Welcome!

Introductions
- Name
- Organization
- Your role in CalAIM implementation

Welcome to our new participants

April Collaborative Agenda

Topic	Time
Welcome and Introductions	**5**
Poll - ECM Population of Focus: **Serious Mental Health and SUD Needs**	**5**
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Next Steps and Closing	**5**
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Poll - ECM Population of Focus: Individuals with Serious Mental Health and/or SUD Needs

What questions do you have about Serious Mental Health (SMH) and Substance Use Disorder (SUD) services within Ventura county?
We will use these to inform the discussion on a future collaborative call.

Managed Care Plan Updates

The Kaiser Permanente Mission

Kaiser Permanente exists to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.

Continuity of Care for KP Medi-Cal Enrollees

Learn about Medi-Cal Continuity of Care

Here's what you need to know about Medi-Cal Continuity of Care.

- ⊕ What is Continuity of Care?
- ⊕ How do I get Continuity of Care?
- ⊕ How do I know if I qualify for Continuity of Care?
- ⊕ Do certain medical conditions qualify for Continuity of Care?
- ⊕ Are Continuity of Care requests for out-of-network providers automatically approved?
- ⊕ How do I know if my Continuity of Care request is approved?
- ⊕ What happens if my Continuity of Care request is denied?
- ⊕ What if I have a scheduled surgery or appointment with a new out-of-network provider?
- ⊕ Can I still get my medications?

If members have questions about Continuity of Care

Call KP Member Services 1-855-839-7613 (TTY 711)

24 hours a day, 7 days a week

For current information, go to our web page:
https://healthy.kaiserpermanente.org/northern-california/shop-plans/medicaid/medi-cal/medi-cal-continuity-of-care

KAISER PERMANENTE

Network Lead Entity (NLE) Overview

Kaiser Permanente's Network Lead Entities (NLE) support the development of a community partner network for Enhanced Care Management (ECM), Community Supports (CS), and Community Health Worker (CHW) services in all 32 counties.

Centralized Service Coordination

KP is centralizing the coordination of services through the NLEs. KP retains oversight of eligibility, member notifications, quality, and grievances.

Comprehensive Network Coverage

The expertise and services of three statewide NLEs provide comprehensive coverage and enable timely access to ECM, CS, and CHW services.

Collaboration with Local Community Based Partners

NLEs provide ECM, CS, CHW services in close collaboration with community-based organizations with geographic and population of focus expertise.

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Three Community-Based Providers have been selected to serve as Network Lead Entities

Multiple Network Lead Entities allows Kaiser Permanente to build a comprehensive network to provide Enhanced care Management (ECM), Community Supports (CS) and Community Health Worker (CHW) benefits for Kaiser Medi-Cal members.

Full Circle Health Network

- **Expertise in working with children, youth, young adults, and families**

- Model anchored in existing relationships with trusted community-based organizations with a focus and expertise in children and youth (includes Counties, etc.)

- Provides upstream assistance for capacity building for Community-Based Organizations

INDEPENDENT Living Systems

- **Current contracted Enhanced Care Management and Community Supports provider with Kaiser**

- Statewide presence in both NCAL and SCAL

- Extensive experience in multiple states by partnering with CBOs

- Currently prepared to provide CHW services in 21 counties with expansion planned to all 32 counties by 2024

- Strong existing infrastructure to facilitate business systems with capacity to scale

Partners in Care FOUNDATION

- **Significant experience as an NLE**

- Distinct expertise in supporting "high needs members"

- Well established relationships with local community-based organizations

- Demonstrated understanding of how other Medi-Cal services can be accessed outside of ECM to coordinate and support care by work with Multipurpose Senior Services Program/Assisted Living Waiver programs

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Enhanced Care Management (ECM) Providers in Ventura County

Organizations listed have executed contracts with KP as of February 1, 2024. Other providers are welcomed to apply to join our provider network via the NLEs.

