Kaiser Permanente
Medi-Cal Direct Contract Transition Overview

Inland Empire School Health Coalition Meeting

December 1, 2023

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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.

About Kaiser Permanente

A unique, **integrated** nonprofit provider of health care and coverage

Founded in 1945, Kaiser Permanente is headquartered in Oakland, California, and comprises:

Kaiser Foundation Health Plan, Inc.
A health insurance provider

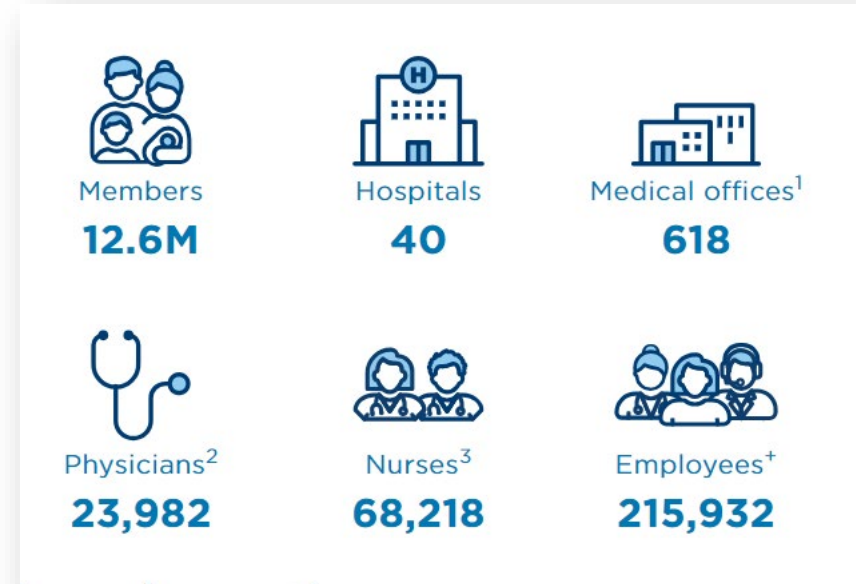**Kaiser Foundation Hospitals and its subsidiaries**
Our hospitals and medical offices

The Permanente Medical Groups
Our physicians

Kaiser Permanente operates in 8 U.S. states and the District of Columbia.

For more information, go to
https://about.kaiserpermanente.org/who-we-are/fast-facts

Members	Hospitals	Medical offices[1]
12.6M	40	618
Physicians[2]	Nurses[3]	Employees[+]
23,982	68,218	215,932

KP National Medicaid and Chip Enrollment *September 2023*	**1,364,260**

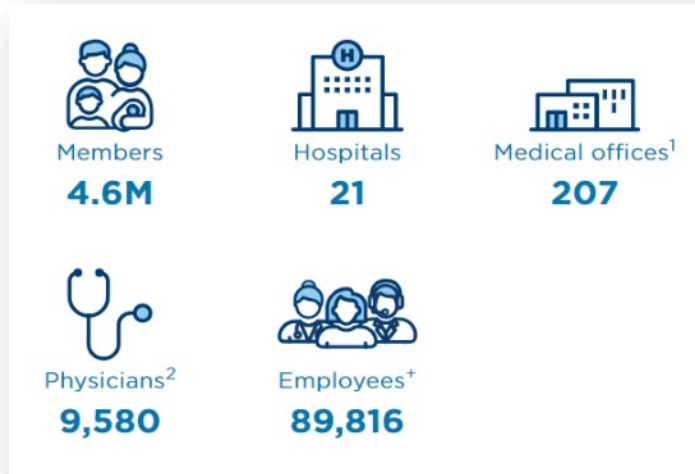[1] Medical offices and other outpatient facilities as of September 30, 2023.
[2] Approximate as of December 31, 2022, representing all specialties; excluding pool, network, and referral physicians as well as locum tenens.
[3] Approximate as of January 31, 2023, representing all specialties.
[+]Approximate as of September 30, 2023, representing technical, administrative, and clerical employees, nurses, and non-physician caregivers.

