Alameda CalAIM PATH Collaborative

February 28, 2025







February 28 Collaborative Agenda

Time	Agenda Item
10:00-10:05am	Welcome and Introductions
10:05-10:15am	January Provider Networking Lunch Recap
10:15-10:25am	2025 Aim and Drivers Final Vote
10:25-10:35am	CalAIM Policy Updates
10:35-10:45am	MCP Updates: Kaiser Permanante
10:45-11:00am	MCP Updates: Alameda Alliance for Health
11:00-11:20am	Provider Resources: CITED and TA Marketplace
11:20-11:30am	Upcoming events and wrap up
11:30am-12:00pm	Office Hours



Housekeeping



January San Leandro Recap

Thank you for your support in hosting a successful and joyous event in San Leandro! We had over 70 attendees and many CalAIM "ah-hahs", connections, and partnerships were made. We are excited for the next opportunity in April 2025!







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January Participant Takeaways

- Providers connected with ACCFB on meal delivery and food pantry options.
- Alameda Health System care managers discussed housing referral options.
- Groups engaged in team building, emphasizing the importance of continued in-person collaboration.
- Providers discussed opportunities for new cross-organizational collaborations
- Groups discussed housing access and ways to improve access to housing Community Supports





Collaborative Aim and Drivers



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2024 Collaborative Aims & Objectives

By December 2024, increase eligible members authorized for ECM by 15% & Community Supports by 15%

 Build resources and relationships to drive community referrals

Strengthen ECM and Community Supports provider capacity Facilitate relationship building between providers, plans, & referral partners



2025 Aim and Drivers for your approval

By December 2025, the Collaborative will build provider capacity to deliver high-quality CalAIM services to eligible members, as evidenced by an increased proportion of enrollees with high-quality care plans in place and an increase in care coordination among CalAIM providers.

Ensure delivery of high quality CalAIM services through education and training on CalAIM policies and program design Enhance available resources and supports to help providers deliver CalAIM services to underutilizing Populations of Focus, including children and youth Strengthen relationships between providers, plans, & referral partners to enable efficient, high-quality referrals and strong care coordination



DHCS Policy Updates



NEW: Community Supports Revisions

- DHCS released <u>updated Community Supports definitions</u> for the following services:
 - Asthma Remediation
 - Medically Tailored Meals/Medically Supportive Food
 - Nursing Facility Transition/Diversion to Assisted Living Facilities
 - Community Transition Services/Nursing Facility Transition to a Home
- These new definitions are effective **July 1, 2025**

Community Supports Revisions: Medically Tailored Meals Definitions

Medically Tailored Meals (MTM): Meals that adhere to established, evidence-based nutrition guidelines for specific nutrition-sensitive health conditions.

Medically Tailored Groceries (MTG): Preselected whole food items that adhere to established, evidence-based nutrition guidelines for specific nutrition-sensitive health conditions.



Community Supports Revisions: Medically Supportive Food

Medically Supportive Groceries: Preselected foods that follow the DGA* and meet recommendations for the recipients' nutrition-sensitive health conditions.

Produce Prescriptions: Fruits and vegetables, typically procured in retail settings, such as grocery stores or farmers' markets, obtained via a financial mechanism such as a physical or electronic voucher or card.

Healthy Food Vouchers: Vouchers used to procure pre-selected foods that follow the DGA* and meet recommendations for the recipients' nutrition-sensitive health conditions, via retail settings such as grocery stores or farmers' markets.

Food Pharmacy: Often housed in a health care setting, providing patients with coordinated clinical, food, and nutrition education services targeted at specific nutrition-sensitive health conditions. The healthy food "prescription" includes access to a selection of specific whole foods appropriate for the specific health condition(s) that follow the DGA* and meet recommendations for the targeted health condition(s).



