



L.A. Care
HEALTH PLAN®

HEALTHY WAY LA/MEDI-CAL EXPANSION TOOLKIT

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Medi-Cal Expansion Fact Sheet



Under the Affordable Care Act, Medicaid — or Medi-Cal in California — was expanded to include low-income adults without children. This is a major step forward for our state, especially for the low-income and uninsured individuals who struggle to get the health care they need and deserve. Coverage under the expansion began on January 1, 2014.

Medi-Cal currently provides health coverage for low-income individuals including families with children, seniors, people with disabilities, foster care youth, pregnant women and low income people with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. Thanks to the expansion, this program now covers low-income adults up to 138% of the federal poverty level, or \$15,856 a year for a single individual.

In Los Angeles County, an estimated 305,000 adults enrolled in the Los Angeles County Low Income Health Program, known as Healthy Way LA (HWLA), were transitioned into a Medi-Cal health plan on January 1, 2014. As one of two Medi-Cal health plans in Los Angeles County, L.A. Care received approximately 180,000 of these members. L.A. Care is excited and prepared to take on these new members.

Fast Facts

- L.A. Care is working closely with key stakeholders, including the County Department of Health Services, to ensure the Healthy Way LA transition goes as smoothly as possible.
- As Medi-Cal health plan members, those who transitioned from Healthy Way LA will have an expanded set of benefits and a broader network of medical home choices.
- HWLA members have the option to choose a new primary care physician. For those who didn't want to make a change, the large majority of HWLA members were able to keep their current physician or clinic. The County and L.A. Care are already reaching out to those limited few (fewer than 3,000) who won't be able to keep their current physician or clinic.
- As of January 1, all Medi-Cal beneficiaries are now eligible to receive expanded mental health benefits and substance use disorder services provided by the health plan.
- In addition to these benefits, L.A. Care members receive additional free services including a nurse advice line, health education, exercise classes and disease management programs.
- L.A. Care is accredited by the National Committee for Quality Assurance (NCQA), an independent, non-profit organization which ensures excellence in health care.
- L.A. Care is the largest publicly operated health plan in the country. With more than 1.4 million members – one out of every ten residents in Los Angeles County – L.A. Care is uniquely experienced in addressing the health care needs of Angelenos.

Medi-Cal Expansion/Healthy Way LA Transition Frequently Asked Questions



Q: What is Medi-Cal?

A: Medi-Cal is a federal- and state-funded health coverage program that provides needed health care services for low-income individuals including families with children, seniors, persons with disabilities, foster care, pregnant women, and low income people with specific diseases such as tuberculosis, breast cancer or HIV/AIDS. Thanks to the Medi-Cal Expansion, this program now covers all citizens and legal permanent residents, including adults without children, who have incomes up to 138% of the federal poverty level (FPL), or \$15,856 a year.

Q: What is the Medi-Cal Expansion?

A: Under the Affordable Care Act, Medicaid — or Medi-Cal in California — was expanded to include low-income adults without children who make no more than 138% of the FPL. Coverage under the expansion began January 1, 2014.

Q: What is Healthy Way LA?

A: Healthy Way LA is an early coverage expansion that provides no-cost health care coverage to low-income uninsured adult citizens and legal residents in Los Angeles County. It is California's Low Income Health Program for Los Angeles County.

Q: How will Healthy Way LA beneficiaries benefit?

A: As Medi-Cal health plan members, those who transitioned from Healthy Way LA will have an expanded set of benefits and a broader network of medical home choices. Because of significant crossover between L.A. Care and HWLA providers, the vast majority of HWLA members can keep their current medical provider if they choose.

Q: How will the transition occur?

A: On January 1, 2014, approximately 305,000 individuals enrolled in Healthy Way LA were enrolled into Medi-Cal. HWLA members received 90, 60 and 30 day letters from the state notifying them of the transition. They were given the opportunity to choose a new medical provider, or keep their current medical provider. They were enrolled in either L.A. Care or Health Net, based on their choice or current medical home affiliation.

Q: What challenges does the transition pose?

