



PATH – Collaborative Planning & Implementation (CPI)

Southwest Collaborative Planning Meeting

May 24, 2023



POPULATION HEALTH
INNOVATION LAB

A Program of the PUBLIC HEALTH INSTITUTE



Land Acknowledgment

The Population Health Innovation Lab team respectfully acknowledges that we live and operate on the unceded land of Indigenous peoples throughout the U.S.

We acknowledge the land and country we are on today as the traditional and treaty territory of the Native American, Alaska Native, and Tribal nations who have lived here and cared for the Land since time immemorial. We further acknowledge the role Native American, Alaska Native, and Tribal nations have today in taking care of these lands, as well as the sacrifices they have endured to survive to this day.



Staff Intros & Meeting Navigation



Agenda & Objectives

Agenda:

- Welcome
- Context and framing
- Responding to your requests for ECM and Community Supports knowledge and solutions
- Updates from Partnership Health Plan
- CITED Application check-in
- Share updated Collaborative materials
- Next steps and upcoming events

Objectives:

- Collectively learn and problem-solve Enhanced Care Management and Community Supports implementation issues
- Strengthen cross-sector relationships between CPI participants
- Updates from Partnership Health Plan



Context and Framing



CPI Regions

Northwest Region

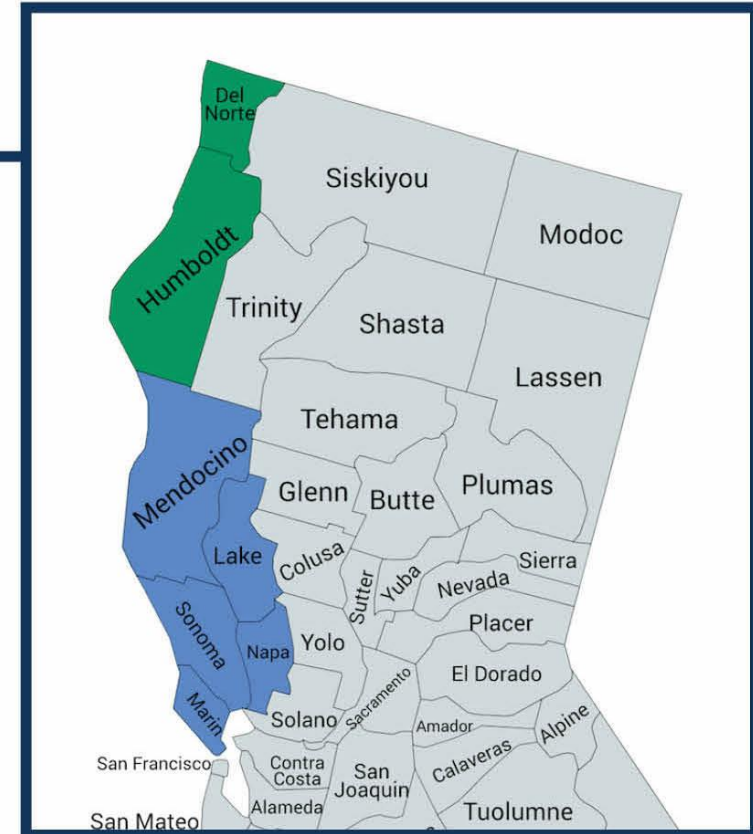
- Del Norte County
- Humboldt County

Southwest Region

- Mendocino County
- Sonoma County
- Marin County
- Lake County
- Napa County

Region Counties Supported by PHIL

-  Northwest
-  Southwest





Poll: Readiness Roadmap

WHERE IS YOUR ORGANIZATION ON THE READINESS ROADMAP?

2. We're exploring the contracting process.

What are the steps to becoming an ECM or CS provider? How can I be sure my organization can manage?



4. We have a contract!

We are finalizing workplans and internal processes.



6. We are making it work, but...

We are delivering services and have an internal process, but are having issues with referrals, reimbursements, or other workflow complications.



