L.A. Care

HEALTH PLAN®

15 Years and One Million Members Strong

15TH ANNIVERSARY REPORT
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As L.A. Care Health Plan celebrates 15 years of providing health care to Los Angeles County’s most vulnerable populations, we have the opportunity to reflect upon our successes and lessons learned while preparing for the future.

In the pages that follow, we feature the essence of what sets L.A. Care apart — from our close connection with our members and the communities we serve to our commitment to the health care safety net. Our belief that everyone in Los Angeles County deserves quality health care helps us focus on what is best for our members and providers while wearing several hats — as a health care partner, innovator and grantmaker.

With more than one million members, L.A. Care has solidified its position as the largest not-for-profit Medicaid health plan in America. But being the largest alone is not a title of distinction — L.A. Care strives to be the best Medicaid health plan in the nation.

Over the past 15 years, L.A. Care has proven that Medi-Cal health services can be provided effectively and efficiently and, as such, has served as a model for managed care. That’s why L.A. Care is frequently asked by the State and County to assume additional responsibilities and embrace new and vulnerable member populations, most recently in preparation for implementing federal health care reform.

L.A. Care faces many opportunities and challenges in the years ahead. Medicaid expansion proposed by the federal Affordable Care Act, the California Health Benefit Exchange and California’s Pilot Program for Dual Eligibles are among the projects on the immediate horizon. L.A. Care is prepared to approach them with continued commitment, enthusiasm, efficiency and effectiveness on behalf of all our members and community.
During its first 15 years, L.A. Care has grown from a bold experiment into an established, widely respected and positive force in the Los Angeles County health care system. It has been an experiment in risk-taking, raising the bar and creating a public health plan that equals and surpasses commercial plans. I believe that at this juncture, we can say we have thus far succeeded well beyond expectations.

L.A. Care was created as part of a state health care reform effort, the Medi-Cal Two-Plan Model, in which a locally-developed health plan competes against a commercial health plan. It was hoped that such competition, along with other provisions such as committing the public plan to support the safety net, would result in improved access to primary and preventive health care services, better coordinated quality care, and a stronger network of the community clinics and hospitals that form the health care safety net in Los Angeles County.

In the beginning, L.A. Care focused on serving low-income children and mothers through Medi-Cal and then Healthy Families. In 2003, L.A. Care co-convened the Children’s Health Initiative of Greater Los Angeles to launch Healthy Kids, a comprehensive health insurance program for children who do not qualify for state-sponsored health insurance.

To safeguard consumer choice and ensure the quality of health plans serving Medi-Cal patients, L.A. Care launched its direct Medi-Cal line of business in 2006. This line of business received a significant increase in membership in January 2012 when more than 130,000 members transitioned from Los Angeles County’s Community Health Plan. The transition is just one more way we are supporting the County’s efforts to build an even stronger safety net and become a health care provider of choice for Los Angeles County residents.
We introduced the L.A. Care Health Plan Medicare Advantage (HMO SNP) in 2008 for individuals who are eligible for both Medi-Cal and Medicare. This plan serves those who have complex health care needs and are highly vulnerable, such as seniors and people with disabilities. A unique feature of this plan that I find particularly appealing is a personalized service for members, called “Health Navigators.” Specially-trained, multilingual staff is available to help schedule doctor’s appointments, coordinate care and answer member questions.

L.A. Care’s experience, insight and expertise with this product line prepared us for the transition of seniors and people with disabilities (SPDs) into Medi-Cal managed care in 2011 as mandated by the State and the Federal 1115 waiver. L.A. Care’s experience not only guided our decisions on how to best coordinate care for SPDs but also informed the State on how to best conduct the transition of SPDs into managed care.

Today, due to our continuing growth, L.A. Care stands at more than one million members and counting, and we are now preparing for a new challenge. In April 2012, L.A. Care was selected by the State to participate in a three-year pilot project in which individuals eligible for both Medicaid and Medicare (Dual Eligibles) will be enrolled in managed care health plans to receive coordinated, comprehensive health services. Dual Eligibles — generally both elderly and low-income — are among the most vulnerable individuals we serve. This new integrated care model provides significant opportunities to improve health care access and quality, and reduce expenditures for this high-cost and high-need population. The pilot project is set to begin in January, 2013.

