

Healthy San Diego
BEHAVIORAL HEALTH SUBCOMMITTEE
CalAIM WORK GROUP
April Update
2020



The Healthy San Diego (HSD) Behavioral Health Subcommittee Health Homes Work Group is now being called the HSD CalAIM Work Group. Though our meetings in the past have been the 4th Friday of every month from 11:30 to 1:30 at 211 San Diego, all in-person meetings are cancelled due to COVID-19. Though we considered meetings by conference calls the HSD CalAIM Work Group is too large to be productive using this format. In place of our regularly scheduled in-person meetings we will provide a written update periodically as needed. As soon as the Shelter at Home Order is lifted, we will resume our in-person meetings which will be on the 4th Friday of every month from 11:30 to 1:30. However, the meeting location will change to the San Diego Regional Center on Ruffin Road.

On April 15, 2020 the Department of Health Care Services sent out the following information which was forwarded to most of our Healthy San Diego Work Groups:

Dear DHCS Stakeholders,

CalAIM and the COVID-19 Pandemic:

DHCS is committed to ensuring that all of our partners are able to focus their limited resources on the needs arising from the public health emergency due to COVID-19. While the important goals and objectives we have outlined for CalAIM continue to be a high priority, DHCS is postponing CalAIM implementation timelines in order to allow all of us to effectively address COVID-19 in our communities.

DHCS plans to engage stakeholders and the federal government in both an extension of the existing 1115 waiver and the 1915b Special Mental Health waiver. In parallel, DHCS will continue to seek approval of our CalAIM proposals for a later date. We are committed to keeping you updated on the terms of this postponement and will release more details as they are finalized. DHCS and the entire Administration continue to be committed to advancing the CalAIM proposal. Thank you for your understanding.

As such, here are a few immediate changes to our CalAIM implementation activities:

- **CalAIM “Redline” Proposals and Summary of Changes:** We will be delaying the release of the “redline” version of the CalAIM proposals that reflects changes informed by the CalAIM Workgroup process and stakeholder feedback. We still plan to finalize the proposals later this summer, but they will not be released in April as originally planned.
- **CalAIM Regional Meetings and Technical Assistance Process:** The in-person Regional Meetings on CalAIM Enhanced Care Management (ECM) and In Lieu of Services (ILOS) implementation have been postponed until further notice. We will also be delaying the launch of our CalAIM Targeted Technical Assistance teams. Future dates to be announced.
- **ECM/ILOS Transition Plans:** Due to these changes in our timeline, we have determined that the ECM/ILOS Transition Plans will no longer be due to DHCS on July 1, 2020. A new deadline will be determined and communicated in the near future.
- **Medi-Cal Section 1115 Waiver Public Hearings:** Public hearings for the Section 1115 waiver renewal and consolidated Section 1915(b) hearings are currently scheduled for May 18 and May

27, 2020. At this point, we are keeping these hearings on the calendar as scheduled, but they are subject to change based on the COVID-19 situation and/or discussions with the Centers for Medicare & Medicaid Services. More information will be provided via this listserv when available.

- **Foster Care Workgroup:** In consultation with key stakeholders, DHCS and the California Department of Social Services (CDSS) have jointly decided to launch the Foster Care Model of Care workgroup on June 26 instead of April 21. We want the workgroup to have the attention necessary to launch with full engagement. The DHCS and CDSS will be reviewing the applications submitted for membership in the workgroup and finalizing group membership by May 15, 2020. More information on the workgroup can be found [here](#). Please send any questions regarding the Foster Care Workgroup to CalAIMFoster@dhcs.ca.gov.

Please send any questions regarding CalAIM to: CalAIM@dhcs.ca.gov.

Thank you for your partnership and understanding during these uncertain times.

DHCS

Many of you have asked how this affects Whole Person Wellness? HHSA Integrated Services staff are in touch with DHCS and to date, DHCS has not provided definitive guidance or other details on the extension of Whole Person Wellness or other programs funded through the 1115(a) waiver.

The Healthy San Diego CalAIM Leadership Team continues to meet bi-monthly by conference call. This group consists of the health plans and focuses on developing systems that are as consistent with each other as much as possible to make things easier for our providers and members.

We would like to remind everyone that issues between a particular health plan and/or CB-CME cannot be discussed in our collaborative setting and should be discussed privately. Our latest Health Homes Contact Card is attached for this purpose.

