

Partnership HealthPlan of California

Introduction to Medi-Cal Managed Care

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Today's Presentation

- What is Medi-Cal Managed Care?
- What is Partnership HealthPlan?

Why the Change from Fee for Service (FFS) to Managed Medi-Cal?

- Governor Brown's February 2012 Budget intent that ALL 28 Counties with FFS (fee for service) Medi-Cal would become Managed Medi-Cal
- Not part of the Affordable Care Act
- Result:
 - 18 counties contracted with Blue Cross and Centene (Health and Wellness California)
 - 8 northern California counties to work with Partnership HealthPlan: Del Norte, Humboldt, Lake, Lassen, Modoc, Shasta, Siskiyou, Trinity
 - Go live date for 8 counties: September 1, 2013
 - 18 remaining postponed to November 1, 2013

What is Managed Care?

- ◆ Establishes contracted “networks of care”
 - Greater emphasis on primary and preventive care
- ◆ Coordinated delivery of health services
 - Primary Care Provider (PCP) and Healthplan collaboration, particularly for more difficult and complex members

What is Partnership HealthPlan of California (PHC)?

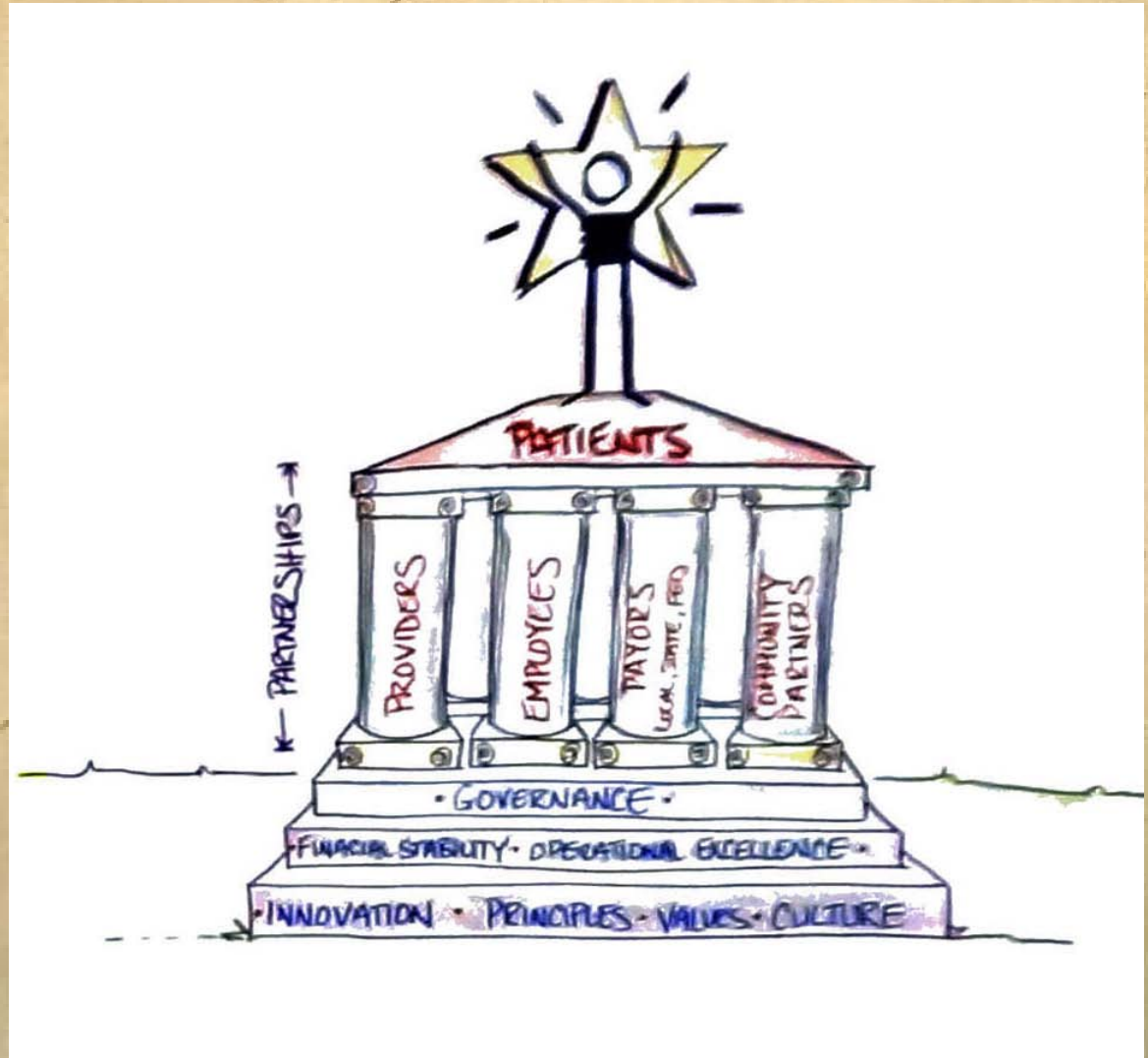
PHC is a Non-Profit Managed Care Organization referred to as a County Organized Health System (COHS).

