



# CALIFORNIA ADVANCING AND INNOVATING MEDI-CAL (CALAIM) / SAN DIEGO ADVANCING AND INNOVATING MEDI-CAL (SDAIM) ROADMAP

---

COMMUNITY LISTENING SESSION

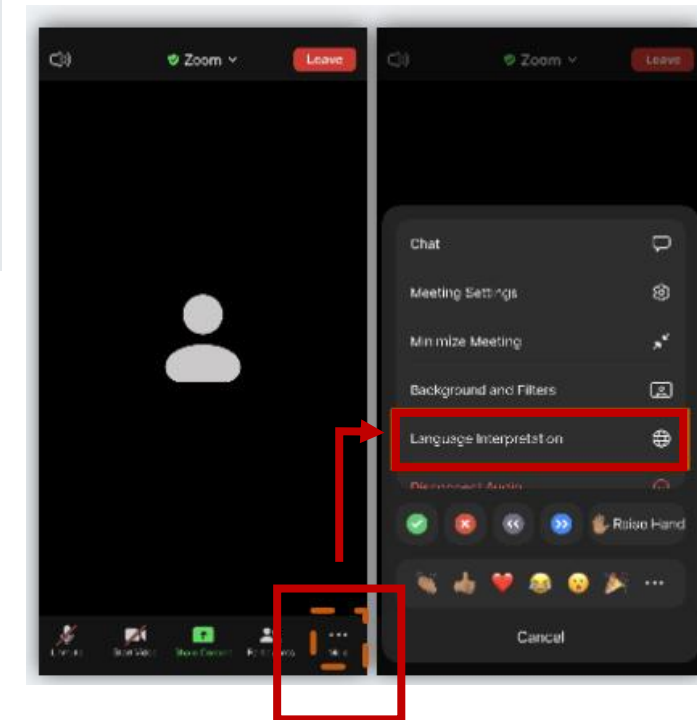
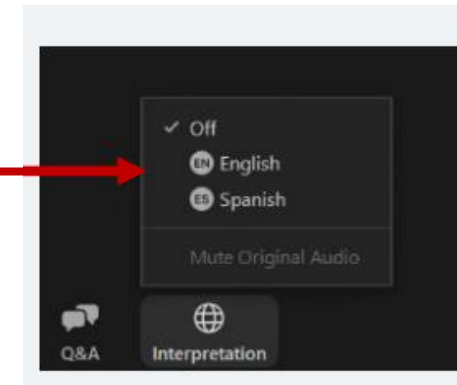
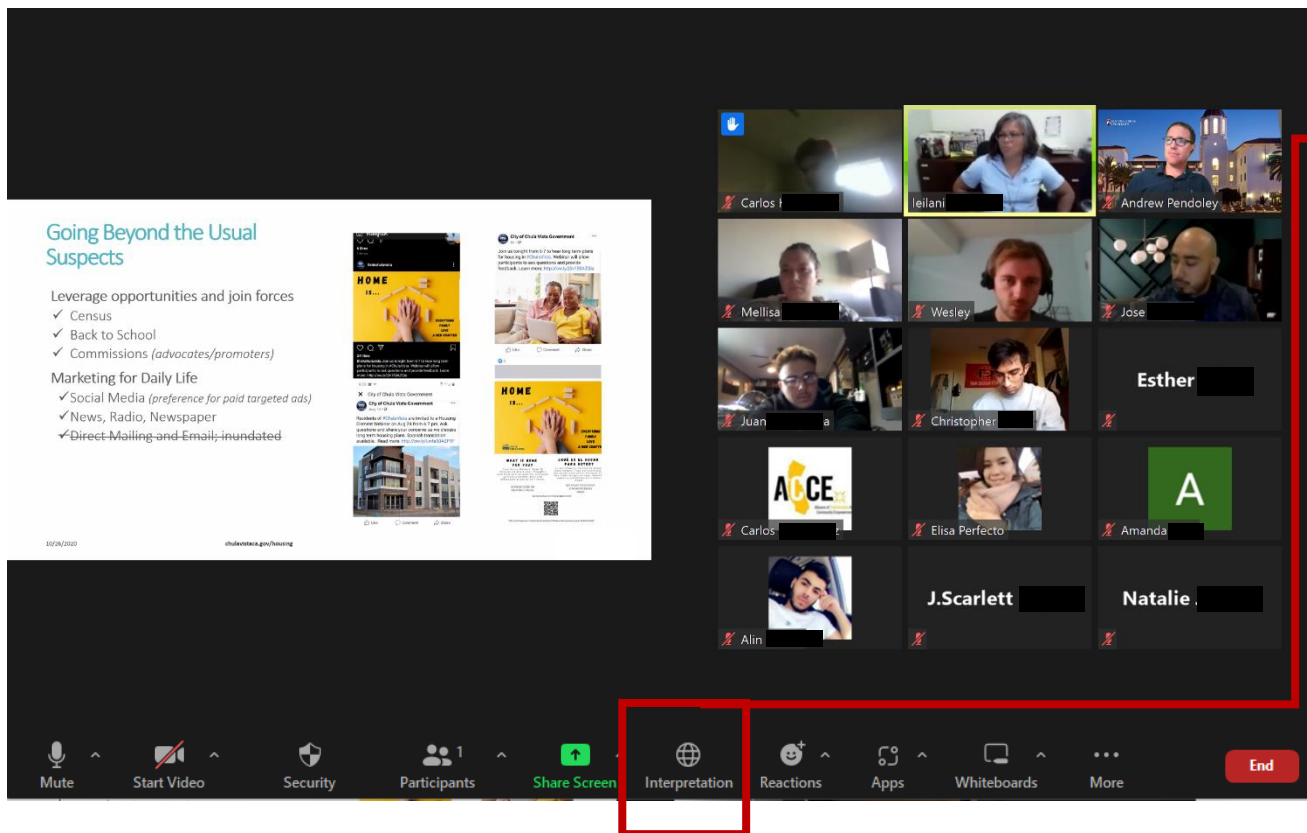
*February 2023*



