

EQUITY IN OC



Equity in OC (EiOC) Partnership Convening

March 22, 2023

10:00 am-11:30 am

All mics are muted. Videos are encouraged!



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Pick Your Language Now

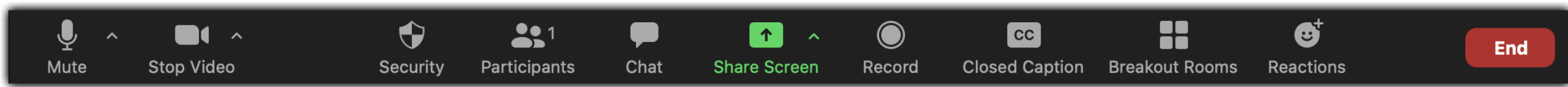
Ahora, selección su idioma

Zoom Support

Mic and Video



Breakout Rooms



Chat **Emmi
Monsour** with any
tech issues and
questions

Land Acknowledgement



Today's Agenda

Welcome & Introduction
IHI, HCA and OC United Way Updates
EiOC Partnership Evaluations
Part 1: CalOptima and CalAim Deep Dive Nicole Garcia
Wrap Up & Evaluation

Partner Updates



Institute for Healthcare Improvement (IHI)



**Community Health Improvement Leadership
Academy (CHILA) Session 3**
will be held on May 16, 17 & 18, 2023

Location: Delta Hotels by Marriott
Anaheim/Garden Grove

240 registered!

Registration Closes on May 8th

Share Your Voice: Community Health Assessment

Wednesday, May 3, 2023, 9:00 – 10:30 AM

- Brainstorming event to identify forces, either now or in the future, that may affect our community and local public health system and opportunities and threats associated with those forces.
- In 2019, HCA worked with a wide array of community leaders to identify the forces of change impacting or anticipated to impact the health and well-being of Orange County residents.
 - This session will review, update and add to the 2019 findings.



Wednesday, June 7, 2023, 9:00 – 10:00 AM

- In this session, the Research Team will review their findings, brainstorm with participants about how the information can be helpful to the community
- The HCA Research Team has completed an analysis of life expectancy in Orange County with particular attention to the impact of COVID.

Equity in OC Initiative Funding Opportunities

- **Community Member Participation Personal Service Contracts (aka Honoraria)**
 - **Year 2 includes three elements**
 - 1) **NEW** Community Member Applicants
 - Application Portal for New Members will open on Monday, May 1st
 - Virtual Office Hour for Technical Assistance: Friday, May 12th at 1-2 p.m.
 - To RSVP, please email EquityInOC@UnitedWayOC.org and a Zoom Meeting Information will be provided.
 - It is best to be in front of a computer to join this office hour
 - Application or **Portal will Close on May 31st**
 - *Portal may re-open in August*
 - 2) **Existing 22 members will not need to re-apply**
 - Required to complete quarterly worksheets in order to continue to receive compensation for their time
 - 3) **Last year's applicants**
 - If applied last year, please email EquityInOC@UnitedWayOC.org
 - We will also reach out to you to determine if you are still participating, plan to continue to participate and determine next steps to provide

Equity in OC Initiative Funding Opportunities

• Power Building Fund 2023

- **Grant Period:** May 1, 2023 to April 30, 2024
- **Award Amount per Organization:** \$50,000
 - Funding available for up to 19 organizations
- **Updates on Applications**
 - 59 Applications Received
 - Review process complete
- **Award Announcements:**
 - Will be made after the Taskforce meeting

• Social Determinants of Health Grants

- **Update on Action Area: Food as Medicine**
- **Update on Reporting for SDoH Grant Recipients**
 - First Mid-Year Reports / Deadline may be extended
 - Template will be provided

REMINDER: 2022 Grant Summaries



2022 Grant Recipients

ACHIEVING EQUITY IN ORANGE COUNTY

An Initiative of:



Grant Administrator:



Following this call, we will send you the PDF copy of the grant summaries for your reference.

Community Announcements: Type in Chat



Update on Partnership Evaluation PDSA

- January - **27/164 (16%)** evaluations completed
- February – **18/200 (9%)** evaluations completed
- March - **55/143 (39%)** evaluations completed
- April - **??/??** evaluations completed

Keep the feedback coming!