The following is a brief update from each plan:

- **Aetna:** Our total enrollment for HHP is 111 members! We are very thankful for our CB-CMEs who continue to work diligently with our members, especially during these unprecedented times. Our partner CB-CMEs are continuing their outreach and care coordination for our members telephonically. We have started working on the CalAIM initiative to ensure a proper and seamless transition for our members and partners. We will soon start working with our partners to evaluate some current processes to better enhance our efforts for CalAIM.
- **Blue Shield CA Promise Health Plan:** We have had a large jump in enrollment. We now have over 600 enrolled for San Diego for Blue Shield Promise. We believe this is due to members needing support during this crisis. In addition to this, members are more engaged than ever. Phone calls are being kept. Our Community Partners are providing significant support around food insecurity, members experiencing homelessness obtaining shelter, and ensuring that folks are obtaining the necessary support for health conditions through telemedicine. We remain dedicated as a Health Plan and are here to support our partners. We believe that this high touch support is translating to increased care for our members. We are ready and in a good position to move into Enhanced Care Management, when time frames are delivered from DHCS. For now Blue Shield Promise is dedicated to continuing Health Homes until the transition to Enhanced Care Management.
- **Community Health Group:** Our CB-CME's continue to provide services to members however face to face is limited. They are primarily reaching out telephonically and several have reported having more success since people are sheltering in place (easier to track down). The focus is on assisting clients obtain basic needs like food and necessary medical care, along with assistance in paying bills etc... Though 80% of our staff are working from home they are available by

telephone and e mail to assist and support our CB-CME's. We are currently expanding our CB-CME network to in an effort to be ready for CalAIM, in particular Enhanced Care Management.

- **Health Net:** Health Net has brought on a new CB-CME, Be There San Diego. They have just begun working their TEL file, and we are excited to be working with them. CB-CMEs have reported increased activity and telephonic engagement from members. We continue to be available to our CB-CMEs for consultation and will do our best to connect them to other resources if they have needs during the COVID-19 pandemic. Inquiries can be made at Health_Homes_Program@healthnet.com
- **Kaiser Permanents:** Kaiser Permanente: Continues to enroll and provide services to Health Homes members. Care managers have noted an increase in member needs, not just limited to Health Homes enrollees, during COVID and are providing the necessary coordination to support members during this time.
- **Molina Healthcare:** Molina continues to provide telephonic support to Health Homes members with some limited in-person encounters. The Molina Health Homes team is interested in hearing how we can continue support our partners, so please reach out to us with your suggestions. Thank you for your partnership!
- **United Healthcare:** UnitedHealthcare Health Home Program staff continues to be available daily to support Members and CB-CMEs. Please contact your UnitedHealthcare Health Home Transformation Consultant or utilize the information on the contact card if you need any support during this time.

The following is a brief update from the Corporation for Supportive Housing:

- Though in-person trainings are temporarily suspended. Corporation for Supportive Housing (CSH), in partnership with Health Center Partners (HCP) is switching to a webex model. Be on the lookout for announcements soon.

The following is a brief update from Health Center Partners & Family Health Centers:

Due to the COVID-19 pandemic:

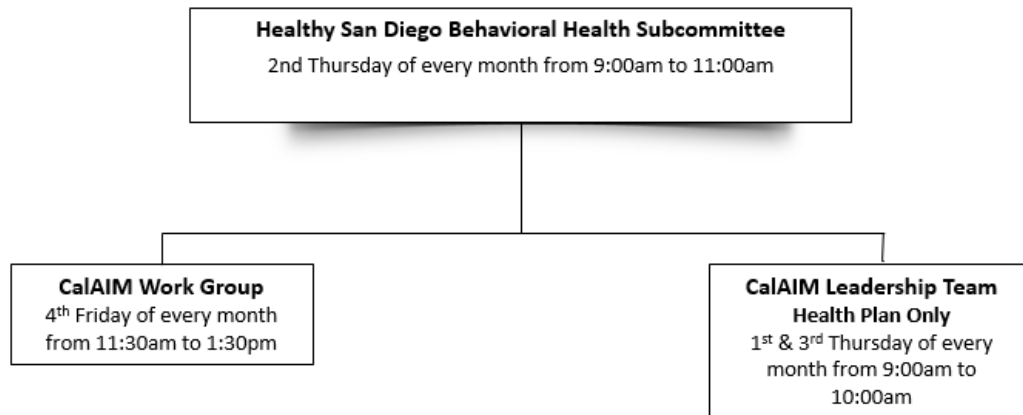
- Most mobile and school-based services are temporarily closed
- Dental is emergencies only
- Ancillary services (e.g., chiropractic/acupuncture) are temporarily discontinued
- Smaller sites are being closed or consolidated into larger ones
- As many visits as possible have shifted to telehealth & telephone . . . all visits are down except Behavioral Health, which are up.
- Establishing "respiratory sites" for sick patients who present with certain symptoms to keep them separate from other populations that must be seen in person
- All clinics are accepting new patients
- Please see the attached **Excel document** with updated hours and site information from HCP member organizations as of March 27, 2020. HCP will not be maintaining this list going forward and suggests calling the health centers directly for updated information. HCP is also working with member health centers to provide periodic written updates directly to payers.