# HOW TO USE ZOOM



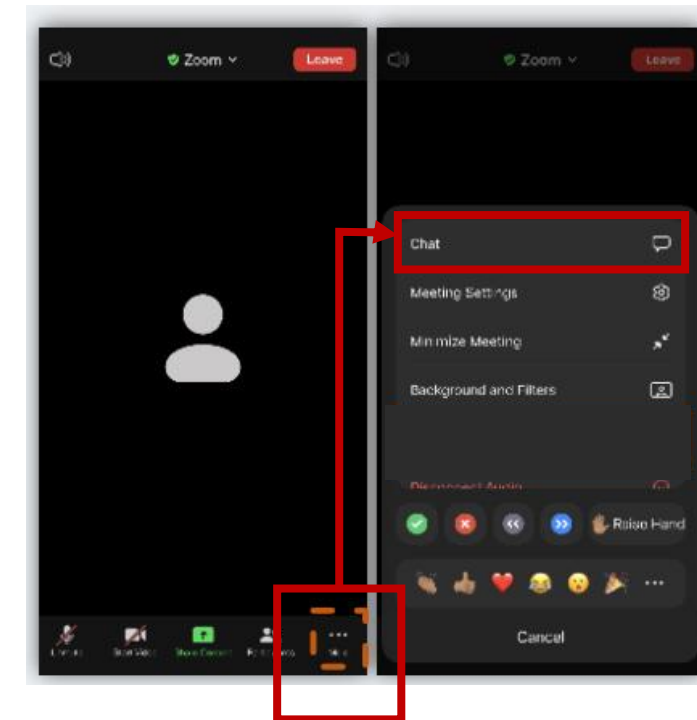
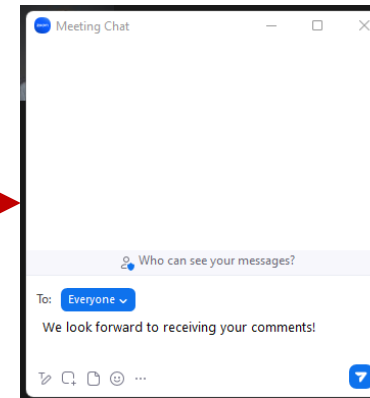
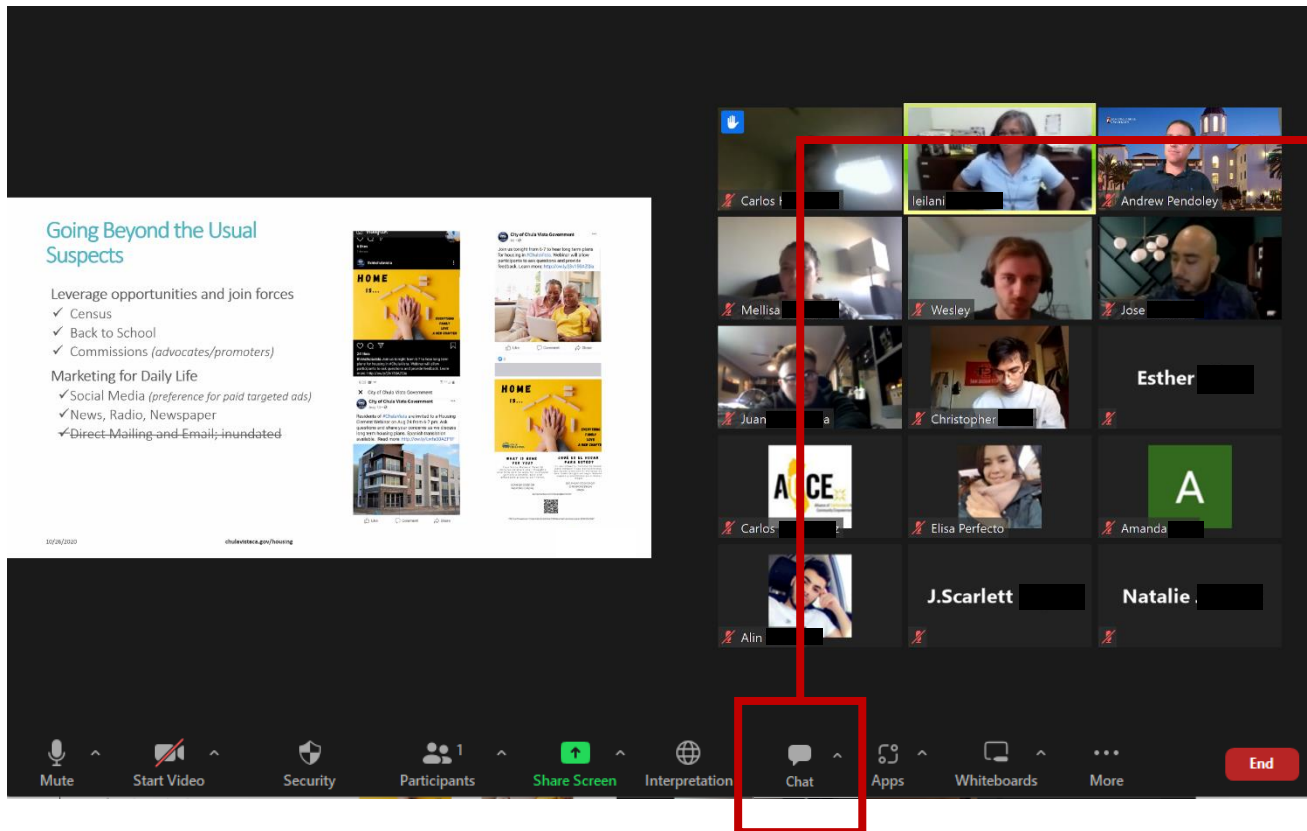
*Please select a language.*



