



L.A. Care  
HEALTH PLAN®

For All of L.A.

# TTECAC Meeting Presentations

October 9, 2024



**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
SINCE 1997

# Strategic Vision 2024/25 – 2026/27



**L.A. Care**  
HEALTH PLAN®

**For All of L.A.**

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**Senior Director, Strategic Planning**

# Strategic Planning Process



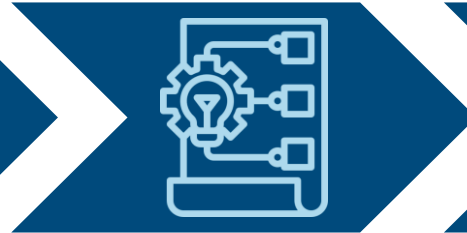
## Research & Discovery

- State, Federal policy
- Competitors
- Market pressures



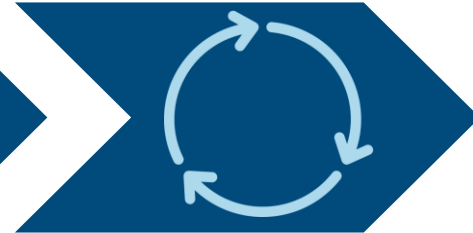
## Key Informant Interviews

- Senior staff at L.A. Care
- TTECAC meeting minute review



## Drafting

- Common themes
- Issues
- Projects



## Feedback

- Employee and leadership review
- Board of Governors



# Strategic Directions

Improve **operational efficiency**.



Support a robust **provider and partner network** to ensure their capacity to address our members' health and social needs.

Improve the **member experience** with L.A. Care and the **quality** of care members receive.



Serve as a **national leader** in promoting equitable health care to our members and the community and act as a catalyst for community change.



# Operational Efficiency



 Develop and retain strong leaders

 Systems improvements for all core functional areas

 VOICE Customer relationship platform

 Provider workflow platform

 Cloud-based data ecosystem



# Provider and Partner Capacity



 Plan Partner collaboration

 Direct Network growth and support

 Field medicine

 Enhanced Care Management and Community Supports



# Member Experience and Quality



 Expand capabilities of Community Resource Centers

 First call resolution for members through CSC

 Launch Medicare Advantage product

 Grow and retain membership in all lines of business

 Touchpoint reform

 Quality performance – Stars, MCAS – for all products

 Improve coordination and Population Health Management



# National Leader



 Culture of equity and diverse workforce

 Advocate for equitable and sustainable funding

 Promote equity and health equity

 Intentional AI development

 Elevating the Safety Net and community investments





# Next Steps



**Reporting:** Depending on tactic, qualitative and/or quantitative reports will be collected on a quarterly basis



**Accountability:** Reports will be shared with the Board of Governors and L.A. Care staff

