

O'CONNOR HOSPITAL
A COMMUNITY HOSPITAL



**SANTA CLARA
VALLEY MEDICAL CENTER**
Hospital & Clinics



**ST. LOUISE
REGIONAL HOSPITAL**
A COMMUNITY HOSPITAL

Medi-Cal Older Adult Expansion



Summary

- Outreach
- In Service
- Public messaging
- Outcome
- Planning for next
- Lessons learned/Processes Improved

Outreach

- Mailing
 - 9K~ letters in our CEO's signature
 - Messaging
 - EMR (Epic) Campaign
 - MHO messages (5K~)
 - Emails (2K~)
 - IVR
 - Calling
 - Patient Access team makes outreach calls
- once a month for 6 months*

In Service

- “roadshows” to providers and clinic staff
- Present at leadership meetings
- Built “alert” in EMR system to “alert” staff when a qualified patient presents for service
- Educated (“scripting”) front-line and back-office staff across the system
- Consistent messages to all staff
- Information cards distributed to all registration desks



Adults 50 years or older can get Medi-Cal!

Medi-Cal has expanded. You can get it even if you could not get it before. You can get services with no impact on your immigration status. And you can keep your doctor!

Find out if you qualify.
Call **1-866-967-4677** (toll-free)
or visit one of these locations:

Patient Access Department
770 South Bascom Avenue, San Jose
866-967-4677
8am-5pm, M-F

Social Services Agency
1867 Senter Road, San Jose
877-962-3633
(call this number for more locations)
8am-5pm, M-F

We are here to help you apply. You can also apply online at:
www.mybenefitscalwin.org



- **Provider Panel Management**
 - work with Medical Leadership to assess PCP panel capacity and panel assignment
 - work with Panel Management team on PCP assignment and reassignment workflows
 - Streamlined processes between Panel Management, Patient Registration/Pre-Registration, Call Center, and Patient Access

Public Message

- Website
 - Departmental websites (Hospital System, Social Service Agency, County owned health plan)
 - County website
- Press Release
- Social Media

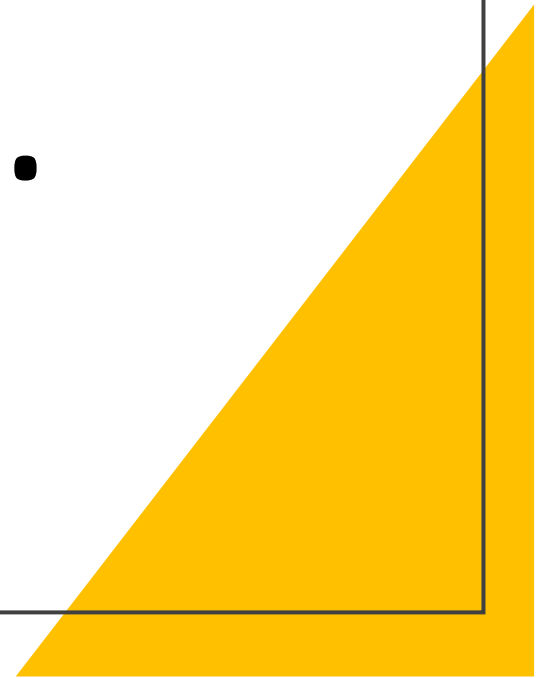
Planning for next

- PCP Change
 - upon patient present for care with a different PCP assignment
- Redetermination
- Next expansion
- Population Management

Lessons learned/Processes Improved

- Increased collaboration between county agencies
- Increased collaboration between departments
- Streamlined workflows

Results and
Outcome...



Expansion population list generated from existing GPP population

10k potential members composed of:

Medi-Cal Restricted

County Indigent Program (Ability to Pay/Hospital Access Program)

Ryan White

Primary Care Access Program

Potential Expansion Members

Auto assignment:
available Patient
data fields for
data matching

Minimum necessary in
accordance with
Agreement

FirstName
LastName
PatientMrn
SSN
DateOfBirth
Gender
Ethnicity
Race
Language
Email
HomePhone
WorkPhone
Mobile
Address
City
State
ZipCode
FPL
Coverage Payor Name and ID
Coverage Subscriber ID # (CIN/MBI)
Patient PCP
Patient Pcp Name
PatientCurrentAge
Turn50Date