Provider	Services/Populations of Focus	Phone Number
Amity Foundation	Adults, Children and Youth - Individuals transitioning from incarceration	Pending
Independent Living Systems	Adults, Children and Youth PoFs	888-262-1292
Koinonia Foster Homes, Inc.	Children and Youth PoFs	661-273-8122
Russian Jewish Community Cultural Center DBA L'Chaim ADHC	Adults PoFs	323-930-1881
Star Nursing Inc	Adults, Children and Youth PoFs	877-687-7399

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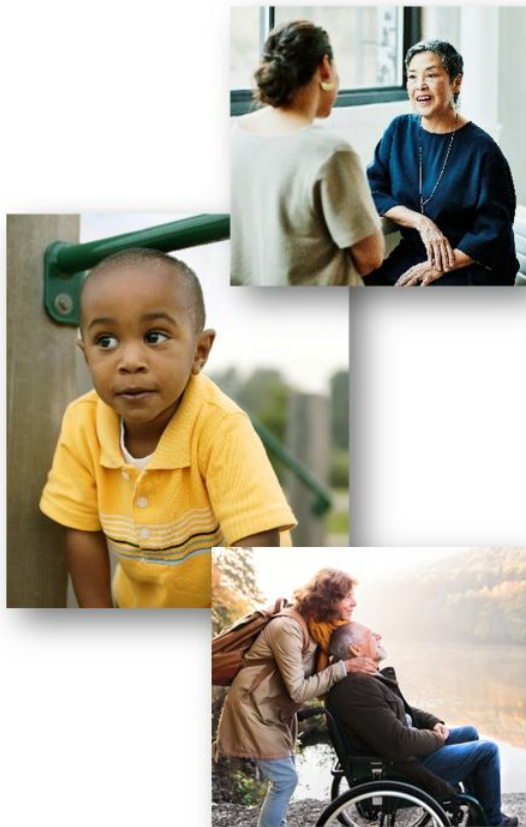
Community Supports (CS) Providers in Ventura County

Organizations listed have executed contracts with KP as of February 1, 2024.
Other providers are welcomed to apply to join our provider network via the NLEs.

Provider	Services	Phone Number
Assured Independence	Environmental Accessibility Adaptations	425-516-7400
Connect America West	Environmental Accessibility Adaptations	Pending
Connections Care Home Consultants	Nursing Facility Transition/Diversion to Assisted Living Facilities	800-330-5993
Evolve Emod, LLC	Asthma Remediation	844-438-7577
Independent Living Systems	Housing services, Nursing Facility Transition/Diversion to Assisted Living Facilities, Community Transition Services/Nursing Facility Transition to a Home	888-262-1292
Lifeline Systems Company	Environmental Accessibility Adaptations	800-451-0525
Maxim Healthcare Services	Respite services and Personal Care and Homemaker Services	818-837-3775
Star Nursing Inc	Housing Transition/Navigation Services, Nursing Facility Transition/Diversion to Assisted Living Facilities, Community Transition Services/Nursing Facility Transition to a Home, Respite services and Personal Care and Homemaker Services	877-687-7399

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How a community-based organization can serve KP members

KP is working with three NLEs to develop a network of community-based ECM, CS, and CHW providers.

If your organization wishes to become part of an NLE's network, you may send an email message to:

Full Circle Health Network

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

INDEPENDENT *Living Systems*

ILSCAProviderRelations@ilshealth.com
Phone number: 305-262-1292

Partners in Care FOUNDATION   *

Hubinfo@picf.org
Phone number: 818-837-3775

In your email, please specify the services your organization provides, geography serviced, and population expertise.

*Partners in Care only serves the Southern California region at this time.

KAISER PERMANENTE.

Transportation Services for KP Medi-Cal Members

Medi-Cal members can get help with non-medical transportation to and from medical appointments.

Transportation services are available for …

✓ KP Medi-Cal members, who have no other way to get to their medical appointment or service

✓ Those who are able to get in and out of a vehicle without assistance from the driver

Transportation services available to…

✓ Go to a doctor appointment

✓ Get medical services such as lab work or X-rays

✓ Pick up medicine that can't be sent by mail

✓ Pick up medical supplies or equipment

To request non-medical transportation services in San Bernadino County …

✓ Members should call at least three days before an appointment

✓ Rides are available Monday through Friday, 5 a.m. to 7 p.m.

✓ For urgent needs, such as a hospital discharge, call for a ride 24 hours a day, 7 days a week.

To schedule a ride, Medi-Cal members may call KP Transportation Services at **1-844-299-6230**.

