



Medi-Cal Managed Care
L.A. Care

CalAIM Enhanced Care Management and In-Lieu of Services

Provider opportunities

July 2021 monthly update



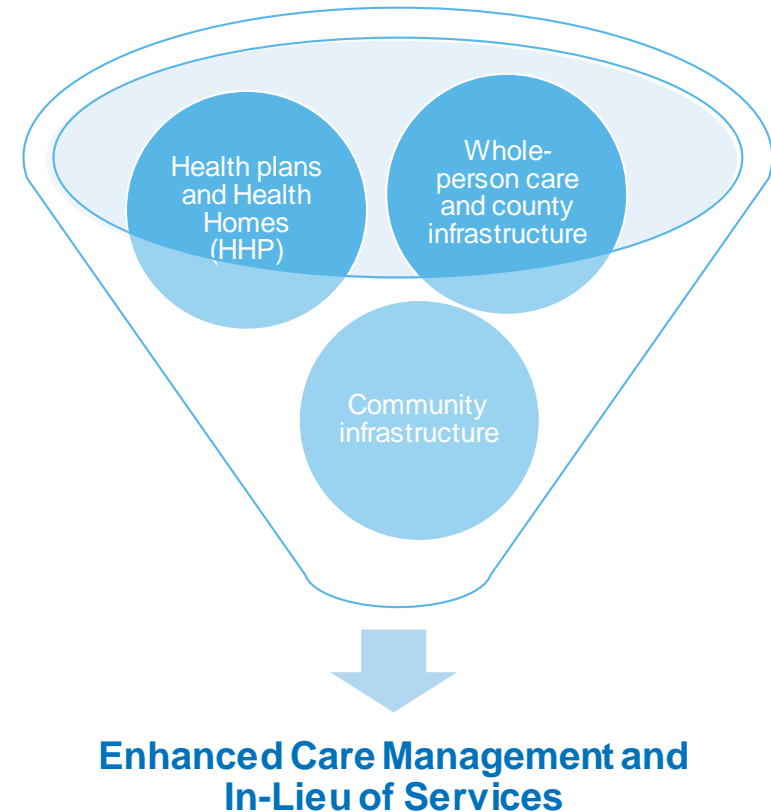
CaAIM vision

Goals:

- Coordinate silos (behavioral, medical, social)
- Reduce costs
- Provide person-centered care
- Promote equity
- Improve quality

Strategies:

- Divide responsibilities between health plans and counties
- Define seven populations of focus
- Build on whole-person care and Health Homes
- Provide Enhanced Care Management (ECM) and In-Lieu of Services (ILOS)
- Phase-in core services



Enhanced Care Management

Population

- Homeless
- High utilizers **adults**
- SMI/SUD risk **adults**
- Nursing facility diversion
- Nursing facility transition
- Jail transition **adults and youth**
- Children and youth

ECM seven core services

1. Outreach and engagement
2. Comprehensive assessment and care management plan
3. Enhanced coordination of care
4. Health promotion
5. Comprehensive transitional care
6. Member and family supports
7. Coordination of and referral to community and social support services

In-Lieu of Services

- In-Lieu of Services (ILOS) are a menu of services, which, at the option of a managed care plan (MCP) and a member, can substitute for covered Medi-Cal Managed Care (Medi-Cal) services as cost-effective alternatives.
- ILOS providers are contracted providers of Department of Health Care Services (DHCS)-approved ILOS. ILOS providers are entities with experience and expertise providing one or more of the ILOS to individuals with complex physical, behavioral, developmental, and social needs.

14 DHCS-approved ILOS:

- Housing transition navigation services
- Housing deposits
- Housing tenancy and sustaining
- Short-term post-hospitalization housing
- Recuperative care (medical respite)
- Respite services
- Day habilitation programs
- NF transition/diversion to assisted living facilities
- Community transition services/NF transition to a home
- Personal care and homemaker services
- Environmental accessibility adaptations (home modifications)
- Meals/medically tailored meals
- Sobering centers
- Asthma remediation

Calling all providers

ILOS:

