

**San Diego Advancing and Innovating Medi-Cal
Community Listening Session Q&A
February 2023**

Questions, Comments, or Areas of Concern/Clarification

Categories:

- General
- Service Provision
- Structure
- Data/IT

General		
Question		Response
1.	Will there be a list of all the California Advancing and Innovating Medi-Cal (CalAIM) Enhanced Care Management (ECM) Providers in San Diego County?	The County does not maintain a list of CalAIM ECM providers serving San Diego County; however, each Medi-Cal Managed Care Plan has information about the ECM providers with which they contract.
2.	Is there a list of the contracted agencies that can provide care managers for clients in need?	The County does not maintain a list of agencies that provide care managers for San Diego County clients; however, each Medi-Cal Managed Care Plan (health plan) has information about the CalAIM ECM providers with which they contract.
3.	I get my Medi-Cal through my Social Security Income (SSI) Social Security Admin office, will my Medi-Cal be affected by these changes?	CalAIM ECM and Community Supports (CS) services are optional. Please contact Social Security Administration to see how you may be personally impacted by any changes: 1-800-772-1213.
4.	Is San Diego Advancing and Innovating Medi-Cal (SDAIM) the effort to roll out CalAIM, meaning no one in San Diego has any access to CalAIM services until SDAIM take affect?	SDAIM is how the County refers to its effort to support local CalAIM implementation. All Californians have access to CalAIM services through their Medi-Cal Managed Care Plans.
5.	Will you be willing to offer this training to San Diego Regional Center clients and families? Also, the Service Coordinators who will be getting calls about this?	Yes, the County can provide trainings. Please email SDAIM.HHSA@sdcounty.ca.gov to request a training.
6.	How or who can we reach to develop a workshop in Spanish either via Zoom or "In Person"?	Please email SDAIM.HHSA@sdcounty.ca.gov to request a training.
7.	Are you sending information out in plain language, so clients are not blindsided by these changes?	The County will host ongoing community engagement sessions throughout 2023 and will be sending out information about community engagement sessions. Communicating in plain language is an ongoing goal of the County.

		Please email SDAIM.HHSA@sdcounty.ca.gov if you have feedback or suggestions. For more information on CalAIM initiatives please visit the Department of Health Care Services CalAIM website .
8.	Would you guys be sending the numbers, links, and PowerPoint Presentation to us?	The presentation will be emailed to participants and posted to the County's SDAIM webpage at: SDAIM (sandiegocounty.gov)
9.	Is this seminar recorded? Can we play it back later?	This session was recorded and posted to the County's SDAIM webpage at: SDAIM (sandiegocounty.gov)
10.	Is someone able to gather the (policy) PDFs being listed in the chat and email them in one email?	The resources provided in the Chat during the SDAIM community listening session were emailed to participants and are hyperlinked to the presentation materials that are posted to the County's SDAIM webpage: SDAIM (sandiegocounty.gov)
11.	Is it true only Molina, Blue Shield Promise and Community Health Group are left for insurance options?	The State of California Department of Health Care Services (DHCS) announced the following plans in 2024: Blue Shield of California Promise Health Plan, CHG Foundation d.b.a. Community Health Group Partnership Plan, Kaiser Permanente, and Molina Healthcare of California. For more information see, DHCS Joint Statement on the 2024 Medi-Cal Managed Care Plan Contracts 12-30-22 . Through December 30, 2023, Aetna and Health Net continue to serve Medi-Cal beneficiaries, in addition to the Plans that have contracts for 2024.
12.	Will there be a way to help triage trans and nonbinary recipients to care managers who are specialized in trans health navigation?	We encourage providers and patients to reach out to their Medi-Cal Managed Care Plan to identify care managers specialized in trans and nonbinary health navigation.
13.	For people with specialty care needs such as neurologists, what will be provided to them?	Neurology is a health service that is a Medi-Cal benefit. This means that people with specialty care needs should be able to get appointments with neurologists.
Service Provision		
14.	Do you have information about reimbursement rates to ECM and Support Services Providers? Is this something the County is involved in, or do the Managed Care plans are negotiating on their own?	No, the County is not involved with contracts between providers and Medi-Cal Managed Care Plans and does not have information about reimbursement rates. Contracting and rate negotiation is done between the community-based provider and the Medi-Cal Managed Care Plan.