PHC contracts with the Department of Health Care Services (DHCS) for specific Medi-Cal aid codes.



Mission Driven

- In every aspect of the HealthPlan's operations, from day to day activities to the strategic planning for our future, *our mission is to help our members and the communities we serve be healthy.*

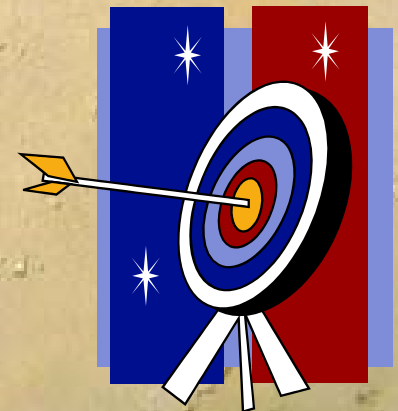


Goals of Managed Health Care

- Deliver quality care in environment that manages and controls costs
- Deliver medically necessary care that is appropriate for the member's condition
- Care rendered by most appropriate provider and in least-expensive setting (largely driven by medical home/Primary Care Provider)

Our Goals

- Create a local system of care for Medi-Cal Members
- Improve access to care
- Focus on primary and preventive care
- Reduce use of Emergency Room for routine care
- Improve the quality of care
- Increase provider reimbursement
- Increase scope of services to the member
- Run a locally responsive organization



PHC Services

Medi-Cal Covered Benefit

- Primary Care
- Specialty Care
- Lab and Diagnostic Imaging
- Hospital Services
- Pharmacy
- Long Term Care
- Maternity Care
- CHDP (Child Health Disability and Prevention Program)
- CPSP (Comprehensive Perinatal Services Program)
- Non SMI (Severely Mentally Ill) OP (Outpatient) Mental Health (1/ 1/ 14)

Excluded Benefits

- SMI Mental Health
- Dental Care
- HIV/ AIDS Medications
- AODS (Alcohol and Other Drug Services)
- CCS (California Children's Services)
- Psychotropic Medications

Enhanced Services

Benefits

- Pulmonary Rehab
- Podiatry (for diabetics)
- AODS Supplemental Services
- Nutrition Counseling
- Weight Management
- Over the counter drugs
- Transportation

Clinical Support

- Care Coordination
- Complex Case Management
- Growing Together Perinatal Program
- 24/ 7 Advice Nurse Program

Provider & Member Support

- Member Services Department
- Local Provider Relations Staff
- Claims Customer Service
- Quality Improvement Program
- Committee Structure
- Local Governance

We Answer the Phone!

Benefits for Members

- Member Services: PHC receives and services 1200 – 1500 calls per day helping patients with an average answer time of < 23 seconds
- Enhanced benefits
- Care Coordination programs
- Higher quality of care, improved HEDIS (Healthcare Effectiveness Data and Information Set) scores (managed care industry performance measures)
- Improved access to physician services

PHC History

- 1988 Private/ public discussion to address overall health of community; funding from Kaiser, NorthBay, Sutter, cities and other
- 1992 State contract approved and Commission formed
- 1994 Solano operations began
- 1998 Expansion into Napa
- 2001 Expansion into Yolo
- 2002 County Medical Services Program (CMSP) pilot
- 2006 Healthy Kids
- 2007 Medicare/ Medi-Cal Partnership *Advantage* product
- 2009 Medi-Cal expansion to Sonoma County
- 2010 Health Families provider
- 2011 Medi-Cal Expansion to Marin and Mendocino Counties
- 2013 Expansion to 8 Northern Counties

County Organized Health System (COHS) Model of Managed Care

Local Governance & Administration:

- ◆ Locally approved & operated managed care organization
 - County Board of Supervisors approve model and provider, and appoint Governing Board members

■ Community Involvement:

- Advisory boards that participate in collective decision making regarding the direction of the plan
- Board meetings are open and transparent to the public

