



**L.A. Care**  
HEALTH PLAN®

For a Healthy Life



CCI Stakeholder Advisory Committee  
December 2, 2015

Go to: <https://www.webmeeting.att.com>

Telephone Dial-In: 1-888-240-3210

Access Code: 7425518

[www.lacare.org/duals](http://www.lacare.org/duals)

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# L.A. Care's Mission

- To provide access to quality health care for Los Angeles County's vulnerable and low income communities and residents and to support the safety net required to achieve that purpose.

# Welcome and Introductions

Bobbie Wunsch  
Facilitator

# Agenda

- Welcome and Introductions
- Sept. 18<sup>th</sup> Follow Up
- CCI/CMC Program Updates
- Medi-Cal Only Duals Initiative
- Balance Billing
- Transportation Services
- Q&A
- Future Meetings



# September 18th Follow Up

Rina Cruz

Medicare Operations Specialist

L.A. Care Health Plan

## Follow up Topics:

- How does L.A. Care deal with members who can no longer consent?
- Correlation between member retention and participation at new member orientations.
- Caregiver identification and engagement.

# New Member Orientation: Attendance

**Table 1: CMC NMO Attendance**

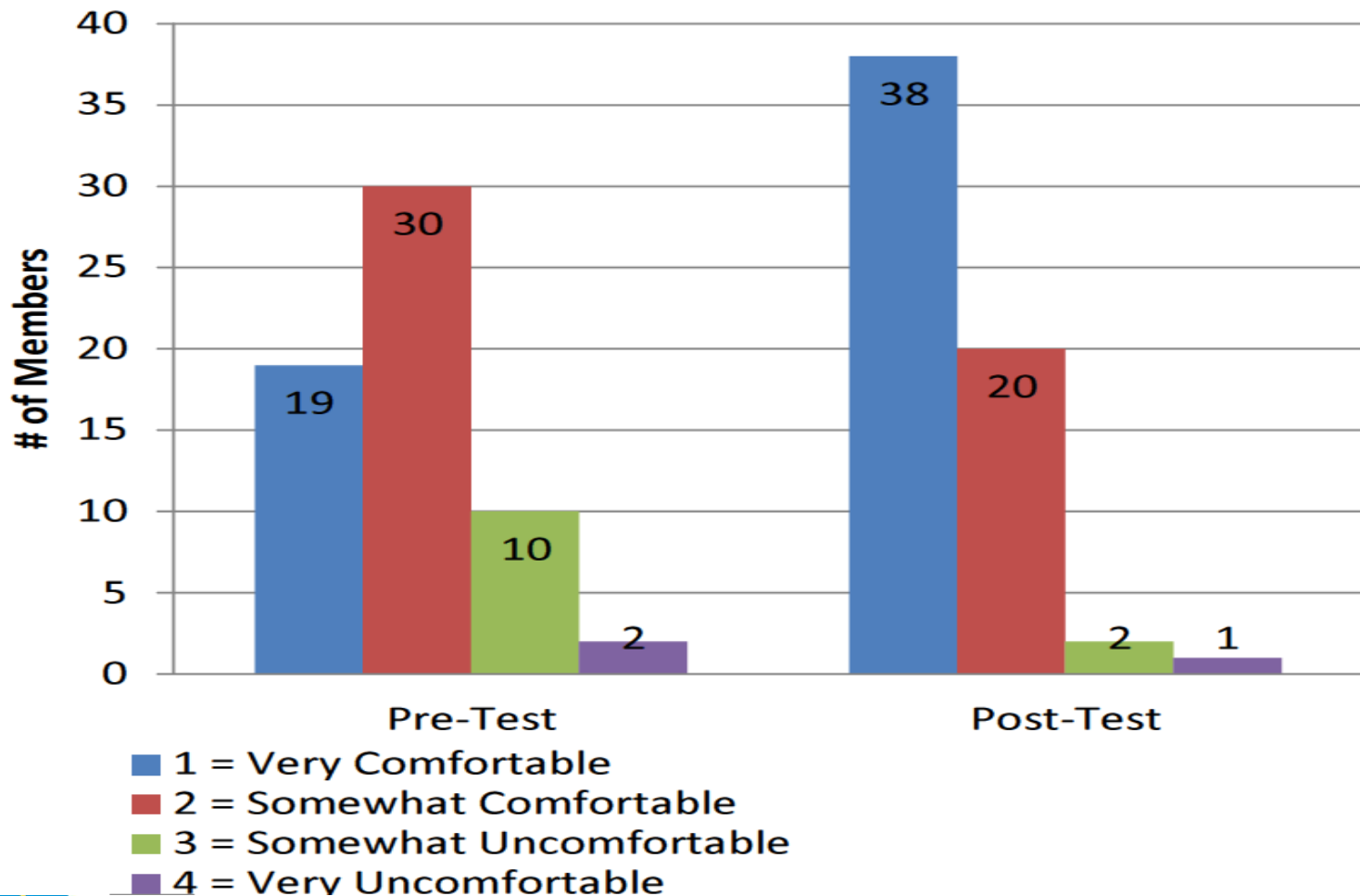
Month	Scheduled	Completed		Cancelled		No Show		Disenrolled*	
		#	% of Sched.	#	% of Sched.	#	% of Sched.	#	% of Sched.
Dec-14	3	3	100%	0	0%	0	0%	0	0%
Jan-15	26	14	54%	0	0%	12	46%	0	0%
Feb-15	18	10	56%	0	0%	8	44%	0	0%
Mar-15	17	2	12%	4	24%	11	65%	0	0%
Apr-15	28	12	43%	0	0%	14	50%	2	7%
May-15	16	6	38%	0	0%	10	63%	0	0%
Jun-15	21	5	24%	4	19%	12	57%	0	0%
Jul-15	8	2	25%	2	25%	4	50%	0	0%
Aug-15	4	4	100%	0	0%	0	0%	0	0%
Sep-15	13	9	69%	0	0%	4	31%	0	0%
Oct-15	4	4	100%	0	0%	0	0%	0	0%
<b>Total</b>	<b>158</b>	<b>71</b>	<b>44.9%</b>	<b>10</b>	<b>6.3%</b>	<b>75</b>	<b>47.5%</b>	<b>2</b>	<b>1.3%</b>