The health care challenges in Los Angeles County are daunting and among the most complex in the country. L.A. Care has confronted these challenges successfully, in part because we have a constituency-based Board of Governors that represents consumers, Los Angeles County, hospitals, clinics, health plans and physicians. Together, we have shown that a public plan can rival or surpass its commercial counterpart in quality and innovation.

From our 15 years of service, policymakers in Sacramento, Washington D.C. and throughout the country can now look to L.A. Care as a model for delivering quality, affordable and culturally competent health care to low-income populations.

Our growth has been strategic, aligned with our core mission, and an extension of what we originally set out to do — meet the health care needs of the most vulnerable residents of Los Angeles County while supporting the health care safety net. I am proud to be part of this important, pioneering organization.

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Sincerely,

Walter Zelman, PhD
As L.A. Care celebrates our 15th anniversary and now provides services to more than one million members — one out of every 10 Los Angeles County residents — we know that business as usual will not produce better results.

That’s why L.A. Care has always been at the forefront in developing innovative programs designed to provide high quality health coverage to the most vulnerable populations. In truth, this would be our approach even if our members were not low-income children and families, seniors and people with special needs. Everyone deserves access to health care, and that is what L.A. Care provides.

L.A. Care has made tremendous progress from our humble beginnings to today. As we have grown in size, we have matured. We have learned from mistakes, studied industry trends from around the country and adapted best practices to ensure operational transparency. Most of all, though, I believe that during our 15 year history of serving Los Angeles County, we have consistently developed innovative quality improvement initiatives that benefit all of our stakeholders — from our members, doctors and other health care providers, to the Los Angeles County Department of Health Services, our Plan Partners, community collaborators and the community at large.

As I reflect on this organization’s history and ponder whether we have remained true to our core mission, some of our pioneering approaches stand out for me:

• We ask our 11 Regional Community Advisory Committees to be our eyes and ears in the communities we serve. Because of their own accountability to their families, neighbors, colleagues, associates and friends, they bring us credibility and ensure that we are authentic and focused.
Early on, we embraced health information technology as a powerful and important tool that can coordinate care, manage population health, deliver evidence-based medicine of consistent quality and provide the right treatments at the right time. As the recipient of a significant federal technology grant, L.A. Care operates HITEC-LA, which helps Los Angeles County doctors adopt and use electronic health records (EHRs) in a meaningful way. L.A. Care is the first health plan of only two in the nation to operate a Regional Extension Center.

America’s health care system has long demonstrated that technology alone isn’t enough. So, on the frontlines are our doctors and other health care providers. Their interactions with our members are key to our success as a health plan. For that reason, we have developed creative incentive programs to improve the quality of medical care, physician satisfaction and clinical data reporting, in an effort to keep doctors and specialists from leaving the Medi-Cal network. Among the first public plans to implement a private sector style physician incentive program, a study by the Urban Institute found that L.A. Care’s physician incentive program led to an uptick in well-child visits beyond normal trends.

In an effort to better match payment with the financial risk that providers who care for sicker or older populations take on, L.A. Care launched an ambitious new contracting program to adjust payments to provider groups based on the age and sex of the membership they serve in L.A. Care’s directly contracted Medi-Cal network. We are now implementing an entirely new payment method to better align the interests of doctors, hospitals and the health plan. This will encourage an even greater level of responsiveness to our members and other stakeholders in the new health care reform world.

Today, we are perhaps most often described as, “America’s largest public health plan.” As you read about our achievements and accomplishments in the pages to follow, however, I hope you will agree that L.A. Care is also a leader in new and innovative approaches to health care, and a national model for how local managed care can be done successfully.

I’m confident that our successes and lessons learned over the past 15 years have well prepared us for the challenges that we will face with the full implementation of the Affordable Care Act in 2014.

Sincerely,

Howard A. Kahn
Since we opened our doors in 1997, membership growth at L.A. Care had been increasing at a steady pace. Over the past two years, however, the national economic downturn and its impact on already financially-challenged individuals and communities have caused our membership to increase dramatically. This, coupled with new members choosing L.A. Care, and the successful development of new product lines, has pushed us over the one million member mark.

