



**CalOptima**  
Better. Together.

# **Managed Medi-Cal: Working with Partners to Improve Immunizations**

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# What is Medi-Cal Managed Care?

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- Medi-Cal Managed Care provides high quality, accessible, and cost-effective health care through managed care delivery systems.
  - Contracts for health care services through established networks of organized systems of care, which emphasize primary and preventive care.
- There are six models of Medi-Cal managed care in CA
  - County Organized Health System, Geographic Managed Care, Two-Plan, Regional, Imperial and San Benito
- Orange County is a County Organized Health System (COHS) where CalOptima is the single plan managing Medi-Cal beneficiaries.



# Who Can Receive Services?

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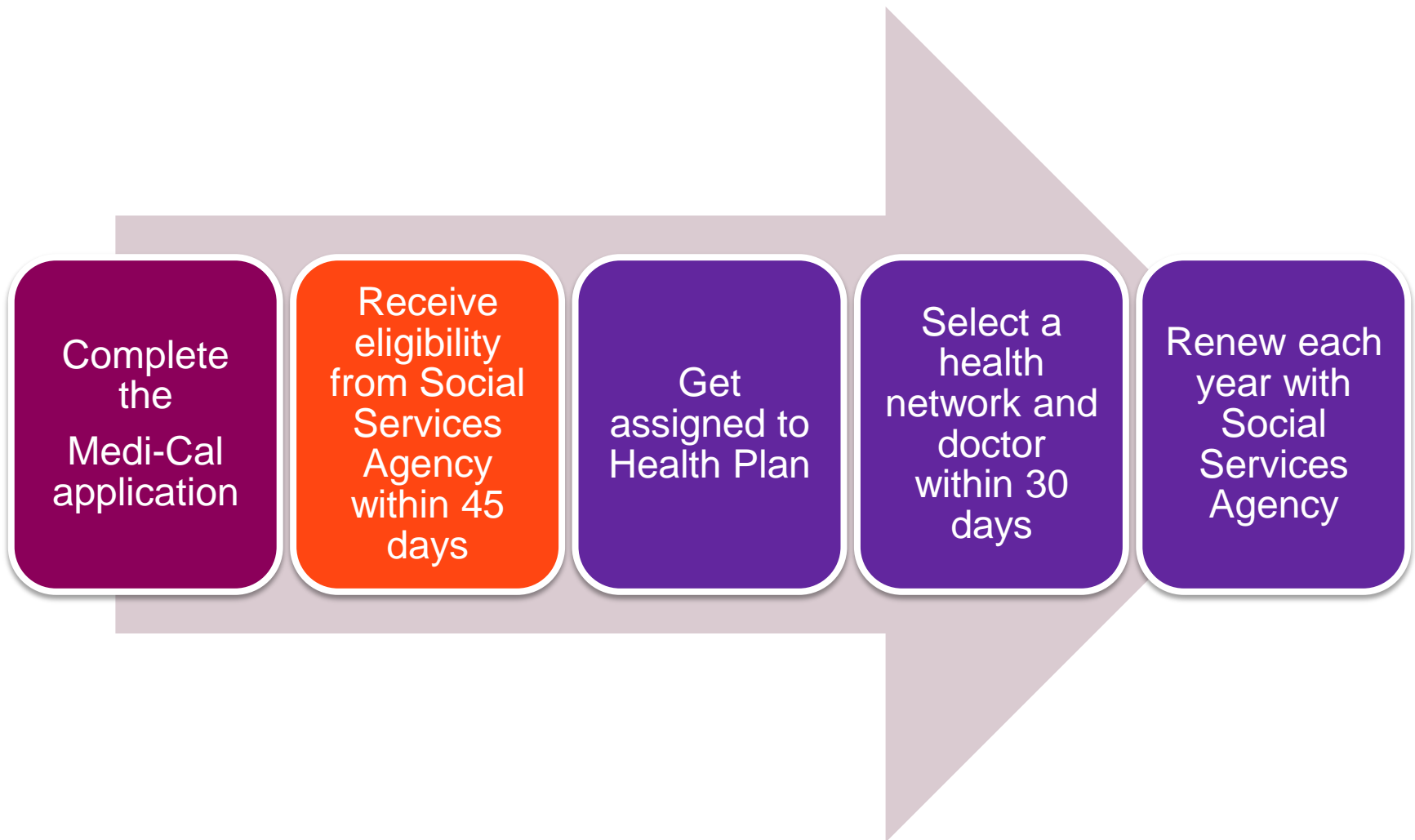
- Families with Children
- Adults
- Seniors
- Pregnant Women
- Foster Care Children
- People with Disabilities
- People with Specific Conditions
- Affordable Care Act expanded health coverage for individuals under age 65, in families with incomes below 138 percent of Federal Poverty Level

