



L.A. Care
HEALTH PLAN®

For All of L.A.

TTECAC Meeting Presentations

July 10, 2024



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



Increasing Access to Mental Health Treatment in L.A. County Schools



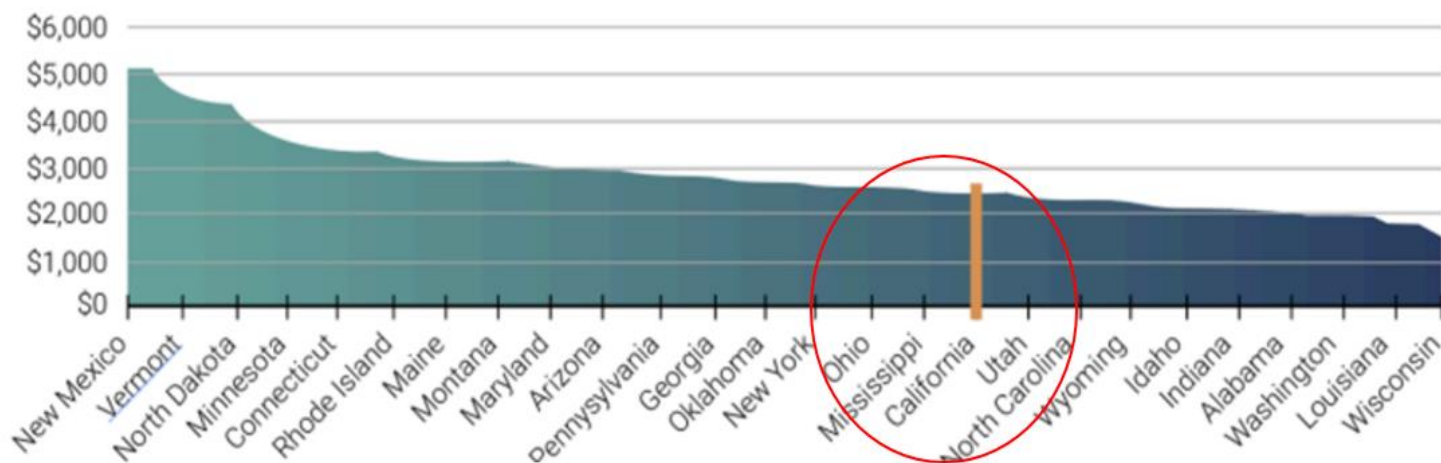
L.A. Care
HEALTH PLAN®

For All of L.A.

Michael Brodsky, MD

July 2024

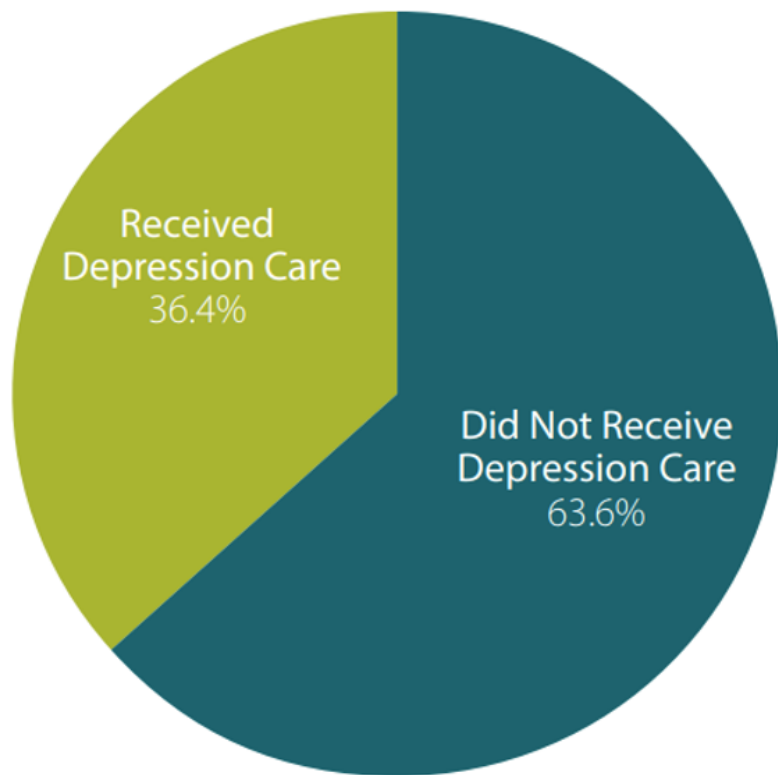
California Ranks 41st in Medicaid Spending Per Child



Source: California Children's Trust, CHCF (2018)



California Adolescents Receiving Depression Treatment 2016-19

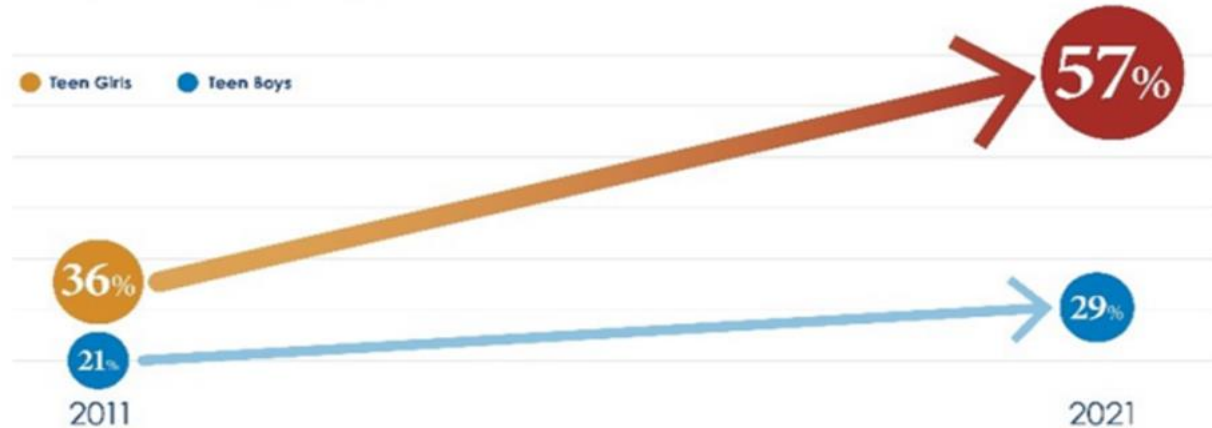


CHCF, "Waiting for Care" (2022)



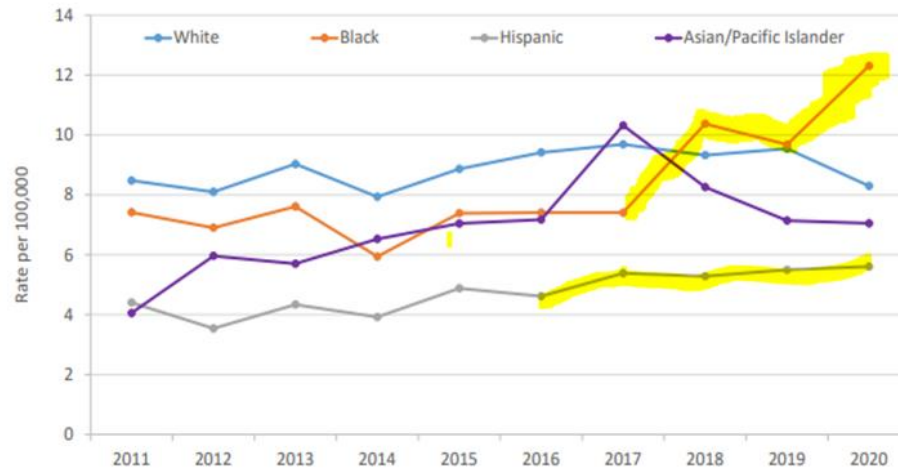
Centers for Disease Control

TEEN GIRLS WHO PERSISTENTLY **FELT SAD OR HOPELESS** INCREASED DRAMATICALLY FROM 2011 TO 2021



California Department of Public Health

Suicide Rates (Risk) among Youth (Ages 10-24) by Race/Ethnicity in CA, 2011-2020



Source: 2011-2013 deaths: CDPH, Death Statistical Master File (DSMF); 2014-2020 deaths: CDPH, CA Comprehensive Master Death File (CCMDF); CA Dept. of Finance P-3 Population Projection File (2010-2060)

Center for Healthy Communities
Injury and Violence Prevention Branch



Department of Health Care Services (Medi-Cal)

