



# **ICPC Health Reform Forum:**

## **Serving Children and Families in the Age of Health Care Reform**

**September 20, 2013**



# SPEAKERS

**Njeri McGee-Tyner –**  
Eligibility and  
Enrollment Director,  
Alameda Health  
Consortium

**Randy Morris –**  
Assistant Agency  
Director,  
SSA

**Rachel Metz –**  
Policy Director,  
HCSA

**Toni Tullys –**  
Deputy Director,  
BHCS

# PRESENTATION OVERVIEW

Introduction

Health Reform Preparation in Alameda County

Ongoing Communications and Information

# OBJECTIVES FOR THE PRESENTATION

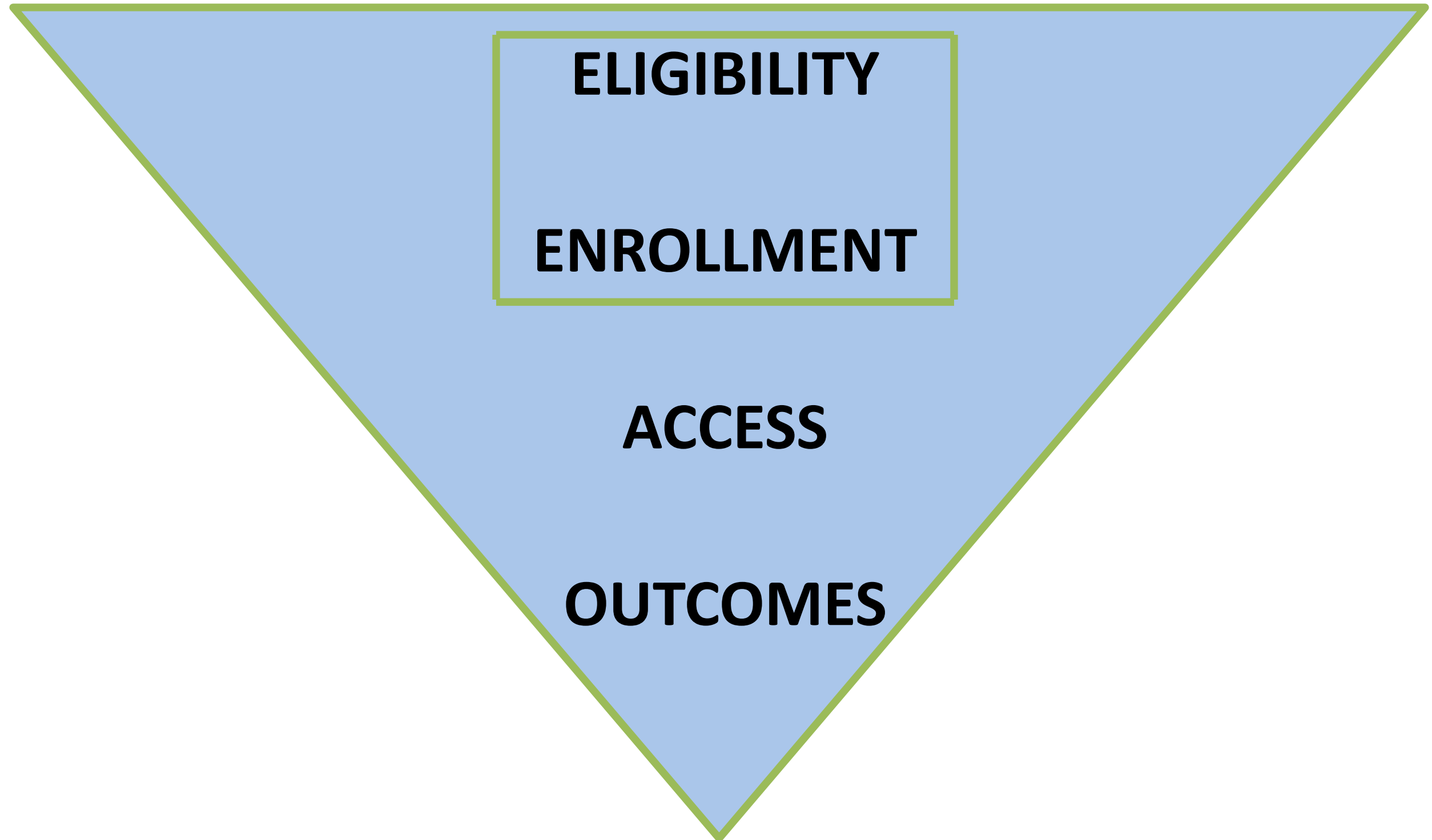
Share what we know about Health Care Reform impacts on eligibility, enrollment, and retention.

