



# Whole Person Care Pilots Peer-to-Peer Learning Collaborative

August 24, 2021





# Welcome!

- Rename yourself on zoom to include your organization
  - Click on the three dots at the top right-hand corner of your Zoom video box and rename yourself to [Your Name, Organization].
- Enter the following information in the chat box:
  1. Your name and role
  2. Your county/city
  3. Your favorite thing to do to 'de-stress'

# Agenda

Learning Collaborative Purpose and DHCS Role

Preparing to be an ECM Provider

- Provider certification application
- Materials to Prepare
- Tips for Success

Planning for Clients Who May Not Transition to ECM

- Transitioning clients that do not qualify for ECM/ILOS
- Benefits support for FFS/out-of-county members

Wrap Up and Next Steps

# Learning Collaborative Purpose and DHCS Role

- Approach
  - Complementary, but distinct from other technical assistance opportunities
  - Focused on peer-to-peer learning and information sharing
  - Flexible and responsive
  - Safe space for sharing learnings and challenges as well as asking questions
- DHCS Role
  - DHCS WPC staff will join calls going forward in a **listen-only** capacity to ensure continuity DHCS has continuity among all WPC-related activities
  - All WPC program related questions should go through your analyst or [CaAIMECMILOS@dhcs.ca.gov](mailto:CaAIMECMILOS@dhcs.ca.gov).

# Preparing to be an ECM Provider- Objectives

1

Understand what MCPs are looking for in a provider

2

Understand how to align your model of care, services, and operations with ECM requirements

3

Understand what information to share with your MCPs and the best formats for doing so in order to demonstrate readiness

# Becoming an ECM Provider- What to Expect

- Many MCPs are using a Provider Certification Application to determine potential ECM providers' readiness
  - Even if your MCP isn't using this tool, it will still be helpful to prepare similar materials for your MCP's review
  - Similar to a tool used for Health Homes readiness
- The certification tool will ask for policies & procedures, org charts, workflows
- MCPs will expect that all documentation submitted will:
  - Be tailored to the ECM populations you serve
  - Reflect an understanding of the expectations of ECM
  - Be clear and concisely written and organized

# Example Timeline for Certification

We  
are  
here

## August-September:

- Submit ECM Certification Application
- MCP review

## September- November:

- MCP site visits
- Readiness and Gap Closure plans as needed
- Contracting Discussions

## November- December

- Provider set-up

# Required Areas for Certification of ECM Providers

- The certification application will ask prospective ECM providers to submit materials demonstrating readiness in 12 required areas:

ECM Structure

Outreach & Engagement

Comprehensive Assessment & Care Management

Enhanced Coordination of Care

Health Promotion

Comprehensive Transitional Care

Member & Family Supports

Coordination of & referral to Community & Social Support Services

Claims & Encounters

File Data Exchange

Staffing

Oversight & Monitoring

# What to Prepare for Each Required Area

- The certification tool will clearly outline what materials are required to demonstrate readiness
- It is likely that you have already developed many of the materials requested (P&Ps, workflows, assessments, org charts) but be prepared to tailor them to specifically address ECM and the ECM population area(s) you are applying for
- You do not need to demonstrate complete readiness and should be clear about areas you are developing and growing in order to be ready on implementation



# Tips for success

- You likely already have the materials needed to demonstrate readiness. **Take time now to tailor these materials to address ECM requirements.**
- **Clarity and honesty are key**
  - Highlight where you are working on building capacity
  - Call out subcontracting relationships and oversight and monitoring plans for them
  - Describe what your claims and billing system is capable of and what it is not
  - What population(s) do you have expertise in serving
  - Are you looking to continue serving currently empaneled individuals, or are you looking to expand?
- **Presentation Matters**
  - When submitting files, make sure file names are standardized and files are submitted in a logical order that align with the requirements
  - Consider submitted a book-marked PDF



## Planning for Clients Who May Not Transition to ECM

- What proportion of your WPC clients are transitioning to ECM/ILOS on January 1<sup>st</sup>? Does this meet your expectations?
- How are you planning to transition clients who do not meet an ECM population of focus?
- How are you planning to transition and support FFS clients or clients with out-of-county MCPs? Is your pilot considering helping clients enroll in managed care?

# Wrap Up and Next Steps

## Questions

- Send to Lucy Pagel at [lucy@aurrerahealth.com](mailto:lucy@aurrerahealth.com) or Amanda Clarke at [aclarke@caph.org](mailto:aclarke@caph.org) with questions
- Submit questions directly to DHCS at [CaAIMECMILOS@dhcs.cs.gov](mailto:CaAIMECMILOS@dhcs.cs.gov)

## Upcoming Calls

- Next call will be September 7 @ 12pm.
- Please email content suggestions to Lucy and Amanda

## Provider 102 Webinar

- On Wednesday, August 25, 2021 from 12-1:30pm, the Department of Health Care Services (DHCS) will hold a webinar to educate community providers about fundamental aspects of CalAIM's Enhanced Care Management (ECM) and In Lieu of Services (ILOS), including managed care plan and provider roles, provider expectations, and an overview of the payment process.
- Please register here if you would like to attend:  
[https://zoom.us/webinar/register/WN\\_rponSzXUThK6CKHiLGZ5KQ](https://zoom.us/webinar/register/WN_rponSzXUThK6CKHiLGZ5KQ)