15.	Did I hear correctly that SDAIM does not provide CS and ECM? If that's correct, how do you see CBOs involvement with SDAIM?	SDAIM is how the County refers to its effort to coordinate local CalAIM implementation. Currently, the County is not contracted with Medi-Cal Managed Care Plans to provide ECM and CS. Community-based organizations can provide input to the County and health plans about how to ensure successful CalAIM implementation. Interested organizations can contact local Medi-Cal Managed Care Plans about becoming a contracted ECM or CS provider.
16.	How will SDAIM process be for individuals needing housing, specifically shared housing?	The process for providing CS related to housing is decided by each Medi-Cal Managed Care Plan. The process for shared housing might differ by plan. It is best to contact your Medi-Cal Managed Care Plan's customer service department to ask about housing supports.
17.	Will the care managers be county employees or through a community partner? When will the care managers start working with individuals? How will that process work?	<p>No care managers are currently employed by the County, they are employed by community-based organizations that are contracted with Managed Care Plans. As of January 2022, individuals have been receiving ECM services through care managers. If you are interested in receiving ECM services, please contact the following customer service phone number for your Medi-Cal Managed Care Plan.</p> <ul style="list-style-type: none"> • 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
Structure		
18.	Will the PACE programs be listed on this chart? If not, please help us understand?	PACE (Program of All Inclusive Care for the Elderly) programs are not a Medi-Cal Managed Care Plan, so their customer service numbers were not provided.
19.	I'd like to know the difference between CalAIM and a managed care plan's case management service, PACE, Multipurpose Senior Services Program (MSSP), and other case management programs?	The CalAIM ECM benefit is designed for the highest-need Medi-Cal members that meet eligibility requirements for certain Populations of Focus. ECM provides intensive coordination of health and health-related services. Other case management programs exist for individuals meeting other criteria. To learn about case management services you may be eligible for please contact your Medi-Cal

		<p>Managed Care Plan. For more information about ECM, see CalAIM Enhanced Care Management (ECM) Policy Guide</p> <p>For more information about PACE, see PACE Medicare</p> <p>For more information about MSSP, see Multipurpose Senior Services Program (MSSP) (sandiegocounty.gov)</p>
20.	How to factor in CACHI?	There is a CACHI (California Accountable Communities for Health Initiative) grant in San Diego County where consumers and advocates are giving feedback on how to improve community health outcomes.
21.	Since eligibility differs from plan to plan, can the county assist with helping us streamline the process and eligibility requirements?	The County would like to hear more about how we can partner together to streamline the process. Please email SDAIM.HHSA@sdcounty.ca.gov
22.	After placing a referral in, is there a point of contact to check in about the referral status if clients have not heard from ECM after some time?	The point of contact for CalAIM ECM referrals is the customer service department for each Medi-Cal Managed Care Plan.
23.	As a public health nurse, I have been case managing and billing Medi-Cal for some of these patients and future patients that will be added to CALAIM eligibility like pregnant women. I am wondering if PHNs will continue to be able to provide our crucial case management services without duplication or having more than case manager involved with our client.	<p>The goal is for our PHNs (Public Health Nurses) to provide crucial case management services without duplication and with thoughtful coordination of patient-centered services.</p> <p>We will be having further discussions on CalAIM and our critical home visiting services and case management programs. If anything, CalAIM may provide additional options to expand services.</p>
Data/IT		
24.	Do we know how many Medi-Cal beneficiaries are enrolled in ECM in San Diego, and what % of those have an ECM Lead Care Manager that is not their PCP?	The County does not have access to local data on CalAIM ECM or CS enrollment.
25.	Do we know how many Medi-Cal members are enrolled in ECM and CS in San Diego County? Is this information that the Medi-Cal managed care plans could share?	The County does not have access to local data on CalAIM ECM or CS enrollment.