# How to Qualify for Medi-Cal?

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- Social Services Agency determines Medi-Cal eligibility
- Eligible persons must meet the income criteria based on the Federal Poverty Level
  - (References: <https://www.healthforcalifornia.com/covered-california/income-limits>)
- Based on household income, a person may qualify for up-front tax credits when enrolled in health insurance in California through the Covered California Health Exchange.

# How To Become a Medi-Cal Member?

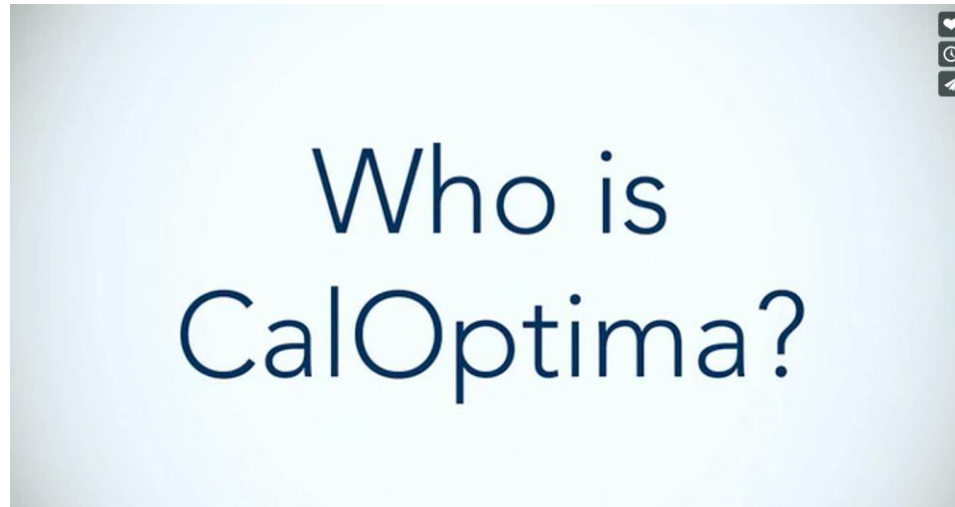


# Examples of Medi-Cal Benefits

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- Doctors and specialists
- Prenatal care
- Behavioral Health Services
- Physical, occupational and speech therapy
- Medical supplies
- Prescription drugs
- Services
  - Hospital services
  - Urgent care services
  - Lab tests and X-rays
  - Immunizations
  - Transportation
  - Long-term care
  - Hospice
  - Palliative care

# Who is CalOptima?



- CalOptima is a county organized health system.
- Orange County's community health plan for low-income families, seniors and people with disabilities.
- CalOptima contracts with 13 health networks to provide health care services to more than 763,000 members across all lines of business.
- CalOptima is an accredited health plan by the National Committee for Quality Assurance (NCQA)
- Top-rated Medi-Cal plan in California for 5 years in a row.