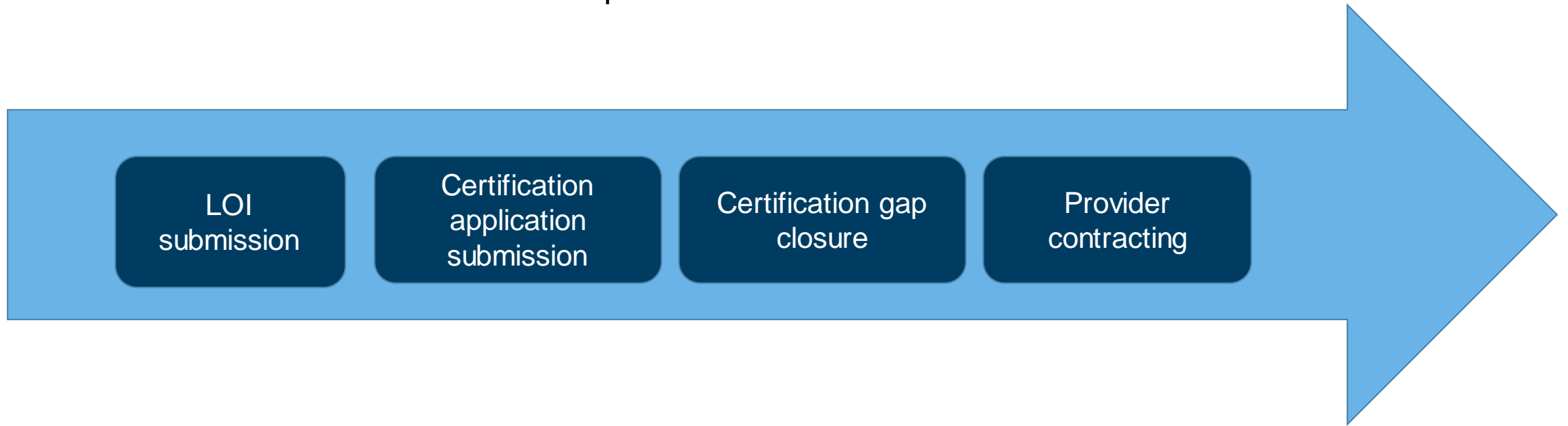
- Vocational or life skills services agency
- Housing provider with on-site support
- County-run service
- Respite agency (providing services in different settings)
- Licensed psychologist, social workers, registered nurse
- Home Health agency
- Professional fiduciary
- Case management agency (for example, Multipurpose Senior Services Program [MSSP])
- Adult Residential Care Facilities (ARF)/Residential Care Facilities for the Elderly (RCFE) operator
- 1915c Home- and Community-Based Alternatives (HCBA)/Assisted Living Waiver (ALW)/Money Follows the Person providers
- Personal care agency
- Area Agency on Aging (AAA)
- Meals on Wheels/delivered meal provider
- Sobering center, or other appropriate and allowable SUD facility
- Community Action Agency

ECM:

- Accountable care organization
- Physician or physician group (primary care or specialist)
- County-based behavioral health
- Community mental health center
- SUD treatment provider
- City/county government agency
- Housing or other continuum of care provider
- Jail-based organization
- Federally qualified health center, rural health center, or Indian health center
- Hospital or hospital-based physician group
- School/school-based organization
- Case management agency (for example, MSSP)

Provider certification process

- The purpose of the ECM provider certification process is to certify organizations that are qualified to serve as an ECM provider and fulfill all ECM provider requirements, as outlined by DHCS.
- The commitment MCOs and ECM provider applicants make, as part of the ECM provider certification process, is a reflection of the commitment we are collectively making to provide high-quality care management services to our most vulnerable Medi-Cal members/patients/clients.



Initial ECM provider engagement activities

Anthem Blue Cross (Anthem) will:

- Provide a link or copy of the certification application and define any other information/documentation needed to successfully complete the process.
- Discuss implementation milestones and expected timelines (including submission deadline if applicable) for accomplishing each milestone.
- Provide a careful explanation of how to complete the application, the expected evidence, required policies and procedures, and the gap closure process.
- Provide ongoing guidance and technical support as needed to ensure successful completion of the application process.

Initial ECM provider engagement activities (cont.)

