



L.A. Care
HEALTH PLAN®

For All of L.A.

TTECAC Meeting Presentations

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



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Closing Care Gaps & Improving Patient Care: L.A. Care At-Home Test Kit Initiative



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Background

Why test kits?

- Provide care directly to member in the *comfort of their own home*.
- Overcome barriers such as:
 - Transportation
 - Appointment availability
 - Appointment hours
 - Fears and anxieties around screenings
 - Missed screenings from COVID-19 pandemic
- L.A. Care began the process to find a vendor for at-home test kits in the Summer of 2022.



Partnership with ixlayer & Walgreens

- L.A. Care is partnering with **ixlayer** and **Walgreens** to provide at-home test kits.
 - ixlayer is *the leading provider of cloud-based platforms empowering diagnostic testing* for greater operational efficiency, patient access and improved outcomes.
 - Walgreens is an *integrated healthcare, pharmacy and retail leader* with a 170-year heritage of caring for communities.
- L.A. Care executed a **three-year contract** with ixlayer and Walgreens in October 2023.
 - *ixlayer shall provide:*
 - At-home test kits to members
 - Distribution of test kit results to members, providers and health plan via mail, fax and online portal
 - Call center support for members
 - Outreach to members and providers via mail, fax, email, and phone calls
 - *Walgreens shall provide:*
 - In-person support to members with completing/replacing/shipping test kits



ixlayer

Walgreens



At-Home Test Kits

- **L.A. Care will distribute kits to members in:**

- L.A. Care Medicare Plus
- L.A. Care Covered
- Medi-Cal – *disparity focus*



- **At-Home Test Kits include:**

- Fecal Immunochemical Test (“FIT”) → Colorectal Cancer Screening
- Hemoglobin A1c (“A1c”) → Hemoglobin A1c Control for Patients with Diabetes
- Urine Albumin-Creatinine Ratio (“uACR”)/Estimated Glomerular Filtration Rate (“eGFR”) → Kidney Health Evaluation
- A1c + uACR/eGFR Combination Kit