Update on local implementation opportunities and challenges

Answer questions

Provide resources for ongoing information sharing

# OUR CHALLENGE



**ELIGIBILITY**

**ENROLLMENT**

**ACCESS**

**OUTCOMES**

# OUR OPPORTUNITY

Over 50,000 newly eligible for Medi-Cal and over 100,000 eligible for the Exchange.

Simplification of Medicaid (Medi-Cal in California) income rules.

New technologies and pathways being created to simplify enrollment and renewal processes.

# OUR GOALS

Increase enrollment in all public benefits that individuals and families are eligible for.

Promote uninterrupted enrollment in, and access to, those benefits.

# PARTNERSHIP TO IMPROVE ENROLLMENT AND RETENTION

## Coordination between SSA and HCSA

- ✓ Outreach Strategies
- ✓ Data Sharing
- ✓ Process and Planning

## Partnership with School Districts

- ✓ SSA received federal Connecting Kids to Coverage Grant to support enrollment and retention activities
- ✓ In partnership with HCSA and Oakland, San Leandro and Hayward Unified School Districts

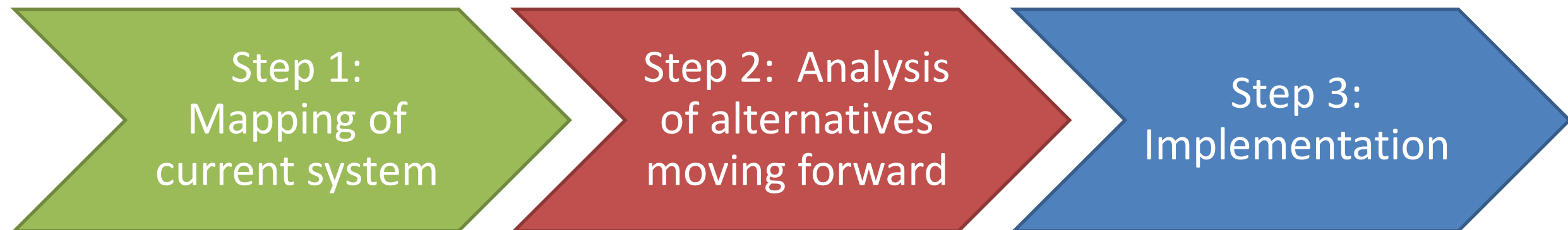
## Partnership with Community Providers



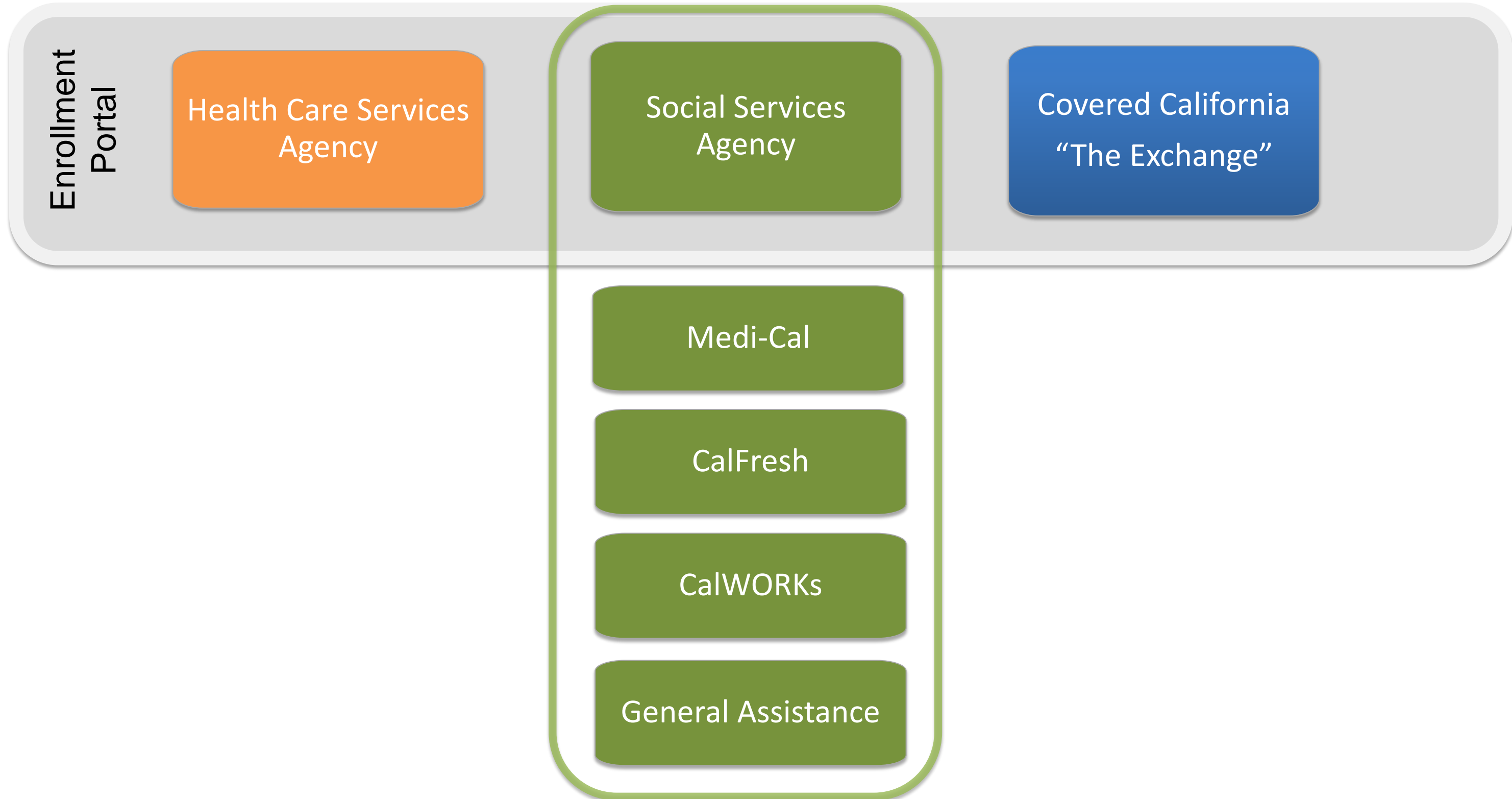
# PREPARING FOR 2014

Maximize enrollment in Alameda County: Working toward “no wrong door” entry for HealthPAC, Medi-Cal, and the Exchange

Enroll in other public benefit programs (eg., CalFresh)



# “No Wrong Door” & “Horizontal Integration”



# MEDI-CAL REGULATORY CHANGES

New income rules for Medicaid (Medi-Cal in California) for most recipients.