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About Kaiser Permanente in California

Northern California Market

Members
4.6M

Hospitals
21

Medical offices[1]
207

Physicians[2]
9,580

Employees[+]
89,816

Total NCAL Medi-Cal Enrollment:	425,630
(includes Plan Partner enrollment)	
September 2023	

Southern California Market

Members
4.8M

Hospitals
16

Medical offices[1]
197

Physicians[2]
8,121

Employees[+]
83,008
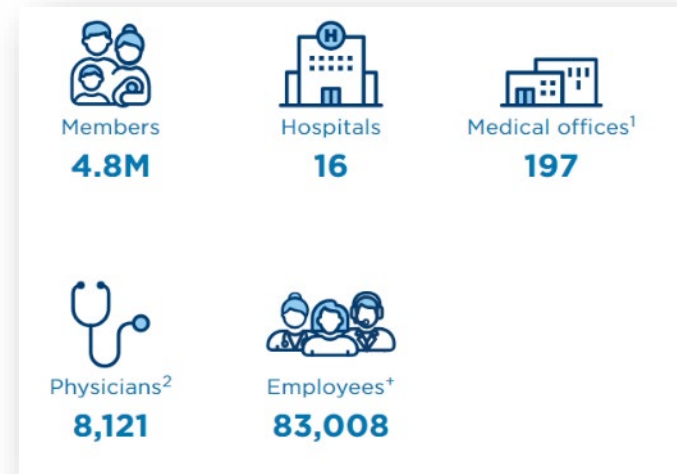
Total SCAL Medi-Cal Enrollment:	606,773
(includes Plan Partner enrollment)	
September 2023	

[1] Medical offices and other outpatient facilities as of September 30, 2023.
[2] Approximate as of December 31, 2022, representing all specialties; excluding pool, network, and referral physicians as well as locum tenens.
[3] Approximate as of January 31, 2023, representing all specialties.
[+]Approximate as of September 30, 2023, representing technical, administrative, and clerical employees, nurses, and non-physician caregivers.

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Medi-Cal Direct Contract, effective 1/1/24

- Creates a single, direct contract between the California Department of Health Care Services (DHCS) and Kaiser Foundation Health Plan, Inc. (KFHP),* to provide coverage and care for Medi-Cal enrollees in 32 California counties

  - ✓ Expands KP's Medi-Cal services from 22 to 32 counties

  - ✓ Allows KP to offer Medi-Cal coverage in all areas of the state where it offers commercial health care coverage

  - ✓ Extends access to Kaiser Permanente care, including Specialty care, to non-members in selected areas via community partners and pilot programs

* The direct contract is between DHCS and KFHP. The terms "Kaiser Permanente" and "KP" are used in this presentation to refer to KFHP and affiliated entities, such as The Permanente Medical Groups.

January 17, 2023

Our excellent care extends to everyone

California's Department of Health Care Services rates our Medi-Cal plans highest in the state for quality and equitable care.

Kaiser Permanente has the only Medi-Cal plans in California to surpass the threshold for quality care in more than 90% of the care-delivery measures analyzed.

Kaiser Permanente's Medi-Cal health plans in California are the highest rated in the state for quality care, according to a December 2022 report from the state's Department of Health Care Services. Medi-Cal is California's Medicaid health care program, which covers a variety of medical services for children and adults who have limited income and resources.

To promote better health outcomes and preventive services, the DHCS requires Medi-Cal plans to report annually on a set of quality measures associated with children's preventive services, women's health preventive services, chronic medical conditions, and behavioral health conditions. Kaiser Permanente's Northern and Southern California Medi-Cal health plans were the only plans among more than 2 dozen in the state that achieved established quality levels for more than 90% of the measures.

Kaiser Permanente's Medi-Cal plans are rated highest for quality and equitable care.

https://about.kaiserpermanente.org/news/our-excellent-care-extends-to-everyone

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Kaiser Permanente Medi-Cal Direct Contract Footprint

Effective 1/1/24, Kaiser Permanente will have a direct Medi-Cal contract in 32 counties in California.

NORTHERN CALIFORNIA		SOUTHERN CALIFORNIA
Existing Direct Contract (no change after 1/1/24)		
Amador	Placer	San Diego
El Dorado	Sacramento	
Plan Partner (Medi-Cal enrollees in these counties will transition to direct coverage with KP, effective 1/1/24)		
Alameda	San Mateo	Kern
Contra Costa	Santa Clara	Los Angeles
Marin	Solano	Orange
Napa	Sonoma	Riverside
San Francisco	Yolo	San Bernadino
San Joaquin		Ventura
New to KP Medi-Cal* (KP will accept new enrollees in these counties after 1/1/24)		
Fresno	Santa Cruz	Imperial
Kings	Sutter	Tulare**
Madera	Stanislaus	
Mariposa	Tulare**	
	Yuba	

*New Medi-Cal County under Direct Contract – expansion counties meet current KP Commercial footprint.
**Tulare Northern CA: 93618, 93631, 93646, 93654, 93666, 93673; Tulare Southern CA: 93238, 93261.

