



CONTRA COSTA
HEALTH PLAN
A Division of Contra Costa Health Services
A Culture of Caring for 45 Years

Contra Costa Health Plan

Sharron Mackey, M.P.A, M.H.S
CCHP Chief Executive Officer



Chief Executive Officer **Sharron Mackey, M.P.A, M.H.S**

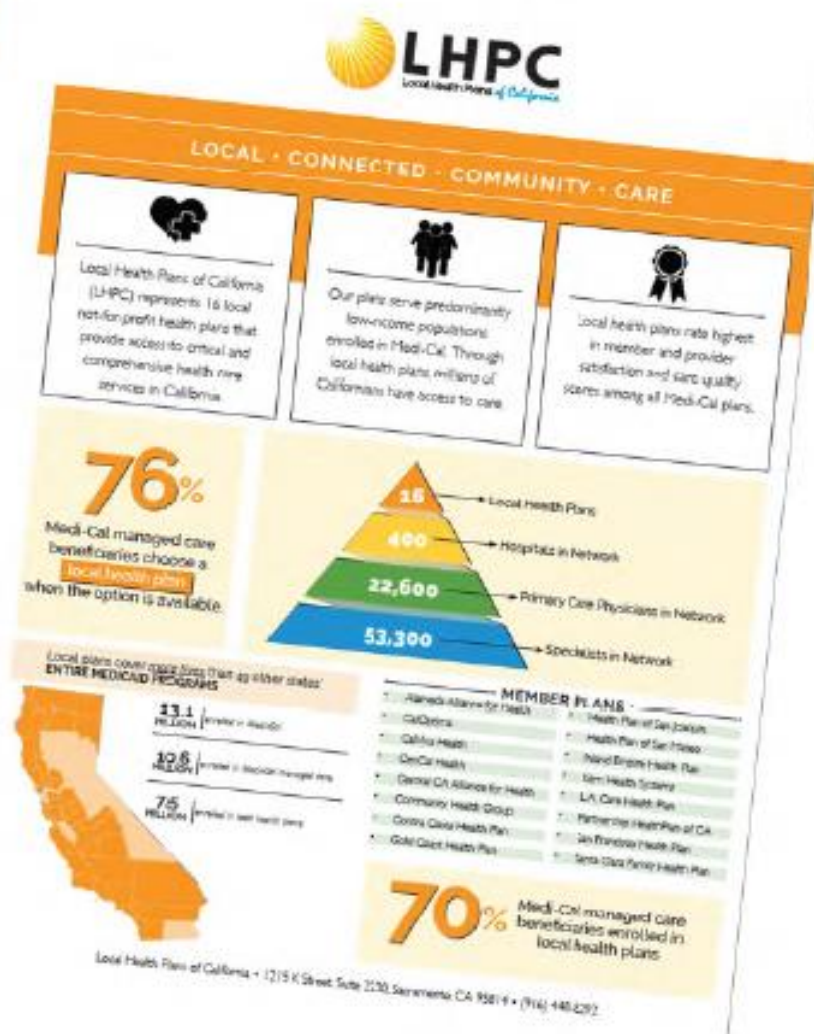


**Contra Costa Health Plan's
vision is member centric:**

- Keep members healthy as possible
- Facilitate relationship between providers and members / family
- Assure an integrated system of timely and quality services for both in-patient and outpatient services while managing the cost

About Local Plans

- ✓ 16 Local Health Plans
- ✓ In 36 Two-Plan, COHS, and GMC Counties
- ✓ Cover 70% of Medi-Cal Managed Care enrollees
- ✓ Local Health Plans, created by their counties and safety net leaders, are all community-based & not-for-profit
- ✓ All LIs and COHS are publicly operated & governed