A: During transitions, challenges always exist, but L.A. Care is working closely with key stakeholders, including the County, to ensure the Healthy Way LA transition goes as smoothly as possible. We recognize that continuity of care is critical. By law, members can request 12 months of continuity of care visits with an existing provider, even if that provider is not contracted with L.A. Care. L.A. Care is taking that one step further – if a member shows up at a county Department of Health Services facility during the first quarter of the transition, L.A. Care and the member's IPA will honor that appointment, even if the member hasn't completed the necessary continuity of care paperwork.

Q: What new Medi-Cal services are offered in 2014?

A: New mental health benefits will be provided through L.A. Care for individuals with mild to moderate conditions, while the county Department of Mental Health will continue to provide specialty mental health services for individuals with more severe conditions. The new substance use benefits will be provided through the county Department of Public Health. These new benefits will help address a need for easier access to behavioral health services.

L.A. Care Healthy Way LA Transition Preparations



Effective January 1, 2014, an estimated 305,000 adults enrolled in the Los Angeles County Low Income Health Program, also known as Healthy Way LA (HWLA), were transitioned into a Medi-Cal health plan as a part of the Affordable Care Act. As one of two Medi-Cal health plans in Los Angeles County, L.A. Care received more than 180,000 of these members.

For the past year, we have been preparing for these new members:

- In addition to working closely with safety net clinic partners and other key stakeholders, L.A. Care has established a unique working partnership with the County Department of Health Services (DHS) to set up workflows, data exchange and training opportunities that will help ensure a smooth transition. The overall goal is to ensure members are able to keep their current medical home and that continuity of care is achieved.
- We recognize that continuity of care is critical. That's why we've worked out an agreement with DHS to ensure that HWLA members with a specialist or surgery appointment in 2014 that was scheduled at the time of the transition can keep it.
- For those who have more complex needs, we established a special HWLA Transitional Response Unit under Medical Management to ensure all needs are addressed appropriately and in a timely manner.
- Our Call Center has hired more than 50 new employees to handle the increased call volume, and all Call Center staff have received additional customized training to help these transitioning members. We also have "Health Navigators" who provide one-one-one help to members who need help navigating the health care system, scheduling appointments or addressing pharmacy concerns.
- We worked with DHS to access past clinical history data in order to identify the highest risk patients and try to shepherd them safely through the transition.
- L.A. Care is collaborating with DHS to ensure clear communication during the transition by creating "DHS Access Points" for HWLA members. The former HWLA Call Center will be able to help DHS staff and former HWLA patients navigate the transition to Medi-Cal, and provide warm handoffs to the L.A. Care call center.

L.A. Care Healthy Way LA Transition Preparations



- We are reaching out to the homeless service provider community and have retained an expert in homeless issues to find ways to identify and reach out to new members who are homeless.
- We have made technology improvements to ensure all key employees have access to the same member information in real-time.
- L.A. Care's goal is to identify all HWLA members with a new medical home and notify those Participating Physician Groups (PPGs) that are receiving those new members, to ensure continuity of care rules are followed.
- L.A. Care and DHS staff members were trained, with individual departments also receiving tailored operational trainings as appropriate. L.A. Care held an all-day training for all Participating Provider Groups, three on-site trainings for DHS staff, and additional sessions for hospitals, clinics, homeless human services providers, and Ryan White providers. Topics include the HWLA Transition, the Medi-Cal Expansion and new Medi-Cal health plan behavioral health benefits.

Medi-Cal Expansion Acronyms



ACA – The Affordable Care Act of 2010, also known as the Patient Protection and Affordable Care Act or Obamacare.

DPH – Los Angeles County Department of Public Health, which will provide new substance use disorder benefits.

DHCS – California Department of Health Care Services; the oversight agency for Medi-Cal.

DHS – Los Angeles County Department of Health Services (local public health care system and administrator of the HWLA program).

DHHS – U.S. Department of Health and Human Services.