Governance

- **Board of Directors**
 - 36 members
 - Mix of providers, consumers, advocates and county officials
- **Committees**
 - Finance Committee
 - Physician Advisory Committee
 - Quality, Credentialing, Peer Review, Pharmacy
- **Consumer Advisory Committee**
- **Provider Advisory Group**

More About PHC

- One of 6 County Organized Health Systems (COHS) in California currently covering 14 counties
- Not for Profit Organization
- 431 Employees
- Administrative costs < 5%
- 31% of enrollment is Seniors & Persons with Disabilities (SPD)
- Offices in Fairfield, Santa Rosa, Redding, and Eureka



8 County Expansion

September 1, 2013

- **Del Norte**
- **Humboldt**
- **Lake**
- **Lassen**
- **Modoc**
- **Shasta**
- **Siskiyou**
- **Trinity**

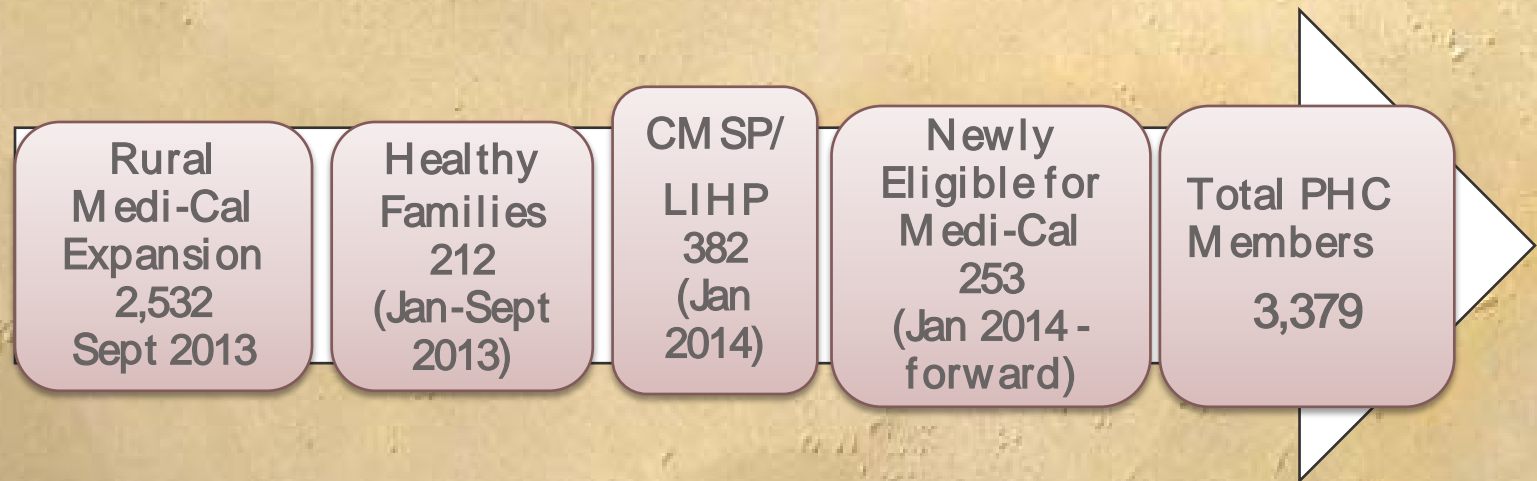
Estimated Medi-Cal Expansion Growth: by County

County	Current Medi-Cal	Healthy Families Transition (Jan - Sep 2013)	CM SP/LIHP (Jan 2014)	Newly Eligible (Jan 2014 Forward)	Total
Del Norte	7,384	541	987	738	9,650
Humboldt	24,507	3,131	3,604	2,451	33,693
Lake	16,219	1,544	1,791	1,622	21,176
Lassen	4,615	234	552	462	5,863
Marin	18,311	3,069	2,217	1,831	25,428
Mendocino	19,819	2,167	3,003	1,982	26,971
Modoc	1,877	138	207	188	2,410
Napa	15,008	4,231	1,006	1,501	21,746
Shasta	37,621	3,657	4,643	3,762	49,683
Siskiyou	9,532	676	940	953	12,101
Solano	65,031	5,819	6,608	6,503	83,961
Sonoma	60,249	12,151	6,626	6,025	85,051
Trinity	2,532	212	382	253	3,379
Yolo	27,357	4,328	1,605	2,736	36,026
Total	310,062	41,898	34,171	31,006	417,137

