Medi-Cal Managed Care: Providing a safety net for California's most vulnerable

Medi-Cal Managed Care:

- brings together all the pieces of health care to provide for improved health outcomes for California's most vulnerable

- prioritizes preventative care to ensure healthier populations

- connects disengaged members experiencing homelessness to medical, behavioral, and preventative care services

- provides comprehensive maternal and newborn health care

Medi-Cal Managed Care provides the right care, at the right time, in the right setting through:

- Checkups, routine tests for adults, and vaccinations for children and babies to prevent illness and remain healthy

- Assistance finding both primary care physicians and specialists, as well as pharmacies

- Continuity of care when switching to Managed Care

- Ongoing referrals to specialists

- Nurse advice hotlines

- 24-hour customer service call centers

- Access to and help finding support groups

- Transportation assistance to and from medical appointments

> Health plans are utilizing telehealth to ensure safety and flexibility for both patients and providers.

Innovative Medi-Cal Managed Care Programs Providing Access to Comprehensive Care

Cal MediConnect (CMC) individuals who are dually eligible for both Medicare and Medi-Cal in certain counties have the opportunity to enroll in an integrated product that provides patient-centered health care. CMC health plans provide coverage of all Medicare and Medi-Cal covered services under a single benefit package and includes a full continuum of medical and community-based long term services and supports.

Health Homes Program (HHP) serves members with complex medical needs and chronic conditions that require enhanced care management and coordination. Managed Care Plans coordinate with HHP to provide comprehensive care management.

Whole Person Care (WPC) helps coordinate services and improve integration of health plans, county agencies, providers, and other resources to deliver higher quality, more efficient care to high-need enrollees. This includes the coordination of health and behavioral health care, as well as social services to reduce the inundated emergency department and inpatient utilization.

Building on the successes of Cal MediConnect, Health Homes Program, and Whole Person Care

CalAIM - California's Medi-Cal Managed Care Plans have been working closely with the DHCS on CalAIM — a multi-year initiative by DHCS to improve quality of life and health outcomes by implementing broad delivery systems, and program and payment reform across the Medi-Cal program. The CalAIM implementation date was postponed until 2022 due to COVID-19. DHCS and Medi-Cal Managed Care Plans remain committed to advancing the CalAIM initiative as part of our continued efforts to improve health outcomes and reduce health disparities for Medi-Cal enrollees.

California Association of Health Plans

Medi-Cal Managed Care: Providing quality health care throughout California

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Medi-Cal Managed Care Oversight

The Department of Health Care Services (DHCS) administers and oversees the Medi-Cal program while the Department of Managed Health Care (DMHC) licenses and regulates most Medi-Cal Managed Care plans. The State of California relies on Managed Care plans to provide comprehensive health coverage to 10.6 million Californians, or 4 out of 5 Medi-Cal enrollees. Consumers face no out-of-pocket costs, and most pay no monthly premiums. Medi-Cal rates are set by the state and must be certified by independent actuaries and reviewed and approved by the Centers for Medicare and Medicaid Services (CMS). Medi-Cal Managed Care plans must meet an 85% medical loss ratio (MLR) for their expansion populations.

Medi-Cal Managed Care Health Plan Choices by County

Managed Care is available in all 58 counties, including rural areas, and most seniors and persons with disabilities are enrolled in Managed Care. Counties follow one of several models – county organized health systems, geographic managed care, two-plan, regional, and models specific to Imperial and San Benito counties.

COHS		Two-Plan		Regional		GMC	
Del Norte, Humboldt, Lake, Lassen, Marin*, Mendocino, Modoc, Napa*, Shasta, Siskiyou, Solano*, Sonoma*, Trinity, Yolo*	Partnership Health Plan of CA	Alameda*	Alameda Alliance for Health, Anthem Blue Cross	Alpine, Butte, Calaveras, Colusa, Glenn, Inyo, Mariposa, Mono, Nevada, Plumas, Sierra, Sutter, Tehama, Tuolumne, Yuba	Anthem Blue Cross, CA Health & Wellness	Sacramento	Aetna, Anthem Blue Cross, Health Net, Kaiser Permanente, Molina Healthcare
		Contra Costa*	Contra Costa Health Plan, Anthem Blue Cross			San Diego	Aetna, Blue Shield of California Promise Health Plan, Community Health Group, Health Net, Kaiser Permanente, Molina Healthcare, UnitedHealthcare
		Fresno, Kings, Madera	CalViva Health, Anthem Blue Cross				
		Kern*	Kern Family Health, Heath Net				
		Los Angeles*	LA Care, Health Net	Amador, El Dorado, Placer	Anthem Blue Cross, CA Health & Wellness, Kaiser Permanente	**Other Managed Care Options for High-Needs Medi-Cal Enrollees**	
Merced, Monterey, Santa Cruz	Central California Alliance for Health					SCAN Health Plan	
		Riverside*, San Bernardino*	Inland Empire Health Plan, Molina Healthcare	**Other Rural Counties**		**Primary Care Case Management:** AIDS Healthcare Foundation (L.A.), Family Mosaic Project (S.F.)	
Santa Barbara, San Luis Obispo	CenCal	San Francisco*	San Francisco Health Plan, Anthem Blue Cross	Imperial	Molina Healthcare, CA Health & Wellness		
Orange*	CalOptima	San Joaquin*, Stanislaus	Health Plan of San Joaquin, Health Net	San Benito	Anthem Blue Cross	**Programs of All-Inclusive Care for the Elderly (PACE):** AltaMed Senior Buena Care, Brandman Centers for Senior Care, CalOptima • Centers for Elders Independence, Fresno PACE • InnovAge PACE, On Lok Lifeways • St. Paul's PACE, Sutter Senior Care	
San Mateo*	Health Plan of San Mateo	Santa Clara*	Santa Clara Family Health, Anthem Blue Cross				
Ventura*	Gold Coast Health Plan	Tulare	Anthem Blue Cross, Health Net				

Source: Department of Health Care Services

* Kaiser Permanente participates in Medi-Cal managed care as a subcontractor in this county.

For more information, please go to **www.calhealthplans.org**

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