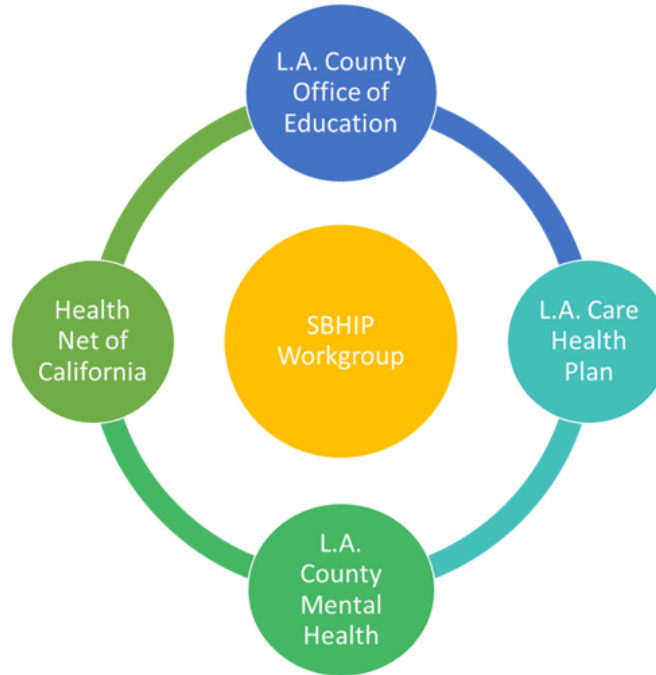


Student Behavioral Health Incentive Program (SBHIP)

August 11, 2021



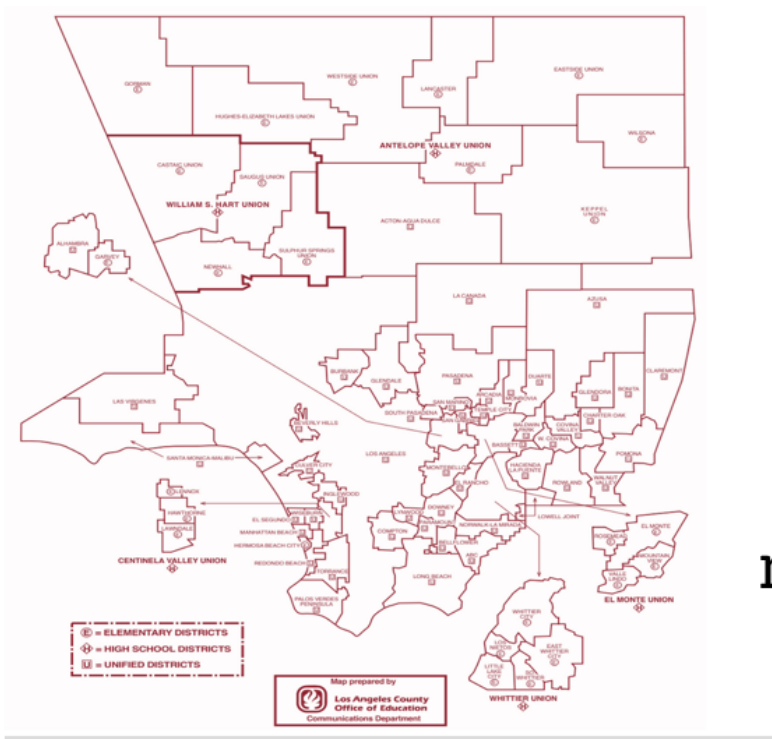
L.A. County SBHIP Workgroup



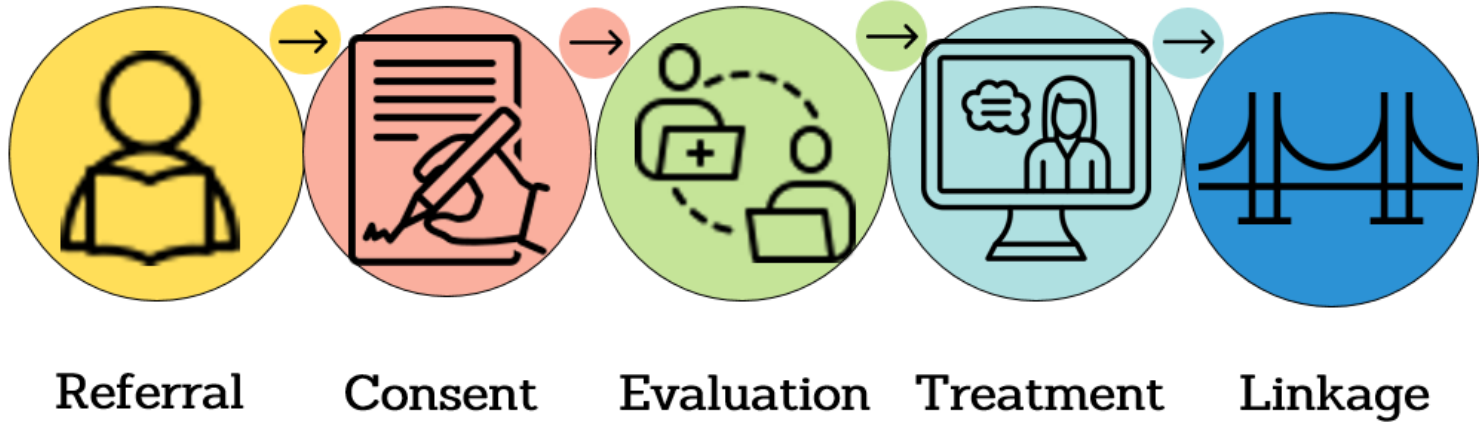
L.A. Student Wellbeing Survey, March 2022

76 out of 80 districts
responded

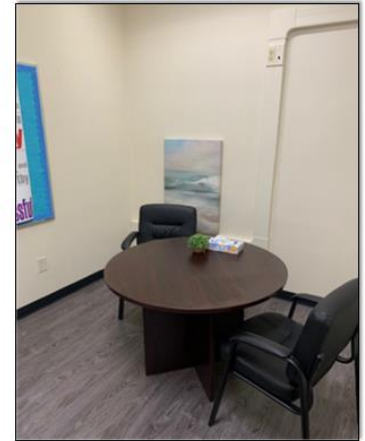
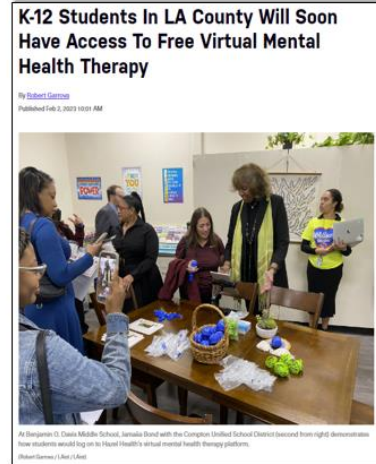
Only 46% reported
fully operational
mental health services