**Significant Enrollment Changes**

Contributing to L.A. Care’s rapid growth is our move to meet the State of California’s request that we help coordinate care and control costs for its most vulnerable residents — seniors and people with disabilities (SPDs). Under the 1115 Waiver, L.A. Care has been enrolling these individuals into Medi-Cal managed care since June 2011. We expect to enroll a total of 115,000 SPDs by June 2012.

In January 2012, more than 130,000 members transitioned from Los Angeles County’s Community Health Plan to L.A. Care’s direct Medi-Cal line of business. The transition allows the Los Angeles County Department of Health Services to focus on ambulatory care restructuring and creating an infrastructure for a more collaborative public health care delivery system. This increased membership in L.A. Care’s directly contracted Medi-Cal network to more than 332,000.

In February 2012, L.A. Care assumed the administration of the County’s In-Home Supportive Services (IHSS) workers health coverage program. We are excited to serve more than 40,000 individuals who provide in-home support to Los Angeles County residents who require assistance with activities of daily living, thus allowing these individuals to continue to live independently.

The combined result: today, L.A. Care stands at more than one million members. We are the largest public health plan and the largest not-for-profit Medicaid plan in the nation. L.A. Care’s sizeable membership allows us to implement quality improvement initiatives and serve as a national model in the delivery of health care.
L.A. Care firmly believes that health information technology (HIT) saves lives, improves health outcomes and should be available to all. We are committed to ensuring that Los Angeles County’s safety net patients and providers in underserved communities are not left behind. L.A. Care has invested more than $10 million in grants, provider incentives, partnerships and learning collaboratives to promote the adoption of electronic health records (EHR), immunization and disease registries, ePrescribing and eConsult programs in our provider network.

Electronic Health Records – In 2010, the federal government awarded L.A. Care a $15.6 million grant to launch HITEC-LA, the only Health I.T. Regional Extension Center in Los Angeles County. HITEC-LA helps doctors adopt and use Electronic Health Records in a meaningful way. It guides practices through the entire implementation process, from deciding which system is right for them to workflow redesign and staff training.

Health Information Exchange
Health Information Exchange (HIE) is the secure electronic exchange of patient health information among multiple providers and locations in order to improve health care safety, quality, access and efficiency for all Californians. L.A. Care has leadership roles in several local and state committees and boards to promote HIE, including the Los Angeles Network for Enhanced Services (LANES) and Cal eConnect.

eConsult Program – To reduce patient wait times, L.A. Care invested $1.5 million to develop an eConsult system, an electronic physician-to-specialist consultation and referral system that is now available at nearly one in four clinic sites in Los Angeles County, including Los Angeles County Department of Health Services (DHS) health care facilities. By using the system, a diagnosis can more easily be made by a primary care doctor, and a specialist visit for the patient and the corresponding costs may be avoided. In L.A. Care’s eConsult pilot project, visits were reduced from 25 to 48 percent, depending upon the specialty.

Dr. Daniel Behroozan, Director at the Dermatology Institute of Southern California and eConsult pilot participant, experienced the benefits of eConsult: “eConsults enable immediate access to specialty care for patients who would otherwise have had limited access and would have had to wait weeks to be seen. This allows for quicker diagnoses, leading to better clinical results and healthier patients.”
At L.A. Care, we fulfill our mission by maintaining strong connections with our members and the neighborhoods we serve. One way of keeping our finger on the pulse is through our 11 Regional Community Advisory Committees (RCACs), which cover the entire county.

Each RCAC is represented by local L.A. Care members, doctors, nurses, nonprofit advocates and other health care providers. At meetings held six times a year, they provide us with invaluable insight into how we can best meet the needs of L.A. Care members and their communities. They in turn learn about such health care challenges as asthma and diabetes, and how to ensure they are getting the best health care possible.

The chairpersons from each RCAC form our Executive Community Advisory Committee (ECAC), which directly advises L.A. Care’s Board of Governors. L.A. Care is among very few health plans with a voting consumer member and a member advocate, both of whom are elected by L.A. Care’s membership to sit on our Board of Governors.

“Through L.A. Care, I can give the gift of health to the community,” says Hilda Perez, ECAC Chair and a graduate of L.A. Care’s Health Promoters program.
Grassroots Health Education
L.A. Care’s Community Health Improvement Project (CHIP), a grassroots health education effort, has successfully engaged more than 79,000 Los Angeles community members since its inception in 2009. Efforts focus on the importance of perinatal care, cancer screenings, child and adolescent wellness and obesity prevention. RCAC members participate in neighborhood meetings, school events and local health fairs, canvassing their communities where they are familiar and acknowledged leaders to provide health information to their neighbors and community members.