The following is an update from Greg Knoll:

- The Legal Aid Society and the Consumer Center for Health Education & Advocacy continue to provide the same services as we did before COVID-19. The only difference is this is done primarily remotely. Assistance with health care issues, Medi-Cal eligibility, SSI and tenancy support are just a few of the service we continue to provide during these challenging times.

Re-cap of our meeting structure:

- The former Healthy San Diego Health Homes Work Group and Leadership Team are now called CalAIM Work Group and CalAIM Leadership Team. If you have a Healthy San Diego Health Homes meeting on your calendar it should be deleted.



Some, not all, of our Healthy San Diego Successes/Accomplishments relating to COVID-19:

- Early in March our Healthy San Diego Health Education & Cultural and Linguistics (HE&CL) Work Group developed a provider bulletin with help from our County partners that was faxed out to our Medi-Cal Managed Care providers. The HE&CL Work Group, under the leadership of Valerie Martinez did an outstanding job working with Dr. Tuteur though out a weekend to develop and distribute this bulletin.
- Under the Healthy San Diego umbrella, we developed a Health Plan – HHSA COVID-19 Task Force. Our HHSA partners requested assistance in care coordination for our homeless members who are placed in Hotels. The first Healthy San Diego Health Plan – COVID-19 Task Force meeting is scheduled for Thursday, April 22, 2020.
- Healthy San Diego is represented on the County’s Health Services Capacity Task Force (HSCTF). Early on, Emergency Medical Services heard a few stories of residents reporting having trouble getting home medical supplies delivered to their homes. Though this was not specific to Medi-Cal Managed Care, we pulled together and looked into this. All 7 Healthy San Diego plans worked with their suppliers to assess supply. We then had a meeting by conference call and were pleased to report that for Medi-Cal Managed Care, this is not an issue.

And lastly, a message from our own Dr. Jennifer Tuteur:

As the local government entity responsible for public health and emergency preparedness, the County of San Diego has been actively involved in wide-ranging efforts to assure the availability of essential services and provide the public the information needed to respond effectively to COVID-19, working in close coordination with our partners in the health care delivery system, 211-San Diego, the Regional Task Force on the Homeless, community organizations, and a host of others. San Diego was the first county in California, and indeed one of the first in the nation, to declare a Public Health Emergency In February, recognizing the profound impacts that COVID-19 would have. Since then, we have moved

quickly to support Governor Newsom's orders to "Shelter in Place" for seniors and other high-risk groups and soon after for all "non-essential" workers, and we have taken additional steps to enforce "social distancing" by closing parks and beaches and to further limit the spread of the virus by requiring all workers serving the public to wear masks and encouraging everyone "When you leave your place, cover your face".

To assure that hospital capacity is available to meet demand, the County and all health system CEOs and CMOs have established regular telephone calls to discuss spread of the disease, and surge capacity based on the 3S model (Stuff, Staff, and Structure). For the homeless population that is especially challenged by COVID-19, the County and City of San Diego have worked collaboratively to establish the San Diego Convention Center as the location to which residents of homeless shelters could be relocated to maintain infection control and social distancing. With support from public health nurses, space, food service and bathroom facilities and have secured a number of hotel rooms in which people testing positive can be supported with ongoing monitoring.

Since March the County has been providing a Daily Briefing at 2:30 PM airing on NBC Channel 7 where Board of Supervisors Chair Greg Cox, Supervisor Nathan Fletcher, Public Health Officer Dr. Wilma Wooten, and others provide the latest information on positive cases, hospitalizations, deaths, and the availability of hotel rooms to house positive cases; offer additional guidance on measures the public can take to remain safe; and answer questions from the media. The County also has a website <https://www.sandiegocounty.gov/coronavirus.html> which is updated daily to provide the latest statistics on testing, positive cases, hospitalizations, and deaths as well as a dashboard with details by geographic location and demographic groups.

On the Whole Person Wellness (WPW) Pilot front, enrollment of new clients has been extended at least until [September](#) given the recent announcement by the Department of Health Care Services that CalAIM has been postponed until further notice. As a result, Enhanced Care Management (ECM) and In-Lieu-of Services (ILOS) that are being designed to replace the Pilot are delayed. Susan Bower, who has coordinated the WPW Pilot, is now leading all Homeless Services from the County's Emergency Operations Center (EOC), and Amaris Sanchez from the Integrated Services staff is now coordinating the Pilot. These staff changes are just one example of many that the County has made to manage the complex response to COVID-19.

This is an unprecedented time, but San Diego is demonstrating the spirit of cooperation and collaboration so characteristic of us for years. Together we will meet the many challenges of COVID-19. Meanwhile, remember to:

Stay Home, Stay Safe, and When You Leave Your Place, Cover Your Face.