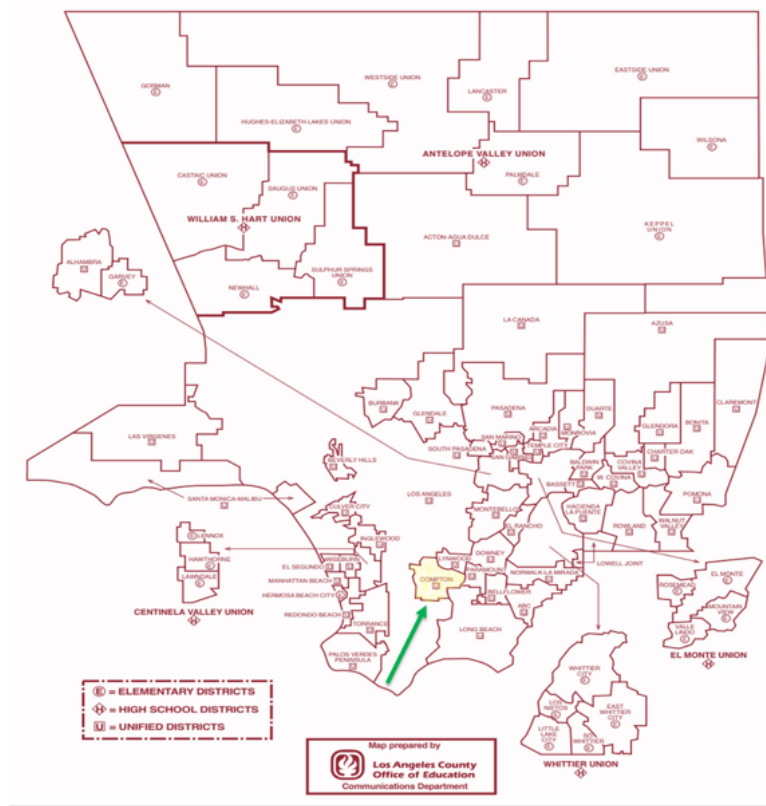
School Telehealth Process



February 2023: Open House

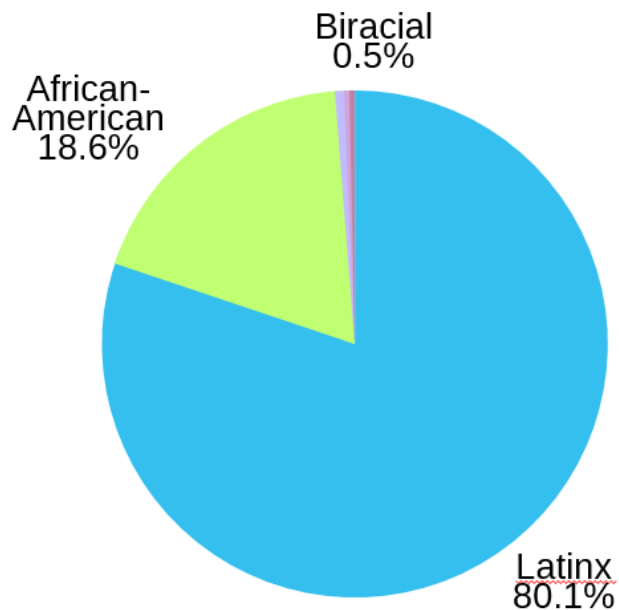


Compton Unified School District



Compton USD Enrollment 2022-23

20,457 Students Grades K-12



Results: Summer 2024



Students Assessed



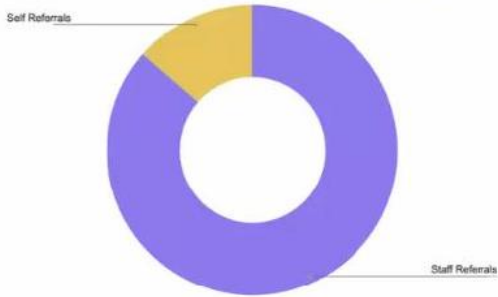
Referring Schools



Counseling Sessions



Who gets treatment?



85% Care inquiries are from school staff



31.5% ↑
At school

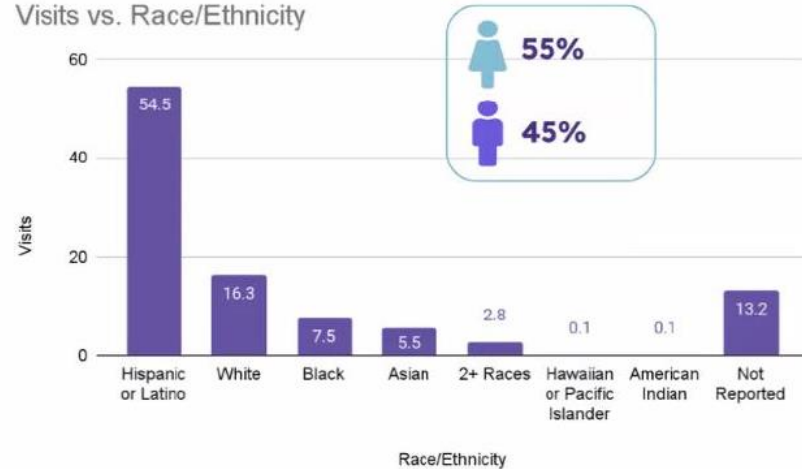
vs.