# HOW TO USE ZOOM



## Submit comments with “Chat”



# HOW TO USE ZOOM



## “Raise Hand” to speak over audio

The screenshot shows a Zoom meeting interface. On the left, a document titled "Going Beyond the Usual Suspects" is displayed. The document content includes:

**Going Beyond the Usual Suspects**

Leverage opportunities and join forces

- ✓ Census
- ✓ Back to School
- ✓ Commissions (*advocates/promoters*)

Marketing for Daily Life

- ✓ Social Media (*preference for paid targeted ads*)
- ✓ News, Radio, Newspaper
- ✓ Direct Mailing and Email; inundated

On the right, a grid of participants is visible. The bottom toolbar contains several icons: Mute, Start Video, Security, Participants, Share Screen, Interpretation, Chat, Q&A, **Raise Hand** (highlighted with a red box), More, and End. A red arrow points from the "Raise Hand" button in the toolbar to a larger "Raise Hand" button icon on the right side of the screen.

# WELCOME



## **Eric McDonald, MD, MPH, FACEP**

Chief Medical Officer, Medical Care Services  
Health & Human Services Agency  
County of San Diego

## **Jennifer Tuteur, MD, FAAFP**

Deputy Chief Medical Officer, Medical Care Services  
Health & Human Services Agency  
County of San Diego



1. Provide an overview of new services available for Medi-Cal members with complex health and social needs through **California Advancing and Innovating Medi-Cal (CalAIM)**, including **Enhanced Care Management** and **Community Supports** services
2. Receive input on how San Diego's most vulnerable Medi-Cal members can improve their health and wellness
3. Inform the development of the County's CalAIM/SDAIM Roadmap

# QUESTIONS FOR THE AUDIENCE



1. Which group best describes you?
2. How familiar are you with Medi-Cal?
3. How familiar are you with CalAIM?



# CALAIM OVERVIEW

---

*Heather Summers, MSW, Deputy Director*  
*Lynn Carr, MPH, MPA, Chief, Agency Operations*





# MEDI-CAL



- Medi-Cal is California's Medicaid program
- Medi-Cal is the public health insurance program for low-income individuals
- The California Department of Health Care Services contracts with local Medi-Cal Health Plans to serve members



# WHO QUALIFIES FOR MEDI-CAL



## Annual household income must be less than or equal to 138% of the Federal Poverty Level

Family Size	138% FPL (2021)
1	\$18,755
2	\$25,268
3	\$31,782
4	\$38,295
Each Additional Person	Add \$6,514



## Individuals with higher income levels may qualify if:

- 65 or older
- Blind
- Disabled
- Under 21
- Pregnant
- In a skilled nursing or intermediate care home
- On refugee status for a limited time, depending how long you have been in the United States
- A parent or caretaker relative of an age eligible child
- Have been screened for breast and/or cervical cancer

## Or enrolled in:

- CalFresh
- SSI/SSP
- CalWorks (AFDC)
- Refugee Assistance
- Foster Care or Adoption Assistance Program

# HOW TO APPLY FOR MEDI-CAL



You can apply for Medi-Cal benefits in the following ways:

1. Apply online at: <https://www.mybenefitscalwin.org/>



2. Mail-In applications may be requested by calling:
  - [Access](tel:866-262-9881) at 866-262-9881
  - 2-1-1
  - Mailing address: County of San Diego, Health and Human Services Agency, APPLICATIONS, P.O. Box 939044, San Diego, CA 92193-9005
3. In person applications may be obtained at several County [facilities](#)

