



Healthy San Diego

Medi-Cal Managed Healthcare in San Diego County

Presented by
SPD Work Team

Objective:

**Provide an Overview of
Healthy San Diego (HSD)**

**HSD is the Medi-Cal
managed care system in
San Diego County.**

Healthy San Diego Vision

- **Patient choice**
 - selecting health plans
- **“Value added”**
 - local involvement in assuring quality and access
- **Local oversight**
 - problem solving and continuous quality improvement of the delivery system

This is a unique Partnership of:

- **Consumers**
- **Providers**
- **Health Plans**
- **State Department of Health Care Services/Medi-Cal Managed Care Division**
- **County of San Diego Health and Human Services Agency**

Roles within Healthy San Diego

- **State DHCS- Contract for services directly with the health plans.**
- **Health Plans- Provide health care services**
- **County HHSA- Provide day-to-day administration and presentations for Health Care Options enrollment. Identify issues and provide local forum for problem solving and assistance.**
- **Consumers/Professionals- Provide advice to County HHSA through the HSD Consumer and Professional Advisory Committee process.**

Current Participating Health Plans:

- **Care1st**
- **Community Health Group**
- **Health Net**
- **Kaiser Permanente**
- **Molina**

A brief look back

- **The Healthy San Diego model was formed in 1994 after two years of initial planning.**
- **In October 1994, the Governor signed AB 2176 “Healthy San Diego” Legislation.**

Legal Authority

- **Welfare & Institutions
Code Section 14089.05**
- **Contract with the
California Department of
Health Care Services**

Legal Authority

(cont)

State Legislation enabled relationships between the State, the County and the participating Health Plans (HP) to implement the Geographic Managed Care (GMC) model.

Focus of HSD

- **Enrollment of new beneficiaries**
 - *Each month over 6,000 persons are reached through Health Care Options presentations provided by county staff.*
- **Quality Improvement**
 - *Ensuring recipients receiving quality service and care.*

Enrollment

- **As of January 2011**
- **More than 400,000 Medi-Cal beneficiaries in San Diego County.**
- **Approximately 230,000 enrolled in a Healthy San Diego Health Plan.**

HSD Advisory Committee Structure



HSD Joint Consumer and Professional Advisory Committee

Purpose:

To monitor Medi-Cal managed care issues affecting San Diego County and to advise the Director of HHSA concerning those issues.

All entities (State, County & HP) are required to participate.

Quality Improvement Subcommittee

Purpose:

- **To monitor Medi-Cal Managed Care issues or other issues concerning health care delivery that may impact Healthy San Diego Program.**
- **Provide oversight and guidance to the HSD work groups.**
- **Report out to the Joint Consumer and Professional Advisory Committee.**

Community Collaborative

There is a State mandate to coordinate Public Health and Managed Care. This is accomplished through Memorandums of Agreement (MOAs)

Memorandums of Agreement

- **California Children Services**
- **Child Health and Disability Program**
- **Children's Emergency Shelter Care Facility (Polinsky Center)**
- **Community Epidemiology**
- **Hansen's Disease (Leprosy)**
- **Immunization Program**
- **Maternal and Child Health**

Memorandums of Agreement

(Cont)

- **Behavioral Health**
- **Sexually Transmitted Disease Control Program**
- **Tuberculosis Control Program**
- **Office of Aids Coordination**
- **Women, Infants and Children (WIC) Providers in the County**
- **San Diego Regional Center**

Active Work Groups

- Behavioral Health Workgroup
- San Diego Regional Center Workgroup
- SPD Work Team
- Enrollment Workgroup
- Facility Site Review Workgroup
- Health Education and Cultural/Linguistics Workgroup
- Health Plan Workgroup
- California Children Services Workgroup

All Work Groups report to the QI Subcommittee

Behavioral Health WG

Purpose:

- In July 1998 Specialty Mental Health Services were contractually carved out of Medi-Cal Managed Care.
 - The HSD Behavioral Health Workgroup was developed and consisted of:
 - County Behavioral Health
 - United Behavioral Health
 - Consumer Center for Health Education and Advocacy
 - Health Plans.
- Monitor the delivery and coordination of behavioral health and physical health services.