Neighbors Helping Neighbors
Through L.A. Care’s Health Promoters program, community members receive customized training on how they can provide their friends, families and neighbors with important linkages to health care resources and much needed health education. To date, more than 75 Health Promoters have graduated from the program, and thousands more have benefited from their new expertise.

Grooming Health Leaders
The sheer complexity of government and health care systems can be intimidating to anyone, but especially to those who are not trained advocates. Through L.A. Care’s RCAC Training Academy, RCAC members receive a six-week course on health care advocacy. The course is designed to give participants the skills and confidence to conduct legislative visits and public awareness campaigns. Participants are trained in public speaking, message development and health policy. Today, more than 150 L.A. Care members have completed the training and are actively engaged in advocacy work at both the local and state levels.

Nutrition & Exercise Outreach
Costly gym memberships, abundant cheap fast food options and a shortage of safe neighborhood parks are just a few obstacles to exercising and maintaining a healthy weight faced by low-income communities. To help overcome these challenges, in 2011 L.A. Care launched a pilot program with each RCAC conducting six free nutrition and exercise classes for Los Angeles County residents at community centers across the county. Nutrition classes covered topics such as the benefits of eating fruits and vegetables, proper protein portions and easy recipes using healthy ingredients. Among a total of 415 community participants, 60 percent completed all six sessions — indicating how much interest and engagement participants had in the sessions. Due to the success of the pilot, L.A. Care is expanding the program.
L.A. Care recognizes that availability of services does not always equate with accessibility to care. Nearly one in three Los Angeles County residents faces a language barrier which makes communication difficult in medical settings. Since its inception, L.A. Care has made accurate and culturally sensitive translation and interpreter services a high priority and a critical component of the quality health care received by its members.

L.A. Care provides interpreter services in more than 180 languages and a complete range of patient information in 10 threshold languages: English, Spanish, Armenian, Chinese, Farsi, Khmer, Korean, Russian, Tagalog and Vietnamese. To address vision and hearing challenges, L.A. Care’s member and health education materials are also available in alternative formats such as Braille and audio.

With a $1 million grant provided to the Los Angeles County Department of Health Services in 2007, L.A. Care worked with Rancho Los Amigos National Rehabilitation Center to expand its Video Medical Interpreter (VMI) system. The system provides quick and easy on-screen access to interpreter services for patients who have limited English proficiency (LEP).

“In the past my children had to act as my interpreters during medical visits because I do not understand English. It could get frustrating at times because they would not know how to explain a procedure or say the word correctly,” says Teresa Hernandez, a former spinal injury patient at Rancho Los Amigos. “Now, I have an interpreter who can see me on-screen and explain to me so that I understand. It helps to know that my feelings are also being expressed the right way.”
Rancho Los Amigos was the first hospital in Southern California and the first rehabilitation hospital in the world to implement a Video Medical Interpreter (VMI) system. The system has since been expanded to other Los Angeles County hospitals.

“L.A. Care serves a diverse population and strives to meet the challenges of accessing care for our members for whom English is not their primary language,” says Dr. Elaine Batchlor, Chief Medical Officer at L.A. Care Health Plan. “We support the use of new technology such as the video medical interpreter system, which uses virtual communication to increase member access to interpreters. Increased access helps improve quality of care, patient satisfaction and health care outcomes.”

In recognition of L.A. Care’s efforts to overcome cultural and language barriers, in 2009 the National Committee for Quality Assurance (NCQA) awarded L.A. Care the prestigious “Recognizing Innovation in Multicultural Health Care Award.” L.A. Care was recognized for its Health Disparities Improvement Project, which uses several strategies to improve the use of women’s health services among African-American and Latina women. Two-year trends show that the overall use of breast cancer screenings and other women’s health services (such as prenatal care, post-partum care and cervical cancer screenings) has improved among L.A. Care’s African-American and Latina members.

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Advocating for Health Care Reform

L.A. Care has been a strong advocate of both state and federal health care reform efforts for more than a decade. When the nation began to debate the Affordable Care Act (ACA) in 2008, L.A. Care was a leading voice in calling for a comprehensive approach with shared responsibility among payers, providers, individuals, businesses and the government.

