2014 September Policy Forum:
“Healthcare Integration: It Takes Partnerships”
Challenges & Solutions: Southern California Health Plan Breakout
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About Care1st Health Plan

- Established in 1994
- Provider and Hospital owned organization
- Product lines:
  - Medi-Cal Managed Care (since 1995)
  - Cal Medi Connect (2014 – CA)
- NCQA Accredited
- 3.5 Star Rating
About Care1st Health Plan

- Medi-Cal Managed Care takes up 78% of our membership of which we are only in two counties (Los Angeles and San Diego)
- We service the Medicare population in 9 Counties in CA
- In AZ we are in two counties (Maricopa and Pima)
Incorporating MBHOs

• Care1st selected MBHOS’s that provided an integrated model for Co-Management
  – On-Site Staff at Care1st
  – Care1st hired Behavioral Health staff to oversee MBHO activities

• Implemented collaborative rounds to review cases with Care1st Medical staff and MBHO staff
  – Inpatient
  – Outpatient
**Integration of Behavioral Health**

### Care Management
- Care Manager Assigned to high risk individuals
- Co-located staff members at the health plan to coordinate CM activities
- Participation in rounds

### Integration of County Providers
- Telephonic screening allows for warm transfer to county
- Liaison for county to address medical needs
- **Integration of Client Care Coordination Plan (CCCP) into ICP**

### PCP Support
- Expedited access to community based services for patients with SMI
- Communication and data to PCPs regarding patients receiving MH services
- Psych consultations to support prescribing or complex cases
Challenges

• Network adequacy
• Network accessibility
  – Rural Access
• Placement for dually dx individuals
• Provider participation and education
• Continuity of Care
• FQHCs treating SMI/SED
• Psychological Services for SMI/SED members

• Voluntary Inpatient Detox
• Screenings for Medi-Cal
• Understanding new benefits from multiple stakeholders
• Short implementation timelines
• Conducting oversight activities
• Member Service Dept Preparedness
Solutions

- Utilizing an existing MBHO reduces the time needed for network development and contracting
- MBHO takes the lead on provider education and engagement
- Select on-site staff assist with operations and case management
- Participate/conduct Training and community meetings
- Work collaboratively to spread the work
- Do not re-invent the wheel
- Care1st Primary Care Clinics in Northern LA County
- Collaborations with Service Organizations
DISCUSSION