EXECUTIVE COMMUNITY ADVISORY COMMITTEE (ECAC) - GOVERNMENT AFFAIRS UPDATE  
Monday, June 9, 2021

State Budget

On May 14th, Governor Newsom released his 2021-22 May Revise. The May Revise contains the revisions to the proposed state budget that the Governor released in January 2021. The May Revise includes updated spending and revenue estimates, as well as updated priorities and proposals. The Legislature must pass a budget by June 15 for Governor Newsom to sign into law before the fiscal year begins July 1. However, much of the detail will follow the signing of the overall budget, in the form of budget trailer bills. Most budget trailer bills are finalized after the passage of the main budget bill and usually follow in July and August (the budget trailer bills contain much of the details on how to implement the main budget concepts). However, based on the magnitude of spending proposed in the budget, the Legislature will likely have some concerns on the levels of spending, and the budget trailer bill releases could even extend to the fall. It is just unknown at this point.

Highlights of interest to L.A. Care Members are summarized below.

Medi-Cal Caseload Estimates
- The May Revise assumes that Medi-Cal caseload will peak at 14.5 million residents in 2021-22, representing over one-third of the state’s population.

Undocumented Older Adult Expansion
- The state currently provides full scope Medi-Cal benefits to income eligible residents under 26 years of age, regardless of immigration status. The May Revise proposes to expand full scope Medi-Cal coverage for adults 60 years and over regardless of immigration status no sooner than May 1, 2022. Approximately, 80,000 undocumented older adults will be eligible for coverage under this expansion.

Postpartum Eligibility Extension
- Starting April 1, 2022, California will provide postpartum benefits for an additional 12 months following the last day of pregnancy.

Medi-Cal Benefits
- **Doula Services** – Starting January 1, 2022 doula services will be added as a preventive benefit. It will include personal support services for pregnant individuals and families throughout the pregnancy, labor, and postpartum period.
- **Dyadic Services** – The May Revise includes a proposal to add dyadic services which provide integrated physical and behavioral health services.
• **Glucose Monitors** – Starting January 1, 2022, continuous glucose monitoring systems will be covered for enrollees that are 21 and older with Type 1 diabetes.

• **Over-the-Counter (OTC) Medications** – Starting January 1, 2022, adult acetaminophen and other OTC cough/cold medicines will be permanently covered.

• **Optional Benefits** -

  The following optional benefits will continue to be funded:
  
  - Community Based Adult Services (CBAS)
  - Multi-Purpose Senior Services Program (MSSP)
  - Adult dental services
  - Acupuncture
  - Optometry
  - Nurse Anesthetist’s services
  - Occupational and Physical Therapy
  - Pharmacist services
  - Diabetes Prevention Program

  The suspension of the following optional benefits will be removed and will continue to be funded:
  
  - Audiology and speech therapy
  - Incontinence creams and washes
  - Optician and optical lab services
  - Podiatry
  - Opioid and other illicit drug screenings and referrals

Community Health Workers

- Beginning January 1, 2022, Community Health Workers will be added to the class of skilled and trained individuals able to provide clinically appropriate Medi-Cal covered benefits and services.

California Advancing and Innovating Medi-Cal (CalAIM) Initiative

- The proposed budget includes the return of CalAIM – the name of the program that would replace the current Medi-Cal program waiver. The proposal sets aside $673 million in General Fund to support initiatives that could make it easier for patients experiencing physical and mental health issues, housing challenges, and substance abuse disorder to get more coordinated care.

CalFresh Expansion for Older Adults

- The May Revise includes $2 million ongoing to continue CalFresh Expansion outreach efforts among the state’s older population.

Housing and Homelessness

- The May Revise builds upon Governor Newsom’s $750 million investment from January and proposes a $9.3 million housing package. The proposal includes funding for rent relief, homeowner and rental assistance, affordable housing projects, among other investments.
• It also adds $2.1 billion in investments, for a total of $6.8 billion homelessness package. Investments include providing additional funding to the Homekey Program, affordable housing, funding to support student homelessness, encampment strategies and Project Roomkey. This includes $3.5 billion for behavioral health infrastructure to build 28,000 new housing or clinical beds.

**Broadband Access**

• As part of the federal American Rescue Plan Act and with federal funding, the state proposals to invest $7 billion in broadband access and building fiber networks, making internet more affordable and increasing access to high-speed service.

**Next Steps:**
Government Affairs will continue to monitor budget discussions and keep ECAC informed.
Overview

- Background
- ID card
- Member feedback
- Next steps
Background

• Improve the member experience through:
  ➢ L.A. Care provider data
  ➢ Urgent care and retail clinic locations
    ✓ 30% increase from 156 to 224 since 2019
  ➢ Enhance getting the care you need options through retail clinics, telehealth and Nurse Advise Line
  ➢ Contract with retail clinics and virtual healthcare services
Urgent Care and Retail Clinics

Total Number of Clinics for All Lines of Business as of May 2021

- Medi-Cal: 224
- CalMediConnect: 217
- LACC/D: 176
- PASC-SEIU: 65
ID Cards

• Contract changes
• Timely data
• Real estate on ID card
All Categories for Urgent Care Related Grievances

Data from January 1, 2019 to March 31, 2021

• Billing or Finance make up the majority of grievances with 439 of the 718 (61.1%) total complaints during this period

• Quality of Service related grievances totaled 103 (14.3%) followed by Quality of Care with 84 (11.7%) and Access to Care with 80 (11.1%)
Top G&A Urgent Care Related Categories

Data from January 1, 2019 to March 31, 2021

- Of the 718 Urgent Care Grievances that were recorded, 51% of them are due to three categories, all related to billing and reimbursement.