1. What are ECM & CS?

My colleagues are talking about these services. What are they? We are learning more about them.

3. We have started to work on the contract!

Our team began the application. BUT... we may be experiencing roadblocks or challenges.

5. We are testing the service delivery and billing system.

Eligibility confirmation, service delivery, claim submission and payment processes are ready to test on a small client group.

7. Coordinated delivery, billing, and referral system in place!

Our organization is part of a regional system delivering seamless and equitable cross-sector ECM & CS services.

(updated 4/15/23)



Collaborative Planning & Implementation (CPI) Initiative

Regional collaborative planning groups will work together to:

- Identify needs and gaps in the current ECM / Community Supports
- Identify and resolve topical implementation issues
- Supporting Gap Filling plan efforts while avoiding duplication

CPI facilitator responsibility for this meeting:

- Identify potential resolution strategies and tactics to overcome challenges and conflicts, including identifying and disseminating successful practices to a diverse set of stakeholders.



Learning & Action

Responding to your requests for ECM and Community Supports knowledge and solutions



Learning (Customer Dive)

- Listening Sessions
- Capturing ECM and CS pain points in monthly convening settings
- Continuous “Discovery Calls” with members from different sectors (CBO’s, County Health officials, Community Health Organizations)
- Community Asset Mapping



Mutual Challenges (Problem Dive)



Contracting Concerns

- Administration barriers
- Unable to complete ECM or CS referral
- Concerns with methods of signing up enrollees

Capacity Concerns

- Rates are unsustainable
- Outsourcing for ECM & CS providers
- Data sharing capabilities and barriers

Infrastructure Concerns

- Price of software for CBO
- Billing difficulties
- Ease of completing referrals

Technical Issues



Historic Experiences with Public Support

- Communication disjointed with MCP & DHCS
- DHCS creating new programming as opposed to sustaining programming

MCP Relationship Concerns

- For-profit providers in local ECM/CS area of service
- Feels disconnected from “on-the-ground” providers

Relationship Issues



Financial Concerns

- Rates cannot fund a CalAIM role
- Rates are unsustainable

Reimbursement Challenges

- TARs and reimbursements are not timely
- TARs feel competitive without transparency

Billing Issues



CalAIM Responsibility

- Who owns the efforts in the county? How about in a clinic or CBO?

Change Management

- Some sectors are just not willing to expand to ECM or CS
- CBOs unfamiliar with ECM and CS funding

Siloed Processes

- No current hub of ECM + CS expansion in counties
- No streamlined process for contracting or implementation

Systems Opportunities



Action (Solution Storm)

Breakout Room Activity:

Address pain points along the Readiness Roadmap through peer experiences

Goal:

- Create a safe space to problem share and solve in groups related to the Readiness Roadmap
- Each entity shares at least one problem or solution strategy



Action (Solution Storm)

Instructions:

- Self-select the Breakout Room you feel you could learn from or contribute to the most.
- Identify or create a sticky note on the slide that you are curious to learn more about or have experience in. These experiences can be good or bad.
- Raise your questions or recommendations to learn from one another.



Breakout Room Selection:

Room 1: Roadmap Step 1 -- How will providing ECM / CS services benefit my organization?

Room 2: Roadmap Steps 2-3 -- Successful application processes

Room 3: Roadmap Steps 4-6 -- Systemic Challenges & Solutions of Delivering Services



Harvest from Breakout Rooms

What did you learn from your peers?



Partnership Healthplan of California— Update on Process Improvements



CITED Application Check-in



Poll Questions

Q: Have you applied yet?

Q: Have you been awarded in cycle 1?

Q: Are you interested in learning more about CITED?