Community Supports Revisions: Eligibility Criteria

Individuals who have chronic or other serious health conditions that are nutrition sensitive, such as (but not limited to):

	1
Cancer(s) Cardiovascular disorders Chronic kidney disease Chronic lung disorders or other pulmonary conditions such as asthma/COPD Heart failure Diabetes or other metabolic conditions Elevated lead levels End-stage renal disease High cholesterol	Liver disease Dyslipidemia Fatty liver Malnutrition Obesity Stroke Gastrointestinal disorders Gestational diabetes High risk perinatal conditions chronic or disabling mental/behavioral health disorders
5	3
- ·	

Community Supports Revisions: Asthma Remediation

- Asthma Self-Management Education and In-Home Environmental Trigger Assessments are now covered under the Asthma Preventive Services (APS) Benefit (transition effective January 2026)
- Streamlines eligibility and documentation requirements
- Clarifies eligible supplies
- Confirms that supplies do not need to be delivered at a single point as long as service complies with \$7500 lifetime maximum

Community Supports Revisions: Nursing Facility Transition

- Clarifies that members residing in private residences or public subsidized housing can be eligible for this support
- Clarifies that there are two distinct components of this Community Support:
 - Time-limited transition services and expenses
 - Ongoing assisted living services (not room and board, but support with Activities of Daily Living, meal prep, transportation, companion services, etc)

Community Supports Revisions: Community Transition Services

- Clarifies that members may receive Housing Transition Navigation, Housing Deposits, and/or Home Modifications at the same time as Community Transition Services
- Clarifies that there are two distinct components of this Community Support:
 - Transitional coordination services (securing housing, landlord communication, etc.)
 - One-time set-up expenses (security deposits, utility set-up fees, air conditioner or heater, etc.)



ECM Presumptive Authorization

Starting on Jan. 1st 2025, MCPs are required to allow select ECM Providers to quickly initiate ECM services <u>prior</u> to submitting an ECM referral to an MCP and reimburse Providers for services during a 30-day timeframe.

Services

Traditional ECM Authorization Process New Presumptive Authorization Process (For Select ECM Providers & POFs)



Referral MCP Authorization Services

In the traditional ECM authorization process, ECM services start **after** a referral is submitted to an MCP to authorize ECM services.



Referral MCP Authorization

Under the ECM presumptive authorization process, select ECM Providers can start services **before** a referral is submitted to an MCP to authorize ECM services.



MCP Updates

Kaiser Permanente

Alameda PATH CPI Meeting Alameda County February 2025

Additional NLE Provider Support | Provider Office Hours

Kaiser Permanente is working with Network Lead Entities (NLEs) to develop a network of community-based ECM, CS, and CHW providers.



NEW: Contracted Providers Second/Fourth Thursdays 1:00 – 2:00 pm Join Meeting Now

NEW: Prospective Providers First Thursdays of the Month 1:00 - 2:00 pm Begins Feb 6 Join Meeting Now

Questions? ILSCAProviderRelations@ilshealth.com Phone number: 844-269-3447



Contracted Providers Tuesdays 3:00 - 4:00 pm Register and Join Here

Prospective Providers Second/Fourth Thursdays of the Month

12:00 - 1:00 pm Register and Join Here

Questions? network@fullcirclehn.org Phone number: 888-749-8877

ECM Pilot Influencer Campaign is Live!

Kaiser Permanente partnered with Public Good Projects (PGP) on a social media influencer campaign to expand knowledge and drive enrollment into Enhanced Care Management (ECM) for Birth Equity and Foster Youth populations of focus.

	Timing	• January 14 - February 28
	Targeted Outreach	 Birth Equity Statewide Foster Youth in San Bernadino and Sacramento
	Influencers	 Individuals who can reach target populations Community organizations (some delayed due to LA fires) Individuals who can reach target populations Community organizations (some delayed due to LA fires)
	Next Steps	 Test and learn from pilot approach PGP will provide an evaluation Based on the evaluation, KP will scale to other populations of focus (with other managed care plans, if interested) or sunsetting.