# MEDI-CAL RESOURCES



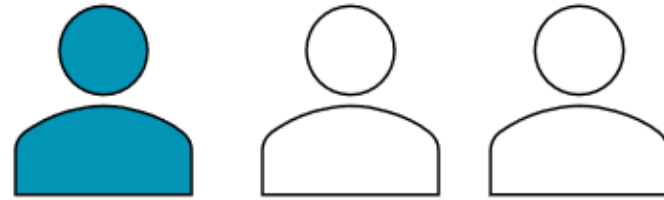
For current Medi-Cal members, you can get information or assistance here:

1. California Department of Health Care Services (DHCS): <https://www.dhcs.ca.gov/>
  - Essential Health Benefits
  - myMedi-Cal Booklet: <https://www.dhcs.ca.gov/Documents/myMediCal.pdf>
  - Medi-Cal Helpline: (800) 541-5555 or (916) 636-1980
2. DHCS California Health Care Options - <https://www.healthcareoptions.dhcs.ca.gov/>
  - Learn about medical or dental benefits
  - Find a health plan or provider
  - Join a health plan
3. County of San Diego Health & Human Services Agency, Medi-Cal Program: [https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/medi-cal\\_program.html](https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/medi-cal_program.html)
  - More information: (866) 262-9881

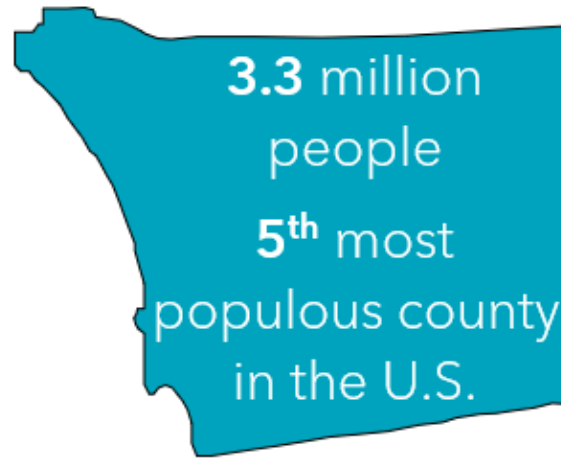
# MEDI-CAL IN SAN DIEGO



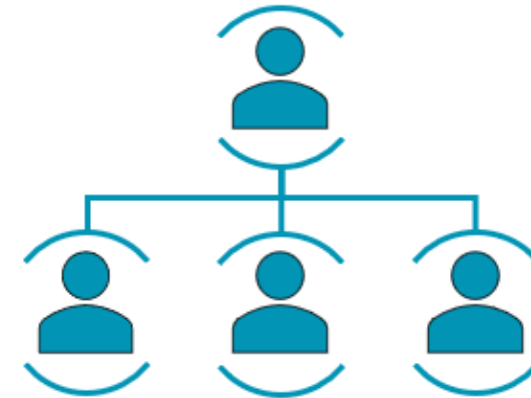
Medi-Cal provides health insurance coverage for nearly **1,000,000** in San Diego County in 2022



Almost **1 out of 3** people in San Diego County are Medi-Cal beneficiaries



**5%** of enrollees with the highest-cost needs account for over half of Medi-Cal spending



San Diego County has the **2<sup>nd</sup> largest Medi-Cal population** in California



**191% increase** in recipients in San Diego County since 2010



## California Advancing and Innovating Medi-Cal (CalAIM)

- Puts people's needs at the center of care
- Provides coordinated support to address health and social needs
- Uses a population health approach
- Addresses equity to support equal access to health and well-being
- Works to align funding, data reporting, quality, and infrastructure



## CalAIM has three primary goals:



Whole Person Care Approaches



Quality Outcomes, Reduce Health Disparities, and Payment Reform



Reduce Complexity and Increase Flexibility

# CALAIM COMPONENTS



## Key Components

**Enhanced Care Management (ECM)**

**Community Supports (CS)**

Population Health Management (PHM)

MCP Shared Risk, Shared Savings, & Incentives

Behavioral Health, including Drug Medi-Cal Organized Delivery System (DMC-ODS)

Justice-Involved Initiatives

Full Integration Plans

Managed Long-Term Services and Supports (MLTSS)

Dental Services

Long-Term Plan for Foster Care



# CASE EXAMPLE



## Faces of CalAIM: Meet Frank

- Struggling with opioid addiction while living on the streets
- Visited the ER seven times from overdoses, then returns to the streets
- Contracted COVID-19 and long-term health symptoms
- Referred to his Medi-Cal health plan for Enhanced Care Management (ECM) services:
  - Assigned an ECM Care Manager who met him at a food bank
  - ECM Care Manager assessed his needs
  - Assisted with arrangements for him to see his mental health provider
  - Medications were adjusted
  - Visited his primary care doctor
  - Connected to a local Community Supports provider: secured safe, supportive housing for him and his family.

