

Health Plan 
of San Joaquin

 Mountain Valley
Health Plan



**Enhanced
Care Management
&
Community
Support Services**

July 24, 2024

Meeting Agenda

Topics	Facilitator
Introductions	Provider Services
Enhanced Case Management (ECM)	Tapinder Dhillon, RN, Manager Case Management
Community Support Services (CSS)	Mike Shook BSN, RN Director Utilization Management
Open Discussion	All
Closing	Provider Services



Case Management

Enhanced Case Management (ECM)

Tapinder Dhillon, RN

Manager Case Management



How Familiar Are You With Enhanced Care Management Benefit?

Not Familiar

Somewhat Familiar

Very Familiar



Quick Overview Of ECM

What is ECM?

It is a New Statewide Medical Benefit at no cost to select patients with complex needs to support health and well-being.

ECM is a whole person , interdisciplinary approach to provide comprehensive care management

ECM addresses the physical, behavioral health along with high social needs of our members/patients

ECM provides and coordinates services that are community-based , person centered and prioritize through in-person services



What Services Are Covered By ECM?

Coordination
of care
based on
patient
needs

Helping
patient
understand
and manage
their medical
condition and
medications

Supporting
patient and
family to
improve
health

Assisting with
linkage to
transportation,
mental health,
substance use
and social
services such
as housing and
food.

Follow up
after
patient
comes out
of hospital




Who Can Get ECM?

ECM is for members/patients, regardless of age, who have Medi-Cal with Health Plan of San Joaquin/Mountain Valley Health Plan AND meet at least one of these groups (Called “Population of Focus”)

- Individuals and Families experiencing homelessness
- Individuals who have been to the ER, nursing facilities or hospital many times
- Individual who need help with mental health or drug or alcohol abuse
- Individual who have been released from a correctional facility such as prison, jail or youth correctional facility
- Adults living in the community who are at risk for long term care
- Adults living in nursing home who want to transition to the community
- Children and Youth enrolled in California Children’s Services (CCS)
- Children and Youth who have been involved in child welfare (foster care)
- Black, American Indian or Alaska Native, or Pacific Islander who is pregnant or has had a baby in the past 12 months




How Can I Refer Patient To ECM

 Complete the ECM Referral Form located on our website. See link below:

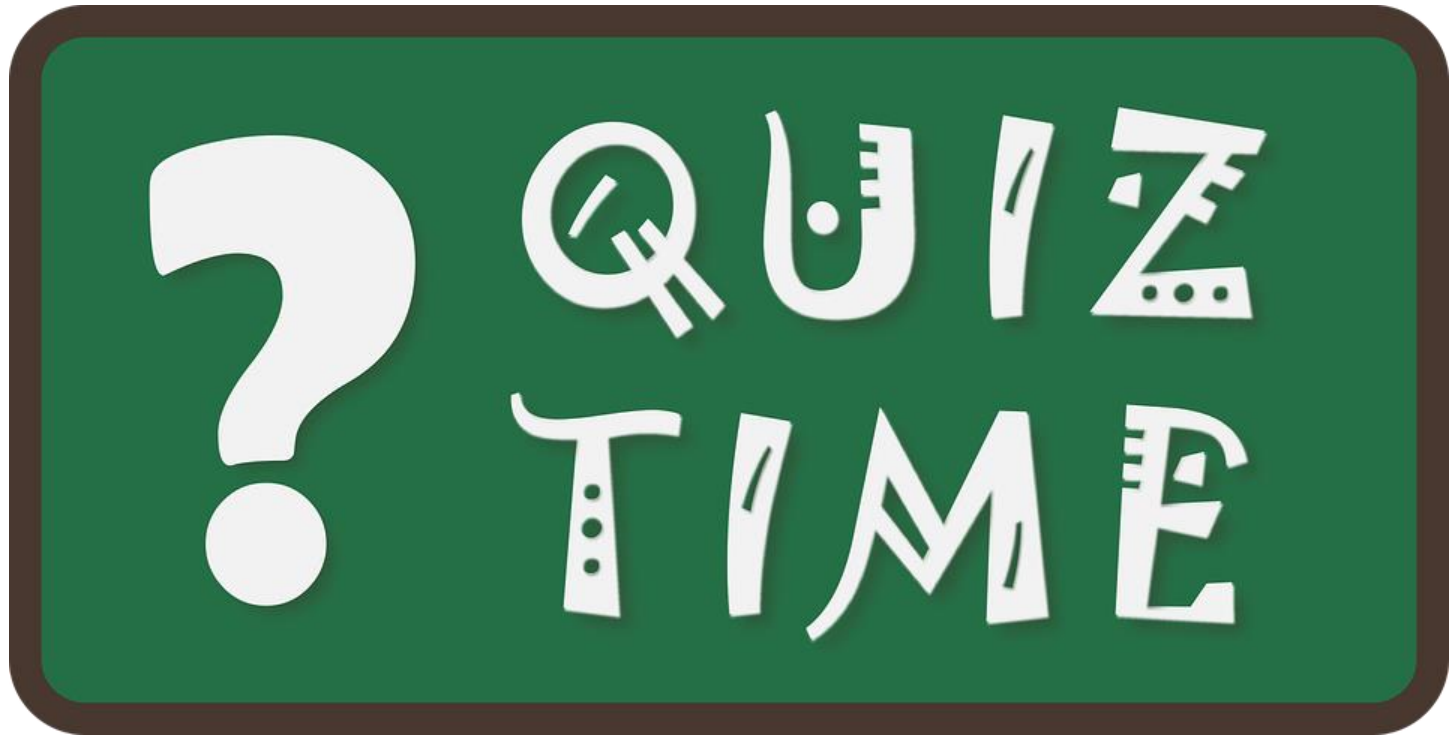
 <https://www.hpsj.com/providers/calaim/>