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Additional Transportation Services for KP Medi-Cal Members

For members needing wheelchair van services, gurney van services, or other special transportation (Non-Emergency Medical Transportation)

- For Medi-Cal members with medical, mental, and/or physical conditions that make transport by ordinary means impossible, or when the member requires specialized safety equipment that is not normally available in passenger cars, taxicabs, or other forms of public transportation.

- A physician must indicate medical necessity.

- Once clinical criteria are met, the provider submits the request to the KP Ambulance HUB. Within 48 hours, the HUB updates the database with member information.

- Once authorization has been added to the HUB database, members can independently schedule subsequent trips by calling (833) 226-6760.

Important Contact Information

DHCS/Health Care Options :**1-800-430-4263** (TTY **1-800-430-7077**)
Monday - Friday, 8 a.m. to 6 p.m.

For more information or assistance in enrolling in KP Medi-Cal, please call:

Kaiser Permanente Medicaid Assistance Center
1-800-557-4515 1-800-557-4515 (TTY 711)
Monday - Friday, 8 a.m. to 5 p.m.

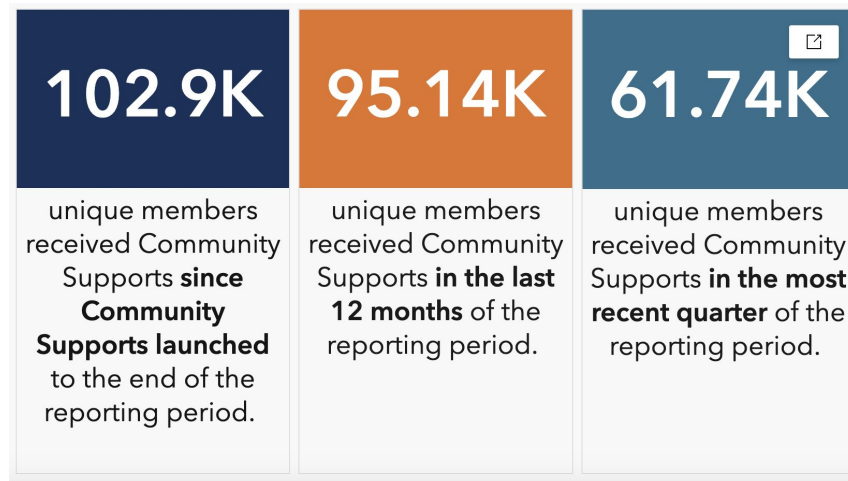**KAISER PERMANENTE**

Gold Coast Health Plan Updates

Discussion:
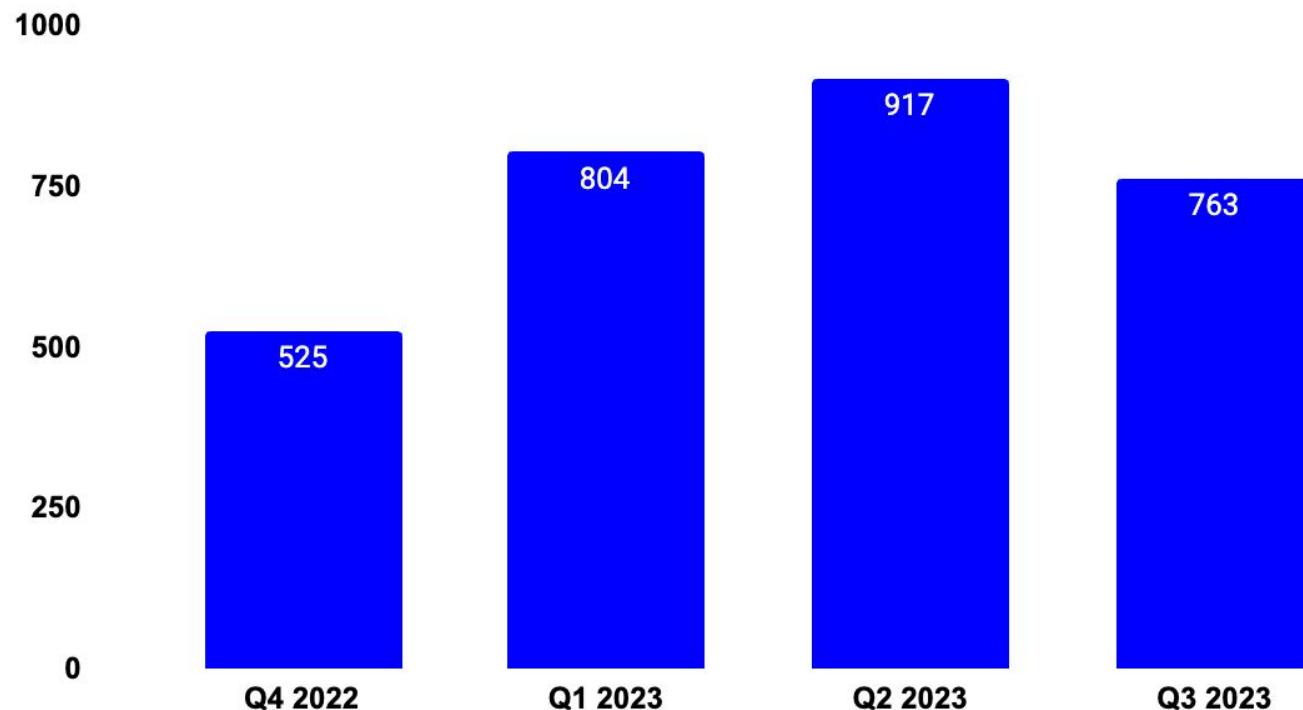# MCP Updates and Plan Transition Questions

