



# PATH –Collaborative Planning & Implementation (CPI)

## Reference Guide: DHCS Priorities for ECM and Community Supports in 2023-2024

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**POPULATION HEALTH**  
**INNOVATION LAB**

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# Reference Guide: DHCS Priorities for ECM and Community Supports in 2023-2024

This reference guide is a resource for Enhanced Care Management and Community Supports Services providers and interested parties.

- The guide includes slides from a DHCS presentation to the PATH CPI Facilitators in November 2023.
- The slides are broken into three DHCS priority areas
  - 1) DHCS Policy Action Plan which includes six action levers
  - 2) Data transparency
  - 3) Policy Guidance and TA
- DHCS has developed these priorities through their regular engagement with stakeholders and are committed to quality improvement opportunities
- Slides 5 – 10 highlight the six action levers and include reflection questions and opportunities for PATH CPI participants to consider and provide responses
- Slides 11 – 14 include information and updated links and resources for Data Transparency and Policy Guidance.

# DHCS Priorities for ECM and Community Supports in 2023-2024

DHCS aims to ensure that ECM and Community Supports are accessible and available to all who need it. Informed by data and stakeholder feedback, DHCS has identified the following priorities to increase utilization of the services:



## DHCS Policy 'Action Plan'

Six levers to improve utilization:

- Standardizing Eligibility
- Standardizing Referrals
- Streamlining Authorizations
- Expanding Provider Networks and Streamlining Payment
- Strengthening Market Awareness
- Improving Data Exchange



## Data Transparency

- Transition to Monthly Reporting for MCPs
- Quarterly Data Reports with County- And Plan-Level Information



## Policy Guidance & TA

- Ongoing Policy Guidance
  - Policy Document Updates
  - New ECM Resources by POFs
  - Future Webinars
- Technical Assistance through PATH
  - TA Marketplace
  - CITED Funding

# DHCS' Approach to Continuous Improvement

DHCS regularly engages with stakeholders to inform updates to Community Supports policies.



**Stakeholder  
Advisory Groups**



**Surveys**



**Interviews**



**DHCS Leadership  
Listening Tours**



**Data Submitted  
from MCPs**



**PATH CPI  
Collaboratives**

## Feedback Loop

- Systematically share new and revised material with CPI collaboratives (e.g., Policy Guide updates, new billing guidance) & focus on regional implementation issues
- Share feedback from the CPI collaboratives and field

# DHCS 'Action Plan' Lever #1: Standardizing Eligibility



## DHCS Actions Taken

### ECM:

- MCPs may not impose additional requirements for authorization for ECM services beyond eligibility criteria.
- MCPs may expand criteria to broaden eligibility for Individuals at Risk for Avoidable Hospitalization or ED Utilization POF.

### Community Supports:

- MCPs cannot restrict eligibility and must adhere to service definitions by 1/1/2024.

Sources: [ECM](#) and [Community Supports](#) Policy Guides



## Upcoming DHCS Actions

**Community Supports:** Begin updating service definitions for adoption in mid-2024.



## Questions for CPIs

*DHCS wants to know what CPIs are hearing in their collaborative to inform design work on this Action Plan lever:*

Uptake for **SNF Transition Community Supports** have been low, and DHCS hears confusion on intersection with ECM and HCBS waiver services. What service definition adjustments could help increase uptake?

What feedback have you heard about **Medically Tailored Meals** for pediatric patients? What service definition / eligibility enhancements might DHCS consider?



## Opportunities for CPIs and PATH initiatives

*Some ways CPIs could help advance this priority include:*

- Spreading the word on latest guidance & **escalating implementation issues** to DHCS.
- **Sharing feedback** received by stakeholders about potential improvements to Community Supports service definitions.

*What other approaches are CPIs taking here? How can the TA Marketplace and/or CITED be leveraged?*

# DHCS 'Action Plan' Lever #2: Increasing Referral Sources and Streamlining Processes



## DHCS Actions Taken

### ECM & Community Supports

- Reinforced expectation that majority of referrals should be sourced from the community.
- Sources of referrals should include non-contracted providers / CBOs

Sources: [ECM](#) and [Community Supports](#) Policy Guides



## Upcoming DHCS Actions

- **ECM:** Design work to roll out ECM referral standards for statewide adoption in 2024.
- **Community Supports:** Begin updating referrals standards for adoption in 2024.



## Questions for CPIs

*DHCS wants to know what CPIs are hearing in their collaborative to inform design work on this Action Plan lever:*

What are the **biggest barriers to ECM/Community Supports referrals** that could be addressed by statewide referral standards?

Is there appetite for **standard referral forms**? Have such forms been used by the community which can be lifted up and shared (i.e., universal referral form to be used by Counties, CBOs)?



## Opportunities for CPIs and PATH Initiatives

*Some ways CPIs could help advance this priority include:*

- Spreading the word on latest guidance & **escalating implementation issues**.
- **Collaborating with DHCS** on design/implementation of new referral standards – *more to come*.
- Continuing to **troubleshoot regional referral issues** and share feedback to inform statewide solutions.

*What other approaches are CPIs taking here? How can the TA Marketplace and/or CITED be leveraged?*

# DHCS 'Action Plan' Lever #3: Streamlining Authorization Processes



## DHCS Actions Taken

### ECM

- Standardized authorization and re-authorization timelines

### ECM & Community Supports

- Reinforce expedited authorization requirements for time-sensitive services
- Encouraged presumptive authorization/retrospective authorizations based on data

Sources: [ECM](#) and [Community Supports](#) Policy Guides



## Upcoming DHCS Actions

- Better understand "model examples" of MCPs and ECM/Community Supports Providers who are pursuing presumptive/retrospective authorizations.



## Questions for CPIs

*DHCS wants to know what CPIs are hearing in their collaborative to inform design work on this Action Plan lever:*

What are some models or examples of effective **Presumptive Authorizations or Retrospective Authorizations** agreements between MCPs and ECM/Community Supports Providers in your collaboratives?

Which **specific Community Supports** are ripe for presumptive or retrospective authorization agreements?



## Opportunities for CPIs and PATH Initiatives

*Some ways CPIs could help advance this priority include:*

- Spreading the word on latest guidance & **escalating implementation issues**.
- **Supporting efforts to establish presumptive authorization agreements** between Providers and MCPs in their regions.

*What other approaches are CPIs taking here? How can the TA Marketplace and/or CITED be leveraged?*

# DHCS 'Action Plan' Lever #4: Expanding Provider Networks and Streamlining Payment



## DHCS Actions Taken

### ECM:

- Clarified DHCS' expectation that MCPs are strongly encouraged to contract with specific ECM Provider types specializing in each POF

### ECM & Community Supports:

- Reinforced requirements to MCPs for timely provider payments
- Summarized distinctions between state-standardized policies and where there is flexibility for MCPs to define their own policies and procedures via a Provider [Cheat Sheet](#)

Sources: [ECM](#) and [Community Supports](#) Policy Guides; [APL 23-020](#)



## Upcoming DHCS Actions

- **ECM:** Further standardize thresholds for ECM PMPM payments to providers based on additional analysis.
- **Community Supports:** Continue to refine Community Supports rate setting, including considering payment for outreach and engagement.



## Questions for CPIs

*DHCS wants to know what CPIs are hearing in their collaborative to inform design work on this Action Plan lever:*

What strategies/approaches have been successful in **promoting contracting**? For ECM Providers serving pregnant/postpartum individuals with SMI/SUD (where DHCS is seeing gaps)?

What do you hear from CBOs about their **rates discussions** with MCPs? Is this a major barrier to contracting?

What are you hearing from stakeholders in your area about **workforce capacity** and strategies for growth (including CHW workforce)?



## Opportunities for CPIs and PATH Initiatives

*Some ways CPIs could help advance this priority include:*

- Spreading the word on latest guidance & **escalating implementation issues**.
- **Identifying challenges** around expanding Provider networks for specific POFs and services.
- **Promoting contracting** between MCPs and Providers in your region.

*What other approaches are CPIs taking here? How can the TA Marketplace and/or CITED be leveraged?*



# DHCS 'Action Plan' Lever #5: Strengthening Market Awareness



## DHCS Actions Taken

### ECM & Community Supports

- Added additional requirements for MCPs' public Provider Directories.

Sources: [ECM](#) and [Community Supports](#)  
Policy Guides



## Upcoming DHCS Actions

- Review **MCP websites** and handbooks to ensure they include the most up-to-date information about ECM and Community Supports.
- Release simple **"stock" marketing materials** to be shared with and disseminated by MCPs to their contracted networks of Providers promoting awareness of ECM and Community Supports.



## Questions for CPIs

*DHCS wants to know what CPIs are hearing in their collaborative to inform design work on this Action Plan lever:*

How are MCPs continuing to **promote general awareness** about ECM and Community Supports in the counties/communities where they operate?

What strategies have been successful in training and promoting awareness about **referring providers**?



## Opportunities for CPIs and PATH Initiatives

*Some ways CPIs could help advance this priority include:*

- Partnering with local stakeholders on **regional efforts to increase member and provider awareness** of ECM and Community Supports.
- Supporting and promoting local **roadshows/trainings for referring providers**.
- Sharing **communications best practices** in their region and promoting peer-to-peer learning forums.