# WHO IS ELIGIBLE?



## Eligible Enrollees Identified through...

- Health plan
- Providers
- Family/caregiver
- Community-Based Organizations (CBOs)
- Self-referral

For more details, [CaAIM Enhanced Care Management \(ECM\) Policy Guide](#) (December 2022)

## Go-Live Timing

## Medi-Cal Members May Be Eligible Under These Categories

January 2022

- Individuals and Families Experiencing Homelessness
- Adults at Risk for Avoidable Hospital or Emergency Department Utilization
- Adults with Serious Mental Health and/or Substance Use Disorder Needs
- Individuals with an Intellectual or Developmental Disability
- Pregnant or Postpartum Adults

January 2023

- Adults Living in the Community and At Risk for Institutionalization and Eligible for Long Term Care Institutionalization
- Adults who are Nursing Home Residents Transitioning to the Community

July 2023

- Children & Youth Populations of Focus

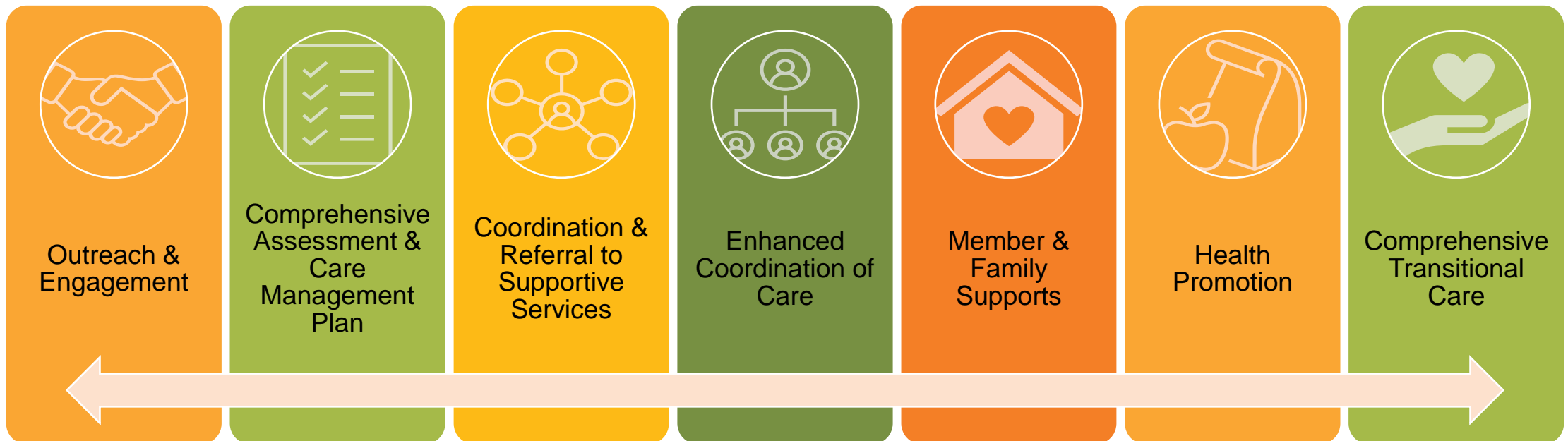
January 2024

- Birth Equity
- Individuals Transitioning from Incarceration

# ENHANCED CARE MANAGEMENT



**Enhanced Care Management (ECM)** is a new Medi-Cal benefit to support comprehensive care management for enrollees with complex needs that must often engage several delivery systems to access care



# COMMUNITY SUPPORTS



Community Support Services	Example of Services
Housing Transition Navigation Services	Housing assessment, plan, and search for housing
Housing Deposits	Security deposits, first month utilities, set-up fees
Housing Tenancy and Sustaining Services	Advocacy and coaching to help maintain housing
Short-term Post-Hospitalization Housing	Interim housing for recuperation and recovery
Recuperative Care (Medical Respite)	Interim housing for short-term residential care
Respite Services	Episodic short-term caregiver
Day Habilitation Programs	Peer mentoring to improve socialization and adaptive skills
Nursing Facility Transition/Diversion to Assisted Living Facilities	Wrap around services to assist with ADLs/IADLs
Community Transition Services/Nursing Facility Transition to a Home	Security deposit, housing navigation, home modifications
Personal Care and Homemaker Services	Caregiver to assist with ADLs/IADLs
Environmental Accessibility Adaptations (Home Modifications)	Ramps, grab-bars, stair lifts, roll-in shower
Medically Tailored Meals/Medically-Supportive Food	Home delivered meals based on dietary needs
Sobering Centers	Destination for people who are publicly intoxicated
Asthma Remediation	Air filters, HEPA vacuum, pest management, mold removal

# ACCESSING CALAIM SERVICES



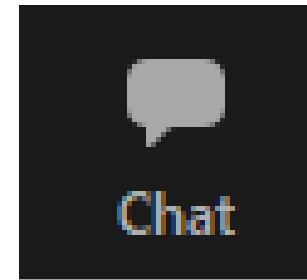
- Referrals can be made by contacting a member's Medi-Cal health plan by phone or by submitting a referral
- In San Diego County, below are the phone numbers for each of the Health Plans' Member Services:

<b>Health Plans</b>	<b>Phone Number to Make a Referral</b>
Aetna	1-855-772-9076
Blue Shield Promise	1-855-699-5557
Community Health Group	1-800-224-7766
Health Net	1-800-675-6110
Kaiser	1-800-464-4000
Molina	1-888-665-4621