Links to ECM Pilot Influencer Posts



Lesha, Los Angeles Creator





Kat, Mom Influencer

Complex care certificate | A free training resource from Kaiser Permanente

The complex care certificate will provide essential knowledge, skills, and attitudes required to provide complex care. This training program is rooted in Camden Coalition's core competencies for frontline complex care providers.

What is complex care?

- Complex care improves health and social well-being or individuals with complex needs.
- Complex care addresses the multiple drivers of health and social needs through collaboration in communities and across sectors.

What is the complex care certificate?

- Nine self-paced online courses (13 CEUs) that teach frontline complex care staff how to engage with complex health and social needs.
- Learners will be equipped with tools to build relationships and address gaps in care delivery that apply to all target populations, from pediatrics to older adults.



The complex care certificate program provides care teams with shared language and frameworks necessary for collaborative care deliverv

- KP's California-based community partners
- Frontline complex care practitioners *
- * Interdisciplinary care teams including community health workers, nurses, doctors, peers, social workers, care managers
- Healthcare and social care workers who want to strengthen their * practice of whole person care and team collaboration The training curriculum is:









Self-paced

Person-centered

Collaborative

Accredited

Registration code: kp2024 | https://courses.camdenhealth.org/redeem

Submitting ECM & CS Referrals

KP has a no-wrong-door approach for referrals

- Referrals are accepted from any source (members, providers, family, community organizations, etc.)
- Referrals may be placed via email or via phone or KP Health Connect
- NEW: For providers/organizations submitting referrals to your own ECM/CS/CHW organization, please send the referral form directly to your contracted Network Lead Entity

Area	All Northern California Counties	All Southern California Counties
Phone (Member)	1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.	1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.
Email (Counties/CBOs)	Send completed <u>referral form to</u> REGMCDURNs-KPNC@kp.org with the subject line "ECM Referral" or "CS Referral" or "CHW services request"	Send completed <u>referral form</u> to RegCareCoordCaseMgmt@kp.org with the subject line "ECM Referral" or "CS Referral" or "CHW services request"
	Send completed self <u>referral form t</u> o contracted Network Lead Entity	Send completed self <u>referral form t</u> o contracted Network Lead Entity
(NEW: NLE Contracted providers submitting referrals to their own organization)		

Process for Community Providers to Refer to Own Organization (NEW)

If you are a **contracted** community provider and want to refer a KP member **directly** to your **ECM/CS/CHW** organization, please send the referral directly to your **contracted Network Lead Entity** rather than KP.



Email ECM/CS/CHW referral directly to contracted NLE:

- Full Circle Health Network: <u>referral@fullcirclehn.org</u>
- ILS: <u>kpreferrals@ilshealth.com</u>
- Partners in Care Foundation:
 - ECM: <u>ECM@picf.org</u>
 - Personal Care/Non-Medical Respite: privateduty@picf.org
 - Housing Trio: <u>HousingCS@picf.org</u>

Send any questions regarding self-referrals to your contracted NLE

For issue resolution, email Network Lead Entity and cc medi-cal-externalengagement@kp.org

Alameda Alliance / Modivcare Transportation In-Service

Updated 1/15/25



What is Non-Medical Transportation (NMT)?



- Non-Medical Transportation or NMT includes:
 - Mileage Reimbursement
 - Members can look into their own "network" and identify a friend, family member, or neighbor who is able to reliably take them to/from appointments and be reimbursed at the national mileage reimbursement rate.
 - □ Members are not eligible to receive reimbursement themselves.
 - Mass Transit & Paratransit Services
 - □ When available, these services may be utilized and arranged.
 - □ Ambulatory
 - □ Sedan services, including Lyft or taxi.
 - Ambulatory door to door
 - □ Sedan services with support from pick up to drop off.

More on Non-Emergency Medical Transportation (NEMT)?