- Expected launch date: *late November/early December 2023*



Barriers to at-home sample collection

There are a lot of reasons why members may not collect their sample

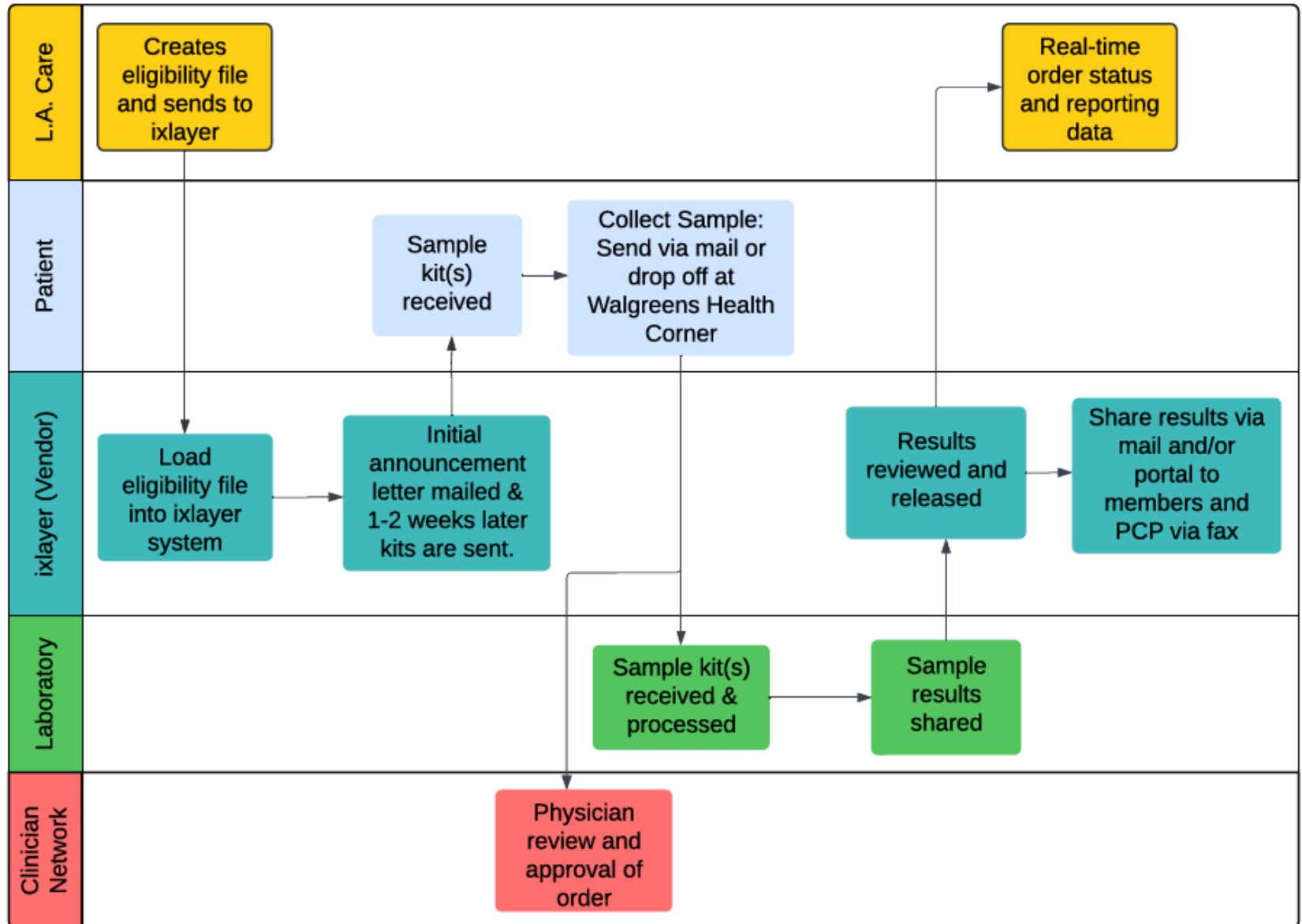


We hope to increase the number that do

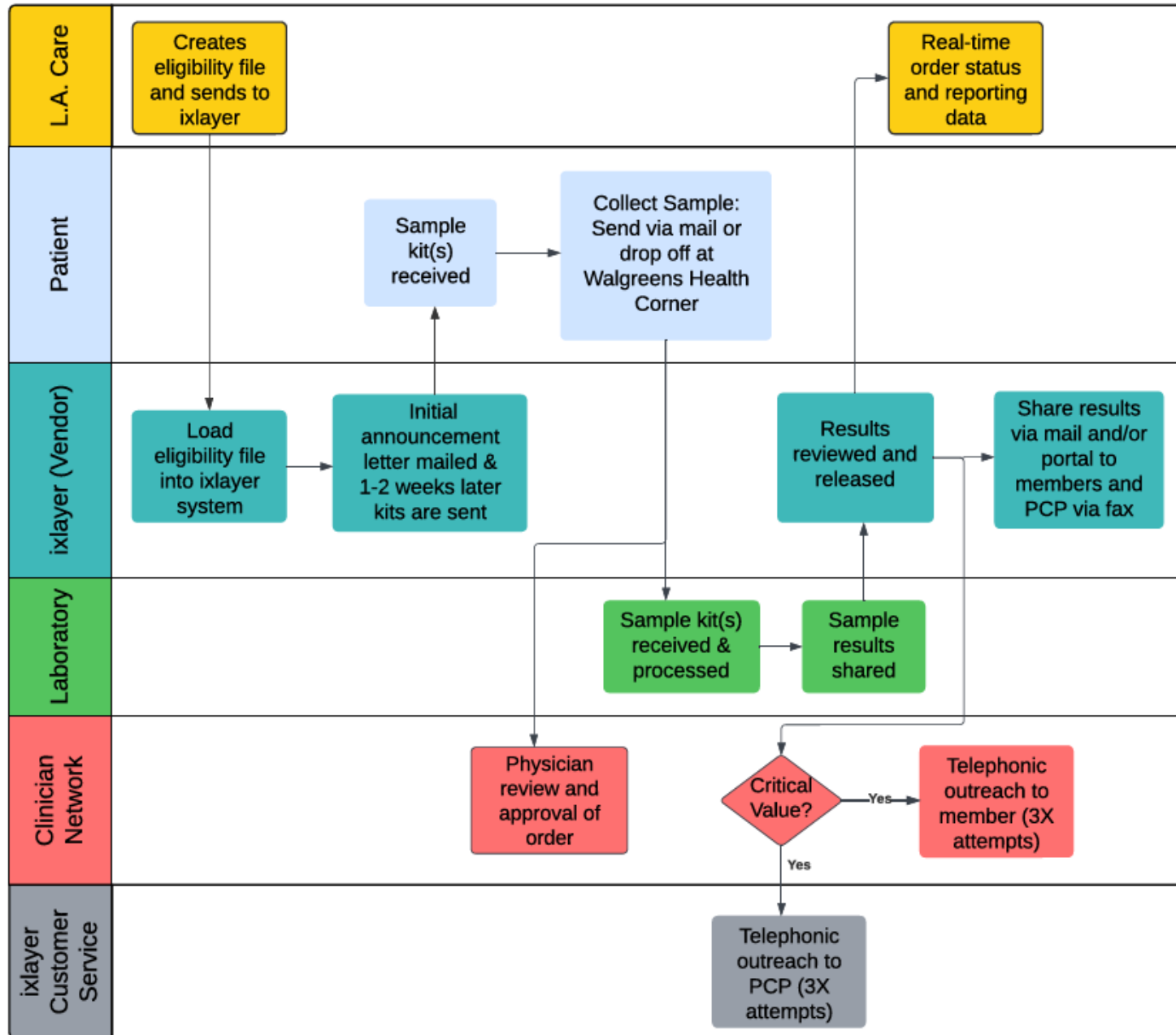
- ✓ Reminder messages to address concerns
- ✓ Walgreens in-person option
- ✓ Support phone number and email
- ✓ L.A. Care branding for credibility
- ✓ Options for support in different languages
- ✓ Incentives for completion (TBD where appropriate and allowed)
- ✓ Provider outreach to let them know



Normal Value Test Result Workflow



Critical Value Test Result Workflow



Member Workflow Details

- **Member:**

- *Announcement Letter:* Notifying members they will be receiving a test kit, how to sign up for member portal.
- *Reminder messages:* Multi-channel campaign to remind members to collect their sample and ship it back to the lab.
- *Sample Collection/Drop Off:* Includes instructions and prepaid return label (2-3 days shipping).
- *Support Options:* Designated customer service line and Walgreens Health Corner.
- *Results Letter: 3-5 days*
 - Result summary, information about the result and suggestions. Directs member back to provider to determine what they recommend and next steps.
- *Critical Value Result Call: 3 days after results*
 - Members are called (3 attempts) by a clinician who will discuss the result value with them and direct them to make an appointment with their PCP for care.



Provider Workflow Details

- **Provider:**

- *Results Fax: 3-5 days*

- Using the fax number on file with L.A. Care PCP offices will be faxed member results.

- *Critical Value Result Call: 3 days*

- If a member has a critical value result, customer support from ixlayer will reach out to PCPs (3 attempts).
- This PCP is the one assigned to the member through L.A. Care.

- *Critical Value Result:*

- HbA1c = or >9%
- A positive FIT kit
- eGFR <60 and/or a uACR = or >30