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Eligibility for Medi-Cal Enrollment into Kaiser Permanente

The following populations are eligible to join KP's Medi-Cal managed care plan effective 1/1/2024:

- Those who have had KP coverage within the past 12 months
- Those who are qualified family linkages of existing KP members
- Those who are foster youth and former foster youth
- Those who are duals, covered by both Medicare and Medi-Cal

Additional growth may occur through auto assignment for beneficiaries who do not select a health plan. KP will participate in auto assignment through default enrollment, depending on capacity in each county.

Qualified Family Linkages include:

- A beneficiary's spouse or domestic partner
- A beneficiary's dependent child, foster child, or stepchild under 26 years of age
- A beneficiary's dependent who is disabled and over 21 years of age
- A parent or stepparent of a beneficiary under 26 years of age
- A beneficiary's grandparent, guardian, foster parent, or other relative of a beneficiary under 26 years of age with appropriate documentation of familial relationship.

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KP Medi-Cal Membership in Riverside and San Bernadino Counties

As KP expands its Medi-Cal footprint to match its Commercial footprint, KP expects to serve 67,600 Medi-Cal enrollees in Riverside County and 76,560 in San Bernadino County by the end of 2024.

Year-End KP Medi-Cal Membership Projection	2023	2024
Riverside	73,020	67,600
San Bernardino	82,180	76,560

2024 Year-End KP Medi-Cal Membership Projections by Eligibility Pathway

County	Continuity of Care and Coverage	Duals	Foster Youth	Default*
Riverside	60,200	6,100	1,060	240
San Bernardino	67,210	7,450	1,580	320

* For 2024 only, default enrollment will start in July 2024.

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Upcoming Communications: Notifying Medi-Cal Beneficiaries in Riverside and San Bernardino Counties

Notice	Sender	Description
Notice	California Department of Health Care Services	Notices sent to Dual-eligible members with a Kaiser Permanente Medicare Advantage plan indicating they will be automatically enrolled into the Kaiser Permanente Medi-Cal MCP per Medi-Cal Matching Plan policy.
60-day Notice November 1, 2023	Kaiser Permanente	Notices to members who are in the Kaiser Permanente subcontracted MCP to IEHP indicating they will stay with Kaiser Permanente
30-day Notice December 1, 2023		Second notice to members who are in the Kaiser Permanente subcontracted MCP to IEHP indicating they will stay with Kaiser Permanente
For new Medi-Cal enrollees	They can request Kaiser Permanente via DHCS's Health Care Options www.healthcareoptions.dhcs.ca.gov 1-800-430-4263 Note: Dual-eligible members enrolled in a Medicare Advantage plan with a matching Medi-Cal MCP will be automatically enrolled in the matching Medi-Cal MCP per the Medi-Cal Matching Plan policy	

Medi-Cal beneficiaries choosing Kaiser Permanente will be enrolled effective 1/1/24, subject to meeting enrollment criteria.

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New, Dedicated Call-In Service for Medi-Cal Beneficiaries

KP Medi-Cal Call Center

•**24/7 Designated Medi-Cal Line: 1-855-839-7613**
Call to speak to a live Medi-Cal trained agent.

•One phone number for all Medi-Cal members to receive information, and also be warm transferred to make appointments (medical, vision, transportation, mild-to-moderate behavioral health)

- If a member calls the main KP member services number (800-464-4000) with their ID information, they will be automatically routed to a Medi-Cal trained agent.
- If the member does not supply their ID information, and they reach an agent who is not Medi-Cal trained, they will be warm transferred to a Medi-Cal trained agent.

Non-KP Services

Riverside County Dept of Behavioral Health	1-800-706-7500*	Medi-Cal Rx:	1-800-977-2273
San Bernadino County Dept of Behavioral Health	1-888-743-1478*	Denti-Cal:	1-800-322-6384

*From DHCS County Mental Health Plan Information Site (https://www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx)

NEW On Kaiser Permanente's website

KP.org/Medi-Cal2024

Information, a short video, and FAQs
for KP's Medi-Cal members

What is Enhanced Care Management (ECM)?

ECM is a Medi-Cal benefit and is a whole-person, interdisciplinary approach to care that addresses the **clinical and non-clinical** *needs of Members with* **complex** *medical and social needs through systematic coordination of services &* **comprehensive care management** *that is community based, interdisciplinary, high touch and person centered.*

Core Services

Assigned to a Care Manager

Comprehensive assessment & care management plan

Implement care plan and coordinate with multidisciplinary team

Health promotion/ support to adopt healthy behaviors

Care transitions/ medication reconciliation

Emphasis on face-to-face coordination, including appointment accompaniment as needed
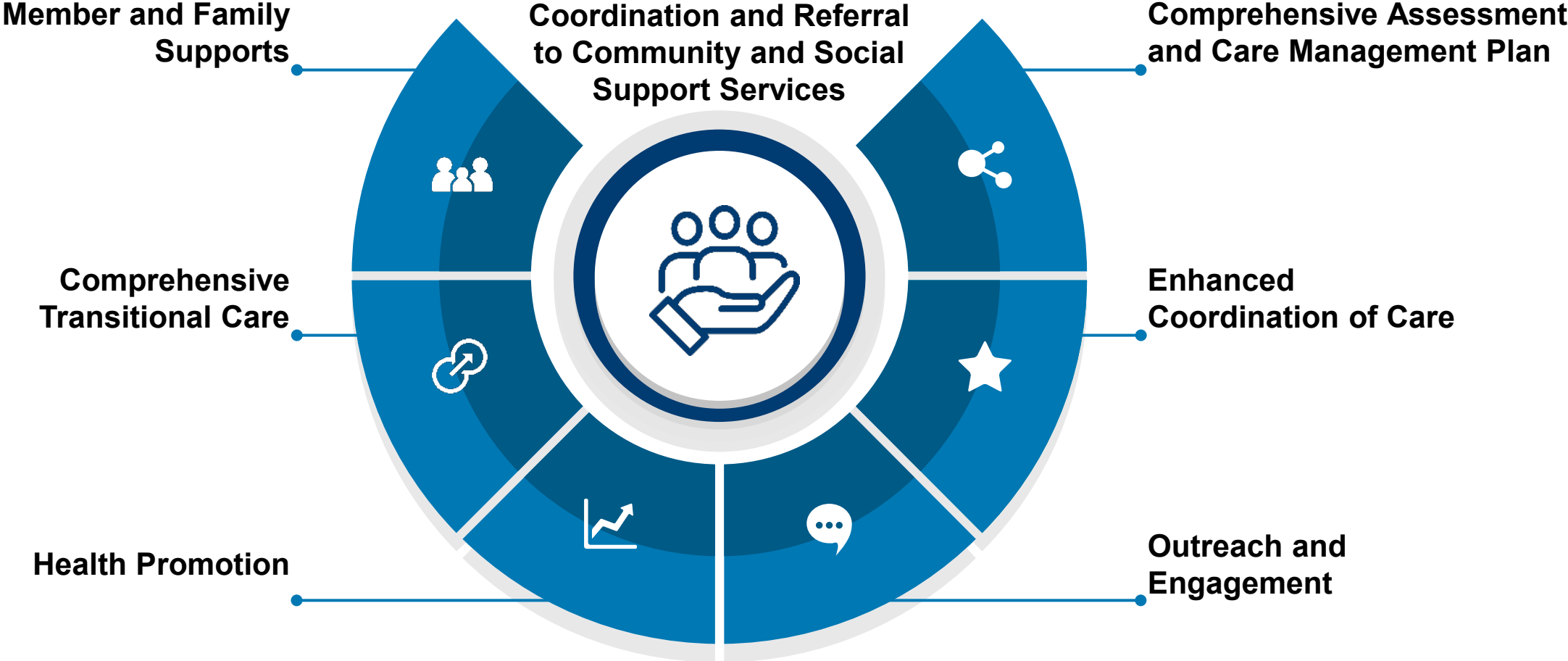
Ensure member and family are informed and engaged

Referring members to resources, including following up to ensure services were rendered

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Core Elements of Enhanced Care Management

Enhanced Care Management will connect high-need members with quality, person-centered care.

Member and Family Supports

Coordination and Referral to Community and Social Support Services

Comprehensive Assessment and Care Management Plan

Comprehensive Transitional Care

Enhanced Coordination of Care

Health Promotion

Outreach and Engagement

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Who is Eligible for ECM?

"Population of Focus" Categories		ADULTS*	CHILDREN & YOUTH
1	Individuals or Families Experiencing Homelessness	Jan 2022	Jul 2023
2	Individuals At Risk for Avoidable Hospital or ED Utilization (formerly called "High Utilizers")	Jan 2022	Jul 2023
3	Individuals with Serious Mental Health and/or Substance Use Disorder Needs	Jan 2022	Jul 2023
4	Individuals Transitioning from Incarceration	Jan 2022 (some counties) Jan 2024 (statewide)	July 2023 (some counties); Jan 2024 (statewide)
5	Adults Living in the Community and At Risk for LTC Institutionalization	Jan 2023	n/a
6	Adult Nursing Facility Residents Transitioning to the Community	Jan 2023	n/a
7	Children and Youth Enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition	n/a	Jul 2023
8	Children and Youth Involved in Child Welfare	n/a	Jul 2023
9	Birth Equity	Jan 2024	Jan 2024

*Adults are 21+

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What are Community Supports?

Community Supports (CS) are non-medical, wrap-around services provided as a substitute or support to avoid other Medi-Cal covered services such as emergency room visits, an avoidable hospital or skilled nursing facility admission, or a discharge delay. As of 1/1/24, most of the counties KP serves will offer all 14 of the Community Supports.*

Supports for Housing Insecurity	Supports to Keep People at Home	Supports to Improve a Chronic Condition	Support to Recover from Acute Intoxication
Primary Audience: Individuals experiencing homelessness	Primary Audience: Individuals at risk for institutionalization in a nursing home	Primary Audience: Individuals who have certain chronic conditions and require support	Primary Audience: Individuals found publicly intoxicated to divert from jail or the Emergency Department
1. Housing Transition Navigation Services 2. Housing Deposits 3. Housing Tenancy & Sustaining Services 4. Short-Term Post Hospitalization Housing 5. Recuperative Care (Medical Respite) 6. Day Habilitation	7. Respite Services (for caregivers) 8. Nursing Facility Transition/ Diversion to Assisted Living Facilities 9. Community Transition Services/ Nursing Facility Transition to a Home 10. Personal Care & Homemaker Services 11. Environmental Accessibility Adaptations (Home Modifications)	12. Meals/Medically Tailored Meals 13. Asthma Remediation	14. Sobering Centers *Note: majority of the referrals for this service are from law enforcement and stays must be less than 24 hours.*

*Exceptions include the following CS which are **not** offered in these counties: Asthma Remediation (Marin, Napa, San Mateo, Solano, Sonoma), Community Transition Services/Nursing Facility Transition to a Home (Marin, Napa, Santa Cruz, Solano, Sonoma), Day Habilitation (Marin, Napa, Solano, Sonoma), Nursing Facility Transition/Diversion to Assisted Living Facilities (Marin, Napa, Santa Cruz, Solano, Sonoma), Home Modifications (Marin, Solano, Sonoma), Personal Care & Homemaker Services (San Mateo), Recuperative Care (San Mateo), Respite Services (Santa Cruz), Sobering Centers (Marin, San Mateo, Solano, Sonoma), Short Term Post Hospitalization Housing (San Mateo)

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Network Lead Entity (NLE) Overview

Kaiser Permanente's Network Lead Entity (NLE) will 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 will centralize the coordination of services through the NLEs. KP will retain oversight of eligibility, member notifications, quality, and grievances.

Comprehensive Network Coverage

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

Collaboration with Local Community Based Partners

NLEs will 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 will allow 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	Independent Living Systems	Partners in Care Foundation
• **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	• **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	• **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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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

INDEPENDENT Living Systems   ILSCAProviderRelations@ilshealth.com

Partners in Care FOUNDATION   *   Hubinfo@picf.org

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.

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For More Information About Kaiser Permanente

Arif Shaikh
Director, Medi-Cal Line of Business
Arif.U.Shaikh@kp.org

Community Health Contacts

Cecilia Arias
Community Health Manager- Riverside County
cecilia.x.arias@kp.org

Martha Valencia-Rodriguez
Community Health Manager - San Bernadino County
martha.r.valencia@kp.org

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How to Submit a Referral for ECM or Community Supports

KP has a no-wrong-door approach for referrals:
- Referrals are accepted from any source (members, providers, family, community organizations, etc)
- Use of the KP referral form is recommended, however, KP will accept any referral form created by another Medi-Cal plan. Simply send the completed form to the same KP email address noted below.
- Referrals may be placed via email or via phone

	Sacramento/Central Valley	Rest of Northern California	Southern California
Cities	Amador, El Dorado, Fresno, Kings, Madera, Mariposa, Placer, Sacramento, San Joaquin, Stanislaus, Sutter, Tulare*, Yolo, Yuba	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Santa Cruz, Solano, Sonoma,	Kern, Imperial, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Tulare*, Ventura,
Phone	1-833-721-6012 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-833-952-1916 (TTY 711) Monday-Friday (closed major holidays) 9:00 a.m. to 4:45 p.m.	1-866-551-9619 (TTY 711) Monday-Friday (closed major holidays) 8:30 a.m. to 5:00 p.m.
Email	Send completed referral form to REGMCDURNs-KPNC@kp.org with the subject line "ECM Referral" or "CS Referral"		Send completed referral form to RegCareCoordCaseMgmt@kp.org with the subject line "ECM Referral" or "CS Referral"

*Tulare Central Valley: 93618, 93631, 93646, 93654, 93666, 93673; Tulare Southern CA: 93238, 93261.

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KP Member Services

✓ Urgent advice and appointment services available by phone 24/7 from live KP staff.

✓ Services available in multiple languages.
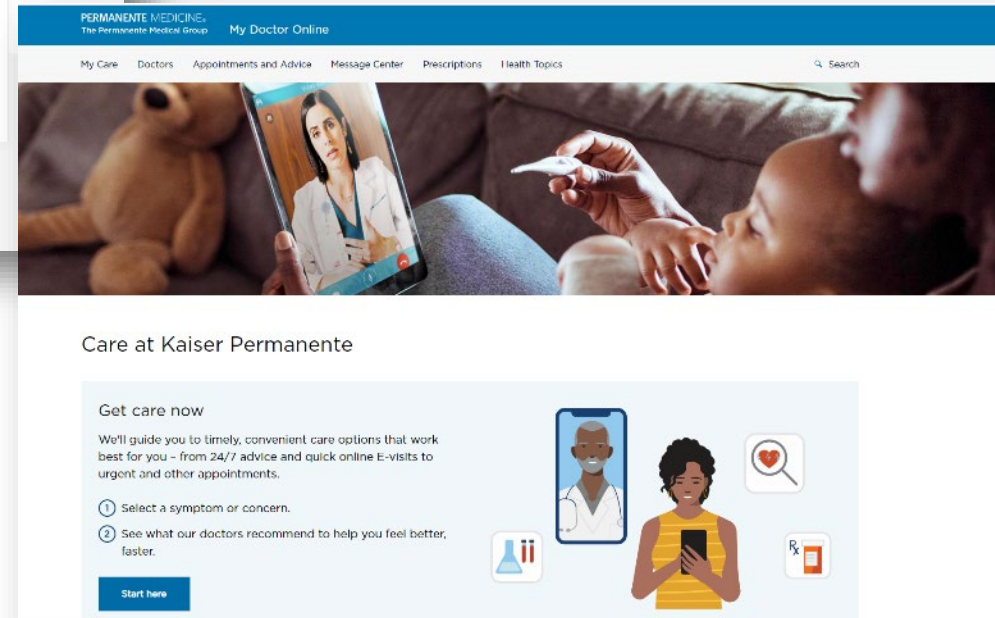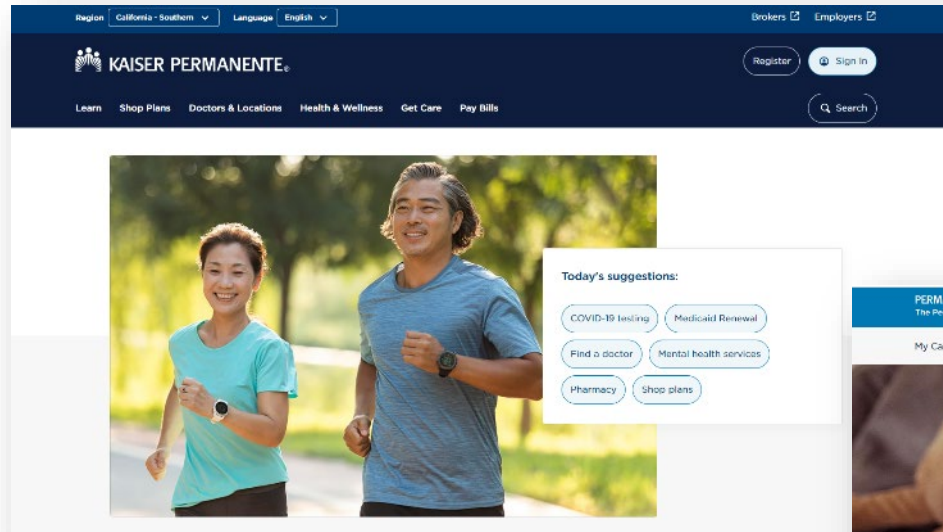
Our robust web site and mobile app allow enrollees to access medical advice, make appointments, message their care providers, order medications, and much more.

NEW from Kaiser Permanente: Connections
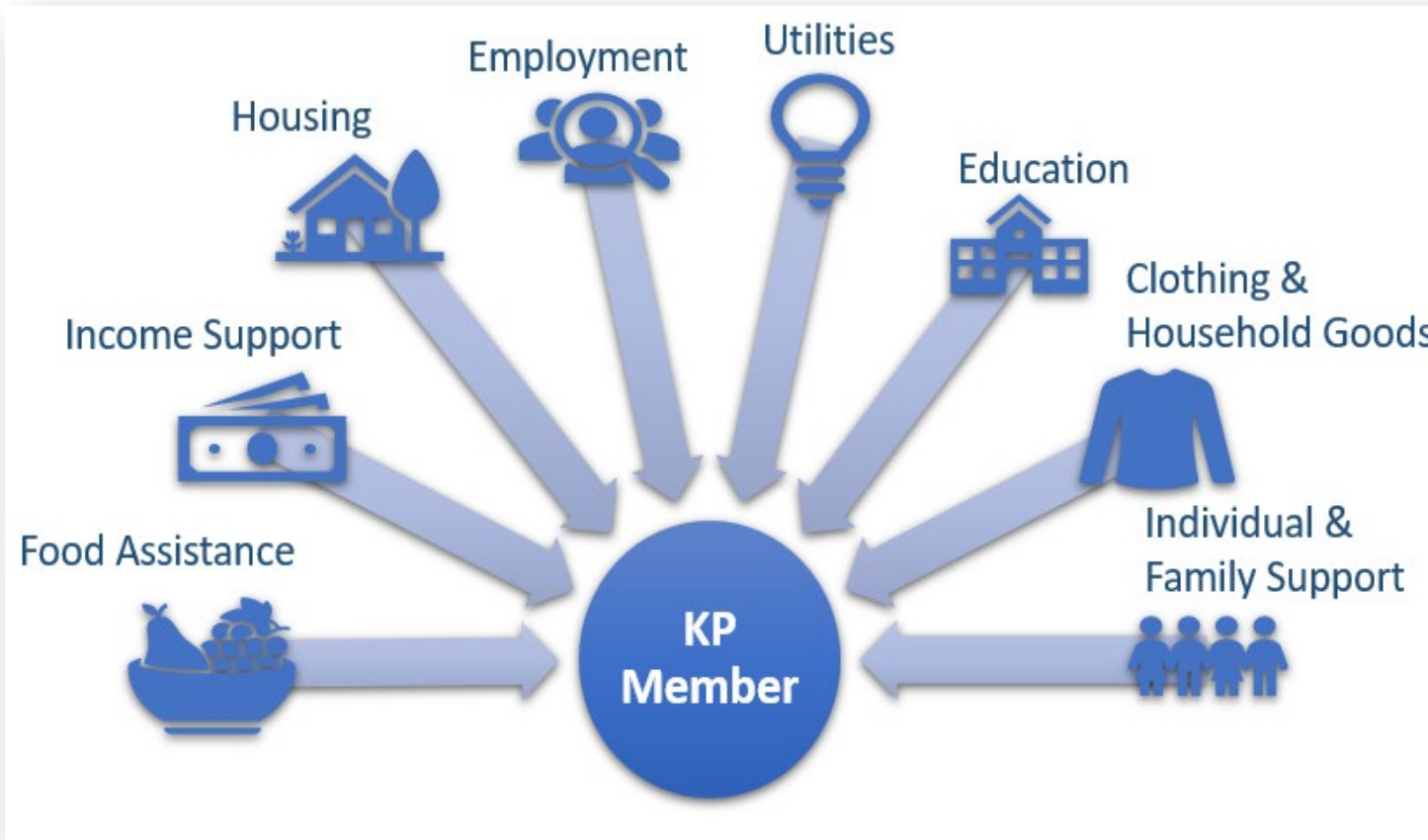
**Connecting member
with community resources**

When KP members and patients need support with social needs such as housing, healthy food, transportation, utility bills, and more, we can help.

These self-service options are available as an added layer of support for members who need help finding local social services and community-based programs in their areas.

Members/non-members can find assistance at:
KP.org/communityresources (Self-Service Community Resource Directory)
(800) 443-6328 – Toll-free number to speak with a resource specialist (M-F, 8a-5p local time)

Connections is helping members in need

Mom worried about her homeless son is directed to emergency food and housing resources in son's area

Husband and wife awaiting surgery and can't cook are connected to agency providing prepared-foods

Connections agents began working with individuals facing significant – sometimes heart-wrenching – need. Connections services include:

- Assessing member's needs using screening questions and offering tailored recommendations of resources in the member's community
- Providing high-touch service, including follow-up calls to members* within 48 hours after resources are shared to ensure they received assistance.
- Hold three-way calls with the member and the community provider.
- Augmenting data available in the Resource Directory to ensure information provided is accurate and up to date

those who opt-in to a follow-up call

Caller connected to family services support for husband receiving dialysis

Sister overwhelmed because her brother is in a wheelchair and keeps falling is directed to assisted living resources

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Kaiser Permanente Community Support Hub

Overview of the Student Behavioral Health Incentive Program (SBHIP)

SBHIP provides incentives to increase coordination among Medi-Cal MCPs, Local Education Agencies, and county offices of mental health to increase access to preventive, early intervention, and behavioral health services by school-affiliated behavioral health providers for TK-12 children in public schools.