Behavioral Health

Accomplishments:

- **Developed a Plan Partner Pharmacy Card**
- **Developed the Coordination of Care Form and Guidelines**
- **Facilitated 2 Coordination of Care Conferences**
- **Provide multiple Coordination of Care Trainings**

San Diego Regional Center WG

Purpose:

Maintain liaisons between Health Plans and San Diego Regional Center to share information and facilitate the coordination of comprehensive services and medical care for beneficiaries who are eligible for SDRC services.

San Diego Regional Center

Accomplishments:

- **Developed Liaison List to coordinate care**
- **Data Exchange**
- **Medi-Cal Managed Care 101 Training**
- **SDRC Newsletter Article**

Seniors and Persons with Disabilities

- In 2011 Healthy San Diego Behavioral Health and San Diego Regional Center workgroups merged together to become the SPD Work Team.
- This was done to ensure a smooth transition for Medi-Cal beneficiaries who will be mandatory enrollees in managed care health plans.

Seniors and Persons with Disabilities SPD Work Team

- **Beginning June 2011, all Medi-Cal only beneficiaries will be required to enroll in a Medi-Cal Managed Care Plan. The plans will be required to provide enhanced services to this new population.**
- **Care coordination will be more important than ever. The plans will be required to ensure care coordination even when the services are paid for by another program. Examples of programs covered separately are Specialty Mental Health, Alcohol & Drug, Dental, Developmental, and Home and Community Based Services.**
- **In 2011, Healthy San Diego developed the SPD Work Team which consists of representation from nearly every HHS program in San Diego County. The purpose of this Work Team is to identify barriers and ensure care coordination.**

Enrollment WG

Purpose:

- Monitor, discuss, resolve Medi-Cal Managed Care beneficiary issues.
- Prevent beneficiaries from defaulting or disenrolling from a health plan.
- Address disenrollments done in error.

Facility Site Review WG

Purpose:

- Coordinate a facility site review process among health plans.
- Shared responsibility of completing mandatory site and medical record reviews for all HSD primary care providers.

Facility Site Review

Accomplishments:

- Reduce duplication of reviews and site visits.
- Increase compliance with regulatory and accreditation standards.

Health Education and Cultural/Linguistics WG

Purpose:

- Identify, implement and evaluate collaborative activities targeting health care providers, health plan members, and the community.
- Increase health and well-being along with preventive health knowledge and utilization.

Health Education and Cultural Linguistics

Accomplishments:

- **Provider Trainings**
- **Partnership Trainings**
- **Sponsored targeted trainings
i.e. disease management**
- **Cultural specific training**
- **Education materials for plan members**

Health Plan WG

Purpose:

- Identifying HSD Health Plan specific and universal issues.
- Work collaboratively on resolving concerns.
- Provide a forum for health plans to communicate openly and break down barriers.

California Children Services WG

- **Purpose:**
 - In July 1998 CCS eligible conditions were contractually carved out of Medi-Cal Managed Care.

Health plans work with CCS to ensure coordinated care and appropriate referrals.

Grievance System

Each plan is required to have a grievance system.

If member has a problem or issue, they can call their plan's Customer Service # or the Consumer Center for Health Education & Advocacy (CCHEA).

The health plans and Consumer Center for Health Education and Advocacy work collaboratively to resolve beneficiary concerns.

Care 1st	1 (800) 605-2556
Community Health Group	1 (800) 224-7766
Health Net	1 (800) 675-6110
Kaiser	1 (800) 777-5131
Molina	1 (800) 665-4621
CCHEA	1 (877) 734-3258



Questions