DHCS ECM and Community Supports Data Update

DHCS ECM and Community Supports Data

- **ECM and Community Supports Quarterly Implementation Report updated by DHCS, with data through Quarter 3 (July-September), 2023**
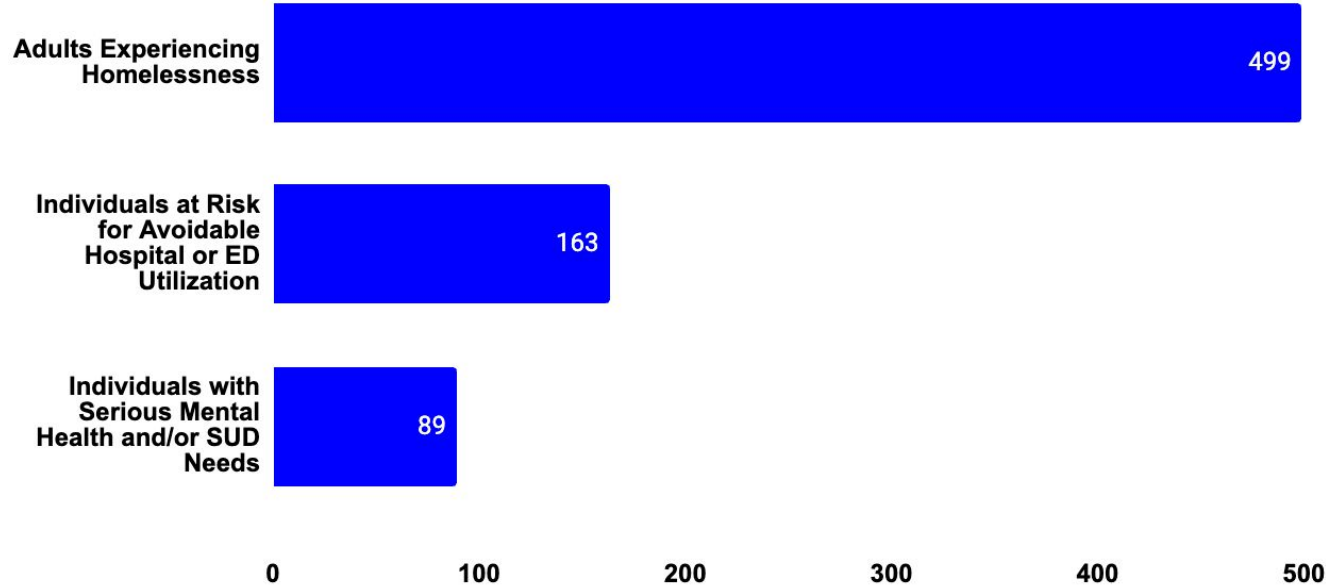
160.3K	**123.1K**	**85.73K**
unique members received ECM **since ECM launched** to the end of the reporting period.	unique members received ECM **in the last 12 months** of the reporting period.	unique members received ECM in the **most recent quarter** of the reporting period.