Anthem will:

- Schedule check-in telephone calls, at least once every two weeks, to check progress on completing the application, and to answer any questions, concerns, or challenges encountered.
- Provide guidance as needed to the ECM provider for what can be used as evidence of compliance with the required criteria.
- Be sure the submitted evidence is appropriate for the population of focus being served.

The certification application



The certification application

- Follows the DHCS model of care:
 - **Required areas:** The criteria that is set forth by DHCS. These are the expectations for providing comprehensive ECM services with each of the core service components delineated.
 - **Recommended evidence:** Describes the type of documentation that the ECM provider should submit to demonstrate how they meet the criteria.
 - Common recommended evidence includes policy and procedures, job aids, workflows, or program brochures.

The certification application (cont.)

- **Notes:** Where the ECM provider will provide any additional information that will assist the reviewer with understanding how their program functions for that specific required area that is **not** covered in the submitted evidence.
- **Submitted evidence:** The citation of the document that the ECM provider has submitted to demonstrate compliance with the criteria.
- **Compliant:** Where Anthem marks yes if the evidence meets criteria, and no if it doesn't.

A photograph of a male doctor with glasses and a stethoscope around his neck, wearing a white lab coat, looking at a tablet. He is standing next to a male patient with dreadlocks, wearing an orange shirt, who is also looking at the tablet. The background is a bright, blurred indoor setting, possibly a clinic or hospital.

Certification application review

Certification application review

- Anthem Special Programs team reviewers will:
 - Review and score each application so that a fair and objective assessment of the ECM program is done.
 - Participate in all team certification approval process meetings to stay current with all ECM providers' progress towards completion of certification process.
 - Document current, correct contact information for all ECM providers staff who are participating in the application process.
 - Collect certification application and all the supporting documentation submitted by the ECM provider.
 - Ensure the information submitted completely meets set criteria. Document gaps, as appropriate.
 - Document a **yes** only if the submitted evidence and notes fully meet the criteria.
 - Document a **no** if there are any gaps identified. All gaps must be resolved prior to achieving a **yes**.

Gap closure process

Anthem Special Programs team reviewers will:

- Compile a gap closure report, which includes a description of the missing information (from the certification application), and the expected documentation required to close the gap.
- Schedule a meeting(s) to discuss the gaps, and determine a timeline for completion.

Concluding the certification application process

- Once the gap is closed, the criteria is then marked **yes** on the certification application. Once all gaps are closed, the application is complete.
- The ECM provider is now ready to move onto mandatory training for all team members and contracting.

ECM certification application preparation timeline

- If you are interested in becoming part of our network for ILOS and ECM, reach out to us and begin the application certification process.
- ECM and ILOS providers must:
 - Submit an LOI.
 - Receive a confirmation to submit an ECM application.
 - **For a January 1, 2022, go-live, submit applications by August 22, 2021.**
 - During September, Anthem will review with you the certification application and gaps identified. This will begin the gap closure process.
 - Existing Health Homes providers will have a simplified process.

Required submissions to DHCS

- Anthem and other MCOs supporting CalAIM are required to submit readiness review documentation to DHCS.
- Anthem must submit ECM and ILOS provider rosters by county on or before:
 - **October 1, 2021**, for the following ECM populations of focus (whole-person care and Health Homes counties only) and ILOS (all counties):
 - Homeless
 - High utilizer adults
 - Adults with SMI/SUD
 - Adults transitioning from incarceration
 - ILOS (all counties)

Required submissions to DHCS (cont.)

- Anthem must submit non whole-person care and Health Homes ECM and ILOS provider rosters by county on or before:
 - **March 1, 2022**, for ECM populations of focus — whole-person care and Health Homes — Any updates to ECM non-whole-person care and Health Homes:
 - Homeless
 - High utilizer adults
 - Adults with SMI/SUD
 - Adults transitioning from incarceration
 - All counties — ILOS

Questions



Suggested reading

- [CalAIM proposal](#)
 - Populations of focus: page 142
 - ILOS: page 168
- **Model of care:**
 - [ECM and ILOS Provider Standard Terms and Conditions](#)
 - [DHCS MCP ECM and ILOS Contract Template Provisions](#)

If you have questions or concerns, please email CalAIM@anthem.com.



<https://providers.anthem.com/ca>

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.

ACAPEC-2977-21 July 2021