>CCS services and Medi-Cal services managed by one entity – CalOptima</td>
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<td>Comprehensive needs assessment</td>
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<td>Care coordination using the Model of Care</td>
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Provider Impact

• Incorporating CCS benefits and guidelines

• Leveraging existing CalOptima processes
  ➢ Delivery Model
  ➢ Model of Care

• Enhancing processes where necessary to meet needs of the higher-acuity population

• Decreasing duplication and increasing coordination
## Provider: What’s Familiar and What’s New

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<tr>
<td>CCS eligibility criteria and process</td>
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<td>Delivery model (CalOptima and health network structure and processes)</td>
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<td>Care coordination with the County for non-Medi-Cal members</td>
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<tr>
<td>Model of Care for children with CCS conditions</td>
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<td>Single entity for care management, authorizations and claims</td>
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<td>Coordination of intercounty transfers</td>
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WCM Preparation

Ladan Khamseh
Chief Operating Officer
WCM Preparation: Engagement

- Engage CalOptima Board, Advisory Committees and employees
- Organize robust stakeholder outreach and engagement
  - Family meeting series
  - Provider meetings, including Orange County Medical Association
  - General stakeholder meetings
  - Community-based organization focus groups
- Hold regular meetings with County
- Engage health networks
  - Health Network Forums
  - Recurring meetings for operational and clinical readiness
  - Ad hoc meetings
WCM Preparation: Operations

• Develop the network
  ➢ CCS providers
  ➢ Access requirements

• Prepare for member communications
  ➢ 90-day notice from the state
  ➢ 60- and 30-day notices from CalOptima
  ➢ Call campaign

• Implement system interfaces

• Update and create internal processes and workflows
WCM Preparation: Financial Model

• Use the current Medi-Cal reimbursement model
  ➢ Combination of delegated and fee-for-service (FFS) health networks

• For delegated health networks:
  ➢ Keep health network risk and payment structure similar to current methodologies
  ➢ Develop capitation rates
  ➢ Implement mechanisms to mitigate risk

• For CalOptima Direct and CalOptima Community Network:
  ➢ Follow current FFS methodology and policy
  ➢ Maintain payment at current contracted rates
    ▪ CCS-paneled physicians are reimbursed at 140% of Medi-Cal
WCM Preparation: Advisory

- Whole-Child Model Family Advisory Committee (WCM FAC)
  - Structure includes 11 volunteer seats
    - Seven to nine family member representatives
    - Two to four community representatives
  - First meeting will be August 9

- Clinical Advisory Committee
  - CalOptima Chief Medical Officer
  - County CCS Medical Director
  - At least four CCS-paneled providers
  - Launch in the fall
Next Steps and Q&A

Candice Gomez
Executive Director, Program Implementation
Next Steps

• Continued stakeholder and family engagement
  ➢ Fall meetings to coincide with notices
  ➢ Resource fairs for families
Q&A
CalOptima’s Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner