

# Board of Directors Meeting Highlights

August 3, 2017

## CalOptima Medi-Cal Members Gain Access to Non-Medical Transportation

CEO Michael Schrader informed the Board of Directors that, following final guidance from the state on June 29, CalOptima began offering Non-Medical Transportation (NMT) as a Medi-Cal benefit on July 1. Mr. Schrader stated that all Medi-Cal members now have access to roundtrip transportation to locations that offer Medi-Cal services covered by CalOptima, such as doctor's offices and clinics. Beginning October 1, the NMT benefit will expand to offer rides to services currently carved out of Medi-Cal managed care, such as dental care and California Children's Services. Lack of transportation can sometimes be a significant barrier to accessing health care services so the NMT benefit is one way to address this problem. Due to the compressed launch timeline, CalOptima leveraged existing resources to establish NMT services, which are available via taxi, bus and private passenger car with gas mileage reimbursement.

## CalOptima to Address Local Health Care Challenges

The Board approved the use of Intergovernmental Transfer (IGT) funds to address current and pressing health care challenges facing Orange County. These IGT funds will impact the community by, for example, expanding access to pain management, addiction treatment and recovery services for members and providers affected by Orange County's growing opioid epidemic. Funds were also designated for children's mental health and could be used to expand access to inpatient and outpatient psychiatric services for children living with mental health conditions. IGT community grants will also tackle the issue of homelessness, which could increase the number of mobile health clinics and use of recuperative care services.

## CalOptima Highlights Community Investments

Mr. Schrader informed the Board that CalOptima produced a new publication showcasing the agency's partnership and collaboration with stakeholders across Orange County. The new report, called CalOptima in the Community, summarizes the impact of CalOptima's \$37 million investment in the local health care safety net and enhanced member care. From providing education about topical health care issues and forging partnerships among community-based organizations, to directly sponsoring enhanced care for our members, the document captures a snapshot of CalOptima's broad impact on Orange County. The publication was mailed to local health care and community leaders and will be distributed at CalOptima's many public meetings and events.

### In other actions:

- Mr. Schrader updated the Board about the ongoing Member Health Needs Assessment (MHNA). A provider survey was released in July and a member survey will be mailed to approximately 42,000 members this month. In addition, 25 focus group meetings will be held with a diverse set of community stakeholders. CalOptima will present an executive summary and key findings to the Board in December.
- To further CalOptima's long history of community engagement, the Board approved \$1,500 in support of the agency's participation in World Refugee Day on August 26, 2017, in Anaheim.

### ABOUT CALOPTIMA

CalOptima is a county organized health system that administers health insurance programs for low-income children, adults, seniors and people with disabilities in Orange County. Our mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. As one of Orange County's largest health insurers, we provide coverage through four major programs: Medi-Cal, OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan), OneCare (HMO SNP) (a Medicare Advantage Special Needs Plan), and the Program of All-Inclusive Care for the Elderly (PACE).

If you have any questions, please contact:

Phil Tsunoda  
Executive Director  
Public Policy and Public Affairs  
714-246-8632  
ptsunoda@caloptima.org

Arif Shaikh  
Director  
Public Policy and Government Affairs  
714-246-8418  
ashaikh@caloptima.org

Shamiq Hussain  
Senior Policy Analyst  
Government Affairs  
714-347-3208  
shussain@caloptima.org

Sean McReynolds  
Senior Policy Analyst  
Government Affairs  
657-900-1296  
smcreynolds@caloptima.org