- □ NEMT include:
 - Wheelchair Van
 - Gurney / Litter Van also known as stretcher
 - Ambulance
 - □ Air Transport
- □ NEMT requires a Physician Certification Statement (PCS) Form
- NEMT ambulance is **NOT** an 911 ambulance
- □ Examples of trips that commonly use NEMT:
 - Dialysis
 - Discharges
 - □ Patient transfers
 - □ Routine appointments
 - I Medical treatments
 - □ Trips for non-life-threatening situations for evaluations

What is a Physician Certification Statement (PCS) Form?



- A Physician Certification Statement, or PCS, is a form that defines the appropriate and medically necessary level of service that our member requires.
- NEMT levels of service (wheelchair van, gurney/stretcher/litter van, ambulance) REQUIRE an authorized signature.
- NMT levels of service (Lyft, four door sedan) do not require a PCS for AAH.
- ▶ Hospital to Hospital transfers do not require a PCS form.
- PCS forms can be completed and signed by a qualifying treating provider who has knowledge of the members condition BEFORE the trip takes place.
 - Qualifying staff includes PCP, MD, midlevel practitioners such as PA, NP, dialysis center SW, SUD provider or BH provider.
- PCS forms are valid for all transports for a max of 12 months, based on what signing provider chooses on completed form

PCS Form Example

Alliance For Health

Alliance

Physician Certification Form -

Request for Non-Emergency Medical Transportation (NEMT)

Please complete the Alameda Alliance for Health Physician Certification Form – Request for Non-Emergency Medical Transportation (NEMT) Form to request for NEMT services for Alliance members. NEMT includes transportation by ambulance, wheelchair, and gurney vans for medically necessary covered services, specifically when the patient is non-ambulatory. All NEMT trips include door-to-door service.

INSTRUCTIONS

- 1. Please print clearly, or type in all of the fields below.
- 2. Please complete the form and fax or send a secure email* to:

Alameda Alliance for Health ATTN: Case and Disease Management Department – Request for Transportation Fax Number: 1.510.747.4130 Secure Email*: DeptCMDM@AlamedaAlliance.org *If you have questions about how to send a secure email, please visit www.alamedaalliance.org.

Questions? Please call the Alliance Case Management Department at 1.510.747.4512.

Please Note: A PCS form is only required for NEMT. A PCS form is not required for non-medical transportation (NMT) level of service such as taxi or car. To request and schedule NMT services, Alliance members can call Alliance Transportation Services toll-free at 1.866.791.4158.

SECTION 1: MEMBER INFORMATION		
Last Name:	First Name:	
Date of Birth (MM/DD/YYYY):	Alliance Member ID #:	
Phone Number:	Home Cell	

SECTION 2: TRANSPORTATION NEEDS

Non-emergency medical transportation (NEMT) request (please select only one (1) level of service):

- Air transport (additional verification information needed for approval)
- Ambulance (including BLS, ALS, CCT, SCT, bariatric patients, LS, and patients requiring oxygen not self-administered or regulated)
- Litter van/gurney van (for bedbound patients, including bariatric patients)
- Wheelchair van (including bariatric patients)

SECTION 2: TRANSPORTATION NEEDS (cont.
Start Date:
Duration:
3 months
6 months
9 months
12 months (max duration)
Other:

SECTION 3: FUNCTION LIMITATIONS JUSTIFICATION

Please describe the member's specific physical and medical limitations that prevent the member's ability to reasonably ambulate without assistance or be transported by public or private vehicles (please select only one (1):

- Member is a dialysis recipient
- Member has leg weakness, mobility limitations, or fall risk
- Member has severe mental confusion
- Other:

SECTION 4: CERTIFICATION FOR NON-EMERGENCY MEDICAL TRANSPORTATION

The provider who is responsible for providing care for the member is responsible for determining the medical necessity for transportation. This certificate can be completed and signed by an MD, DO, PA, NP, CNM, physical therapist, speech therapist, occupational therapist, or mental health or substance use disorder provider who is employed or supervised by a hospital, facility, or physician's office where the patient is being treated and who has knowledge of the patient's condition at the time of completion of this certificate, except for requests relating to hospice or home health services, which must be signed by an MD or DO.