- ✓ These new income rules eliminate a separate asset test for these recipients.

Old income rules and asset tests still exist for those who receive Medi-Cal through CalWORKS and SSI, or individuals who are aged, blind or disabled.

- ✓ Foster Care and Adoptions Assistance will use the old income rules but will continue to also not have an asset test.

# MEDI-CAL REGULATORY CHANGES

California approved Medi-Cal Expansion to childless, non-disabled adults ages 19-64 under 138% FPL.

- ✓ These individuals will receive full-scope Medi-Cal, with the exception of Long-Term Care, which requires an asset test (pending federal approval).

California extended Medi-Cal coverage to former foster youth up to age 26 from any state.

- ✓ The ACA only required states to extend Medicaid to foster youth from their own state.

# SSA CHANGES

Medicaid/Medi-Cal rules simplification = changes to process

New Technology = new Roles / Responsibilities:

CalHEERS and CalWIN systems will interface – go both directions

- ✓ SSA will resolve inconsistencies for Medi-Cal applications.
- ✓ SSA is responsible for case management of all Medi-Cal beneficiaries.

Create new Customer Service Center

- ✓ Align local center with the new Covered California State Call Center

# SSA CUSTOMER SERVICE CENTER

Will receive likely Medi-Cal eligible callers transferred from Covered California Call Center.

SSA to answer 80% of calls within 30 seconds.

