

2014 September Policy Forum:
“Healthcare Integration: It Takes Partnerships”
Challenges & Solutions: Southern California Health Plan Breakout
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The Fairmont Newport Beach

Presenters:

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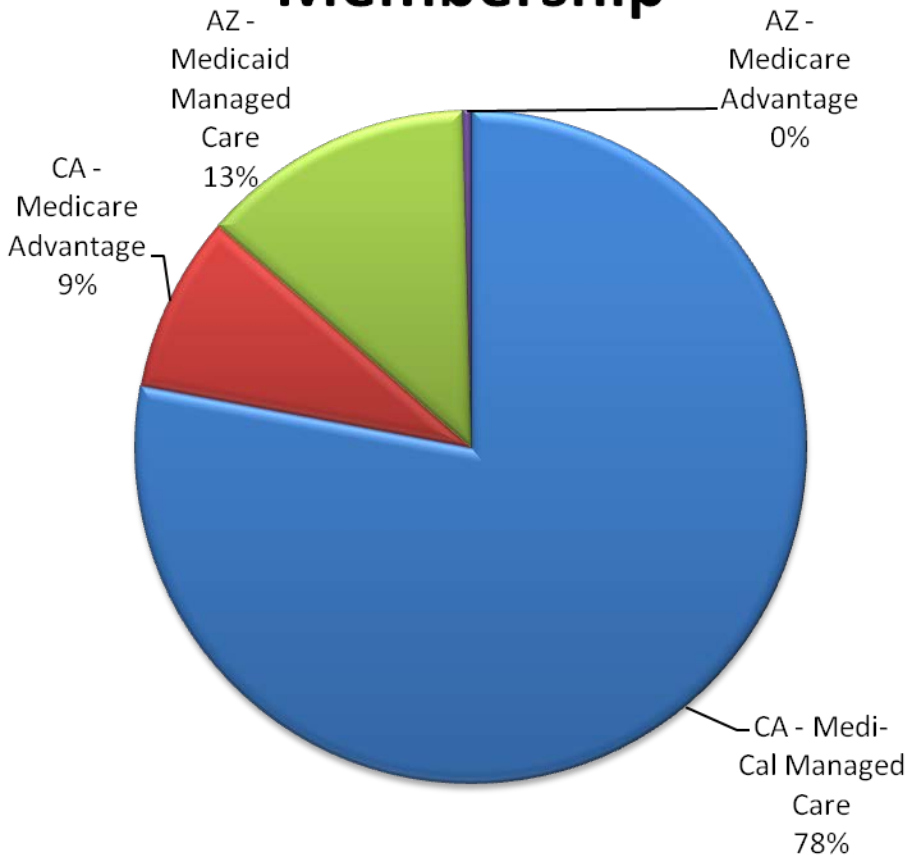
Behavioral Health Program Manager – Care1st Health Plan

About Care1st Health Plan

- Established in 1994
- Provider and Hospital owned organization
- Product lines:
 - Medi-Cal Managed Care (since 1995)
 - Medicare (2005 – AZ, 2006 – CA)
 - Cal Medi Connect (2014 – CA)
- NCQA Accredited
- 3.5 Star Rating

About Care1st Health Plan

Membership



- 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 MBHO'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