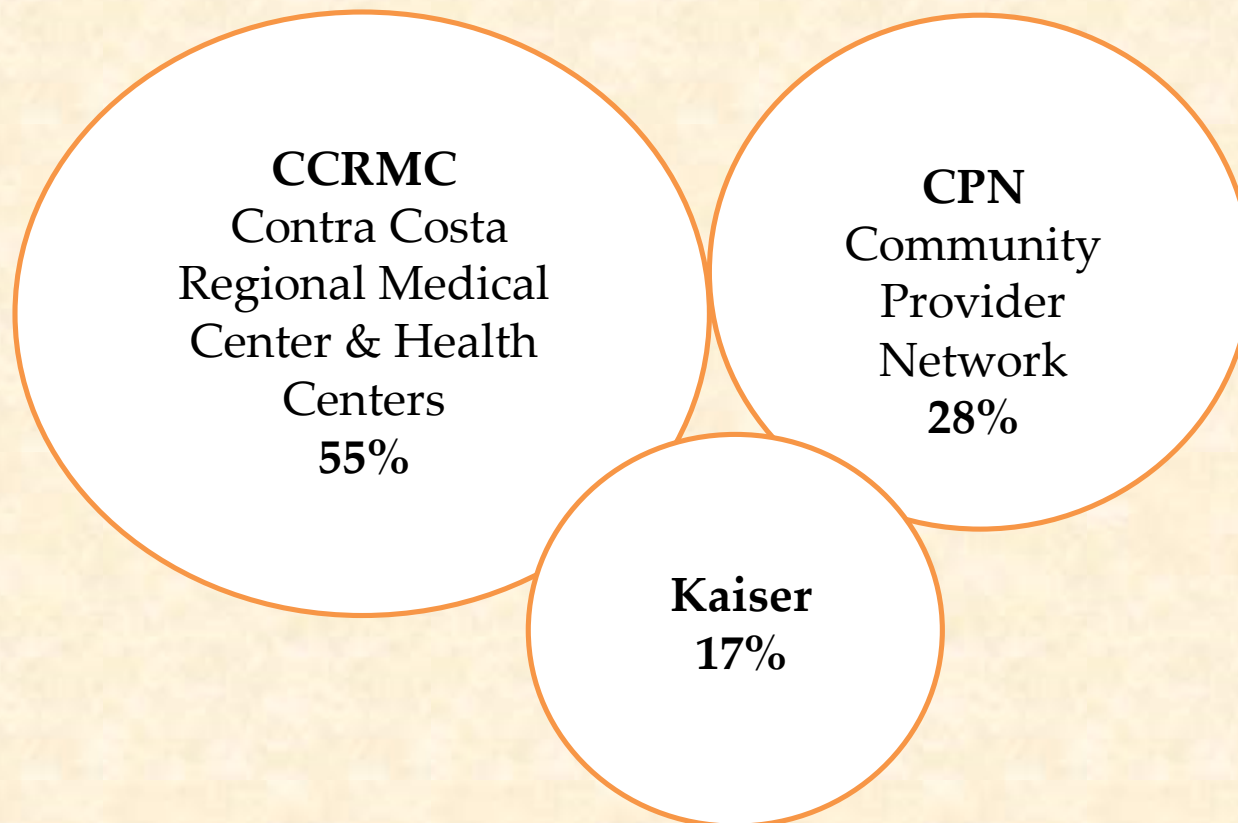


CCHP Facts

- Two Plan Medi-Cal Managed Health Care Plan with the contract with the Department of Health Care Services
- The oldest County-sponsored Federally Qualified Health Maintenance Organization (HMO) in the country. Currently has multiple product lines – Medi-Cal, Commercial, IHSS
- An integral entity within the Contra Costa County Health Services Department (CCHS) and has 45 years of collaboration with the County Public Hospital and Federally Qualified Health Center (FQHC) Ambulatory Health Center, as well as the Public Health, Mental Health, and Substance Abuse Divisions within the Health Services Department.
- Knox-Keene Licensed
- NCQA approved Health Plan.
- URAC accredited for the 24/7 Advice Nurse
- Over 200,000 of Medi-Cal and Commercial members (88% are Medi-Cal)
- CCHP has 2 Primary Care Networks and a Specialty Care Network choices of Provider Networks with 88% of all Medi-Cal Managed Care in County.
- Contra Costa Regional Medical Center (CCRMC)
- Community Provider Network (CPN)
- Kaiser Permanente (for former Kaiser members in Medi-Cal)