## Hours of Operation During Open Enrollment:

- ✓ October 1, 2013 through March 31, 2014
- ✓ Monday – Friday, 8am to 8pm and Saturdays 8am to 6pm

# HEALTH PROGRAM OF ALAMEDA COUNTY (HEALTHPAC)

Alameda County has had a robust program to provide care to low-income Alameda County residents.

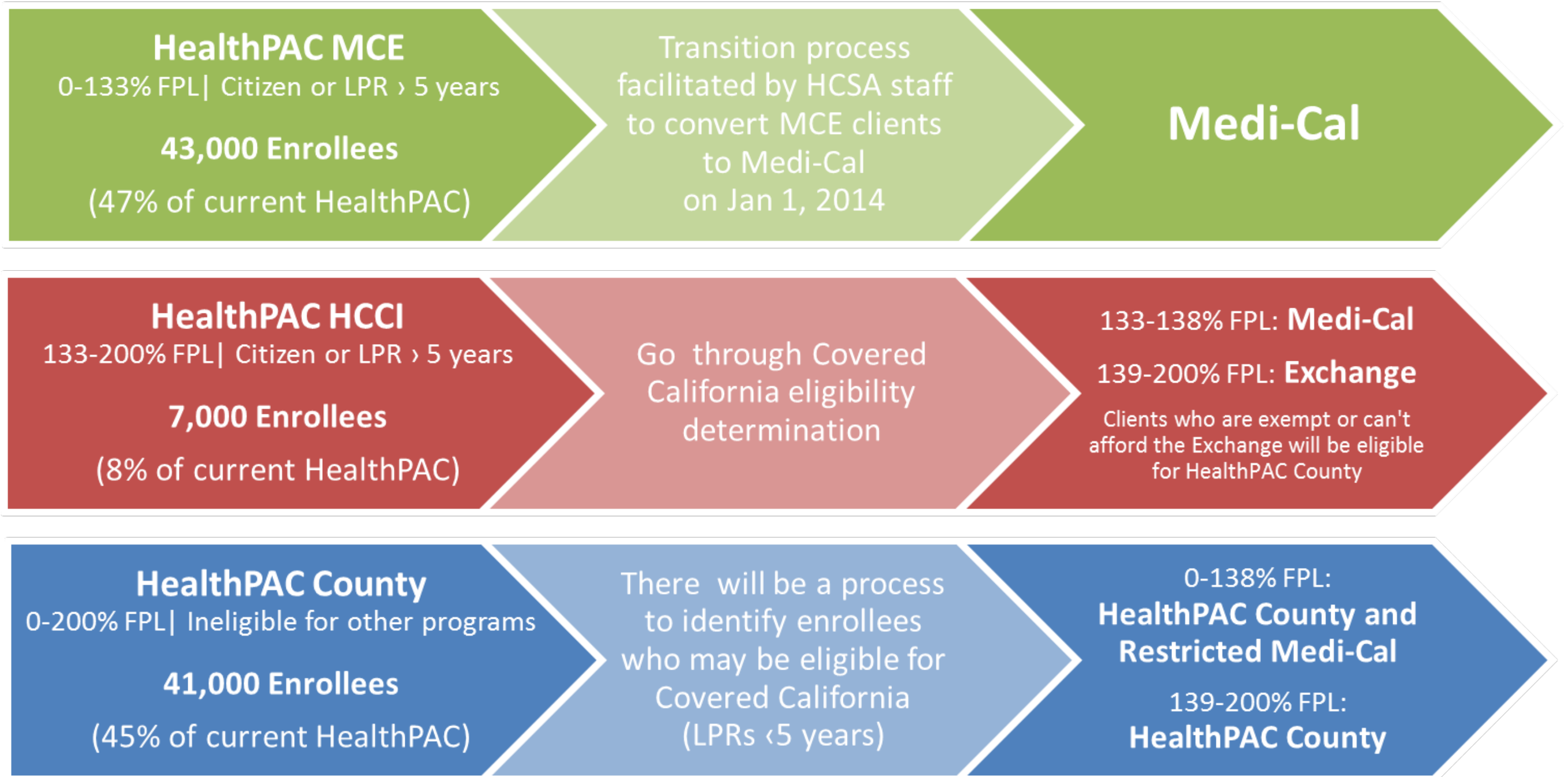
HealthPAC started on July 1, 2011.