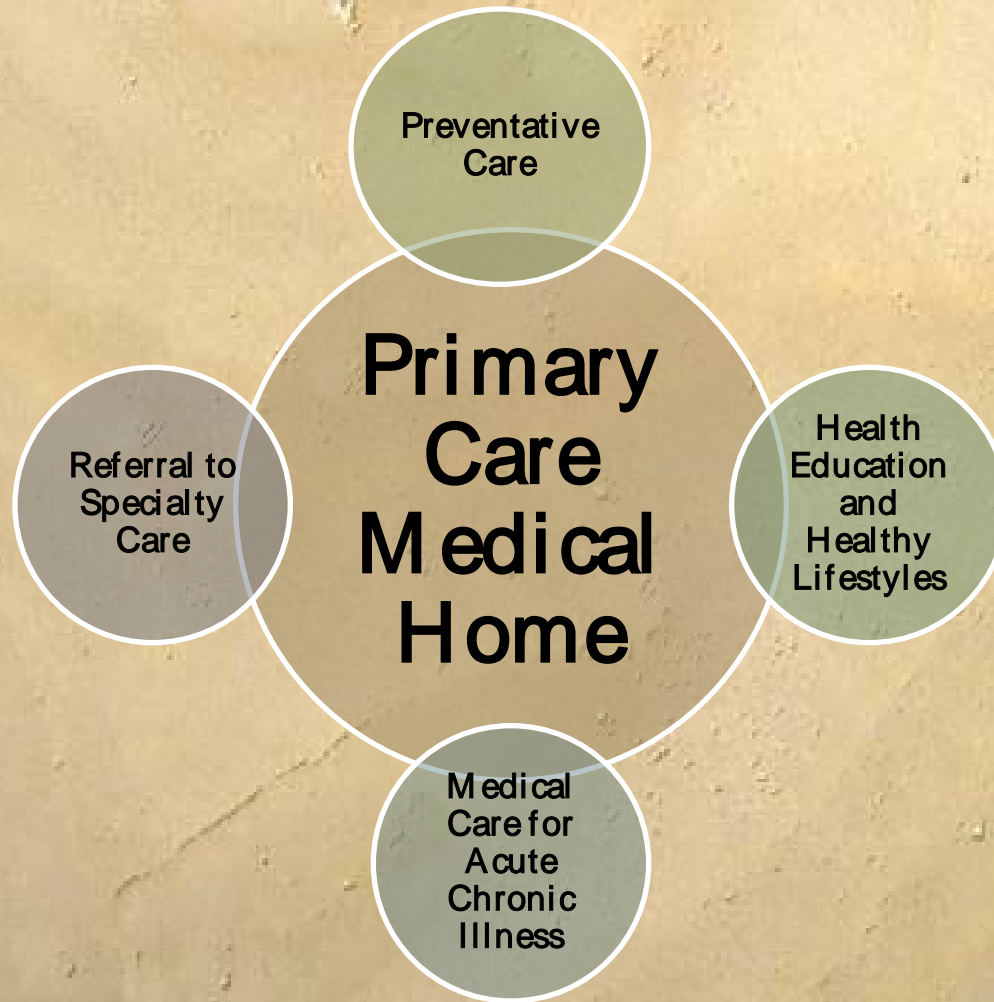
Who is Impacted ?

Managed Medi-Cal Expansion

Trinity County



Model of Care



90% of Members Have a Selected or Assigned Primary Care Provider Site
10% are Special Members

PHC Contract Structure

State

- PHC Contracts with the State

PHC

- PHC Establishes Contracted Provider Network
- *Includes all willing appropriate providers*

Providers

- Providers submit claims and encounter data to PHC

What Providers are included in the PHC provider network?

- The majority of providers who were seeing Medi-Cal members are included in PHC's provider network.
- PHC's goal is to increase the number of providers willing to see Medi-Cal recipients.

Are all Members assigned to a PCP?

No ~ Members not assigned to a PCP are referred to as *Special Members*.

Examples of Special Member Categories:

- Share of Cost (SOC) members
- 1st month eligible (if they have not picked a PCP)
- Long Term Care (LTC) patients
- Members who do not live in county
- Foster care placements
- Specific medical conditions (example, HIV and end stage renal)
- Members with commercial health insurance coverage
- California Children's Services (CCS)
- Native Americans can choose to be Special Members

Can PHC members transfer to a different PCP?

- Members can change their PCP assignment by calling the PHC Member Services Department:
1-800-863-4155
- Members are allowed to transfer to a new PCP upon request.
- Transfers are always effective the first of the following month after the request is received.
- Reasons for the transfer are documented in PHC's internal tracking system.

Member Services Department



When should members call the Member Services Department?