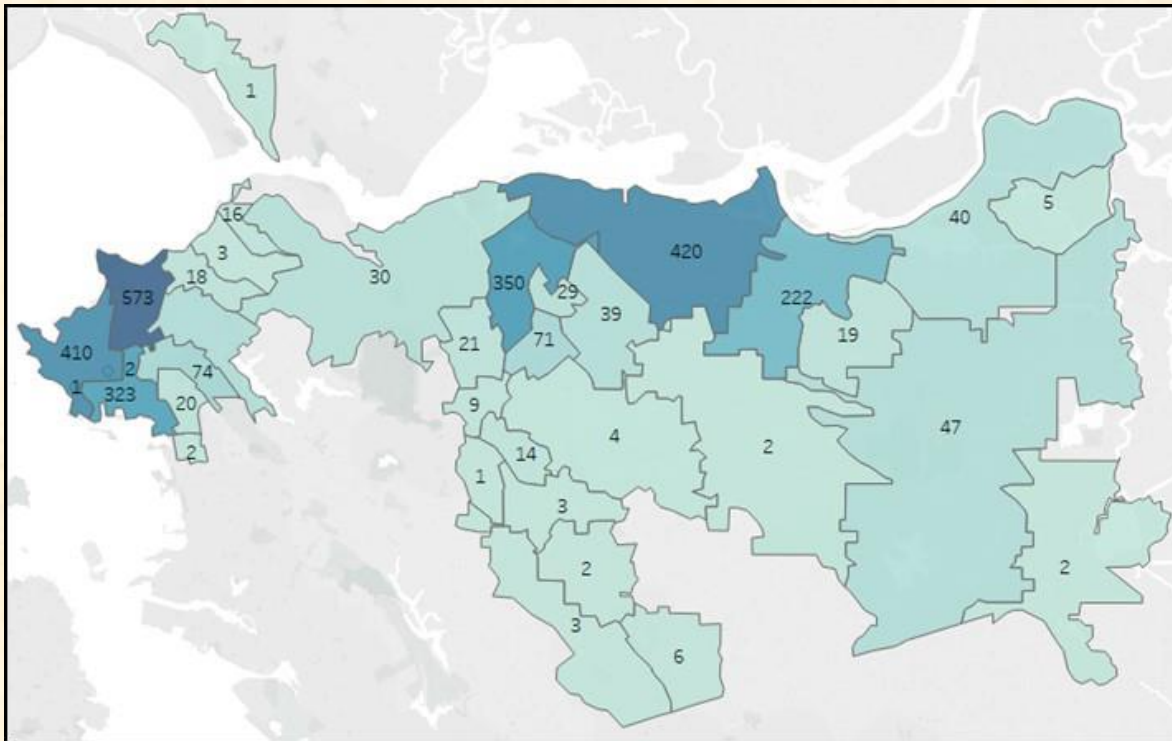


CCHP Provider Network: The distribution of members among our two primary care network and specialty network



Medi-Cal Members

CCHP Medi-Cal membership of over 185,000 members.
Most of the Medi-Cal membership live in East, Central, then
West County.



Benefit Design for Medi-Cal Transportation Services

- Non-Emergency Transportation
- Emergency Transportation
- Non-Medical Transportation



Evolution of the Transportation Workgroup

- Originally started meeting in 2018 to discuss how to incorporate taxi companies billing into encounter data
- Examined the current Transportation Department workflow that was tedious and not captured in ccLINK
- Started to review the various contracts and saw the deficiencies
- Reexamined the capitated arrangements with Pro Transport that were not meeting our needs



NMT/Care Management

- **NMT Challenges**

- Paratransit application
- Non-CCHP Staff (promising higher level of transportation than approved by NMT)
- Non CCHP created flyers
- High volume of requests for NMT /Last minute requests
- Confusion of NEMT vs NMT
- Current manual process



