



The L.A. County Coordinated Care Initiative Stakeholder Workgroup

June 19, 2014

1 – 3 p.m.

Center for Health Care Rights (CHCR)

- The Center for Health Care Rights (CHCR) is a health care advocacy organization in Los Angeles County. Our direct service programs provide free Medicare, Medi-Cal and related health insurance education, counseling, advocacy and legal services to Los Angeles County residents.
- Funding for CHCR direct services is provided by the City of Los Angeles and County of Los Angeles Health Insurance Counseling and Advocacy Program grants, the Legal Services Trust Fund Program and private foundation grants.

CHCR Direct Service Staffing

- CHCR currently has 13 direct service staff, including 6 Health Insurance Specialists, 2 Education/Outreach Specialists, and 2 Staff Attorneys. All direct service staff are HICAP counselors and provide counseling services on our telephone hotline.
- Bilingual language capacity – CHCR Staff are bilingual in Spanish, Korean, and Russian.

Language Access

- Telephone system allows callers to leave messages on voice mail boxes in English and seven other languages.
- Use of Certified Languages Inc. to provide interpreter services for telephone counseling.
- Use of Pals for Health to provide in person interpreter services for education programs in other languages.

CHCR's CCI/Cal MediConnect Counseling Activities

- CCI/CMC counseling services are available primarily by telephone. Callers call CHCR to schedule a telephone counseling appointment with a CHCR counselor between the hours of 9-5. Callers can leave voice mail messages if the phones are busy or after hours.
- In May 2014, CHCR Staff provided HICAP counseling services to 693 persons, 393 were dual eligibles with CMC questions.
- In person counseling appointments are available at the CHCR office or at a local community site with a HICAP Volunteer Counselor.

CHCR's CCI/Cal MediConnect Education and Training Activities

- CHCR conducts 20-30 CCI/Cal MediConnect education programs for dual eligibles each month. Programs are conducted at senior centers, senior housing sites, community based organizations, hospitals and other sites.
- CHCR also conducts CCI/CMC training for professional staff, including housing coordinators, mental health providers, MSSP providers, APS staff, and other community based organizations.

CHCR's CCI/CMC Experience

- Many duals think that CHCR is responsible for the CMC Program and do not understand the role of HICAP vs. Health Care Options.
- CMC calls focus primarily on understanding CMC enrollment options. Most callers say they do not understand the notices or enrollment choice form.
- Dual eligibles are very concerned about continued access to their doctors. Concern that enrollment in a Medi-cal health plan will limit this access.

CHCR's CCI/CMC Experience

- Most duals do not see any distinction between the different CMC or Medi-Cal health plans, particularly given that the same companies are offering both plans.
- Call volume currently exceeds our capacity to provide CMC counseling services. We receive about 100-150 CMC calls a day and can provide counseling services to approximately 50-60 persons a day.

Center for Health Care Rights CCI/CMC Contact Information

- For CMC telephone or in person counseling in Los Angeles County, call 1-213-383-4519 or 1-800-824-0780.
- To arrange for a CCI/CMC education or training program, contact Anita Chun at 1-213-383-4519 Ext. 3016.99
- For other CCI/CMC questions, contact Aileen Harper at aharper@healthcarerights.org

Neighborhood Legal Services of Los Angeles Health Consumer Center



- Toni M. Vargas, Attorney at Law
- Our primary mission is to combat poverty through the judicial system to improve the lives of individuals and families in our community. We offer free legal representation, advice and education.

CCI/CMC Services

- Using a Hotline based call-in process, we are open 9-5, Monday thru Friday. We provide education, information and assistance with CCI/CMC enrollment questions, enrollment problems and disenrollment issues.
- We provide assistance with any CCI related issue. The level of service beyond education and advice depends on the legal issues involved and callers specific problem.
- We provide technical support to stakeholders representatives, community organizations and their representatives.

CCI/CMC Services

- For Calmediconnect enrollees we will provide assistance with all problems related to their managed care plan including:
 - Access to care
 - Treatment denials
 - Delays in specialty referrals
 - Plan services
 - Provider services
 - Billing issues
 - Assistance to consumers with filing grievances and appeals
 - Referrals to partner organizations and other agencies as needed to resolve consumer issues.

Staffing

- Currently staffed with 10 attorneys and 8 paralegals. Additional support staff may be added as needed.

Languages

- Spanish, Armenian, Vietnamese, Russian.
Language line used for all other languages.

Experiences to date:

- Volume extremely heavy
- Confused about notices – have no idea what this means
- How to opt out
- Worried and do not want to lose their doctors and do not want to change their Medicare benefits
- Unclear what Calmediconnect offers or what is the benefit of enrolling
- Pre assigned plan options in the 60 day notice are misleading and confusing [including the plan's new member packets]
- Part D disenrollment notices are misleading
- Can't find or did not get choice form

Contact Information

- Consumer Hotline Number: 800 896 3202
- Community organizations technical assistance:
 - Toni M. Vargas 818 834 7558

Health Care Options

HCO: the DHCS enrollment agent

1-800-580-7272

- Javier Portela, Chief Plan Management Branch
Medi-Cal Managed Care Division, Department of Health
Care Services
- Hilary Haycock, Dir. Strategic Communications & Outreach,
Harbage Consulting – hilary@harbageconsulting.com

HCO Services

- HCO is a call center taking inbound calls, M-F, 8am to 5pm. They also make outbound calls to beneficiaries after they receive their Guidebooks/Choice Books.
- Services include:
 - Enrollment into Cal MediConnect plans and Medi-Cal plan, including plan changes
 - Basic information about Cal MediConnect & MLTSS
- HCO received over 12,000 calls in April, around 3,000 a week. Call statistics reported monthly on enrollment dashboard.

What HCO CAN DO

- Tell you what plans you are eligible for
- Tell you when your enrollment date is
- Help you figure out which plan networks include your doctors
- Enroll you into a different Cal MediConnect or Medi-Cal plan
- Opt you out of Cal MediConnect and enroll into a Medi-Cal managed care plan
- Send you new Cal MediConnect or MLTSS materials
 - Materials in a different language
 - Accessible materials
- Connect beneficiaries with HICAP or Ombuds if they need more support

What HCO CANNOT DO

- Provide counseling about which plan is right for you
 - They CAN transfer beneficiaries to HICAP
- Change your address
 - Beneficiaries need to go to the county eligibility office
- Talk to individuals who are not the beneficiary or their personal representative UNLESS the beneficiary is on the line
- Perform emergency/retroactive disenrollments
- Resolve issues with continuity of care or plans
- Give out enrollment or disenrollment confirmation numbers - beneficiaries will receive disenrollment notices as their confirmation

Questions HCO Receives

- The average call time at HCO is nearly 11 minutes. Beneficiaries call HCO needing:
- To understand the notices they've received
- Information about their health care choices
 - Available plans
 - Plan networks
 - Benefits
- To make enrollment choices
 - To understand what actions they need to take

HCO Staffing

- Customer service representatives receive extensive and ongoing training:
- Two weeks of training on Health Care Options protocols
- Three phases of specialized CCI training:
 - Instructor-led training
 - Presentations to managers/supervisors, QA team
 - Mock test calls
- Ongoing support, including coaching and monitoring from supervisors and updated scripts and FAQs
- All threshold languages available and TTY
- Quality Assurance: Onsite QA analysts, call monitoring, Secret Shoppers