- ✓ The Low Income Health Program (LIHP) was implemented as a “Bridge to Health Care Reform”
- ✓ It allowed counties to receive federal funding to expand services to populations who will be newly eligible for coverage under health care reform
- ✓ Alameda County has one of the most successful programs (according to a UCLA study, we enrolled almost 95% of the eligible population, more than any other county).

HealthPAC will continue, but it will change post-health care reform.

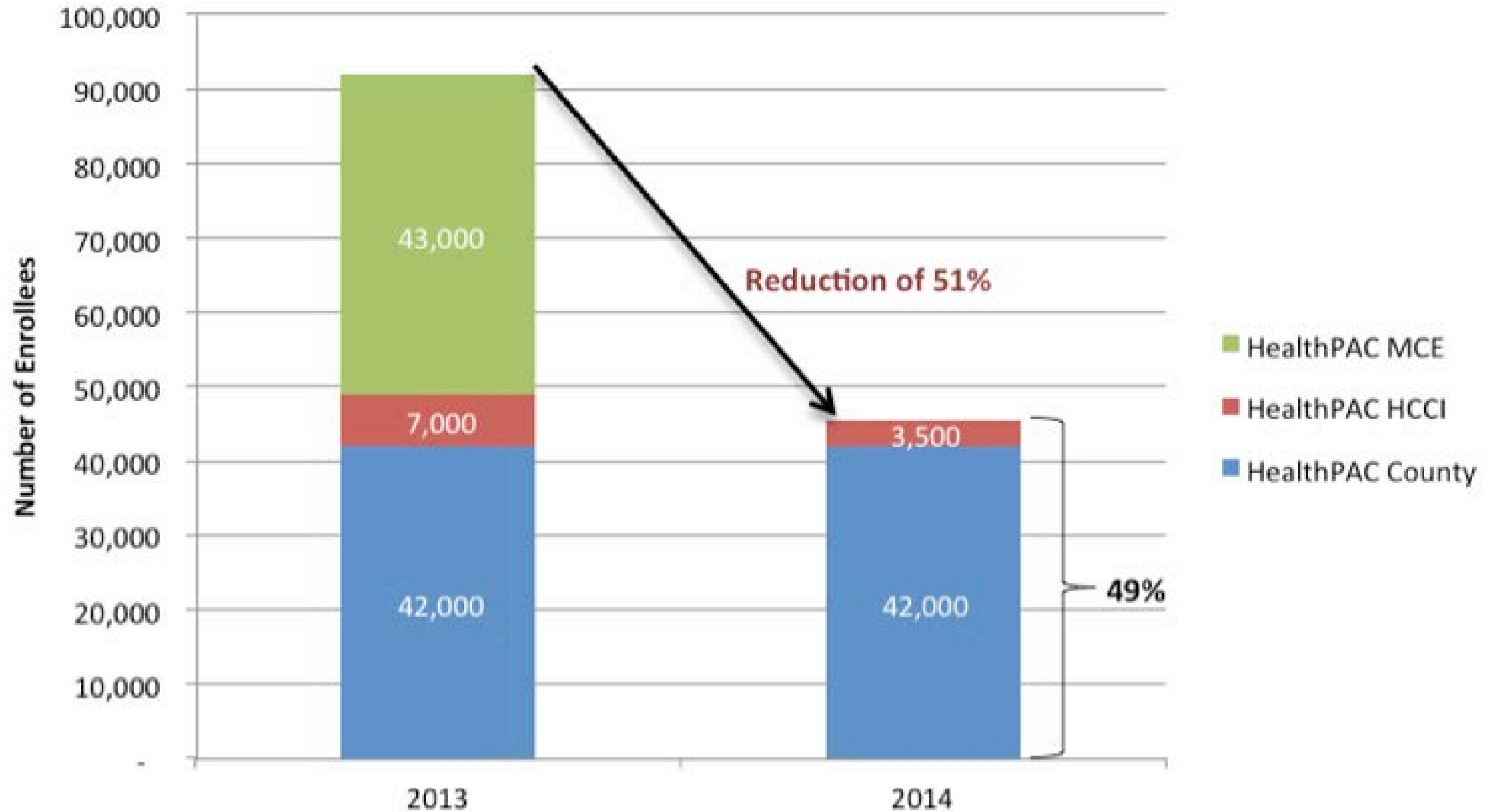
# HEALTHPAC ENROLLEE TRANSITIONS

Now → 2014





# HealthPAC Enrollees



# HCSA: FUTURE OF HEALTHPAC FUNDING

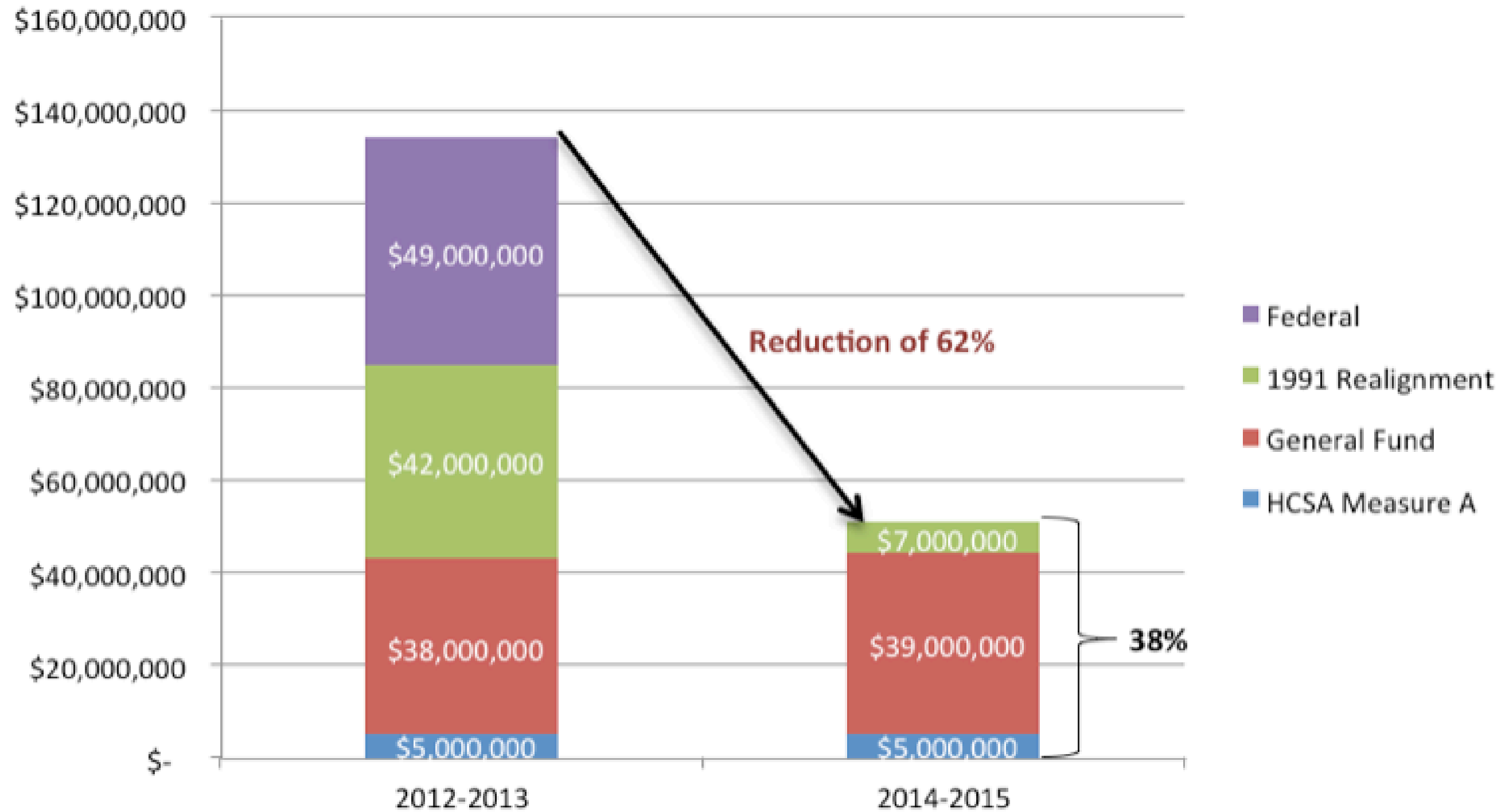
HealthPAC is currently funded primarily by:

- ✓ County funding
- ✓ State realignment
- ✓ Federal funding

In 2014 funding changes:

- ✓ Maintain County funding
- ✓ State take-back of realignment: \$11 million in 2013-14
- ✓ Federal funding goes away

# HealthPAC Funding



Open Enrollment for Covered California begins October 1, 2013

Coverage begins January 1, 2014

Go to [www.CoveredCA.com](http://www.CoveredCA.com) or Call 1-888-975-1142

**If you need health coverage TODAY, contact:**

**For Medi-Cal**

Check your eligibility and apply online at:  
[www.mybenefitscalwin.org](http://www.mybenefitscalwin.org) or Call **510-COVER-US**

**For HealthPAC**

Call **1-800-422-9495** or visit [www.achealthcare.org](http://www.achealthcare.org) to find  
the location nearest you



# HCSA: FUTURE OF HEALTHPAC ELIGIBILITY

Currently all Alameda County residents under 200% FPL who are not eligible for other federal programs are eligible.

## Current Recommendation:

- ✓ Keep 200% FPL level
- ✓ Continue to not allow those eligible for Medi-Cal to participate
- ✓ Increase co-pays for 138-200% FPL
- ✓ Carefully assess each year

# HCSA: DELIVERY SYSTEM REFORM

Enrollment does not equal access.

Access to services remains a challenge.

We are looking at reforms to improve access.

# BHCS CHANGES



## Benefits and HealthPAC Services

- ✓ 2014 Medi-Cal Expansion Scope of Services includes broader Substance Use Disorder (SUD) benefits than expected
- ✓ BHCS is awaiting the State's policy/direction on SUD benefits, program costs and revenues to plan local benefit package
- ✓ Committed to maintaining current HealthPAC services for indigent population
- ✓ Foster kids will continue to receive BHCS services through Medi-Cal; eligibility requirements are based on youth's age and status

# BHCS CHANGES



## Eligibility and Enrollment

- ✓ Tracking enrollment by sites and mapping sites across system
- ✓ Planning to implement a Peer Navigator Program, which would assist clients and families in enrollment activities
- ✓ BHCS Provider Relations/HITs working at county sites and collaborating with HCSA HITs
- ✓ Enrollment language included in all provider contracts



# BHCS CHANGES



## Communication

- ✓ Hired a Communications Specialist to develop and coordinate internal and external communications
- ✓ Developing monthly updates for staff and BHCS contract providers
- ✓ Planning BHCS staff meetings and contract provider meetings in September and October

# **ON-GOING COMMUNICATION**

**STAY CONNECTED**

# TIMELINE

## October 1, 2013 :

- ✓ Open Enrollment (pre-enrollment) for Exchange Programs to begin, using CalHEERS.
- ✓ Also, pre-enrollment for newly eligible Medi-Cal population using CalHEERS

## January 1, 2014:

- ✓ Medi-Cal Expansion for Newly Eligible Population (HealthPAC MCE enrollees transition to Medi-Cal).
- ✓ California Health Benefit Exchange “Covered California” Goes Live (HealthPAC HCCI transition to the Exchange).

# ONGOING COMMUNICATIONS, INFORMATION AND MATERIALS

## Web materials for CBOs:

- [www.achealthcare.org](http://www.achealthcare.org)
- Meeting materials and presentations
- Fact sheets and FAQs

## County websites:

- [www.achealthcare.org](http://www.achealthcare.org)
- [www.alamedasocialservices.org](http://www.alamedasocialservices.org)
- [www.acgov.org/health](http://www.acgov.org/health)

## State websites:

- [www.healthexchange.ca.gov](http://www.healthexchange.ca.gov) (policy site)
- [www.coveredca.com](http://www.coveredca.com) (resident/consumer site)

## Email:

- Email questions to [healthreform@acgov.org](mailto:healthreform@acgov.org)

# SAVE THE DATE

**October 10:** Allen Temple Baptist Church

10am – 12pm

**November 15:** Hayward City Council Chambers

10am – 12pm

**RSVP** – [www.achealthcare.org](http://www.achealthcare.org)

# FEEDBACK & SUGGESTIONS

Please fill out cards

Email ongoing questions to:  
[healthreform@acgov.org](mailto:healthreform@acgov.org)

- Replies
- Answers posted in FAQs on [achealthcare.org](http://achealthcare.org)