- **Goals/Future of NMT**

- Automation of NMT Process
- Clipper Card/ Bart
- Ridesharing



Comparison of Options

Success Criteria	Current Process	Changes In-Process	Ideal State (Current Env)
Data Access/ Compliance	--	↑	+
Improved Member Experience	--	--	+
Shared Place for Transportation	--	↑	+
Reduce Barriers 2 Transportation	--	--	↑
Submit CMS 1500 to DHCS	--	--	+
Ability to Scale	--	--	+
BART/Clipper	--	--	↑
Within Budget	↓	↓	+

Current Process Overview

Member Services Call Center
877-661-6230

INSURANCE COMPANY NAME		COVERAGE TYPE
MEMBER NAME: JOHN DOE MEMBER NUMBER: XXX-XX-XXXX		EFFECTIVE DATE: XX-XX-XXXX
GROUP #: XXXXXXX-XXX-XXX	PRESCRIPTION GROUP #: XXXXX	
PCP CO-PAY: \$15.00 SPECIALIST CO-PAY: \$25.00 EMER. ROOM CO-PAY: \$75.00	PRESCRIPTION CO-PAY: \$15.00 GENERIC \$20.00 NAME BRAND	
MEMBER SERVICES: 1-800-XXXX-XXXX CLAIMS/INQUIRIES: 1-800-XXXX-XXXX		

Option #4



Non-Emergency Medical Transportation (NEMT)
Authorizations, Referrals & Hospital Admissions?

Transfer

CCHP Non-Medical Transportation (NMT) Unit

NMT Direct Phone #
855-222-1218



Clerk

Screen and Forward

Member Services Counselor

Complete Documentation

Supervisor

Approves Type of Transportation

Months Behind

HPAR
Health Plan
Auth Rep

Updates cclink

Clerk

Books Rides
Send Docs

3-5 Days

Changes In Process

PDF Transportation Intake Form replaced by Questionnaire in ccLink

Member Services Counselor



Complete Documentation

Pros

PDF Form (7mins)

Fewer Questions
Less Time to Complete

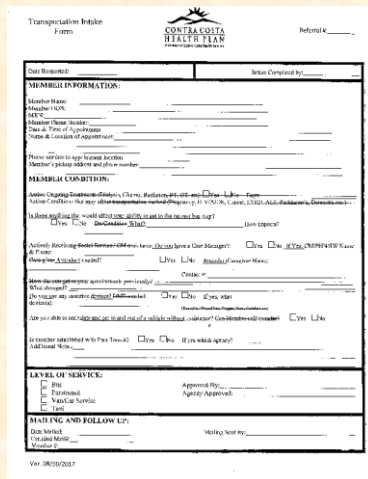
ccLink Questionnaire (~10mins)

Reduced Data Entry
Improved Data Quality
HPAR can support other Areas

HPAR
Health Plan
Auth Rep



3-5 Days



Epic POC Env
Unavailable until 5/17

Ideal State Overview

Self-Service



Approved Locations
based on Eligibility
and Programs

Mobile App
Mobile Website
Texts
MyChart/Appts
Desktop Browser



Member Services Call Center
877-661-6230



Member/
Client

Social Worker, Case
Manager, etc.



Health Services ALL Transportation Team

CCHP Appointment
Unit



Flags
Transportation

CCHP Nurse Advice
Line



Provides Off
Hours Support

CCHP Transportation Unit



Books Ride in
Real-Time

5 Minutes

Transportation Operations

Jan 2018-May 2019

Total Members Served 7,116

Average Monthly Cost \$100,000

Travel Modes

- Taxi 14,410
- Bus 4,039
- BART TBD
- Specialty Vans 3,372
- Paratransit 10,232

Top Appt. Reasons for NMT

- MD Appointments
- Dialysis
- Mental Health Visits
- AODS Appointments (Methadone Clinic (aka BAART Clinic))
- Rehab Appointments (Physical Therapy, Occupational Therapy, Speech Therapy, Aqua Therapy)