Please scan the QR code to send your feedback:





CalOptima Health

CalAIM Overview:

*All About Enhanced Care Management
and Community Supports*

April 2023

Nicole Garcia, LMFT, Director, CalAIM Outreach

Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

Overview

- CalOptima Health Overview
- CalAIM Overview
- Enhanced Care Management (ECM)
- Community Supports
- Referrals
- Next Month
- Questions



CalOptima Health Overview

- Mission: To serve member health with excellence and dignity, respecting the value and needs of each person
- Founded as Orange County's community health plan for low-income families, seniors and people with disabilities
- Serves 1 in 4 adults and 1 in 3 children in Orange County
- Has 1,500 employees and an annual budget of \$4 billion



Primary CalAIM Goals

- Identify and manage member risk and need through whole-person care approaches and addressing social determinants of health
- Move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility
- Improve quality outcomes, reduce health disparities, and drive delivery system transformation and innovation through value-based initiatives, modernization of systems and payment reform

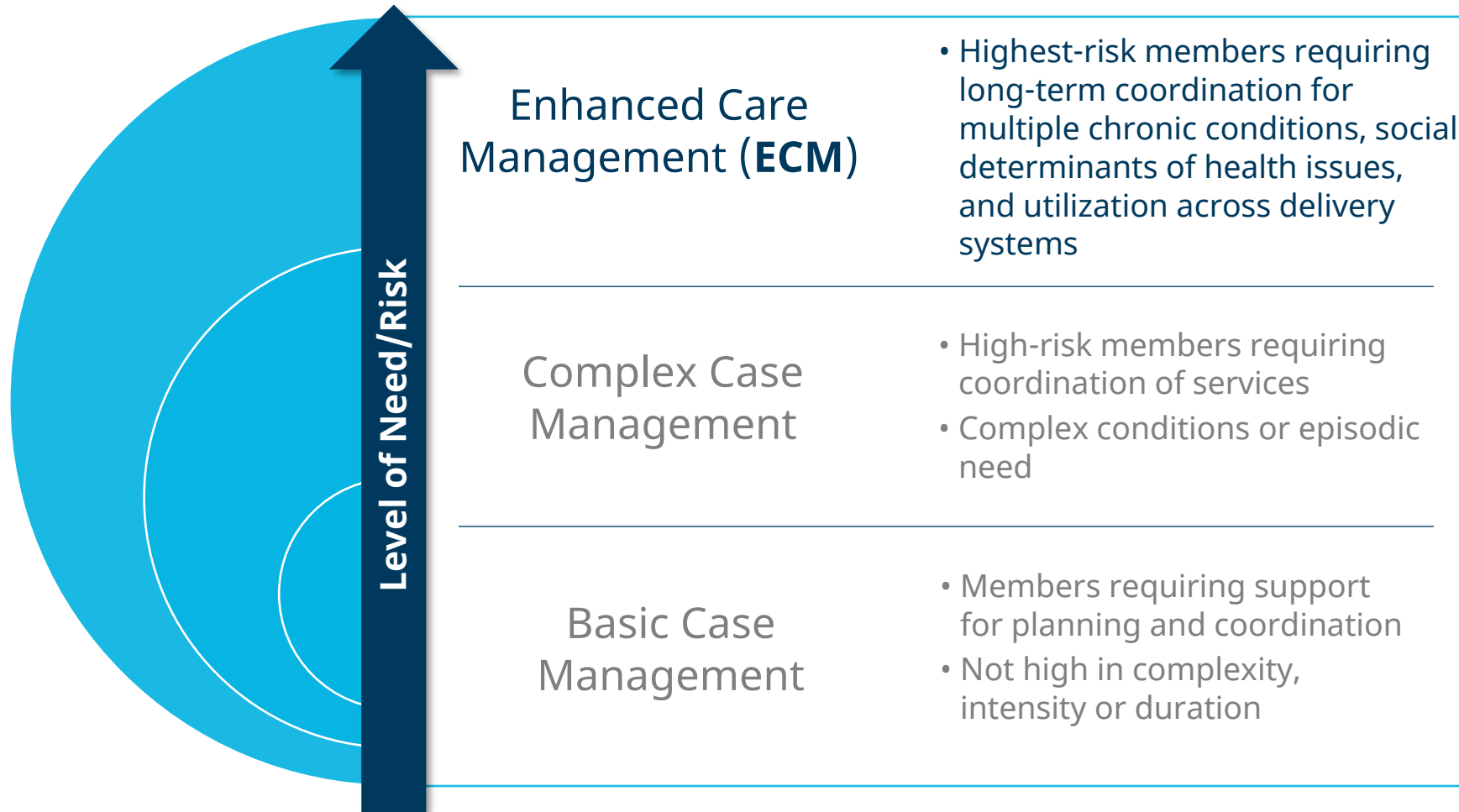


Poll

- What percentage of the population you serve are CalOptima Health Medi-Cal recipients?
 - 0 – 25%
 - 26 – 50%
 - 51 – 75%
 - 76% +
 - I don't know
 - Does not apply