L.A. Care’s Board of Governors set forth a series of health care reform principles, including universal health coverage, an individual health insurance mandate and support of a regional public plan option. In 2009, Howard A. Kahn, Chief Executive Officer of L.A. Care Health Plan, was asked to provide expert testimony before the U.S. House of Representatives Subcommittee on Health regarding how L.A. Care’s locally-based public plan approach can serve as a national model.

With the passage of the ACA, the nation is preparing for a significant increase in health coverage starting in 2014. The health care law includes an expansion of Medicaid to cover low-income individuals under 65 years of age and will provide much-needed health care services to millions of Americans who previously had no access to preventive care, chronic disease management tools or affordable prescription drugs.

The ACA is expected to provide health care coverage to an estimated 2.1 million uninsured in L.A. County, and to 30 million other Americans who are currently uninsured and underinsured. In heavily populated Los Angeles County — the epicenter of the nation’s uninsured — this means that an estimated 546,000 currently uninsured residents may be eligible for Medi-Cal starting in 2014.

In 2010, California was granted an 1115 Medicaid waiver by the federal Centers for Medicare & Medicaid Services. The waiver, called the “Bridge to Reform,” allowed the State to work with partners like L.A. Care to improve its health care system in preparation for the implementation of the major initiatives under the ACA.

As part of the waiver, the State of California began enrolling seniors and people with disabilities (SPDs) into Medi-Cal managed care in June 2011. The SPD population is one of our community’s most vulnerable populations, and we expect to enroll as many as 115,000 new SPD members by June 2012.

“Even after implementing the ACA provisions, L.A. Care recognizes that many will remain uninsured, particularly here in Los Angeles County, and our health care safety net will continue to face very real challenges,” says Howard A. Kahn. “L.A. Care is committed to continuing our support of Los Angeles County’s public and private safety net and working to ensure its protection.”
L.A. Care is committed to the Los Angeles County safety net and the patients these hospitals and clinics serve. To that end, L.A. Care created two recognition programs to acknowledge the efforts of safety net clinics and physicians, and to provide support for enhancing their customer service.

**Star Partners**

The L.A. Care Star Partner program allows eligible clinics to benefit from various promotional and marketing activities with L.A. Care, such as identification in its provider directory as a “Star Partner,” lobby signage and free co-branded promotional items. Clinics that are making an extra effort to enhance the member experience are also eligible for a $10,000 incentive for technical assistance and special consideration for public relations opportunities. Eligibility criteria include participation in staff trainings or pilot programs to improve health outcomes.

**Star Physicians**

The L.A. Care Star Physician program was created and launched in April 2011 as a result of the success of the Star Partner program. The Star Physician program is for physicians who meet specific criteria with the goals of improving quality of care and customer service.

“I am delighted to be an L.A. Care Star Physician, and to be recognized for achieving the high standards of care and service that we strive for each day,” says Rene A. Lim, MD of the Santo Nino Medical Clinic in the San Fernando Valley. “We’ve been serving low-income families since the 1990s; in fact, some of my patients are the children of children I treated when Santo Nino first opened. This has been a team effort, and our entire staff deserves credit for all they do to excel.”

This program allows Star Physicians to receive free co-branded promotional items such as the exclusive Star Physician logo lab coat, public relations opportunities, signage for patient waiting areas and a $5,000 practice support incentive.

“L.A. Care’s doctors and their staff members are making an extraordinary difference in the Los Angeles community by serving those most in need of health care.”

“I.A. Care’s doctors and their staff members are making an extraordinary difference in the Los Angeles community by serving those most in need of health care,” says Howard A. Kahn. “The L.A. Care Star Partner and Star Physician programs highlight their dedication and allow them to shine brightly.”
Maintaining the Gold Standard

Since 2008, L.A. Care Health Plan has maintained accreditation from the National Committee for Quality Assurance (NCQA), an independent, nonprofit organization that assesses and reports on the quality of the nation’s managed care plans.

NCQA accreditation assures our members that the care they receive and the physicians who provide that care meet or exceed the industry’s highest standards of quality.

