

Encounter Data Improvement Program

Community Investments, DMHC Undertaking 29 (c)

*Coverage for
every stage of life™*

About Health Net



- The state's **longest serving** and one of the most experienced **Medi-Cal plan**
- Our members:
 - **85%** enrolled through a government sponsored plan
 - **Two-thirds** enrolled in Medi-Cal



- Partnering with California to **transform Medi-Cal** from the inside out, investing in infrastructure innovations that are evolving patient care



- Expanding access through more robust networks and bringing more providers with greater diversity into the system



Importance of Encounter Data

- Critical to drawing down **federal matching funds** in Medicaid
- Allows **patient access** to complete and accurate history
- Playing increasing role in **rate setting** and **provider payment**
- Measure of Healthcare **Access and Quality** of Care
 - Low-Income Patients
 - Underserved Populations
 - Advancing Health Equity
- Better Informed **Interventions**

Barriers

- Unclear Standards
- Lack of timely actionable feedback
- Inconsistent Training
- Variable Technology
- Incomplete capture and submission
- Long lag times in submission
- Complexity of delegated model
- Loss of data from point of care through upstream submission channels

Encounter Data Improvement: Initial Grants

- **Encounter Data Market Research: Winter 2017 to Spring 2018**
 - Integrated Healthcare Association (IHA) conducted market research study to identify a blend of investments that could improve volume and quality of encounter data submissions across the Medi-Cal managed care industry. **(\$136K)**
- **Encounter Data Improvement Program Pilot: Fall 2017 to Fall 2018**
 - Ten Medi-Cal managed care providers received grants to address immediate one-time needs for encounter data improvements, such as infrastructure enhancements, capacity building and staff training. **(\$2.5M)**
- **Encounter Data Improvement Program Evaluator: Spring 2018 to Summer 2022**
 - Harder+Company aggregated and analyzed all findings to develop a longitudinal study of the Encounter Data Improvement Program. **(\$1.5M)**

Encounter Data Improvement: Phase I and II

- **Phase I Assessment: Spring 2018 to Winter 2018**
 - Medi-Cal managed care provider organizations awarded grants to assess their encounter data submission processes.
 - The 12-week assessments produced a baseline of current encounter data infrastructure and capabilities.
 - Grantees were provided Improvement Plans to increase the Completeness, Accuracy, Reasonability and Timeliness (CART) of encounters. **(\$5.85M)**

*Analysis found most impactful implementation strategies fall within three areas of focus: **Governance, Standardization and Technology***

- **Phase II Implementation Support: Fall 2019 to Spring 2021**
 - Medi-Cal managed care provider organizations who successfully completed Phase I were awarded start up funds to help offset costs for implementation projects. **(\$2.55M)**

Encounter Data Improvement: Stakeholder Engagement

- 12-month stakeholder engagement process (**\$1M**)
 - **Key Stakeholder Summits** facilitated statewide dialogue on encounter data improvement for Medi-Cal Managed Care contracted providers
 - **Establish and Manage Stakeholder Workgroups** to identify and recommend adoptable and sustainable solutions for encounter data across government, health plans, providers and integrated networks in the areas of:
 - Standardization
 - Technology
 - Governance
 - **Recommendations** to consider the top encounter data solutions and financial models to support them

Key recommendation: Establish a governance entity to prioritize, oversee, coordinate, and monitor encounter data improvement efforts in California