 Fax it to Case Management Department at 209-762-4720

 For any questions, Please call HPSJ/MVHP Customer Service at 888-936-7526





QUIZ
TIME



Scenario 1

A member presented to the clinic , who has complex health care needs because of congestive heart failure, depression, substance use disorder and recently lost housing. Member currently lives in a shelter.

Do you think this patient should benefit from Enhanced Care Management?

Yes

No

Not sure



Scenario 2

A child is having repeated incidents of emergency visits in a 12-month period to address untreated asthma.

Can this child be enrolled in ECM?	Yes
	No
	Not sure

If yes, Which Population of Focus this child should be enrolled?



Case Management

Community Support Services (CSS)

Mike Shook BSN, RN
Director Utilization Management



Introductory Questions

Please either place answers in Chat or take your self off mute:

1. What types of patients are seen in your clinic?
2. How many of you have heard of Community Supports?



Community Supports are....

Have you ever thought about how you could help you patients even more?

Community supports may be the answer!

- Community supports are in lieu of services, meaning they are substitute services or settings for covered benefits that your patients may access.
- There are 14 community supports which we will provide a high-level overview in a minute, as well how the patients you see on a daily basis can benefit from these services.



Homeless Patients

Homeless patients, or those at risk of becoming homeless, could benefit from the following:

- **Housing Navigation** – assistance in finding housing
- **Housing Deposits** – assistance in securing housing
- **Housing Tenancy** - Once housing is secured, the goal is to keep the patient in their housing
- **Short Term Post-Hospitalization Housing** and recuperative care are for those homeless members who do not have a place to recover once discharged from the hospital



Patients Who Need Assistance

Do you see patients who could use some assistance with improving self-help, social skills, or skills to be able to be successful in living in the environment they desire?

Day Habilitation Programs may be the answer. These services can be provided in the patients home or another location.

Some of your patients may need assistance with bathing, dressing, toileting, walking or feeding. Also, they may need assistance with making meals, grocery shopping or money management.

Personal Care and Homemaker Services are available for just that.



Skill Development & Assistance

Are there patients who could use some assistance with improving self-help, social skills, or skills to be able to be successful in living in the environment they desire?

Day Habilitation programs may be the answer. These services can be provided in the patients home or another location.

Some of your patients may need assistance with bathing, dressing, toileting, walking or feeding. Also, they may need assistance with making meals, grocery shopping or money management.

Personal Care and Homemaker Services are available for just that.



Patients with Limitations

Some patients may have limitations due to illness or injury and may require special modifications, such as ramps and grab-bars to get into their home, patients in a wheelchair that may need doorways widened so they can independently get around in their home, stair lifts, or bathroom and shower changes to make it easier to bathe themselves.

Home Modifications are available to assist these patients.