102.9K	**95.14K**	**61.74K**
unique members received Community Supports **since Community Supports launched** to the end of the reporting period.	unique members received Community Supports **in the last 12 months** of the reporting period.	unique members received Community Supports **in the most recent quarter** of the reporting period.

View the full report here

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Total Members Who Received ECM in Ventura County by Quarter

	1000			
			917	
	750	804		763
	500			
	525			
	250			
	0			
	Q4 2022	Q1 2023	Q2 2023	Q3 2023

Total Members Who Received ECM in Ventura County by POF, Q3 2023

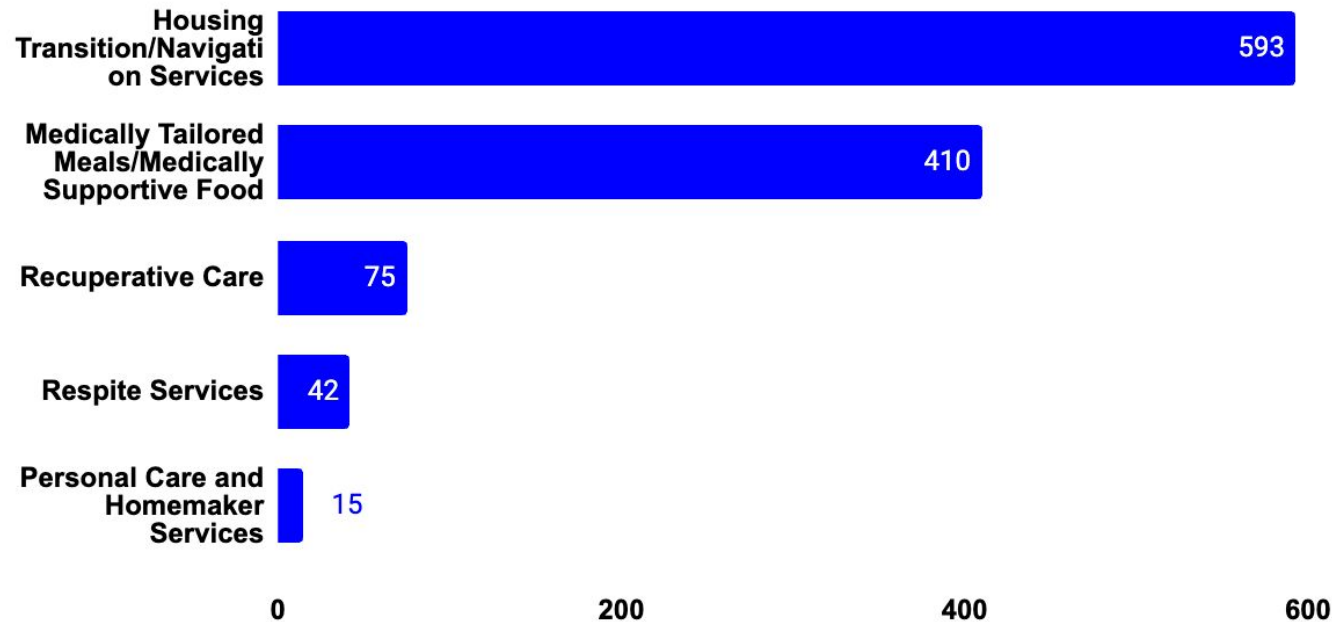**Populations of Focus with <11 members served:**

- Adults Living in the Community at-risk for long-term care
- Children and Youth Experiencing Homelessness
- Children and Youth at Risk for Avoidable Hospital or ED Utilization
- Children and Youth with Serious Mental Health or SUD Needs
- Children and Youth - Enrolled in CCS with Additional Needs

Source: DHCS ECM and Community Supports Quarterly Implementation Report, April 2024

Source: DHCS ECM and Community Supports Quarterly Implementation Report, April 2024

Total Members who Received Community Supports in Ventura County by Service, Quarter 3 2023

Service	Members
Housing Transition/Navigation Services	593
Medically Tailored Meals/Medically Supportive Food	410
Recuperative Care	75
Respite Services	42
Personal Care and Homemaker Services	15

Community Supports with <11 members served:
- Housing Deposits
- Short-Term Post Hospitalization Housing

