Equitably Identifying Individuals for Care Management: Strategies for CalAIM and Beyond

May 15, 2023
11 am - 12 pm PT/ 2-3 pm ET

Made possible with support from the California Health Care Foundation.
Webinar Objectives

Through this webinar, participants will:

→ Learn why relying on cost and utilization data to determine eligibility for care management and services to address health-related social needs may perpetuate racial inequities and overlook those who might benefit most from support.

→ Understand the benefits of developing more nuanced and expansive eligibility and identification approaches.

→ Gain concrete strategies for developing eligibility and identification strategies that prioritize equity.
Terms You Will Hear Today

• **CalAIM (California Advancing and Innovating Medi-Cal):** A multiyear plan to transform California’s Medi-Cal program and integrate it seamlessly with other social services. Its goal is to improve outcomes for millions of Californians covered by Medi-Cal, especially those with the most complex needs.

• **Enhanced Care Management (ECM):** A new Medi-Cal benefit available to select “Populations of Focus” that provides the highest-need enrollees with intensive coordination of health and health-related services.

• **Community Supports (CS):** New optional services provided by Medi-Cal managed care plans as cost effective alternatives to traditional medical services or settings. Designed to address health-related social needs.

CalAIM in Focus

CalAIM is a multiyear reform led by the California Department of Health Care Services to improve the health outcomes and the overall well-being of Medi-Cal enrollees. Explore CHCF’s collection of tools and resources aimed at helping organizations understand and implement CalAIM.

In January 2022, the California Department of Health Care Services launched California Advancing and Innovating Medi-Cal (CalAIM). This major reform has the potential to improve outcomes for the millions of people enrolled in Medi-Cal. It also offers an unprecedented opportunity to move to a more integrated and people-centered approach to care for people with the most complex health and social needs, including those with behavioral health conditions, people experiencing homelessness, and older adults with low incomes, among others. Too often, these groups have difficulty navigating the complexity of the current Medi-Cal system, where a lack of coordinated care, including access to social supports, can lead to poor outcomes and inefficiency.

“[CalAIM] is a once-in-a-generation opportunity to completely transform the Medicaid system in California.

—Governor Gavin Newsom
Agenda

• Welcome and Introductions
• Prioritizing Equity: The CalAIM Opportunity
• Key Takeaways from the Field
• Panel: Identifying Candidates for Care Management with an Eye on Equity
• Q&A
• Closing Remarks
Today’s Presenters

Allison Hamblin, MSPH
President and CEO
Center for Health Care Strategies

Rachel Davis, MPA
Rachel Davis Consulting

Chris Esguerra, MD, MBA
Chief Medical Officer
Health Plan of San Mateo

Clemens Hong, MD, MPH
Director of Community Programs
Los Angeles County Department of Health Services

David Tian, MD, MPP
Medical Consultant
California Department of Health Care Services

Jonathan Weedman, LPC, CCTP
Vice President of Population Health CareOregon
Prioritizing Equity: The CalAIM Opportunity
Key Takeaways from the Field
Equity in CalAIM: How to Identify the Patients Who Will Benefit Most

“We’ve learned over the years that utilization is one tiny data point among many to help you get to the right population that will benefit from a program like [Enhanced Care Management]. But if you rely only on utilization you are going to miss people who are actually complex and need a lot of care, but they’re not utilizing services for all sorts of reasons.”

– Jonathan Weedman, Vice President of Population Health, CareOregon

- Read the brief: chcf.org/publication/equity-calaim-how-identify-who-will-benefit-most/
The Risks of Relying on Emergency Department and Inpatient Cost and Utilization Data to Identify Need

• You may overlook people of color

• You will overlook some people with high needs, including:
  → Those with other types of utilization or conditions that may indicate complex needs
  → Those with high needs who are not “high utilizers”
  → Individuals with “rising risk”

• You may not find the people who would most benefit from care management, and risk identifying:
  → People who have high utilization but are already well-supported
  → People whose needs cannot be addressed by the interventions you have to offer
Promising Approaches from the Field

• Use an equity lens to develop, assess, and refine your identification approach
  → Regularly stratify and analyze all data by race and ethnicity
  → Transparently share results

• Develop more robust and nuanced approaches to identifying need
  → Look at under-utilization, not just over-utilization
  → Set a long enough “look back” period
  → Include data from multiple sources, including those that shed light on health-related social needs

• Allow for feedback from those who know patients best
Expert Panel: Identifying Candidates for Care Management with an Eye on Equity
Questions?
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