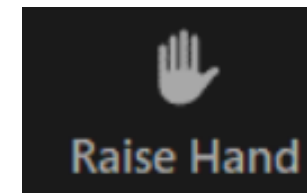
# DISCUSSION



*Submit comments in “Chat”*



*“Raise Hand” to speak over audio*





# CALAIM/SDAIM ROADMAP

---



# LOCAL IMPLEMENTATION

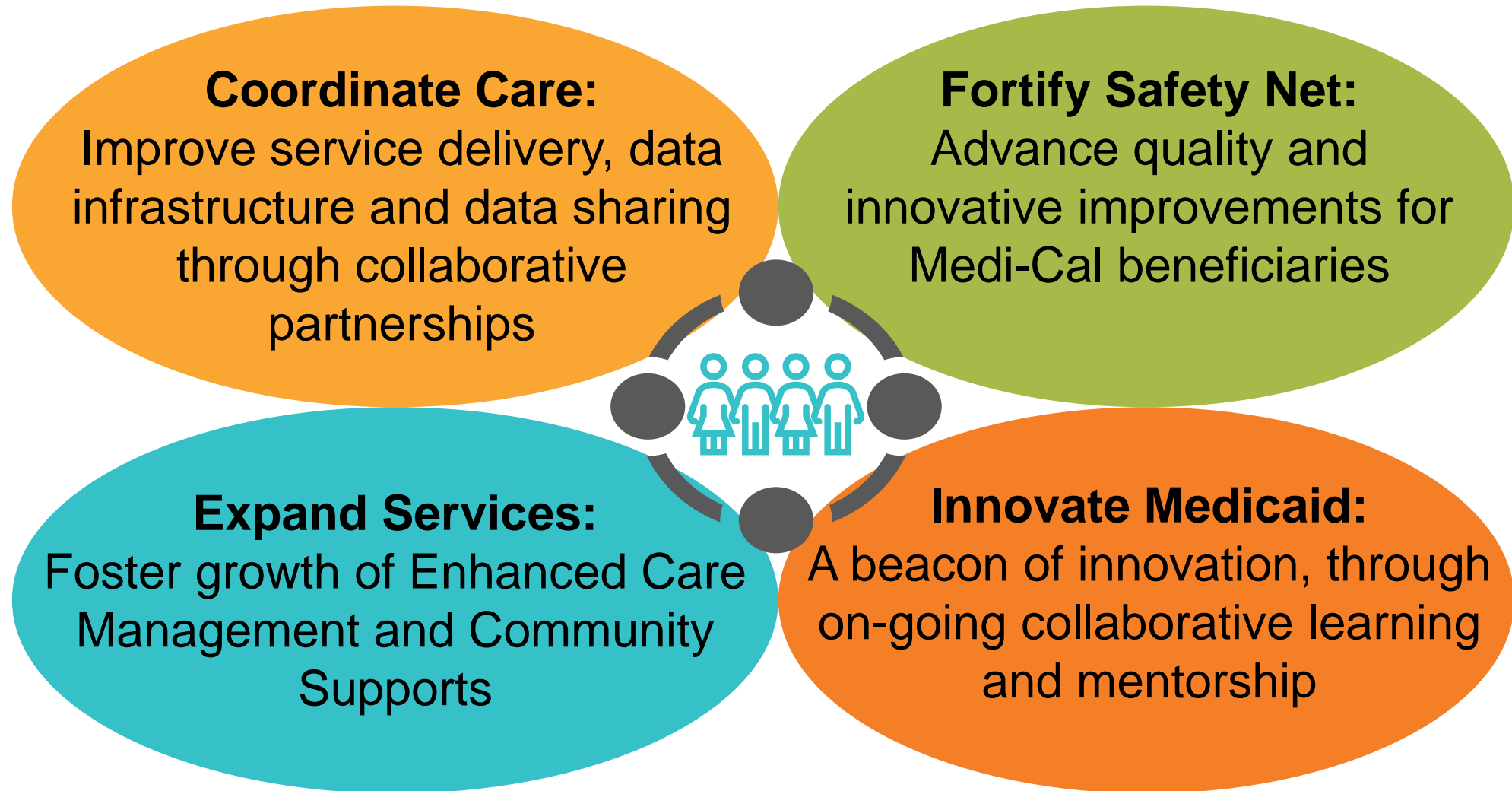


**CaAIM/SDAIM** is San Diego's local implementation of the CaAIM initiative

- Goal: To cultivate a more resilient, healthier region that fosters coordinated and equitable access to health and social care services for Medi-Cal beneficiaries through a cross-sector collaborative approach
- County's role:
  - Partner with San Diego's health plans, health and social service providers, County departments, consumers, and advocates
  - Coordinate County services across departments
  - Support data sharing/Information Technology (IT) infrastructure
  - Partner at the regional, state, and national levels in transforming Medicaid



# CALAIM/SDAIM PRIORITY AREAS



# COMMUNITY ENGAGEMENT



- Conduct input and feedback sessions with stakeholders:
  - Health Plans
  - Enhanced Care Management and Community Supports providers
  - County departments
  - Health professionals
  - Community-based organizations
  - Consumers and advocates