Provider Last Name:	Provider First Name:	
Provider Credential:	Phone Number:	
Signature:	Date:	

What services can you expect from the transportation provider?

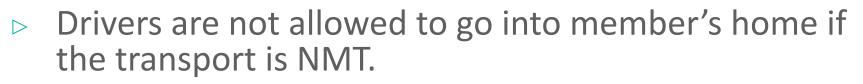
Non Medical Transportation (NMT) Services:

- Curb-to-Curb Service: The transportation provider picks up and discharges the member at the curb, or driveway, in front of their home or destination. Level of Service (LOS) is considered Ambulatory or A
 - In curb-to-curb service the driver does not assist the member along walkway or steps to the door of the home or other destination, such as treatment facility.
- Door-to-Door Service: This is a form of paratransit service, which includes member assistance between the vehicle and the door of his or her home or other destination. The driver will provide limited assistance from the front door of the facility, in addition to securing the member in the vehicle. **Request door to door in advance if needed for ambulatory member (not available with Lyft).**

Non- Emergency Medical Transportation (NEMT) Services:

- □ All NEMT levels of service include door to door assistance.
- It is not the expectation that a driver function as an escort in helping or staying with a member in need of supportive care or assistance.
- It is not the expectation that the driver assist a member within a facility once they have arrived to drop the member off at a facility.

What services can you expect from the transportation provider?



- Drivers are not allowed to enter member's residence in order to help a member get dressed.
- Drivers are not allowed to receive tips.
- Drivers will not drop a member off at another destination on the way, such as grocery store.

How to Book Transportation

Alameda Alliance for Health Medi-Cal Transportation Benefit



Get transportation to medical appointments and services at no cost.



At Alameda Alliance for Health (Alliance), we are here to help our members stay healthy and active. Alliance Medi-Cal members can get a ride to their medical appointments and services at no cost.

The Alliance covers two (2) types of ride services:

1. Non-medical transportation (NMT)

2. Non-emergency medical transportation (NEMT)

Non-Medical Transportation (NMT)

Alliance members who have Medi-Cal coverage can use NMT when they need to:

· Pick up prescriptions and medical supplies.

• Travel to and from a medical appointment authorized by a provider.

The Alliance NMT benefit covers the use of a car, taxi, bus, or other public/private way to get to a medical appointment.

To schedule an NMT service, please view the list of toll-free numbers to call on page 2.



Non-Emergency Medical Transportation (NEMT)

Non-emergency medical transportation (NEMT) is for members who are not able to get to their medical appointment (medical, dental, mental health, or substance use disorder) by car, bus, train, taxi, or other NMT level of service.

NEMT uses the following levels of service:

- Air transport
 Litter/gurney van
- Ambulance
 Wheelchair van

The doctor must complete and submit the Physician Certification Statement (PCS) Form to the Alliance before a NEMT request. After the form is sent to the Alliance, the member or doctor can schedule transportation using the number below. The PCS Form can be found on the Alliance website at www.alamedaalliance.org.

Scheduling

Please schedule the ride request at least three (3) business days before the appointment. For urgent appointments, please call as soon as possible. Please have the Alliance member ID card ready when you call.

If you are	Phone Number
An Alliance member	Toll-Free: 1.866.791.4158
An Alliance provider calling on behalf of an Alliance member	Toll-Free: 1.866.529.2128
An Alliance provider who needs to report real-time concerns	Toll-Free Escalation Line: 1.866.779.0569

To schedule a ride, Alliance members can also download and use the **Modivcare App** from Google Play^e or the Apple App Store[®] on a smartphone or tablet.

Questions? Please call the Alliance Member Services Department Monday – Friday, 8 am – 5 pm Phone Number: **1.510.747.4567** * Toll-Free: **1.877.932.2738** People with hearing and speaking impairments (CRS/TTY): **711/1.800.735.2929** www.alamedaalliance.org



2/2

Alliance

FOR HEALTH



Thanks! Questions?

