



California's Medi-Cal Managed Care Plans are partnering with the Department of Health Care Services (DHCS) on CalAIM — a multiyear initiative to improve health equity, quality of life, and health outcomes by evolving the Medi-Cal program. Managed Care Plans have been an integral part of the creation of CalAIM, and through the innovative program, Medi-Cal enrollees are experiencing a more equitable, compassionate, and coordinated approach to health care. Despite the CalAIM initiative only being in its infancy, health plans have stepped up and have already taken important actions to help improve the lives of Medi-Cal enrollees.

A key role that health plans have embraced under CalAIM is simplifying the Medi-Cal program to ensure enrollees receive the quality care they need. Teaming with health care providers and community groups, health plans are helping guide Medi-Cal to be a more equitable and streamlined health care program through innovative efforts such as 'Enhanced Care Management', where plans focus on Medi-Cal enrollees with the greatest need. Efforts also include 'Community Supports Services', where plans help provide housing and healthy meals, and these services will continue to expand into more and more communities.

Community Supports Services & Enhanced Care Management (ECM):

Several health plans offer Community Supports Services under CalAIM and all health plans offer Enhanced Care Management. Both services help members find housing, food, and other support. Some examples include:

- Implemented whole person care services for people experiencing homelessness and adults with serious mental illness or substance use disorders.
- Meet members where they are or live: on the streets, in a shelter, a doctor's office, or at home. Nearly 700 providers enrolled to provide vital care to more than 68,000 of the most vulnerable Medi-Cal members.
- Implemented community supports services, which has helped nearly 22,000 Medi-Cal members to date. Have offered 14 services to address health-related social needs, offered by 725 providers.
- Housing transition navigation services, which helps Medi-Cal enrollees find housing. This includes helping find housing for homeless patients or those at risk of homelessness and helping members to keep safe and stable housing once they find a place to live. Services also include training, education, and coaching.
- Leveraging health plans' extensive experience in already existing programs such as the Health Homes Program and Whole Person Care to enhance services. This includes holding provider training sessions, leveraging existing partnerships with community based organizations and county behavioral health partners, and providing education on ECM and community supports.
- Contracting with partners such as federally qualified health centers and street medicine providers to help the most vulnerable patients.
- Programs to make improvements to Medi-Cal enrollees' homes to address their asthma, such as adding air purifiers or other health supplies.
- Working with local partners to provide medically tailored meals: if an enrollee has a chronic illness, this program provides tailored meals and nutritional advice to help patients consume the right food to aid with healing.

Prioritizing Health Equity:

- All of our member health plans are working to improve health equity by helping to drive better, more equitable health outcomes and by building innovative tools that increase and improve access to quality and affordable, culturally competent care.
- **Some of examples of these efforts include:**
 - ◆ Targeting systemic inequities in California's most vulnerable communities by collecting and analyzing race, ethnicity, language and other important equity indicators.
 - ◆ Ongoing cultural competency, implicit bias training, and recruiting diverse providers to ensure they are able to meet the cultural, linguistic, clinical and social needs of the communities being served.



While the Cal-AIM initiative just took effect in 2022, additional services will continue and be phased in through 2027. California's Medi-Cal plans stand ready to continue working in partnership with DHCS to transform the Medi-Cal system and improve the livelihoods and overall health of the enrollees we serve.