Considered the gold standard of health plan accreditations, NCQA is the most rigorous, comprehensive and transparent accreditation program. It includes unbiased, third party reviews to verify, score and publicly report results. The NCQA accreditation process evaluates how well we manage quality throughout every part of our delivery system — physicians, hospitals, affiliated providers and administrative services — to continuously improve health care for our members.

L.A. Care’s NCQA accreditation demonstrates our success in continuously improving quality of care for our members.
As part of our commitment to improve the overall health of residents in Los Angeles County, L.A. Care has opened two Family Resource Centers (FRCs) in Lynwood and Inglewood.

By addressing health disparities in the communities we serve, such as asthma and diabetes, the FRCs engage and empower community members with the knowledge necessary to make informed choices about their health.

Open to Everyone
The FRCs are open to L.A. Care members as well as the entire community, offering free exercise and health education classes such as salsa dance aerobics, line dancing, Pilates and healthy cooking.

“Coming to class taught me how to buy healthy food at the grocery store, how to cook healthier at home and how to motivate my family to eat at home,” says Maria Lopez, a Lynwood FRC class participant. “I really enjoy cooking, and my kids no longer want to eat out all the time.”

“The FRCs engage and empower community members.”

Free Health Screenings
In addition to free classes, the FRCs frequently partner with local health providers and the Los Angeles County Department of Public Health for mammography screenings, flu shots and dental screenings. L.A. Care members can also receive personalized assistance with issues such as requesting a new doctor or ID card.

The Lynwood FRC opened at Plaza Mexico in November 2007 and the Inglewood FRC followed in July 2009. The FRCs have received nearly 100,000 combined visits since opening in 2007, and a recent survey shows that more than 93 percent of Lynwood FRC visitors are “Very Satisfied” with the quality of the classes they attend.

“I’ve never been given the health information I received here anywhere else,” says Lopez. “They know how to explain things to me, which is why I like coming here.”

Based upon the success of the first two FRCs, L.A. Care plans to open a third center soon in the San Fernando Valley.
Strengthening the Safety Net

In 2000, the L.A. Care Board of Governors created the Community Health Investment Fund (CHIF), to support projects that strengthen the safety net, improve community and public health and expand health insurance coverage for low-income individuals in Los Angeles County.

Since then, L.A. Care’s CHIF program has awarded more than $132 million in local grants and partnered with more than 140 public and community-based providers to increase access to much-needed health care services in underserved communities.

L.A. Care has created a number of special initiatives that respond to specific community needs in Los Angeles County, including:

- **Improving Infrastructure for Community Clinics** – Created by L.A. Care to honor a founding board member, the Robert E. Tranquada, MD Health Care Safety Net Awards enable community clinics to invest in strategic infrastructure improvement projects that help position them for long-term growth.

  “Our community clinics are the last line of defense for the low-income and uninsured,” says Dr. Robert Tranquada. “By helping clinics invest in health care infrastructure for long-term growth, we are strengthening the health care safety net in Los Angeles County.”

Projects that qualify for CHIF grant support include upgrading or acquiring information technology, purchasing medical equipment, remodeling to accommodate new capacity, training staff on new technology or techniques and the hiring of strategic consultants to help with long-term infrastructure planning and implementation of new programs.

“Our community clinics are the last line of defense for the low-income and uninsured.”
- **Ensuring Health Information Technology (HIT) Access for Doctors** – Another L.A. Care goal is to ensure that Los Angeles County safety net doctors and providers have access to the same technology tools and training as private providers. To date, L.A. Care has invested more than $6.4 million in grants and learning collaboratives that promote the adoption of electronic health records (EHRs) and other technology tools used by Los Angeles County health care providers.

- **Funding Oral Health Care** – L.A. Care is one of the largest funders of oral health services in Los Angeles County. Since 2003, L.A. Care has provided more than $9.1 million to provide oral health education, prevention and treatment services in low-income communities. This funding has helped safety net providers to start, expand and maintain dental services programs. It also has created a network of safety net oral health providers in Los Angeles County during a time of dramatic cuts in adult Medi-Cal dental coverage.

- **Improving Access to Health Care for Seniors and People with Disabilities** – Through the CHIF program, L.A. Care has invested more than $1.7 million to provide adjustable exam equipment to more than 60 percent of Los Angeles County’s safety net clinics. Additionally, L.A. Care has supported community programs that provide health education and help with accessing health care services to SPDs in their own language.