Contact:

Alameda Alliance Transportation Team

Transportation@alamedaalliance.org



Provider Resources: CITED & TA Marketplace



Funding Opportunity: CITED Round 4

- Applications are open **until May 2, 2025**
- State priorities for funding include:
 - County-Specific ECM and Community Supports gaps
 - Statewide ECM and Community Supports gaps (Birth Equity, Justice-Involved, and Transitional Rent)
 - Tribal Entities or other entities serving tribal members
 - Entities serving individuals whose primary language is not English
 - Local Community-Based Organizations
- Resources about identifying gaps are included in the <u>CITED</u>
 <u>Round 4 Guidance Document</u>



CITED Round 4 Office Hours

CITED Office Hours Thursday, March 13 10:00am-11:00am Register Here:



CITED Office Hours Thursday, March 20 10:00am-11:00am Register Here:





TA Marketplace

Technical Assistance Marketplace

The PATH Technical Assistance (TA) Marketplace serves as a virtual marketplace for TA services, a one-stop-shop website where entities can access TA resources from curated and approved Vendors. The TA Marketplace initiative provides funding for providers, community-based organizations, counties, and others to obtain TA resources to establish the infrastructure needed to implement Enhanced Care Management (ECM) and Community Supports.

The Round 5 Vendor application is now open through January 31, 2025

Explore the Marketplace

- Training
- Workforce development
- Data sharing capacity & infrastructure
- Health Equity
- Service Delivery
 Improvement



Access the

TA Marketplace:





Upcoming Events



Register for February Training and Development Unit Trainings!

Cultural Humility In Person

March 3 | 9am-4pm

New Hire Academy <u>In Person</u> April 1 & 2 8:30am - 4:30pm

Register here for the trainings:

Social Determinants of Health <u>On Zoom</u>

April 24 | 1-3pm

Email <u>TDU@ucsf.edu</u> with any questions.





Children and Youth Workgroup

April 8, 2025 | 11:00am - 12:00pm Join us on Zoom!

<u>Objectives:</u>

- Enable outreach, referrals, and enrollment for children into ECM and Community Supports
- Spotlight best practices in youth services
- Develop resources to connect foster youth to CalAIM services







Omatechi BluePath SAN FRANCISCO BAY AREA Senior Wellness Fair 🗃 March 28, 2025

12:30 -2:30pm

St. Columba Catholic Church 6401 San Pablo Ave, Oakland, CA 94608

- Community, Fun & Free Lunch!"

"You're Invited! A Free Wellness Fair for Seniors

Join us at the free wellness fair to explore your Medi-Cal benefits, enjoy free lunch and participate in workshops. Socialize with fellow seniors, discover valuable resources, and

have fun learning together! Pre-register now for free lunch and transportation options!



Register Here!



bit.ly/4kbFR7p





Resources and Learn How to

Explore What's New in Tech and Unleash Your Creativity.



Learn About Home Security & Safety.



Poll Please share your feedback about today's meeting!



2025 Collaborative Schedule

Join us on Fridays in 2025!



Register today to add the meetings to your calendar!

Add to Calendar(.ics) | Add to Google Calendar | Add to Yahoo Calendar

To edit or cancel your registration details, click here.

Please submit any questions to: info@connectingforbetterhealth.com

WAYS TO JOIN ZOOM

Join from PC, Mac, iPad, or Android

Join Meeting

Meeting Calendar

January 31 (Fifth Friday for In-Person Networking Lunch) February 28 March 28 April 25 (In-person) May 23 June 27 July 25 (In-person) August 22 September 26 October 24 (In-person) November 21 (Third Friday) December 12 (Second Friday)



See you next month!

March 28, 2025 10:00am - 11:30pm *Join us on Zoom!* **Register now:**



Thank you for attending!