68.5%
At home

Race and Ethnicity and Gender

Visits vs. Race/Ethnicity

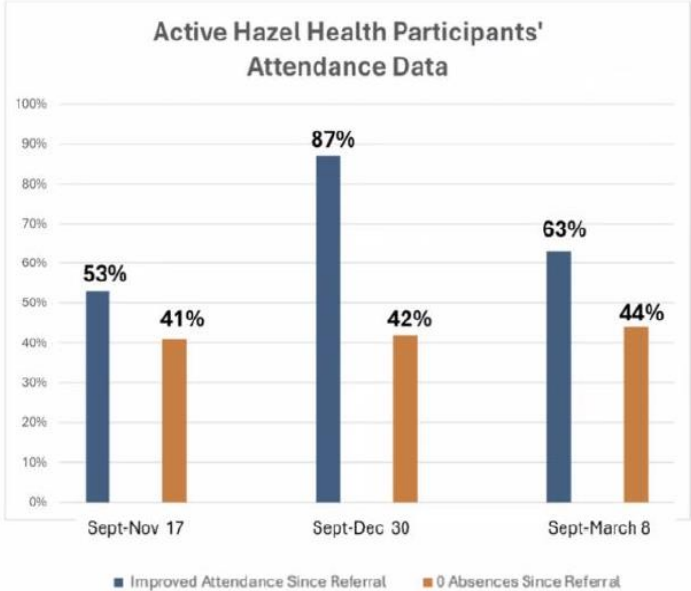


Over 2 out of 3 students served are BIPOC students (70.4%)

Treatment improves school attendance



Paramount Unified School District



n =195 students



Readiness for 2024-25 School Year



School Districts +
Charter School
Networks



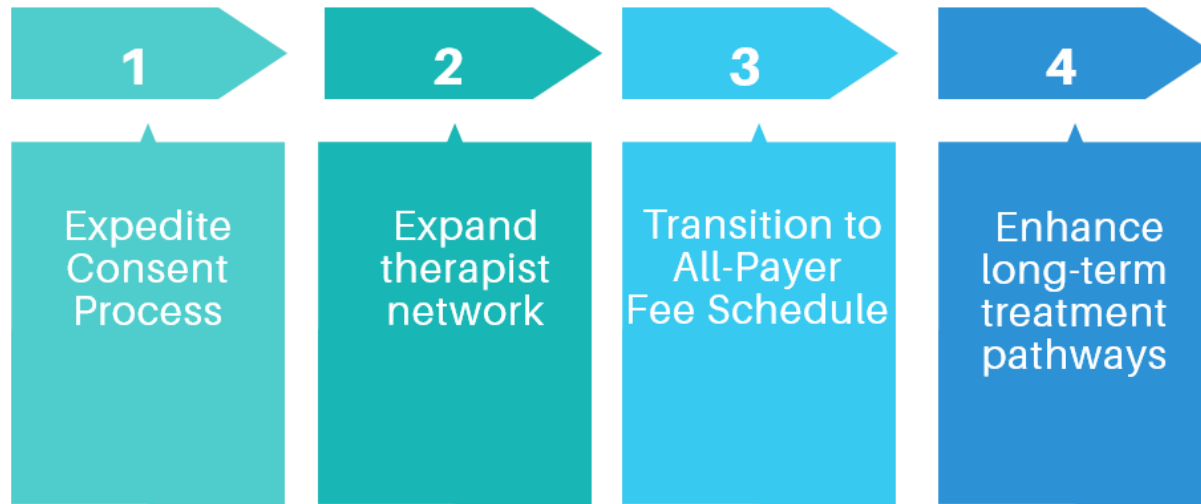
Schools Trained on
Referral Process



Therapists hired
(50% BIPOC,
10 languages spoken)



What's Next?



LA Care TTECAC Transportation Presentation

Wednesday July 10th, 2024

Call the Car



L.A. Care
H E A L T H P L A N[®]

Healthcare Transportation Powered by  **CALLTHECAR**



CALLTHECAR
Opening doors to better care

Presentation Agenda

1. CTC-Go Mobile Application
2. Transportation Services: Medical Appointments & LA Care Advisory Meetings
 - Transportation Types
 - Contact Numbers
 - Advanced Notice
3. Reported Escalations & Issues