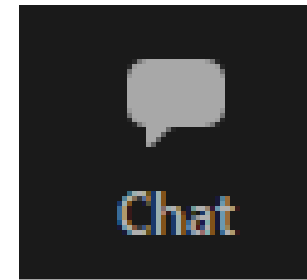
- Input will be used to:
  - Guide the development of a Roadmap
  - Ensure we are aligning efforts



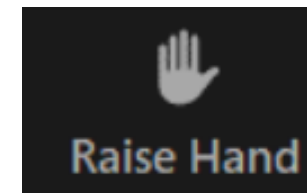
# DISCUSSION



*Submit comments in “Chat”*



*“Raise Hand” to speak over audio*



# COUNTY'S ROLE IN SUPPORTING CALAIM/SDAIM

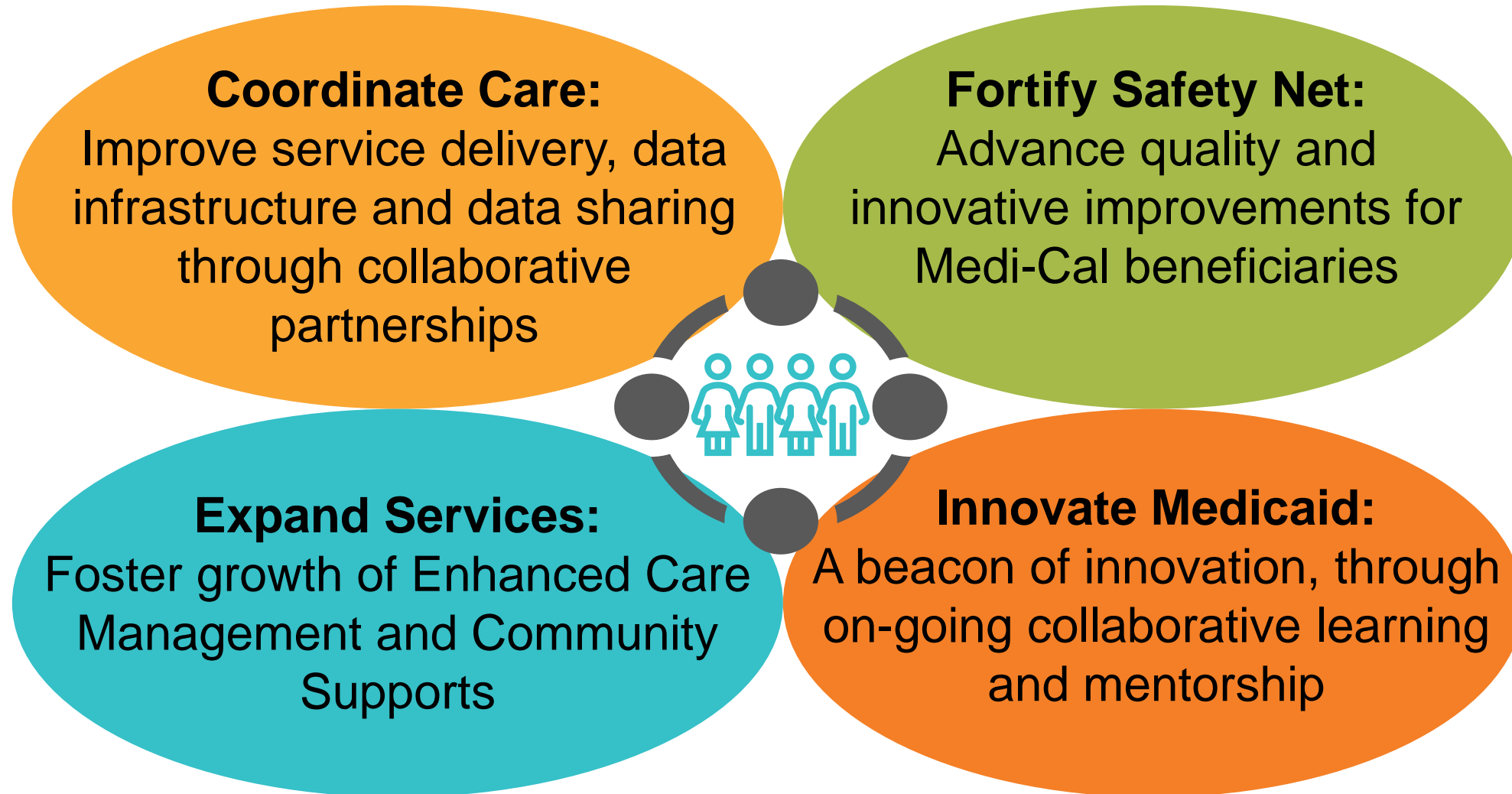


*Which of these roles are most important to you? Choose your top 2.*

## **Proposed areas where the County can play a role in CalAIM/SDAIM implementation:**

- A. Promote collaboration and partnerships
- B. Provide coordination to address service delivery issues
- C. Promote streamlined and standardized processes
- D. Foster data sharing/Information Technology (IT) infrastructure
- E. Educate and share information
- F. Advocate for client needs at the regional, state, and national levels
- G. Other: please specify in Zoom chat