- General information about medical benefits
- Select or change their primary care doctor or medical group
- Order new PHC ID card (not BIC cards)
- Problems getting appointments
- Arrange face-to-face translation/ sign language interpreting services
- Billing/ Claims issues
- Problems or complaints regarding care received
- Pharmacy questions

Liaison to Special Programs

- Special programs case managers act as a liaison between agencies for members with special health care needs.
 - California Children's Services (CCS)
 - Regional Centers for the developmentally disabled
 - Genetically Handicapped Persons Program (GHPP)
 - Foster programs
 - Early and Periodic Screening and Diagnostic Treatment (EPSDT)

How to locate resources on PHC website: www.partnershiphp.org

The screenshot shows the Partnership HealthPlan of California (PHC) website. The browser window title is "Partnership HealthPlan of California (PHC) - Windows Internet Explorer provided by Partnership HealthPlan". The address bar shows "http://www.partnershiphp.org/". The website header includes the PHC logo, the text "Welcome to Partnership HealthPlan of California", and a "Quick Navigation" dropdown menu. A navigation bar at the top right contains links: "home | search | website map | privacy policy | help". Below this is a banner with the text "Together for your Health".

A yellow arrow points to the "Applying for Medi-Cal" link in the left sidebar. The sidebar contains the following links: "Submit eMail Address", "About Us", "Careers", "For Members", "Para Miembros", "Для Членов", "For Providers", "Pharmacy/Formularies", "211 Access", "eEligibility", "Provider Online Services", and "Applying for Medi-Cal".

The main content area features a "Medi-Cal Expansion 2013!" announcement, marked with "NEW" badges. The text states: "In conjunction with the State of California, local providers and community partners, Partnership HealthPlan of California is expanding its managed care Medi-Cal program to the following counties in September 2013:". Below this is a map of California counties with labels: Del Norte, Siskiyou, Modoc, Humboldt, Shasta, Lassen, Lake, Trinity, and Siskiyou. Below the map, it says "Find out more about our expansion here:" followed by links "For Providers" and "For Medi-Cal Members". There is also a link "Medi-Cal Claims Mailing Address". At the bottom, it says "Need health insurance? Go to Covered California and see what you qualify for." and a button "Your destination for".

Go to Medi-Cal:

PHC: Member's Select Program - Windows Internet Explorer provided by Partnership HealthPlan

http://www.partnershiphp.org/Members/Members%20-%202014.htm

File Edit View Favorites Tools Help

Quick Navigation

home | search | website map | privacy policy | help

for Members

Select Program:

Medi-Cal
Healthy Kids
Healthy Families
PartnershipAdvantage (HMO SNP)

Medi-Cal - PHC is a managed care organization that contracts with the State of California to ensure that Medi-Cal recipients in Solano, Yolo, Napa, Sonoma, Marin and Mendocino counties have access to quality medical care. PHC ensures access by contracting with medical providers and then assigning our members to a primary care provider (PCP). The PCP is responsible for providing medical care to those members assigned to him/her. The PCP is also responsible for referring his/her patients to a specialist when there is a medical need.

A provider is a doctor, nurse, nurse practitioner, physician assistant, hospital, clinic or other health care professional.

Healthy Kids - The Healthy Kids Health Plan is a locally developed and funded comprehensive health care coverage program for eligible children residing in Solano, Sonoma, Yolo and Marin Counties. Partnership HealthPlan of California is the health plan for Healthy Kids. Families pay low monthly premiums, which are based on family size and income. Benefits include medical, dental, vision and mental health services.

The Healthy Kids Health Plan covers children if they are ineligible for full-scope, no share of cost Medi-Cal or the Healthy Families program.

PartnershipAdvantage (HMO SNP) - PartnershipAdvantage is a Medicare Advantage program offered by PHC. This program combines PHC Medi-Cal, Medicare Parts A and B and Medicare Prescription Drug Coverage ("Part D"). PartnershipAdvantage coordinates your Medicare and PHC Medi-Cal benefits, creating a seamless health plan where all of a beneficiary's covered health benefits are in one plan.

To be eligible for the PartnershipAdvantage program, you must be eligible for Medicare Part A, and enrolled in Medicare Part B, and have full-scope PHC Medi-Cal. This program is only available to members in the following counties: Solano County, Yolo County, and Napa County.

The PartnershipAdvantage program is offered through a contract between Partnership HealthPlan of California (PHC) and the Centers for Medicare and Medicaid Services (CMS).

H5782 PHC 4006 14WEB 001 CMS Approval Pending

Contact Us

Member Services Department

(707) 863-4120

(800) 863-4155

<http://www.partnershiphp.org>