\*Disenrolled = Prior to attending CMC NMO



# Pre and Post Test Results

## Comfort Level Navigating Plan



# New Member Orientations Demographics

**Table 5: NMO Scheduled or Walk-In**

Scheduled or Walk-In	# of Members	% of Members
Walk-In	25	35.21%
Scheduled	46	64.79%
<b>Total</b>	<b>71</b>	<b>100.00%</b>

**Table 6: Language Breakdown of CMC NMO Attendees**

Language	# of Members	% of Members
Spanish	49	69.01%
English	22	30.99%
<b>Total</b>	<b>71</b>	<b>100.00%</b>

# New Member Orientation Demographics

**Table 6: Voluntary vs. Passive Members Completed NMO**

Passive or Voluntary	# of Members	% of Members
Passive	7	9.86%
Voluntary	64	90.14%
<b>Total</b>	<b>71</b>	<b>100.00%</b>

**Table 5: # of Members who Disenrolled after the CMC NMO**

Outcome	# disenrolled/# completed NMO	Disenrolled %
NMO completed	18*/71	25.35%

\*Only Voluntary members have disenrolled

# L.A. Care CCI/CMC Program Updates

Jonathan Freedman

Chief of Strategy, Regulatory, External Affairs & Interim Chief Operating Officer

Gretchen Brown

Senior Director, Medicare Operations

L.A. Care Health Plan

# Program Updates

- Cal MediConnect Membership
  - Statewide
  - L.A. County
  - L.A. Care Health Plan
- Disenrollment Rates
- 2016 L.A. Care CMC Benefits
- California 2016-2017 State Budget and CCI Sustainability
- MCO Tax

# Medi-Cal Only Duals Initiative

Henry Charoen

Medi-Cal Product Manager

Beau Hennemann

Sr. Manager, Home and Community Based  
Services

L.A. Care Health Plan

# Medi-Cal Only Duals Initiative

- Duals who are enrolled in L.A. Care's Medi-Cal Managed Care and are eligible for Medicare (FFS, MA, D-SNP).
- Provide members clear information on benefits they are entitled to under Medi-Cal managed care and how to access those benefits through L.A. Care
- Strategies include:
  - Revised New Member Materials
  - Member toolkit
  - ?????

# Balance Billing- Outreach and Education

Maria Lackner

Sr. Manager, Medicare Product  
Management

L.A. Care Health Plan



# Transportation Services

**Maria Lackner**

**Sr. Manager, Medicare Product  
Management**

**Henry Charoen**

**Medi-Cal Product Manager**

**L.A. Care Health Plan**

# Comments, Questions, Public Comments



# Upcoming Events & Meetings

Bobbie Wunsch  
Facilitator

# Next Meeting

- Next L.A. Care Stakeholder Advisory Committee Meeting:

**Wednesday, March 10, 2015**

**LA Care Health Plan**

**1:00pm- 3:00pm**

For Information Contact Rina Cruz, Medicare Operations  
at 213-694-1250 x6350