Through these CHIF-funded efforts, L.A. Care has greatly improved access and quality of care for hundreds of thousands of underserved individuals in Los Angeles County.
Growing to Meet Community Needs

When L.A. Care began 15 years ago, Medi-Cal was our sole line of business. Today, based on the growing needs in the communities we serve, L.A. Care offers health care to a range of eligible consumers in Los Angeles County through a variety of coverage programs.

Medi-Cal
Medi-Cal, California’s version of Medicaid, is a public program that covers low-income children and adults (including pregnant women, seniors and people with disabilities). Launched in 2006, L.A. Care’s direct Medi-Cal line of business provides consumers with choices and raises the bar on quality health care for all Medi-Cal beneficiaries. As of April 2012, L.A. Care’s direct Medi-Cal product line reached more than 332,000 members. L.A. Care also contracts with three Plan Partners to provide additional options to Medi-Cal members: Anthem Blue Cross, Care 1st Health Plan and Kaiser Permanente.
Healthy Families
Healthy Families is California’s implementation of the federal Children’s Health Insurance Plan (CHIP). Launched in July 1998, Healthy Families provides comprehensive health coverage to children in families that earn up to 250% of the federal poverty level, which is up to $57,625 for a family of four.

L.A. Care’s Healthy Kids
Healthy Kids is a low-cost health coverage program for children who do not qualify for Medi-Cal or Healthy Families and live at or below 300% of the federal poverty level, which is $69,150 for a family of four.

The program is locally funded by the Children’s Health Initiative (CHI) of Greater Los Angeles — a public-private partnership that provides fundraising, advocacy and policy action for the Healthy Kids program. The CHI has raised more than $170 million in support of the program, of which L.A. Care has contributed $91.6 million. As a founding partner and ongoing funder of the CHI, our efforts are focused on maintaining the health coverage made available to children enrolled in Healthy Kids, as well as exploring options to fund and sustain health coverage for all children.

L.A. Care Health Plan Medicare Advantage (HMO SNP)
In 2008, L.A. Care launched its first Medicare product for those eligible for both Medi-Cal and Medicare. These members, many of whom suffer from complex chronic health conditions, have access to an L.A. Care Personal Health Navigator who coordinates their Medi-Cal and Medicare benefits. They also receive 24-hour customer service, a free nurse advice line, in-home appointments, and peace of mind knowing that their health care needs will be met, any time of the day.

PASC-SEIU Homecare Workers Health Care Plan
In February 2012, the health coverage program for more than 40,000 In-Home Supportive Services (IHSS) workers transitioned to L.A. Care from Los Angeles County’s Community Health Plan. IHSS workers are an important part of our safety net. They enable our most vulnerable community members to remain in their homes by providing services such as meal preparation and personal care services.
L.A. Care Mission, Vision & Values

Our Mission
To provide access to quality health care for Los Angeles County’s vulnerable and low income communities and residents and to support the safety net required to achieve that purpose.

Our Vision
A healthy community in which all have access to the health care they need.

Our Values
We are committed to the promotion of accessible, high quality health care that:

- Is accountable and responsive to the communities we serve and focuses on making a difference;
- Fosters and honors strong relationships with our health care providers and the safety net;
- Is driven by continuous improvement and innovation and aims for excellence and integrity;
- Reflects a commitment to cultural diversity and the knowledge necessary to serve our members with respect and competence;
- Empowers our members, by providing health care choices and education and by encouraging their input as partners in improving their health;
- Demonstrates L.A. Care’s leadership by active engagement in community, statewide and national collaborations and initiatives aimed at improving the lives of vulnerable low income individuals and families; and
- Puts people first, recognizing the centrality of our members and the staff who serve them.
L.A. Care Leadership Group

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Chief Executive Officer

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Chief Medical Officer

Barbara Cook
Chief of Human and Community Resources

Gene Fernandez
Chief Information Officer

Augustavia J. Haydel, Esq.
General Counsel

Tim Reilly
Chief Financial Officer

John Wallace
Chief Operating Officer

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Supervisor, First District
Los Angeles County Board of Supervisors
Category: L.A. County/Board of Supervisors

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Edward R. Roybal Comprehensive Health Center
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