Enhanced Care Management (ECM)

Levels of Care Management



ECM Core Services



Populations of Focus (POFs)

January 1, 2022

- Adults and their families experiencing homelessness
- Adult at risk for avoidable hospital or Emergency Department utilization
- Adults with serious mental illness (SMI) or substance use disorder (SUD) needs
- Adults with Intellectual or Developmental Disabilities
- Adult pregnant or postpartum individuals at risk for adverse perinatal outcomes

Populations of Focus (POFs)

- January 1, 2023
 - Adults living in the community and at risk for long-term care institutionalization
 - Adult nursing facility residents transitioning to the community
- July 1, 2023
 - Children and youth POFs
- January 1, 2024
 - Pregnant and postpartum individuals at risk for adverse perinatal outcomes who are subject to racial and ethnic disparities
- 2024 (Date TBD)
 - **Individuals transitioning from incarceration**

Community Supports

POLL

How many Community Supports services are there?

- 7
- 28
- 14
- 2

Launched January 1, 2023

Respite Services

Provided to caregivers of members who require intermittent temporary supervision. Can be hourly, episodic or overnight

Environmental Accessibility Adaptations (Home Modification)

Physical adaptations to a home that are necessary to ensure the health, welfare and safety of the individual; enable the member to function with greater independence in the home; or without which the member would require institutionalization

Nursing Facility Transition/Diversion to Assisted Living Facilities

Assist members to live in the community and/or avoid institutionalization when possible

Community Transitions to Home/Nursing Facility Transition to a Home

Non-recurring setup expenses for individuals who are transitioning from a licensed facility to a living arrangement in a private residence

Asthma Remediation

Physical modifications to a home environment that are necessary to ensure the health, welfare and safety of the member; enable the member to function in the home; or without which acute asthma episodes could result in the need for emergency services and hospitalization

Launched July 1, 2022

Short-Term Post-Hospitalization Housing

Enables members who do not have a residence and who have high medical or behavioral health needs to continue recovery immediately after exiting a hospital or recuperative care facility

Day Habilitation Programs

Provides members with assistance in acquiring, retaining and improving self-help, socialization and adaptive skills necessary to reside successfully in their natural environment

Personal Care and Homemaker Services

Helps members in acquiring, retaining and improving self-help, socialization and adaptive skills necessary to reside successfully in their natural environment. Includes helping members with Activities of Daily Living and Instrumental Activities of Daily Living

Meals/Medically Tailored Meals

Provides members with meals and nutrition services that help to achieve nutrition goals at critical times to help regain and maintain health. Includes a registered dietitian assessment

Sobering Centers

Provides members who are found to be publicly intoxicated with an alternative destination to an emergency department or jail. Services can include medical triage, a temporary bed, rehydration and food service, treatment for nausea and warm handoffs for additional substance use services

Launched January 1, 2022

Recuperative Care

- Interim housing
 - Bed and healthy meals
- Physical and mental health monitoring
 - Vitals
 - Assessments
 - Wound care
 - Medication
- Short-term assistance
- Coordination of transportation
- Medical stability

Housing Supports (3)

- Housing transition navigation services
 - Assessment
 - Search and support plan
 - Address barriers
- Housing deposits
 - One-time funding
 - First and last
 - Utilities, etc.
- Housing tenancy and sustaining services
 - Intervention
 - Training
 - Relationships

Housing Transition Navigation Services

- Services that assist individuals with obtaining housing
 - Tenant screening and housing assessment
 - Individualized housing support plan
 - Searching for housing and presenting options and more
- Length of service
 - Can be authorized as long as medically necessary
 - 6-month authorization



Housing Deposits

- Housing Deposits assist with identifying, coordinating, securing or funding one-time services and modifications necessary to enable a person to establish a basic household that does not constitute room and board
 - For example: security deposits, first month of utilities, first and last month rent, and goods that make a home
- Length of service
 - A once-in-a-lifetime benefit