DMH – Los Angeles County Department of Mental Health, which currently provides specialty mental health services to Medi-Cal beneficiaries

DMHC – California Department of Managed Health Care; provides regulatory oversight to HMOs operating in California.

DPSS – Department of Public Social Services (Los Angeles County).

EPSDT – The Early Periodic Screening, Diagnosis, and Treatment program is designed to improve the health of low-income children by financing appropriate and necessary pediatric services.

FPL – Federal Poverty Level. The Affordable Care Act simplifies the way that you calculate income for Medi-Cal. It creates a blanket disregard of 5% of FPL, so 133% is effectively equal to 138%.

HWLA – Healthy Way LA is an early coverage expansion program run by county DHS. All HWLA members transitioned into Medi-Cal on 1/1/2014.

IPA – Independent Physician's Association/Individual Practice Association

L1 – Aid code for Healthy Way LA members when they transitioned to L.A. Care for Medi-Cal coverage on January 1, 2014.

LIHP – Low Income Health Program, called Healthy Way LA in Los Angeles County.

LPRs – Legal permanent residents.

M1 – Aid code for low-income childless adults, including both non-HWLA newly eligible Medi-Cal members, and formerly covered by HWLA that will move from L1 after redetermination.

Medi-Cal Expansion Acronyms



MAGI – Modified Adjusted Gross Income. This is a different way of counting income to determine eligibility for Medi-Cal beneficiaries. It is simpler and more standardized than the current method because it is based on the same methodology used by the IRS for tax purposes. It includes an automatic disregard of 5% of FPL, which means that an income cutoff of 133% FPL is effectively 138% FPL. Children, parents, childless adults and pregnant women are MAGI-eligible. Seniors and people with disabilities are *not* MAGI-eligible and will continue to have their income assessed using the current methodology.

MCE – Medi-Cal Expansion.

MCP – Medi-Cal Managed Care Plans.

Medi-Cal – Medi-Cal is California’s Medicaid program, which is a federal- and state-funded health insurance program that provides low- and no-cost health, dental, and vision benefits to low-income families, the elderly and the disabled who qualify.

Medical Home – In HWLA, a medical home is the clinic where a member regularly receives primary care.

MHP – County Mental Health Plan.

PCP – A member’s primary care provider, or the primary care physician who is responsible for the coordination of a patient’s care.

PPGs – Participating Physician Groups/Preferred Provider Groups.

SBI – Screening and Brief Intervention for substance use disorders. A new benefit that will be offered starting in 2014 through the health plan by primary care providers.

SPD – Seniors and People with Disabilities (description of a category of Medicare or Medi-Cal members).

Health Care Reform Testimonials



“I was able to get the best care that I needed during and after my pregnancy through a great hospital.”

“It has helped me with information on being a first time Mom.”

“Easy access to the doctors we need.”

“More access to care.”



“Since I’m in a wheelchair I need lots of medical care to keep me healthy.”



“Having medical insurance makes me feel safe.”



“Medi-Cal helps me get the medication I need.”



“I feel better about aging knowing I can get the medical treatment I need to stay healthy.”

“Very important to have it.”

“I can have a longer life.”

“I wouldn’t miss my yearly check-ups.”

“Medical services for me and my kids while I’m unemployed.”

About L.A. Care Health Plan



Mission Statement

L.A. Care's mission is 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.

Overview

Committed to the promotion of accessible, high quality health care, L.A. Care Health Plan (Local Initiative Health Authority of Los Angeles County) is an independent local public agency created by the state of California to provide health coverage to low-income Los Angeles County residents. With more than 1.4 million members in six product lines, L.A. Care is the nation's largest publicly operated health plan.

L.A. Care Health Plan is governed by 13 board members representing specific stakeholder groups, including consumer members, community clinics, physicians, federally qualified health centers, children's health care providers, Los Angeles County Department of Health Services and local hospitals.

L.A. Care advances individual and community health through a variety of targeted activities including a Community Health Investment Fund that has awarded more than \$132 million throughout the years to support the safety net and expand health coverage. The patient-centered health plan has a robust system of consumer advisory groups, two Family Resource Centers that offer free health education and exercise classes to the community, and has made significant investments in Health Information Technology for the benefit of the more than 10,000 doctors and other health care professionals who serve L.A. Care members.