- The top four categories, which capture 57% of all grievances, are listed in the table below with their respective number of grievances.

<table>
<thead>
<tr>
<th>Top Themes/Categories</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing Discrepancy</td>
<td>197</td>
<td>27.4%</td>
</tr>
<tr>
<td>Balance Billing</td>
<td>94</td>
<td>13.1%</td>
</tr>
<tr>
<td>Reimbursement</td>
<td>78</td>
<td>10.9%</td>
</tr>
<tr>
<td>Member's Perception</td>
<td>43</td>
<td>6.0%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>412</strong></td>
<td><strong>57%</strong></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>718</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
PPGs with Most Grievances (20 or more)

Data from January 1, 2019 to March 31, 2021

- Health Care LA and the Department of Health Services facilities accounted for nearly 28% of total grievances.
  - HCLA and DHS account for 40% of L.A. Care Medi-Cal members

<table>
<thead>
<tr>
<th>PPGs with Most Complaints</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>HEALTH CARE LA, IPA</td>
<td>102</td>
<td>14.2%</td>
</tr>
<tr>
<td>CITRUS VALLEY PHYSICIANS GROUP</td>
<td>28</td>
<td>3.9%</td>
</tr>
<tr>
<td>ALLIED PACIFIC IPA, APIA</td>
<td>27</td>
<td>3.8%</td>
</tr>
<tr>
<td>EMPLOYEE HEALTH SYSTEMS MEDICAL GROUP</td>
<td>26</td>
<td>3.6%</td>
</tr>
<tr>
<td>ALTAMED HEALTH SERVICES CORPORATION</td>
<td>25</td>
<td>3.5%</td>
</tr>
<tr>
<td>COUNTY OF LOS ANGELES DEPT OF HLTH SERV</td>
<td>24</td>
<td>3.3%</td>
</tr>
<tr>
<td>HEALTHCARE PARTNERS MEDICAL GROUP</td>
<td>23</td>
<td>3.2%</td>
</tr>
<tr>
<td>ANGELES IPA, A MEDICAL CORPORATION</td>
<td>22</td>
<td>3.1%</td>
</tr>
<tr>
<td>PREFERRED IPA OF CALIFORNIA</td>
<td>22</td>
<td>3.1%</td>
</tr>
<tr>
<td>CITRUS VALLEY OUT OF ZONE</td>
<td>21</td>
<td>2.9%</td>
</tr>
<tr>
<td>GLOBAL CARE IPA</td>
<td>20</td>
<td>2.8%</td>
</tr>
<tr>
<td>DHS - TOTAL</td>
<td>96</td>
<td>13.4%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td>436</td>
<td><strong>61%</strong></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>718</td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
Next Steps

• Address cause of grievances
• Improve internal processes
• Enhance member information
• Collaborate with providers on improving the member experience
Thank you!
What is the Digital Divide?

Digital Divide: a gap between people who have access to computers & the Internet, and those who do not.

Here in the United States:

- Approximately 25% of all school age children do not have home internet access or an at home computer according to the NEA
- human-I-T helped 61,865 households get connected to affordable internet and 60,084 households get affordable computers

human-I-T is a nonprofit organization that provides internet & computers to fit your budget
human-I-T believes that through social entrepreneurship, opportunities are created for our world to become more inclusive, sustainable, and bold.

We inspire and empower people through technology and information to achieve their full potential.

This isn’t just our mission. It’s our purpose.
The human-I-T Connect team of subscription specialists make hard-to-find and difficult to get low-cost internet options accessible to your students and families.

- human-I-T’s specialists serve as advocates as they work with you to:
  - Choose the right internet plan for your family
  - Collect the necessary documentation to be accepted
  - Fill out the application on your behalf
  - Follow up with you and the provider until you get an install date

- Prices range from $10.00-$25.00 a month

- Some households may qualify for a FREE Chromebook laptop!

Apply: [https://human-i-t.org/request-internet/](https://human-i-t.org/request-internet/)
human-I-T Equip

Low-cost Computers

Qualified low-income households can purchase like-new refurbished devices at significantly discounted rates via hitconnect.org

Devices:

- As low as $100
- 1 year of warranty
- 1 year of Tech support
- Free shipping
- Add-ons are available*

* Additional fees apply.
Proof of Low-Income

Interested households must be able to provide the required low-income proof for the provider of their choice in order to qualify.

human-I-T will let you know what proof is needed based on the internet provider and address.

Such as: SNAP/EBT, SSI, MediCal/Medicaid, NSLP
human-I-T Include

Computer Course

Our Digital Literacy program is a FREE self-paced online course where you can learn basic computer skills such as:

- How to use a mouse
- Keyboard Basics
- What is an operating systems
- How to use the internet safely
- How to create & use Email

Sign up: human-i-t.org/request-digital-literacy
EBB Internet Offering

$85 25 mbps unlimited data, no throttling, mobile hotspot on the Sprint/T-mobile Network

Subscribers will also receive:

- Free service until the program runs out
- 1 year of free technical support
- 9 month manufacturer’s warranty

After the program ends:

- Subscribers can continue their service for $14.99 per month on a no contract, pay as you go basis
EBB Device Benefit

Subscribers to our hotspot offer can also redeem their device benefit through human-I-T

Subscribers will receive a one-time $100 off coupon for our e-commerce site.

The coupon can be redeemed on refurbished Chromebooks and other laptops between $110 and $149.99.

*Options may vary*
Contact us | Contáctenos

Text | Texto: 562-372-6925
Call | Llame: 888-391-7249
Visit | human-i-t.org/request-internet

Hablamos español