Capacity and Infrastructure Transition, Expansion and Development (CITED)



- **CITED** provides funding to enable the transition, expansion and development of ECM and Community Supports capacity and infrastructure.
- Round 2 application is estimated to be open from **February 28 – May 31, 2023**



CITED Round 2 Funding Goals

DHCS is considering data as it becomes available to help inform funding priorities for Round 2 including:

- ECM providers and utilization among managed care plan members by **population of focus**
- Community Support providers and utilization among managed care plan members by the **type of Community Support service**
- Information regarding **gaps in services** from PATH Collaborative Planning efforts, **CalAIM feedback loops, listening sessions, and input from stakeholders**

While additional Goals may be added or refined, DHCS will seek to support capacity building for the following:

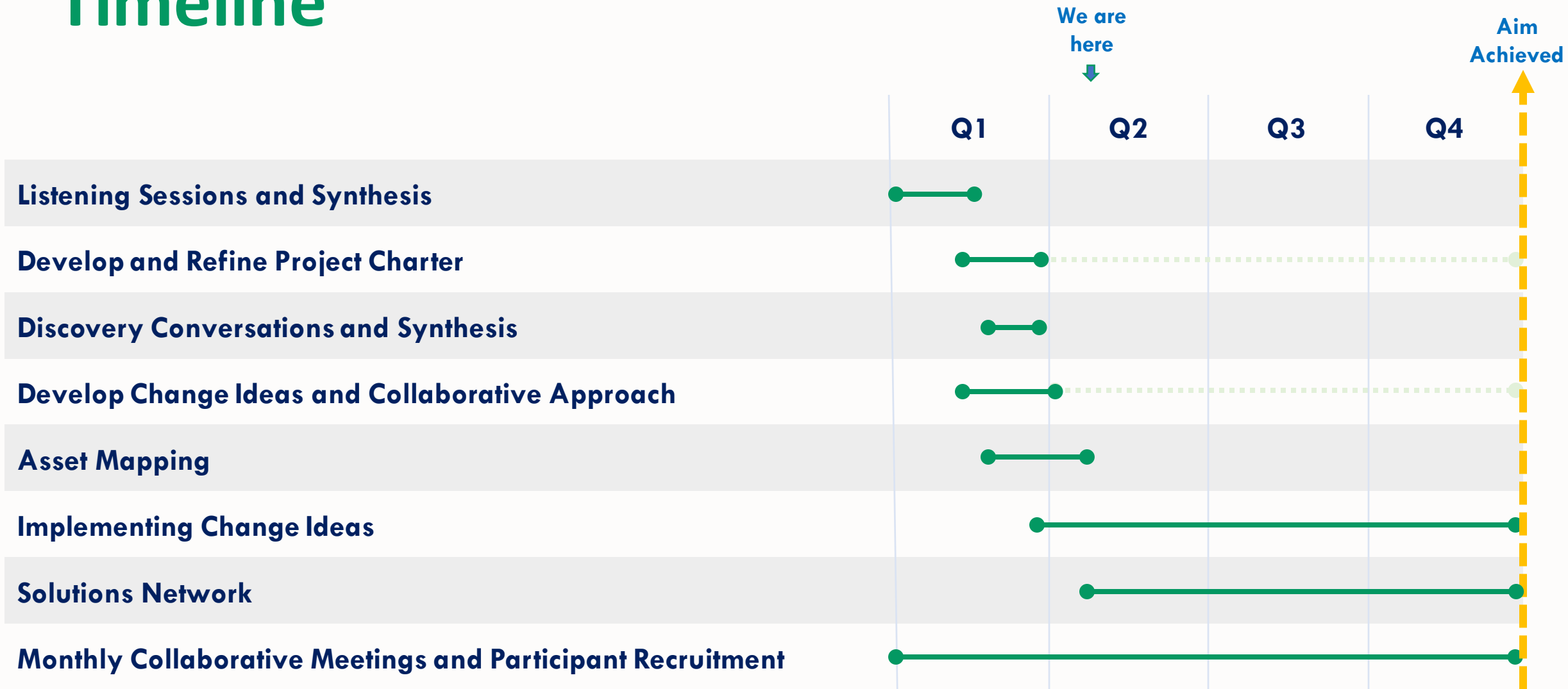
- **Children/Youth** Entities seeking to becoming ECM providers for Children / Youth Populations of Focus, which goes live for ECM on July 1, 2023
- **Tribal Partners** Medi-Cal Tribal or Designee of Indian Health Programs seeking to become ECM or Community Support providers
- **Nursing Facility Transitions:** Entities looking to provide Community Support services that support to nursing facility transition