Source: DHCS ECM and Community Supports Quarterly Implementation Report, April 2024

Collaborative Resources:
Ventura County Provider List

Ventura County CalAIM Provider List

- **Goal: Printable resource for ECM and Community Supports providers to reference contact information of all other contracted providers**

- **Resource will include ECM POFs served and/or Community Supports offered, as well as phone number and email address contacts**

Resource Overview

This reference tool offers a comprehensive list of the contracted Enhanced Care Management (ECM) and Community Supports service providers currently operating in Ventura County through the CalAIM initiative. This statewide Medi-Cal initiative is implemented locally by Medi-Cal managed care plans (MCPs) but with state oversight by the Department of Health Care Services (DHCS).

In Ventura County, Gold Coast Health Plan and Kaiser Permanente are the local Medi-Cal MCPs that contract with local providers and service organizations to deliver ECM and Community Supports. It is important to note that while some service providers contract with both Medi-Cal MCPs, many are only contracted with either Gold Coast Health Plan or Kaiser Permanente to deliver services to eligible Medi-Cal members.

The Provider List includes contact information, ECM Populations of Focus served, and Community Supports services offered by each contracted provider in Ventura County.

This resource is intended as a reference tool to support access to and coordination of ECM and Community Supports services for eligible Medi-Cal members in Ventura County. The Provider List can be used to identify contracted providers to connect individuals and families to the ECM and Community Support services they need in a timely manner.

To request additional provider information or suggest updates or corrections to the information available in this reference tool, please contact pathinfo@bluepathhealth.com.

The Provider List was developed by BluePath Health through the CalAIM PATH Collaborative Planning and Implementation (CPI) Initiative, which supports county and regional collaborative planning efforts for CalAIM implementation. The Ventura CalAIM PATH Collaborative meets monthly to convene local stakeholders and discuss the rollout of ECM and Community Supports services.

We appreciate the support and contributions from the Gold Coast Health Plan, Kaiser Permanente, and our county partners to develop this resource for the community.

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Ventura County CalAIM Provider List

ECM Providers

Legend		Adult POF		Children & Youth POF		Adult, Children & Youth POFs
				KP = Kaiser Permanente GCHP = Gold Coast Health Plan		

Organization	Office Location	Contracted Health Plan
Amity Foundation		KP

Populations of Focus Served:

Among Friends		GCHP

Populations of Focus Served:
Adults At Risk for Hospital or ED Utilization | Adults At Risk for LTC Institutionalization
Adult Nursing Facility Residents Transitioning to the Community

Clinicas Del Camino Real		GCHP

Populations of Focus Served:
Adults/Children & Youth - At Risk for Hospital or ED Utilization | Adults At Risk for LTC Institutionalization

Community Memorial Health Centers		GCHP

Populations of Focus Served:
Adults/Children & Youth - Individuals Experiencing Homelessness* | *only those identified by CMH
Adults/Children & Youth - Individuals At Risk for Avoidable Hospital or ED Utilization|
Adults - Adults Living in the Community and At Risk for LTC Institutionalization |

Independent Living Systems		KP

Populations of Focus Served:

Koinonia Foster Homes Inc.		KP

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Ventura County CalAIM Provider List

Discussion Questions

- **For ECM and Community Supports providers:**
  What information is most important to include in this resource?

- **For ECM and Community Supports providers:**
  How will your staff use this tool? What can the Collaborative do to make it available and optimize its use?

- **For all Collaborative participants:**
  How can Collaborative participants and facilitators ensure this list is kept up to date?

Upcoming Events and Reminders

Final TA Marketplace Vendor Fair: April 25

The DHCS-hosted virtual vendor fair will feature approved Vendors in Domains 5 and 6 of the TA Marketplace: "Promoting Health Equity" and "Supporting Cross Sector Partnerships"

Register here:

https://us06web.zoom.us/webinar/register/WN_G_fLo--0RyWo2NuZ43Cerw#/registration

Promoting Health Equity and Cross-Sector Partnerships Vendor Fair

On April 25, from 9 to 10:30 a.m. PDT, DHCS will host the final virtual Vendor Fair featuring presentations from Vendors providing services in Domain 5 "Promoting Health Equity" and Domain 6 "Supporting Cross-Sector Partnerships."