*What other approaches are CPIs taking here?  
How can the TA Marketplace and/or CITED be leveraged?*

# DHCS 'Action Plan' Lever #6: Improving Data Exchange



## DHCS Actions Taken

- Released updated ECM and Community Supports data sharing guidance
  - [Community Supports Member Information Sharing Guidance](#) - NEW
  - [ECM Provider Member Information Sharing Guidance](#)
  - [Billing & Invoicing Guidance](#)
- Reinforcement that MCPs must not require ECM or Community Supports Providers to use an MCP-specific portal for day-to-day documentation of services.

Sources: ECM & Community Supports [Website](#); [ECM Policy Guide](#)



## Upcoming DHCS Actions

- Update **HCPCS Coding Guidance** (*near completion*) and clarify DHCS' expectation that MCPs may not require or allow ECM and Community Supports Providers to report codes or modifiers beyond those included in this guidance.



## Questions for CPIs

*DHCS wants to know what CPIs are hearing in their collaborative to inform design work on this Action Plan lever:*

What **ongoing challenges** related to data exchange and billing are you seeing in your regions, and what approaches have been effective in addressing these challenges?

How are MCPs/Providers leveraging **ADT feeds** for ECM, and what are some the successes/challenges?



## Opportunities for CPIs and PATH Initiatives

*Some ways CPIs could help advance this priority include:*

- Spreading the word on latest guidance & **escalating implementation issues**.
- Promoting and/or **supporting training opportunities** for Providers on data sharing and billing, including via the TA Marketplace.

*What other approaches are CPIs taking here? How can the TA Marketplace and/or CITED be leveraged?*

# Data Transparency

DHCS is planning for more regular public data releases for ECM and Community Supports that include information about plan- and county-level implementation.

- » **In November 2023**, DHCS will release an *Implementation Update* summarizing state-level data through the second quarter (Q2) of 2023.
  - Update will follow the “fact sheet” template used earlier this year:  
<https://www.dhcs.ca.gov/CalAIM/Documents/ECM-and-CS-Fact-Sheet-Q1-Q3.pdf>
- » **In December 2023**, DHCS will update the *Implementation Report* with detailed county- and plan-level data through Q2 2023.
  - Update will be similar to the “2022 Implementation Report”:  
<https://storymaps.arcgis.com/collections/53cc039bc1d54e2e9fc0ac92f5b6511a>
- » **Quarterly in 2024**, DHCS will refresh the *Implementation Report* with detailed County- and Plan-level data each quarter.
  - DHCS expects to update the report with Q3 2023 data in Q1 2024.



# Update: Data Transparency

- In November 2023, DHCS released the Implementation Update summarizing [state-level data](#) through Q2 of 2023.
- In December 2023, DHCS updated the Implementation Report with detailed [county and plan-level data](#) through Q2 of 2023.

# Guidance to the Field from DHCS

## Policy Guidance to the Field

### *New*

- [CalAIM Data Sharing Authorization Guidance 2.0](#)
- [CalAIM JI Policy and Operational Guide](#)
- [2024 Managed Care Plan Transition Policy Guide](#)
- [ECM and Community Supports Policy Cheat Sheet](#)

### *Coming Soon*

- Revised HCSPCS Coding Guidance
- Transitional Care Services Policy Guide
- Additional Guidance for Monthly JSON Reporting for MCPs in 2024

## Forthcoming Resources

### *ECM Population of Focus Spotlights*

- *Just Released:* [Children and Youth POFs](#)
- *Coming Soon:* Individuals Experiencing Homelessness; Long-Term Care POFs

### *Upcoming DHCS Webinars*

- January 2024: ECM Birth Equity POF
- Spring 2024: Housing Community Supports

***Please continue to share these resources widely with your networks!***





# Update: Policy Guidance

- In January 2024, DHCS released an updated [CalAIM Population Health Management \(PHM\) Policy Guide](#)



# ECM and Community Supports Contracted Providers as of 01/01/2024

## PATH CPI Northwest Region:

- Humboldt and Del Norte County
- [Partnership HealthPlan of California's Contracted Providers for the Northwest Region](#)

## PATH CPI Southwest Region:

- Lake, Marin, Mendocino, Napa and Sonoma County
- [Kaiser Permanente and Partnership HealthPlan of California's Contracted Providers for the Southwest Region](#)



# Reference

Content presented in this reference document was adapted from a presentation by the California Department of Health Care Services at PATH CPI Facilitator convening on November 8, 2023. The full presentation is available upon request.

If you have any questions or would like additional information, please reach out to [path@pophealthinnovationlab.org](mailto:path@pophealthinnovationlab.org).