These services do require an order from one of your doctors and the reasons why this patient needs such services/adaptations to their home. In addition, this will require a homeowner's consent to be signed prior to any changes made to the home.

Those who supply these services will assist with getting the order and homeowner consent, you do not need to worry.

If they are having problems obtaining these documents, Health Plan is here to help.



Help for Patients with Asthma

Patients with Asthma who have had several visits to the emergency department or admission to the emergency department for asthma attacks could benefit from **Asthma Remediation** to better manage their Asthma!

Similar to home modifications, this service will identify asthma triggers in the patient's living environment and adaptations to the home may be made to remove them.

This also requires an order from one of your doctors and a homeowner consent.

As with home modifications, the Asthma Remediation provider will obtain the order and consents and we are here to help if it is needed!



Patients with Chronic Conditions

Often times, patients with certain chronic conditions may be suffering from not getting enough of the right foods to eat to be healthy. These may be patients who have diabetes, heart disorder, heart failure, stroke, chronic lung disorders, HIV, Cancers and other conditions that impact the patient's nutrition.

Medically Tailored Meals are designed to help to help these individuals.

Please note these services are not for those who may not be able to get enough food due to their living circumstances, but for chronic conditions.



Sobering Centers

Sometimes you may come across a patient who may be come to the office either drunk or high.

Sobering Centers are available for such members, as long as they are not rowdy or causing problems. These are safe spaces for these patients to rest and sober up.

Also, these services do not require authorization, so please reach out to one of the providers who provide this service following the steps below.

Currently we have 1 provider in San Joaquin and 1 in Stanislaus Counties.

We are working diligently to find providers in Alpine and El Dorado counties to help these patients.



Family Help

Are there patients who have caregivers in their home that could use a break to take care themselves and keep them from burnout.

Respite services are intended to allow those caring for loved ones a break.



How Can I get These Services For My Patients

When you feel a patient could benefit from one of these services, what do you do?

1. Identify the specific need for the patient and refer to the referral form located below

<https://www.hpsj.com/wp-content/uploads/2024/02/Community-Support-CS-Services-Referral-Form.pdf>

2. Locate the provider for the service that the member needs by looking in the other provider section of the provider directory located <https://www.hpsj.com/find-a-provider/>

3. Reach out to that provider with information on the patient's needs and they will handle the rest.



Providers

The community support providers you identified for your patients needing the services they offer will work with Health Plan to provide the necessary information to get the services started.

Although, Medi-Cal has outlined specific requirements for each service that the patients must meet to receive them.



In Closing....

Enhanced Care Management and Community Supports have been available since 2022

These services are designed to keep your patients in the environment in which they choose

We are hoping that now that you have a better understanding of these services and how that can help your patients, you can partner with Health Plan by submitting referrals for the patient you think would greatly benefit your patients

We are here to support and help out anyway we can!





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Any Questions?

Reference

- ECM Policy Guide (updated January 2024)

<https://www.dhcs.ca.gov/Documents/MCQMD/ECM-Policy-Guide.pdf>

- Community Support Policy Guide (updated July 2023)

<https://www.dhcs.ca.gov/Documents/MCQMD/DHCS-Community-Supports-Policy-Guide.pdf>

- CalAIM Section HPSJ website

<https://www.hpsj.com/providers/calaim/>




Resource Fair

San Joaquin & Stanislaus

*Enhanced Care Management
& Community Supports
Resource Fair!*

 August 8, 2024

 1:00 pm - 4:00 pm

 King-Kennedy Memorial Center
601 Martin Luther King Dr, Modesto, CA 95351

Scan the QR code
to register



Or click
here!



Register for a booth to:

- Share your Enhanced Care Management & Community Supports services with local community members, stakeholders, and prospective providers
- Engage with beneficiaries
- Network and build partnerships with Enhanced Care Management & Community Supports providers
- Engage with your local Managed Care Plans
- Leverage opportunities to improve understanding of Enhanced Care Management and Community Supports services
- Leverage opportunities to improve local market awareness

Who is eligible to register for a booth:

- Contracted Enhanced Care Management & Community Supports providers in Stanislaus or San Joaquin County
- Local Managed Care Plans

Hosted By:



In Partnership with:



Questions?! Please contact Navneet Sandhu at navneet@healthbegins.org for more information.



Open Discussion



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Thank you!