Updates on Collaborative Materials



Timeline





Goal / Aim Statement

The PATH Collaborative Planning and Implementation (CPI) initiative will support the advancement of CPI participants at least one step along the Readiness Roadmap towards successfully implementing Enhanced Care Management (ECM) and Community Supports services within the Medi-Cal delivery system through collaborative solutions that expand CPI participants' capacity and infrastructure needed to move towards an equitable, coordinated, and accessible Medi-Cal system by Dec 31, 2023.



Support Strategies to Achieve Our Aim

We propose a multi-pronged approach:

Capacity Building

Technical Assistance offered to CPI organizations
Training opportunities to address challenges

Collaborative Systems Improvement

Foster cross-county systems solutions across all regional stakeholders, including the Managed Care Plan



Relationship and Network Building

Networking opportunities (including monthly CPI meetings) will address siloes and support the establishment of regional collaboration.



Questions?



Next Steps

- Pop-Up: PATH CPI Asset Map Demo
 - Northwest Region: Monday, June 12 – 10:00 am - 11:00 am
 - Southwest Region: Wednesday, June 14 – 10:00 am - 11:00 am
- Next CPI regional meeting is virtual
 - Northwest Region: Tuesday, June 27 – 11:00 am - 12:30 pm
 - Southwest Region: Wednesday, June 28 – 11:00 am - 12:30 pm
- [CITED Office Hours](#) every Friday from 10 – 11 AM PST
- Check out the PATH Collaborative Planning and Implementation page on the PHIL website:
<https://pophealthinnovationlab.org/projects/path/>



Thank You!

Feel free to contact our CPI team:

Rachel McCullough-Sanden

Program Manager

rmcculloughsanden@phi.org

Jessica Sanchez

Project Coordinator

jsanchez2@phi.org

Kathryn Stewart

Director of Learning & Action

kastewart@phi.org

Sue Grinnell

Director of PHIL

sgrinnell@phi.org

Stephanie Bultema

Director of MERLIN

sbultema@phi.org

Stefani Hartsfield

Consultant

stefani@hartsfieldhealth.com

Thank you!



Appendix





References

1. CA PATH Capacity and Infrastructure Transition, Expansion and Development (CITED) Informational Session. (2023). https://tpa-reference-material-prod.s3.us-west-2.amazonaws.com/docs/cited/CA%20PATH%20CITED%20-%20Webinar%20Informational%20Session_Round%202_Final%20GC_2023.04.25.pdf



Collaborative Documents

- Lessons Learned from Northwest and Southwest Region Collaboratives Listening Sessions ([pdf](#))
- Updated Charter Updated 04/14/23 ([Northwest](#), [Southwest](#))