Housing Tenancy and Sustaining Services

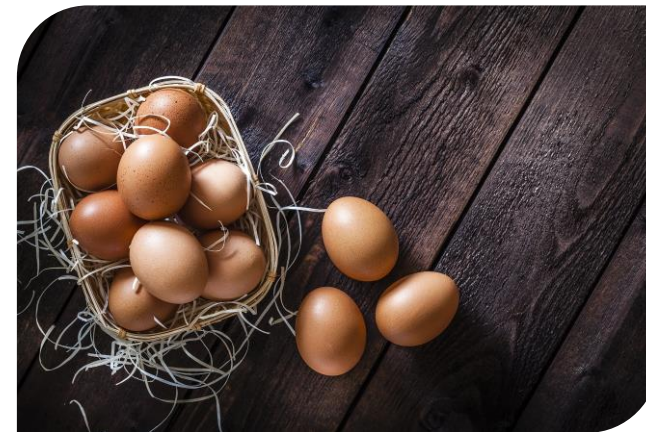
- Provides education, coaching and support to maintain a safe and stable tenancy once housing is secured
 - For example: education on the role, rights and responsibilities of tenant and landlord; assistance in resolving disputes with landlords and/or neighbors; and support with activities related to household management
- Length of service
 - Available for a single duration in the individual's lifetime until they are no longer needed

Day Habilitation Programs

- Services designed to assist in acquiring, retaining, and improving self-help, socialization and adaptive skills necessary to reside successfully in one's natural environment
 - For example: support to learn how to use public transportation, personal skill development and daily living skills
 - Can be a group or individual setting
- Length of service
 - As long as necessary
 - 6-month authorizations

Medically Tailored Meals/Medically Supportive Food

- Medically tailored meals or grocery boxes delivered to the home after discharge from a hospital or nursing home
 - Up to two meals per day
- Length of service
 - 12-week authorization cycles



How to Refer Members for ECM and Community Supports

Referral Form

- Referral forms for ECM and Community Supports at www.caloptima.org/calaim
- Filled out by:
 - Member/member representative
 - Hospitals
 - Community-based organizations
 - Community support vendors
 - Case managers

[Referral Forms \(caloptima.org\)](http://www.caloptima.org)

Sobering centers do not need a referral form completed, as notification to the health network will not be made until after member has utilized the services



CalAIM Enhanced Care Management (ECM) Referral Form

Member Name: _____ CIN: _____

Note: Member must be eligible with CalOptima Health.

Step 1: Please fill out all applicable information below and proceed to Steps 2 and 3.

Referral Information:

Referral Date: _____ Referred by: _____

Agency or Relationship to Member: _____

Referring Provider National Provider Identifier (NPI) (if applicable): _____

Phone: _____ Fax: _____ Email: _____

Member Information:

Member Name: _____ CIN: _____

Member Date of Birth: _____ Primary Care Physician: _____

Member Phone: _____ Member Email: _____

Member's Preferred Language: _____

Member agreed to referral for CalAIM ECM services: Yes No

Step 2: Check all conditions that apply. Please complete all required check boxes and attach any supporting documentation prior to submission.

Step 3: Send completed referral form and supporting documents to CalOptima Health if member belongs to any health network other than Kaiser Permanente. Send all Kaiser Permanente referrals directly to Kaiser Permanente by fax, email or mail.

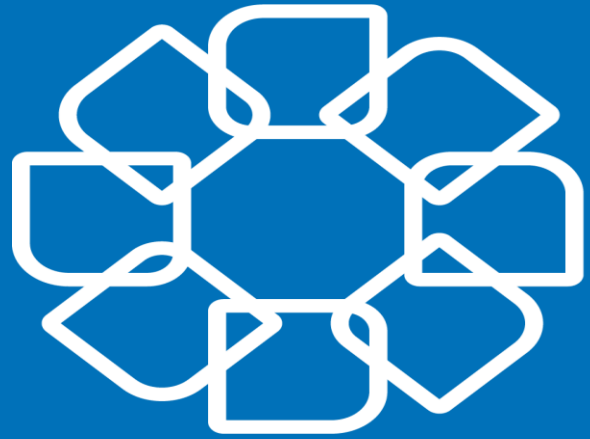
CalOptima Health Enhanced Care Management Health Network: Contact Information

Health Network	Customer Service Phone Number (for Members)	Referral Submission	Mailing Address
CalOptima Health Direct and Health Networks (Except Kaiser Permanente)	1-888-587-9088	Fax: 1-714-338-3145	CalOptima Health Attn: LTSS CalAIM P.O. Box 11033 Orange, CA 92856



Next Month

Questions?



CalOptima Health

Stay Connected With Us
www.caloptima.org

   @CalOptima

Special Request: We want/need your feedback

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EiOC Partnership Reminders

Partnership Meeting Time:

90 minutes
from 10am to
11:30am

Meeting Frequency:

Once a month
on the 4th
Wednesday

Check Your Email!

Updates are
emailed and
posted online



EquityinOC.com



EQUITY IN OC

Thank You!
Cảm ơn

Contact us:

OPHE@ochca.com

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Learn more:

EquityinOC.com

Gracias!