Program Objectives
- Break down silos and improve coordination of behavioral health services for children and adolescents enrolled in Medi-Cal through increased communication with schools, school affiliated programs, managed care providers, counties, and providers.
- Increase the number of TK-12 students enrolled in Medi-Cal receiving behavioral health services.
- Increase non-specialty services on or near school campuses.
- Address healthy equity gaps, inequalities and disparities in access to behavioral health services.

Duration & Investment
- ~ $389 million over 3 years for incentive payments to Medi-Cal MCPs that meet predetermined goals and metrics. SBHIP launched 1/1/2022 and will conclude 12/31/2024.

Who will be impacted?
- K-12 students in public schools; while Medi-Cal enrollment was a factor in school district selection, SBHIP interventions are for all students.

How is SBHIP implemented?
- SBHIP is being implemented in phases.
  - Year 1 focused on completion of a behavioral health Needs Assessment. Needs Assessments informed selection of behavioral health Targeted Interventions. After the behavioral health Needs Assessment was completed (by December 31, 2022), the MCPs and their local partners selected Targeted Interventions and submitted project plans to DHCS.
  - Years 2-3 will on Targeted Intervention implementation.
- Targeted Interventions were selected from a list of 14 broad Targeted Intervention categories defined by DHCS. All counties have selected their Targeted Interventions, received approval from DHCS and are in the process of implementing the Targeted Interventions.

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Kaiser Permanente's Engagement in the Student Behavioral Health Incentive Program

Kaiser Permanente has been an active participant in SBHIP since its launch 1/1/22. Kaiser Permanente views SBHIP as an important opportunity to break down siloes between health and education and support the operational infrastructure needed to increase access to coordinated and sustainable school-based health care.

What has KP's work on SBHIP looked like to date?

- To date, KP's work on SBHIP has primarily focused on supporting implementation in our five, current direct contract counties: Amador, El Dorado, Placer, Sacramento and San Diego.
  - Year one accomplishments:
    - Conducted SBHIP needs assessments for each of the five counties
    - Selected SBHIP targeted interventions for each county
    - Distributed $1.56 M in SBHIP funding to counties
  - Year two accomplishments:
    - Supported implementation of SBHIP targeted interventions
    - Distributed $3.4 M in SBHIP funding to counties
- While the SBHIP team is tracking implementation of all interventions and participating in county SBHIP meetings, the team is focusing deeper engagement on contracting and data sharing interventions. Other interventions counties selected include expanding the behavioral health workforce, establishing new wellness centers, implementing substance use and suicide prevention programs and increasing access to care teams.

Impact of KP's direct contract on SBHIP

- KP worked closely with current Medi-Cal MCPs in the 32 counties to develop and submit SBHIP transition plans to DHCS in June 2023.
- KP will support implementation of existing Targeted Interventions in each county and sees SBHIP as an important opportunity to strengthen relationships with education and health plan partners.

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SBHIP in Riverside and San Bernadino

Beginning 1/1/2024, Kaiser Permanente will be an SBHIP partner in all 32 counties in our footprint, including Riverside and San Bernadino. Since current Medi-Cal MCPs are not exiting Riverside or San Bernadino, KP will not receive/distribute SBHIP funds in these counties. KP looks forward to working with SBHIP partners and supporting implementation of SBHIP interventions in these counties.

	Riverside	San Bernadino
Total SBHIP Intervention $	$24,961,889	$23,813,446
Intervention #1	Establish care teams	Establish care teams
Intervention #2	Increase access to care for historically underserved populations	Implement a substance use prevention curriculum for 6-12 grade students
Intervention #3	Expand the school behavioral health workforce	Expand the school behavioral health workforce
Intervention #4	Expand the number of wellness centers/spaces	Expand the number of wellness centers/spaces
SBHIP Partners	**Health Plans:** Inland Empire Health Plan, Molina Healthcare, Kaiser Permanente **Education:** Riverside County Office of Education, Hemet Unified School District, Leadership Military Academy, Nuview Union School District, Palm Springs Unified School District	**Health Plans:** Inland Empire Health Plan, Molina Healthcare, Kaiser Permanente **Education:** San Bernadino County Superintendent of Schools, Ontario-Montclair School District, PAL Charter Academy, Rialto Unified School District, Victor Valley Union High School District, San Bernardino City Unified School District

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Kaiser Permanente Community Health

Thriving Schools Initiative	**Educational Theatre**
Grant Program	**Health Education**
College and Career Readiness Programs	**Youth Mental Health First Aid Training**

Learn more at **thrivingschools.kaiserpermanente.org**

District Partners*

Apple Valley
Colton Joint
Fontana
Hesperia
San Bernardino City
Victor Elementary
Rialto

Alvord
Riverside
Moreno Valley
Val Verde

*Current partners from the IE

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