# CALAIM/SDAIM PRIORITY AREAS



# EMERGING PRIORITY AREA #1



## **Coordinate Care:**

Improve service delivery, data infrastructure, and data sharing

*Which of these strategies is most important to you?*

*Choose your top 2 priorities.*

## **Potential strategies:**

1. Promote a regional data sharing framework
2. Promote a streamlined referral process
3. Promote a streamlined authorization process
4. Promote efficient care transitions
5. Identify gaps in the safety net
6. Identify inequities/disparities among populations
7. Other: please specify in Zoom chat

# EMERGING PRIORITY AREA #2



**Expand Services:**  
Foster growth of  
Enhanced Care  
Management and  
Community Supports

*Which of these  
strategies is most  
important to you?*

*Choose your top 2  
priorities.*

## **Potential strategies:**

1. Assess available **countywide** services
2. Assess opportunities for **County-provided** services
3. Secure funding for capacity building and infrastructure
4. Ensure services meet the health and social care needs of Medi-Cal members
5. Other: please specify in Zoom chat

# EMERGING PRIORITY AREA #3



**Fortify Safety Net:**  
Advance quality and innovative improvements for Medi-Cal beneficiaries

*Which of these strategies is most important to you?*

*Choose your top 2 priorities.*

## **Potential strategies:**

1. Strengthen care network resources
2. Ensure members have equitable access to services
3. Ensure community participation
4. Other: please specify in Zoom chat



# EMERGING PRIORITY AREA #4



## **Innovate Medicaid:**

Be a beacon of innovation, through on-going collaborative learning and mentorship

*Which of these strategies is most important to you?*

*Choose your top 2 priorities.*

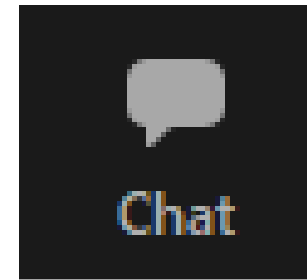
## **Potential strategies:**

1. Identify policy and procedure challenges
2. Advocate for State and Federal policy changes
3. Identify new Medi-Cal delivery models and best practices
4. Encourage long-term evaluation of CalAIM implementation
5. Other: please specify in Zoom chat

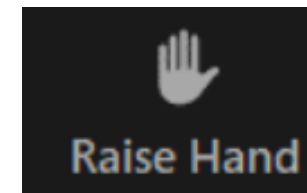
# DISCUSSION



*Submit comments in “Chat”*



*“Raise Hand” to speak over audio*



# QUESTIONS AND INPUT



# NEXT STEPS

For more information on  
CaAIM/SDAIM:

<https://www.sandiegocounty.gov/content/sdc/hhsa/programs/mcsd/SDAIM/>

For questions and feedback contact:

[SDAIM.HHSA@sdcounty.ca.gov](mailto:SDAIM.HHSA@sdcounty.ca.gov)

## Virtual Community Listening Sessions

The screenshot shows the top of a website with a teal header. The main navigation bar is dark grey with a home icon, a 'MENU' dropdown, and links for 'COSD DEPARTMENTS' and 'HHSA ALL SERVICES'. Below the navigation is a dark grey banner with 'MEDICAL CARE SERVICES' in white. The main content area has a light grey background. At the top right of the content area are icons for an envelope and a printer. The main heading is 'San Diego Advancing and Innovating Medi-Cal (SDAIM)' in bold black text, underlined with a green bar. Below this is the section 'Upcoming Events' and 'Virtual Community Listening Sessions:'. The text describes the purpose of the sessions, who should attend, and when. It lists two sessions: Session #1 on Wednesday, February 15, and Session #2 on Tuesday, February 21. Each session has a 'Register here' link. A list of bullet points provides additional instructions for registration, including a 3-business-day advance notice requirement and a link to a flyer. At the bottom, there is a 'Sign up' link to receive alerts about future opportunities.

**MEDICAL CARE SERVICES**

## San Diego Advancing and Innovating Medi-Cal (SDAIM)

### Upcoming Events

#### Virtual Community Listening Sessions:

**WHAT:** Join the County of San Diego's Health and Human Services Agency in a discussion about new services for Medi-Cal members with complex needs.

**WHY:** Your input will help create the County of San Diego's "Roadmap" for CaAIM.

**WHO:** Healthcare organizations, community-based organizations, consumer advocates, and other stakeholders who serve Medi-Cal members are encouraged to attend.

**WHEN:**  
Register to attend one of the following virtual sessions:

<b>SESSION #1</b> Wednesday, February 15 3:30 – 5:00 PM <a href="#">Register here</a>	<b>SESSION #2</b> Tuesday, February 21 3:30 – 5:00 PM <a href="#">Register here</a>
--	--

- For language interpretation or special accommodations, please register at least 3 business days prior to the session.
- You will receive a confirmation email with information about joining the meeting upon registration.
- Please see the [flyer](#) for additional details
- Email questions or feedback to: [SDAIM.HHSA@sdcounty.ca.gov](mailto:SDAIM.HHSA@sdcounty.ca.gov)

[Sign up](#) to receive alerts about future SDAIM community engagement opportunities



What are your suggestions for ongoing community engagement with CalAIM implementation?

How can we all help to reach those with the greatest needs?

**Please share your ideas**





# THANK YOU!

---