Programs

- **L.A. Care Covered™** – As a state selected Qualified Health Plan, L.A. Care provides the opportunity for all members of a family to receive health coverage under one health plan in the Covered California state exchange. Currently, more than 38,000 Los Angeles County residents have enrolled in the L.A. Care Covered program.
- **Medi-Cal** – In addition to offering a direct Medi-Cal line of business, L.A. Care works with three subcontracted health plans to provide coverage to Medi-Cal members. These partners are Anthem Blue Cross, Care 1st Health Plan, and Kaiser Permanente. Since 2012, L.A. Care has enrolled more than 170,000 Seniors and Persons with Disabilities as members, and as of January 1, an additional 164,000 Healthy Way LA members transitioned to L.A. Care's Medi-Cal program. Medi-Cal beneficiaries represent a vast majority of L.A. Care members.
- **L.A. Care Cal MediConnect Plan**– L.A. Care Cal MediConnect Plan provides coordinated care for Los Angeles County seniors and people with disabilities who are eligible for Medicare and Medi-Cal.
- **L.A. Care's Healthy Kids (0-5)** – Sponsored by First 5 LA and the Children's Health Initiative of Greater Los Angeles, Healthy Kids (0-5) provides health coverage for children who do not qualify for Medi-Cal, up to 300% of the Federal Poverty Level.
- **L.A. Care Health Plan Medicare Advantage (HMO SNP)** – The L.A. Care Medicare Advantage (HMO SNP) provides coordinated care for Los Angeles County seniors and people with disabilities who are eligible for Medicare and Medi-Cal.
- **PASC-SEIU Homecare Workers Health Care Plan** – L.A. Care provides health coverage to Los Angeles County's In-Home Supportive Services

Howard A. Kahn, CEO



Howard A. Kahn is Chief Executive Officer of L.A. Care Health Plan, a position he has held since 2001. L.A. Care is the nation's largest publicly operated health plan with more than 1.4 million enrolled members.

In addition to L.A. Care's product line work, Howard leads a coalition of more than 50 community organizations that have joined to create the Children's Health Initiative of Greater Los Angeles, an effort to provide health insurance to every low-income child in Los Angeles County. Launched in June 2004, the Initiative has successfully raised more than \$100 million through a public/private partnership, and is actively enrolling children in health coverage programs. Mr. Kahn also leads efforts by L.A. Care to reinvest millions of dollars in the community, with a special emphasis on strengthening the Safety Net.

Howard has more than 25 years of experience in healthcare, leading for-profit, not-for-profit and public organizations, with an emphasis on serving diverse and vulnerable populations. At CIGNA International, he was Senior VP for Latin America and Global Health, and as a VP at Aetna, he was responsible for the company's global health business, nationwide governmental managed care and managed health operations.

Mr. Kahn was founding president and CEO of The California Wellness Foundation, a \$1 billion foundation whose mission is to promote health and prevent disease in underserved communities. He was also the founding chief executive officer of the Health Plan of San Mateo, a public, non-profit HMO.

Howard is the former chair of the California Association of Health Plans. He was the first public plan CEO to hold that position and still serves on their board. He is also former appointee of Governor Schwarzenegger to the California Mental Health Services Oversight and Accountability (Prop. 63) Commission. In addition, Mr. Kahn is past board member of Cal eConnect, a nonprofit organization founded to develop and support health information exchange policies and services in California.

Currently, Howard serves as a board member for the Charles Drew University School of Medicine, Insure the Uninsured Project and the Latino Coalition for a Healthy California. He also chairs the Association for Community Affiliated Plans Board of Directors.

Mr. Kahn pursued undergraduate studies at Harvard, received his Bachelor's degree in Development Studies from UC Berkeley and his Master's degree in Public Affairs from the University of Minnesota's Humphrey Institute.

Howard is married with three college-aged children, and lives in South Pasadena, California.