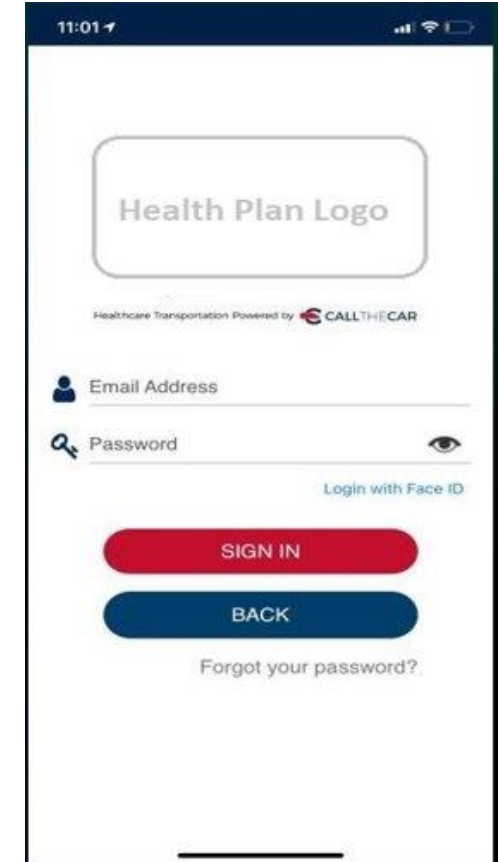
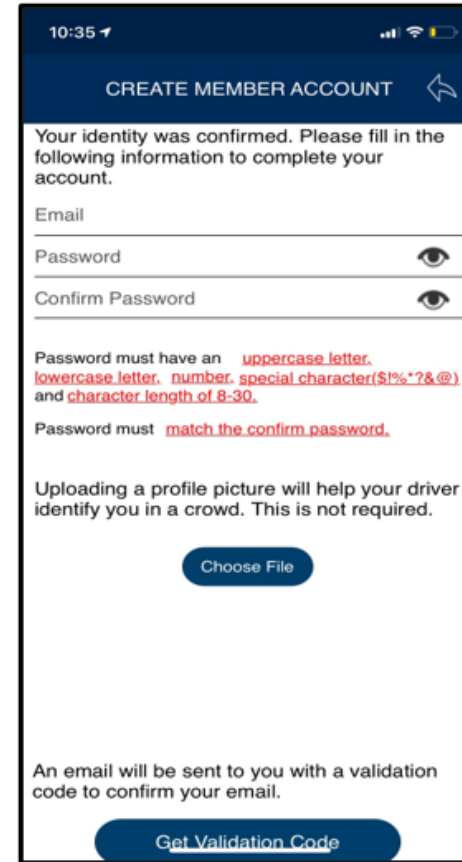
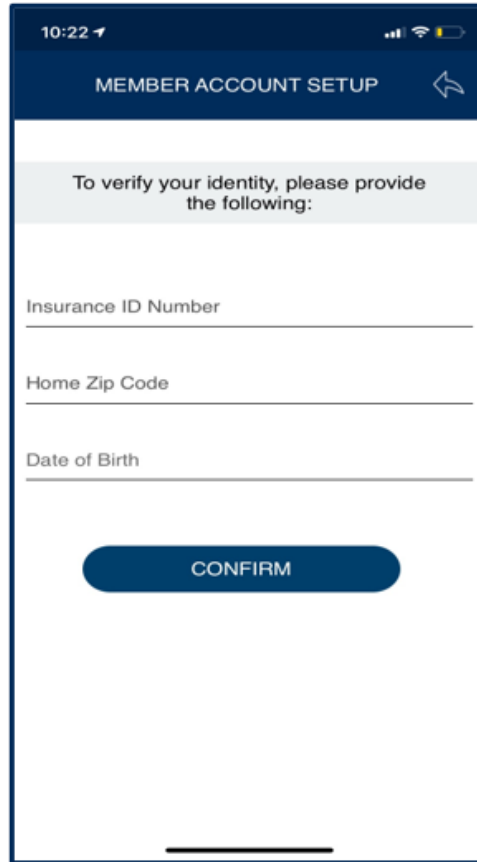
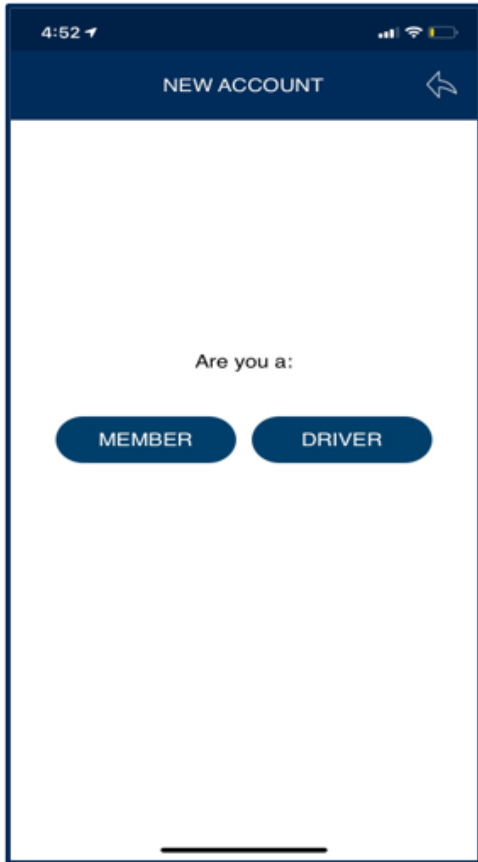