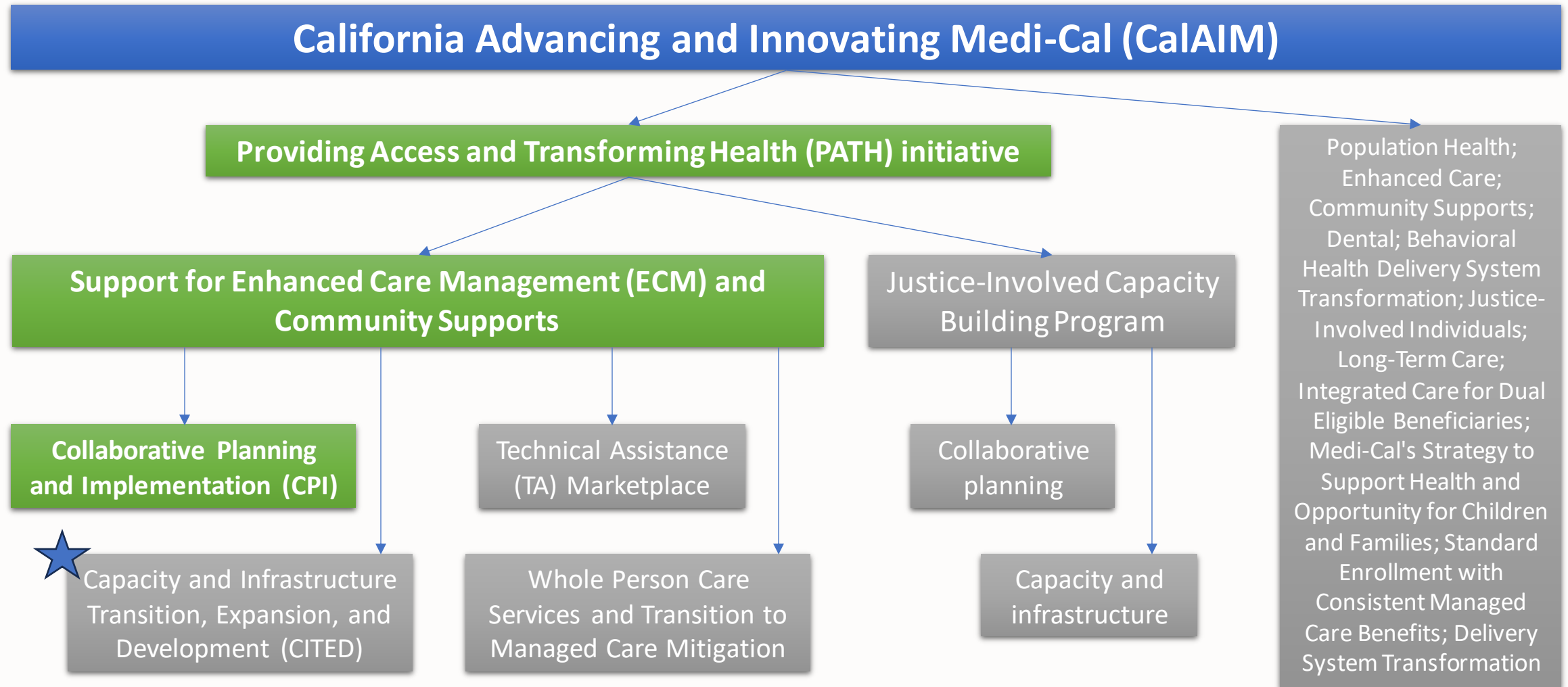


CITED Resources

- Helpful documents can be found under the “Reference Materials” section of our website, including:
- [PATH CITED Guidance Update for Round 2](#);
- [PATH CITED Round 2 FAQs](#);
- [Impermissible Uses List](#);
- [GrantsConnect Account Setup Guide](#);
- [CITED Finance Portal Walkthrough for Awardees](#);
- [Round 2 Application PDF](#); and
- Webinar slide decks from [CITED Round 2 Informational Session](#), [How to Improve Your Grant Application 1](#), and [How to Improve Your Grant Application Budget and Milestones](#).



CaAIM → PATH → CITED





What are permissible uses of funding within CITED Initiative?

Permissible uses include but are not limited to:

Increase of provider workforce

Modifying, purchasing and/or developing the necessary referral, billing, information exchange, reporting or other infrastructure and IT systems, to support delivery of ECM or Community Supports

Providing upfront funding needed by Qualified Applicants to support capacity and infrastructure necessary to deliver ECM and Community Supports services

Evaluating and monitoring ECM and Community Supports service capacity to assess gaps and identifying strategies to address gaps

Developing a plan to conduct outreach to populations who have traditionally been under-resourced and/or underserved to engage them in care

Other uses as approved by DHCS



DHCS Resources

- DHCS Concept Paper: Strengthening Medi-Cal Community Collaboration Through A Reimagined Population Needs Assessment ([pdf](#))