Domain 5 includes TA Vendors with the expertise to help TA Recipients advance health equity through their implementation of ECM/Community Supports and in their work with Medi-Cal members. Domain 6 includes TA Vendors with the expertise to help TA Recipients successfully engage in cross-sector partnerships, including partnerships between Medi-Cal MCPs and counties.

CalAIM TA Marketplace

Step 1: Registrant Eligibility Verification

Applicant completes TA Marketplace registration process

Step 2: Project Eligibility Verification

Applicant(s) Identifies Project Associated with PATH

Review TA Marketplace for OTS or Hand-On Services and by Which Vendor?

Applicant completes application form & submits to TPA

Step 3: Project SOW and Budget

PA issues payment directly to TA vendor based on agreed rates upon completion and verification of milestones/deliverables

If approved *Applicant and Vendor co-develop SOW with services description, deliverables & milestones

DHCS makes final decision on approval.

TPA review with Accept/Reject Recommendation to DHCS

TA Marketplace Feedback

What experiences have your organizations had with the TA Marketplace application process?

What feedback can we share with DHCS with regard to the application process?

Upcoming Events

Office Hours: Friday May 3, 11-12
TA Marketplace Application Process

Ventura In-Person Meeting

May 16, 8-9
Networking Breakfast
Pre-VCCHIC May Meeting
211 E. Ventura, Room C, Oxnard

Thank you!

Questions or suggestions?
pathinfo@bluepathhealth.com

Office Hours

Appendix

2024 Aim Statements

#1 The Collaborative will build education and awareness of CalAIM in 2024 by providing at least 10 CalAIM 101 presentations in the community to at least 200 individuals in total.

#2 The Collaborative will increase the number of external referrals for ECM & Community Supports by 20% in 2024.

#3 The Collaborative will increase the percentage of members receiving ECM and Community Supports services out of those referred and contacted by *X%* in 2024.

2023 Aim Statement and Key Drivers

Increase eligible members authorized for ECM & Community Supports by 15%

Expand communication channels for providers and members

Improve provider capacity and administration

Increase ECM & Community Supports Care Coordination

TA Marketplace
Application Review Timeline

Timeliness of Application Review

Recipient Eligibility Applications

Average review time was under 2 weeks, which was primarily dependent on the receipt of identity verification data and the quality of attestations submitted. Where an organization submitted a blank or incorrect attestation, the timeline from submission to approval was significantly longer.

Identity Verification 3 days	PCG Attestation Review – 3 days	DHCS Approval 1 week
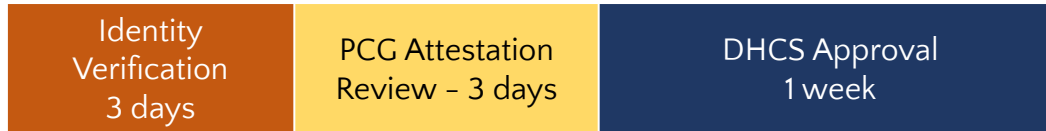
Project Eligibility Applications

Average review by PCG staff was 5 business days, followed by 5 business days to receive DHCS approval. This process proceeded quickly for most applicants, as the majority of requests were for Off-the-Shelf projects, for which the project goals are clearly defined and outlined. Projects with longer reviews at the PEA step of the process were due to unclear goals or applications that contained requests for multiple disparate projects.

PCG Review 1 week	DHCS Approval 1 week

Timeliness of Application Review (cont.)

Scopes of Work and Budgets (standard review)
Average review by PCG staff was 5 business days, followed by 5 business days to receive DHCS approval. This process proceeded quickly for most applicants, as the majority of requests were for Off-the-Shelf projects, for which the review is expedited, as project goals are clearly defined and outlined.

PCG Review 1 week	DHCS Approval 1 week

Scopes of Work (SOW) and Budgets (heightened scrutiny)
SOW and Budgets may be flagged for heightened scrutiny by the DHCS Team, if concerns are raised at the PEA stage, if there is a concern about duplication of funding from CITED or another grant, or if the project will produce member facing materials.

TA Marketplace Resources

For technical support or questions, please email
ta-marketplace@ca-path.com

[PATH TPA Website](#)

[DHCS CalAIM PATH Webpage](#)