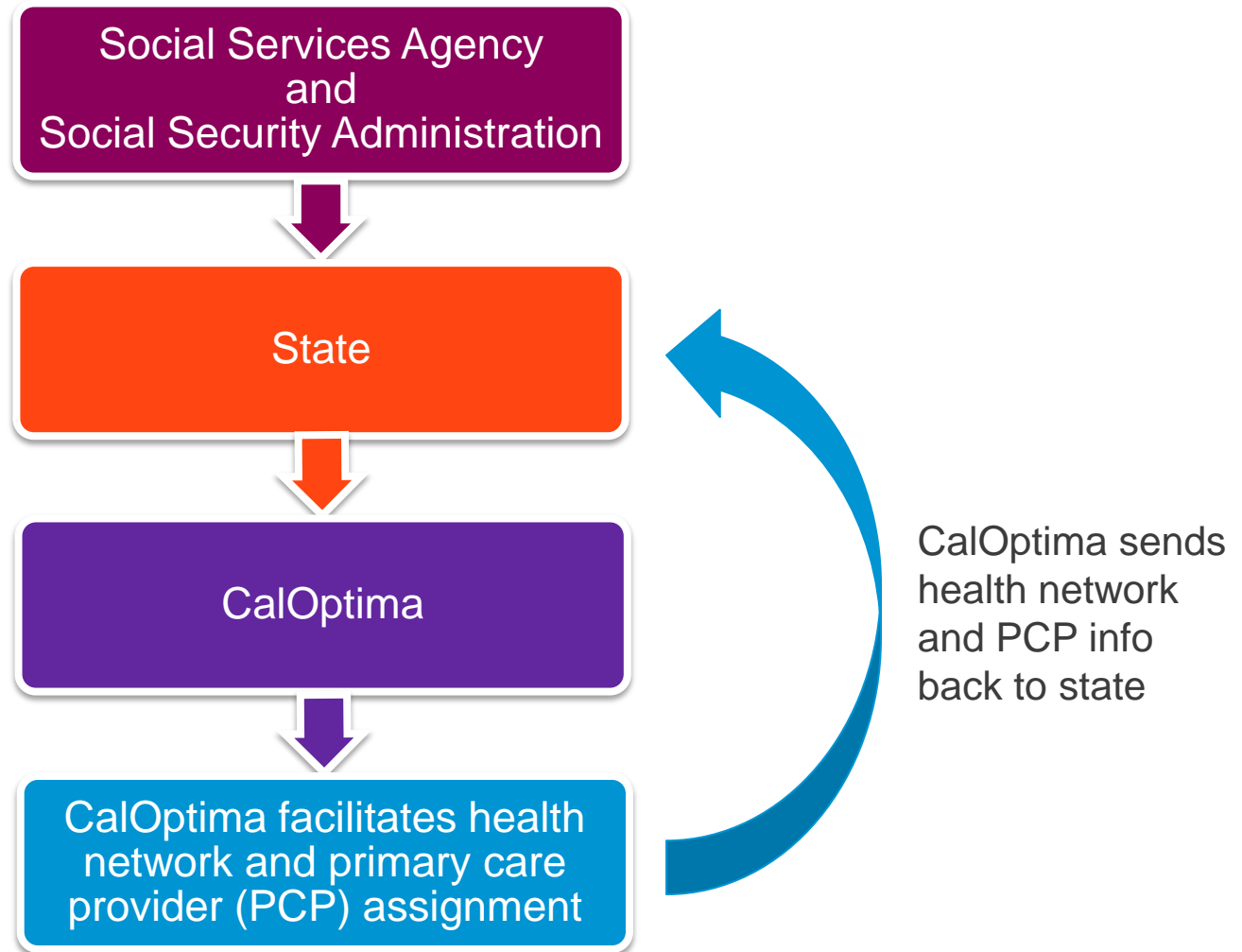


# CalOptima's Mission

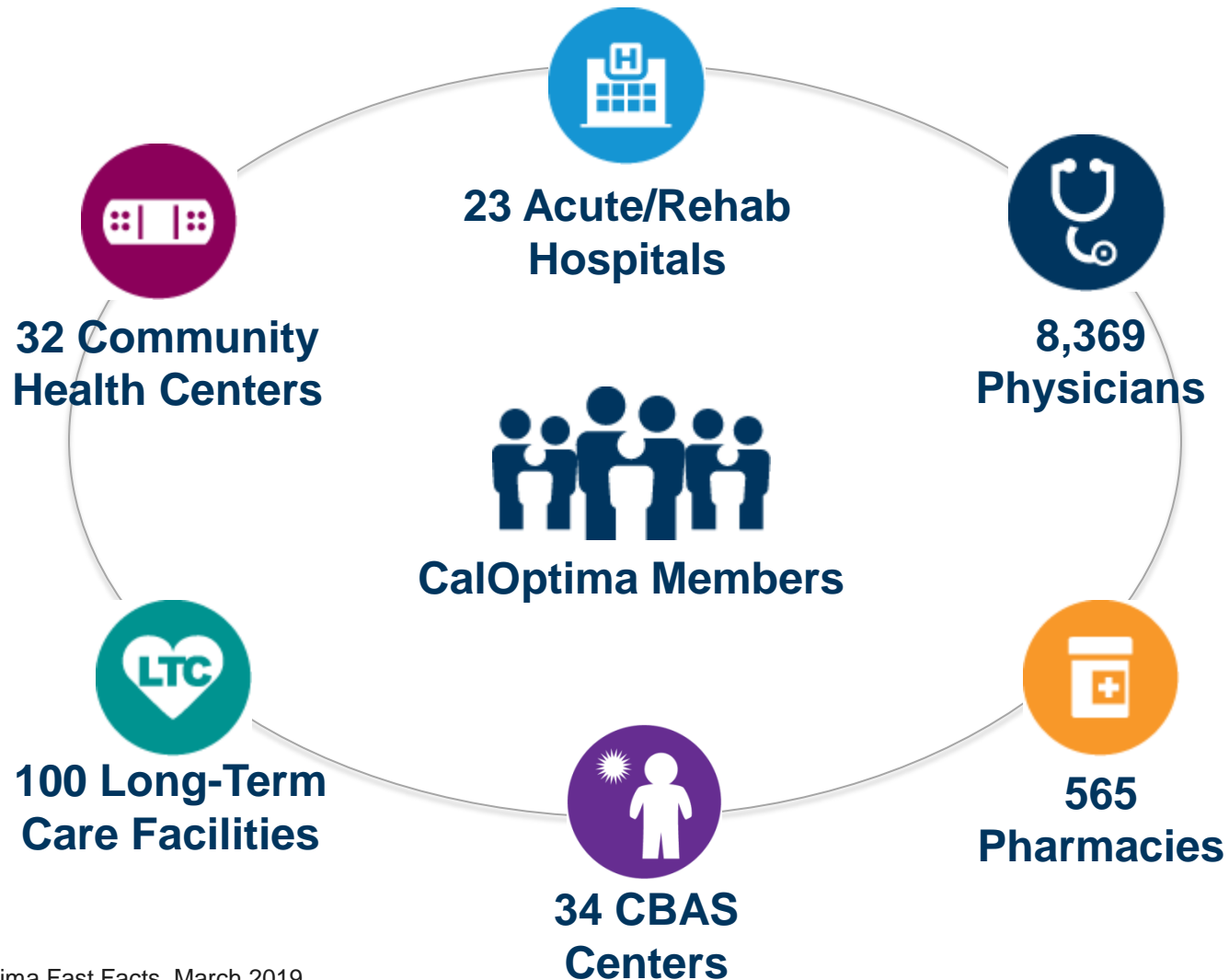


To provide members with access to quality health care services delivered in a cost-effective and compassionate manner

