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Whole-Child Model (WCM) Update

CalOptima's Whole-Child Model implementation is delayed until no sooner than July 1, 2019.

**Pallavi Patel, Director
Business Integration**

**WCM Community-Based Organization Focus Group
June 14 & 15, 2018**

Agenda

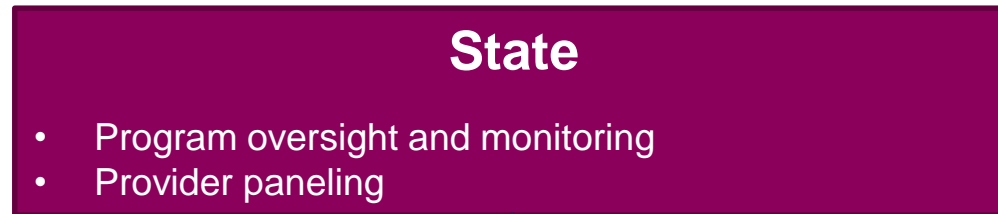
- Whole-Child Model Overview
- CalOptima Proposed Implementation
- Next Steps

Whole-Child Model (WCM) Overview

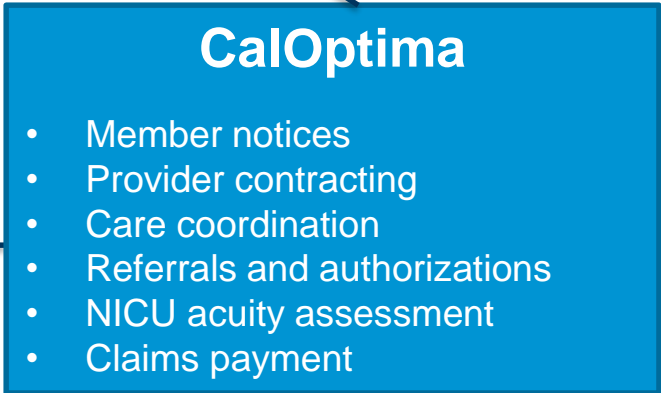
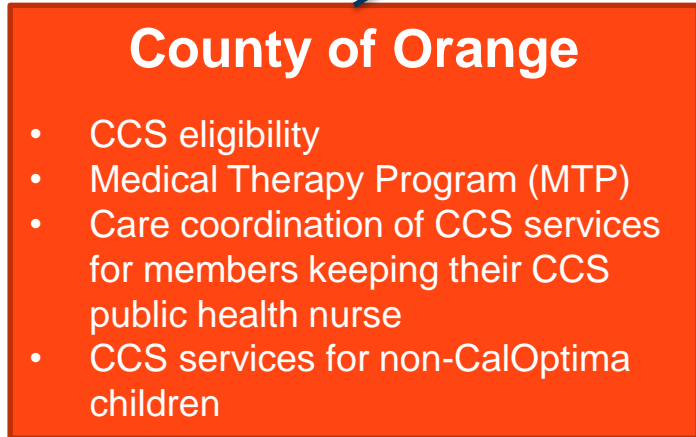
- California Children's Services (CCS) is a statewide program providing medical care and case management for children under 21 with certain medical conditions.
 - Locally administered by Orange County Health Care Agency
- The Department of Health Care Services (DHCS) is implementing WCM to integrate CCS services into select Medi-Cal plans.
 - CalOptima will implement WCM effective January 1, 2019.
 - All Plan Letter 18-011 released June 7, 2018

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Division of WCM Responsibilities



Neonatal Intensive Care Unit (NICU) claims payment responsibility is pending DHCS guidance



Guiding Principles: CCS Children

- Continuity of care
 - Members can request to continue seeing the same providers they currently see.
- Integration of services
 - Members receive CCS and non-CCS services under the same entity.
- Member choice
 - Members can choose from a broad and diverse network of providers that covers the entire county — and beyond when necessary.
- Timely access
 - Children receive timely authorizations and appointments.

Guiding Principles: CCS Providers

- Broad participation
 - All existing CCS-paneled providers can participate under the new WCM.
 - Providers will have visibility to CCS and non-CCS services provided to member for them to coordinate care timely and with quality.
- Administrative simplification
 - Coordinating care under one entity will reduce the administrative burden.
- Stable payments
 - CCS paneled physicians will receive the CCS rate unless otherwise agreed upon.



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CalOptima Implementation

Orange County Partners

Orange County
Health Care Agency
CCS Program

CalOptima
Medi-Cal



CCS Children
and Families

Providers,
Health Networks and
Community Partners

Hospitals

CCS Demographics

- About 13,000 Orange County children are receiving CCS services.
 - Ninety percent are CalOptima members

Languages

- English = 51 percent
- Spanish = 43 percent
- Vietnamese = 4 percent
- Other/unknown = 2 percent

City of Residence (Top 5)

- Santa Ana = 23 percent
- Anaheim = 18 percent
- Garden Grove = 8 percent
- Orange = 6 percent
- Fullerton = 4 percent

Data as of April 2018

Proposed Delivery Model

- Leverage existing delivery model using health networks, subject to Board approval
 - Reflects the spirit of the law to bring together CCS services and non-CCS services into a single delivery system
- Using existing model creates several advantages
 - Maintains relationships between CCS-eligible children, their chosen health network and primary care provider
 - Improves clinical outcomes and health care experience for members and their families
 - Decreases inappropriate medical and administrative costs
 - Reduces administrative burden for providers



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Next Steps

WCM Preparation Ongoing

- Continue meetings with Health Care Agency and Health Networks to ensure smooth transition
- Establishing WCM-specific policies, procedures and protocols e.g.:
 - Honoring WCM-specific continuity of care requirements
 - Arranging for and providing CCS and non-CCS services under WCM
 - Aging-out process
- Hiring staff with clinical expertise to serve children with complex needs
- Contracting with CCS-paneled providers to meet children's needs

Advisory Committees

- Clinical Advisory Committee
 - County CCS Medical Director
 - Minimum of four CCS-paneled providers
 - CalOptima Chief Medical Officer

- Family Advisory Committee
 - Seats: 7-9 Family seats and 2-4 community-based organization/advocate seats
 - Applications closed 03/31/2018
 - Board of Directors appointed 6 Family seats
 - CalOptima expects to return to the Board in September for additional appointments

Stakeholder Engagement

- CalOptima is committed to keeping our stakeholders informed and providing opportunities for feedback
- Recent events:
 - January 2018 General Stakeholder event
 - February 2018 Family events
 - March 2018 CalOptima employee focus group
- Upcoming events:
 - June 2018 CBO focus group
 - July 25, 2018 General Stakeholder event
 - Additional General and Family events planned through end of year

Additional Information

- CalOptima WCM implementation information, including prior event materials
 - www.caloptima.org
 - Sign-up for periodic updates

- DHCS WCM Implementation
 - Program information:
 - <http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx>
 - <http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2018/APL18-011.pdf>
 - CCS Advisory Group:
 - <http://www.dhcs.ca.gov/services/ccs/Pages/AdvisoryGroup.aspx>

Focus Group structure

- Goal:
 - For you all to share your experience, lesson learned, best practices, issues, suggestions with us so we consider your feedback in our transition planning
- Two Focus groups
- 4 Topics – each 15 mins
 - CCS to WCM transition
 - Continuity of Care
 - Age-out process
 - Member Communication
- Please note that we will have Q&A session at the end

CalOptima's Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner

