ICPC Health Reform Forum:
Serving Children and Families in the Age of Health Care Reform

September 20, 2013
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Rachel Metz – Policy Director, HCSA

Toni Tullys – Deputy Director, BHCS
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 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
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)

Step 1: Mapping of current system

Step 2: Analysis of alternatives moving forward

Step 3: Implementation
“No Wrong Door” & “Horizontal Integration”

- Health Care Services Agency
- Social Services Agency
- Covered California “The Exchange”
- Medi-Cal
- CalFresh
- CalWORKs
- General Assistance
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.
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
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

HealthPAC MCE
0-133% FPL | Citizen or LPR > 5 years
43,000 Enrollees
(47% of current HealthPAC)

Transition process facilitated by HCSA staff to convert MCE clients to Medi-Cal on Jan 1, 2014

Medi-Cal

HealthPAC HCCI
133-200% FPL | Citizen or LPR > 5 years
7,000 Enrollees
(8% of current HealthPAC)

Go through Covered California eligibility determination

133-138% FPL: Medi-Cal
139-200% FPL: Exchange
Clients who are exempt or can’t afford the Exchange will be eligible for HealthPAC County

HealthPAC County
0-200% FPL | Ineligible for other programs
41,000 Enrollees
(45% of current HealthPAC)

There will be a process to identify enrollees who may be eligible for Covered California (LPRs < 5 years)

0-138% FPL:
HealthPAC County and Restricted Medi-Cal
139-200% FPL:
HealthPAC County
HealthPAC Enrollees

Reduction of 51%

Number of Enrollees

<table>
<thead>
<tr>
<th>Year</th>
<th>HealthPAC MCE</th>
<th>HealthPAC HCCI</th>
<th>HealthPAC County</th>
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<tbody>
<tr>
<td>2013</td>
<td>43,000</td>
<td>7,000</td>
<td>42,000</td>
</tr>
<tr>
<td>2014</td>
<td>3,500</td>
<td>42,000</td>
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49%
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
Open Enrollment for Covered California begins October 1, 2013
Coverage begins January 1, 2014
Go to www.CoveredCA.com or Call 1-888-975-1142

If you need health coverage TODAY, contact:

<table>
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<tr>
<th>For Medi-Cal</th>
<th>Check your eligibility and apply online at: <a href="http://www.mybenefitscalwin.org">www.mybenefitscalwin.org</a> or Call 510-COVER-US</th>
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<tbody>
<tr>
<td>For HealthPAC</td>
<td>Call 1-800-422-9495 or visit <a href="http://www.achealthcare.org">www.achealthcare.org</a> to find the location nearest you</td>
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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
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
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:

- California Health Benefit Exchange “Covered California” Goes Live (HealthPAC HCCI transition to the Exchange).
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<th><strong>ONGOING COMMUNICATIONS, INFORMATION AND MATERIALS</strong></th>
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| **Web materials for CBOs:** | • www.achealthcare.org  
• Meeting materials and presentations  
• Fact sheets and FAQs |
| **County websites:** | • www.achealthcare.org  
• www.alamedasocialservices.org  
• www.acgov.org/health |
| **State websites:** | • www.healthexchange.ca.gov (policy site)  
• www.coveredca.com (resident/consumer site) |
| **Email:** | • Email questions to 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
FEEDBACK & SUGGESTIONS

Please fill out cards

Email ongoing questions to: healthreform@acgov.org

- Replies
- Answers posted in FAQs on achealthcare.org