# How Does CalOptima Work



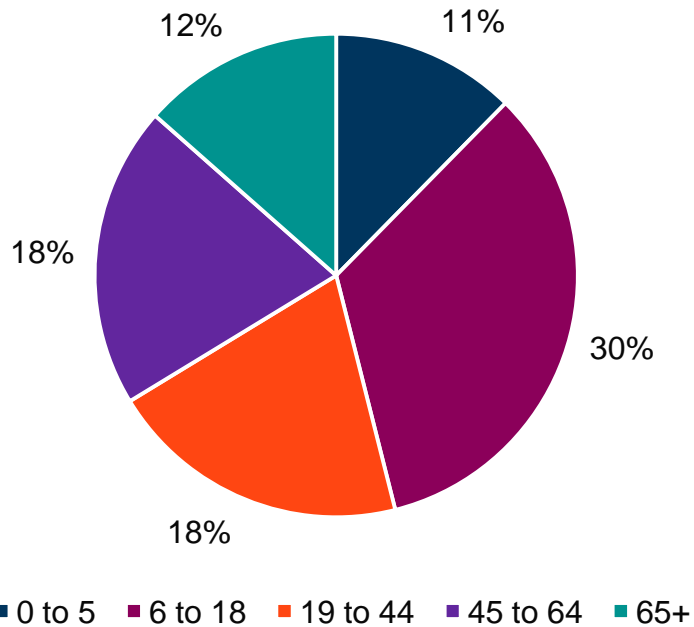
# CalOptima: Public Private Partnership



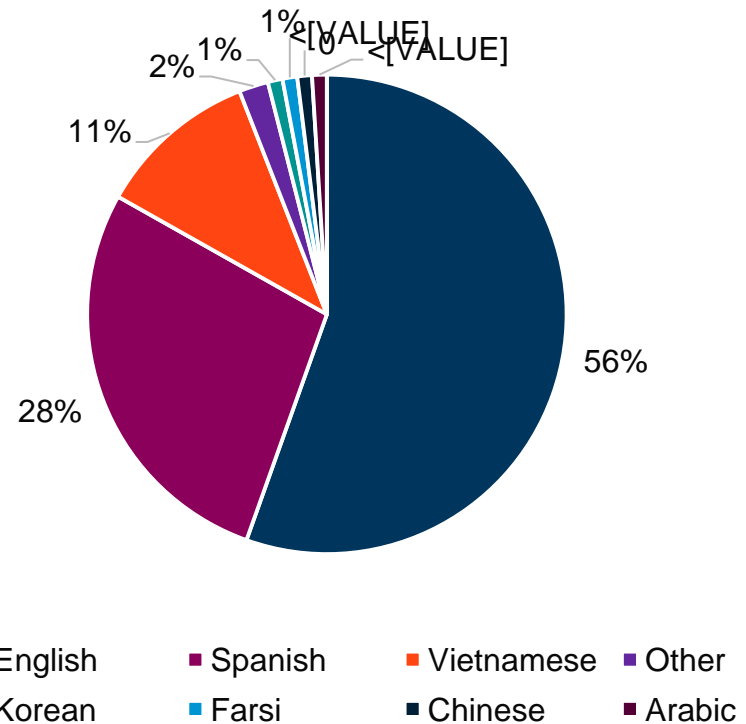
Source: CalOptima Fast Facts, March 2019

# Our Members

## Ages



## Languages



Source: CalOptima Fast Facts March 2019

# CalOptima Programs



# Medi-Cal Immunization Coverage

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- Medi-Cal program covers all FDA-licensed products for full-scope Medi-Cal recipients and all vaccines recommended by ACIP.
- Children: Covered through the Vaccines for Children (VFC) program
- Adults: Covered through Medi-Cal for vaccines as recommended by the Advisory Committee on Immunizations Practices (ACIP) guidelines
  - Vaccines are not covered for adults who have restricted-scope Medi-Cal

# How do Medi-Cal Members Receive Immunizations?

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- Primary care physicians (PCP) offices
- Community clinics
- Local pharmacy
  - CalOptima contracts with both commercial and individual pharmacies so that our Medi-Cal members can receive vaccinations.

# Transportation Services

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- Emergency Transportation
  - Ambulance
- Non-Emergency Medical Transportation (NEMT)
  - Ambulance
  - Litter van
  - Wheelchair van
- **Non-Medical Transportation (NMT)**
  - Taxi
  - Bus
  - Private driver



# HEDIS/STAR Measures

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- **What are HEDIS/STAR Measures?**

- HEDIS: HealthCare Effectiveness Data and Information Set.
- STAR: A five-star quality rating system to measure Medicare beneficiaries' experience with their health plans and health care system.
- Helps us monitor quality so we know how well we perform against other health plans.

- **Why is Quality Important?**

- Ensure members are receiving quality health care services
- Ensure members have access to care in a timely manner
- Impact NCQA accreditation, HEDIS/STAR performance and member satisfaction

# Quality Measures for Immunizations

- HEDIS: Health Effectiveness Data and Information Systems
  - Most widely used performance improvement tool in the health care industry
- Immunization Measures:
  - Childhood Immunization Status (CIS)
  - Immunizations for Adolescent (IMA)
  - Adult Immunization Status (AIS)\*
  - Prenatal Immunization Status (PRS)\*
    - Includes Tdap vaccination for pregnant mothers

\* New Measure for 2019

References: HEDIS 2019

# Outreach Strategies

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- Outreach strategies

- Targeted mailings (fact sheets, newsletters, reminder cards, etc.)
  - Culturally and linguistically appropriate educational materials
  - Health plans are required to provide materials in threshold languages
- Provider faxes
- Collaborate with provider offices
  - “CalOptima Day” — health plans to work with contracted health networks and providers to designate a day for the Plan’s members to complete well-care visits and immunizations
- Direct outreach to pharmacies
- Telephonic outreach to members
- Media campaigns
  - Radio
  - Social media

# Partnerships

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- Be involved with your local immunization coalition and local health departments
  - Orange County Immunization Coalition
  - EZIZ trainings for medical assistants
- Offer Continuing Education seminars (CE, CME, etc.)
- Get updates from local health departments on outbreaks
- Understand the changes in policy and legislation and how it impacts your community and its members
- Promote the use of the California Immunization Registry (CAIR)
- Partner with schools, hospitals, community clinics on immunization research projects or initiatives

# Questions

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