CTC-Go

CALLTHECAR

Opening doors to better care

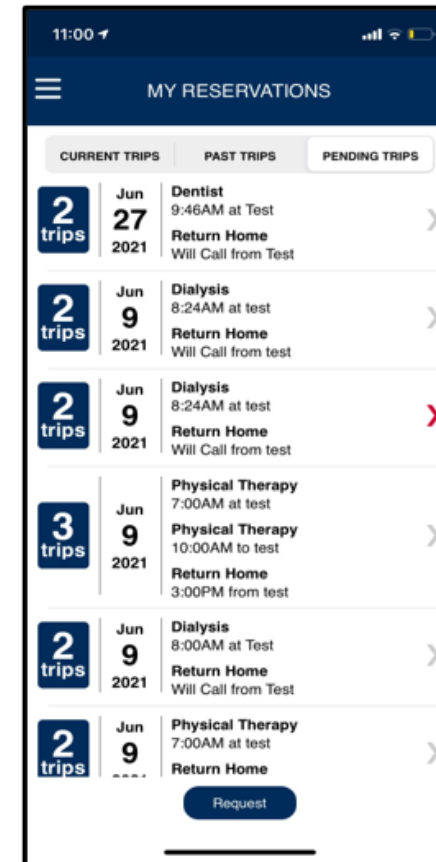
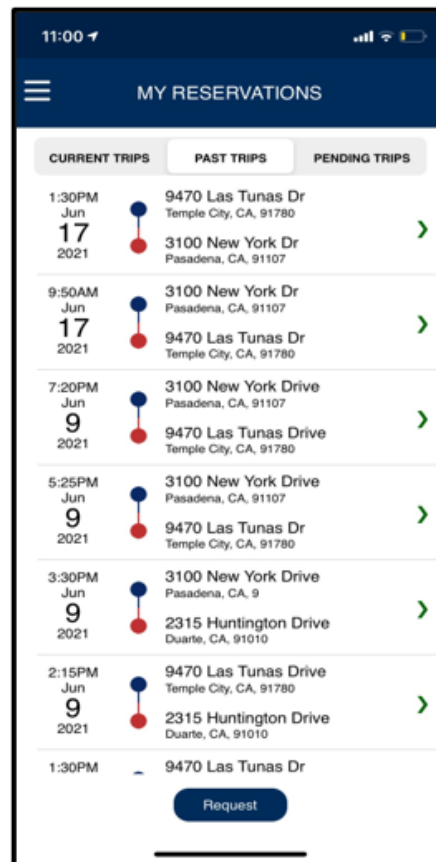
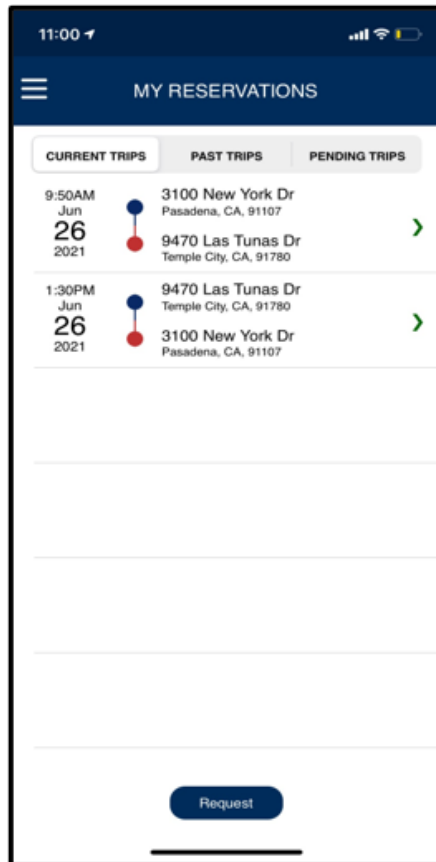




Health Plan Members can register using their Member ID information and then log in with their e-mail.

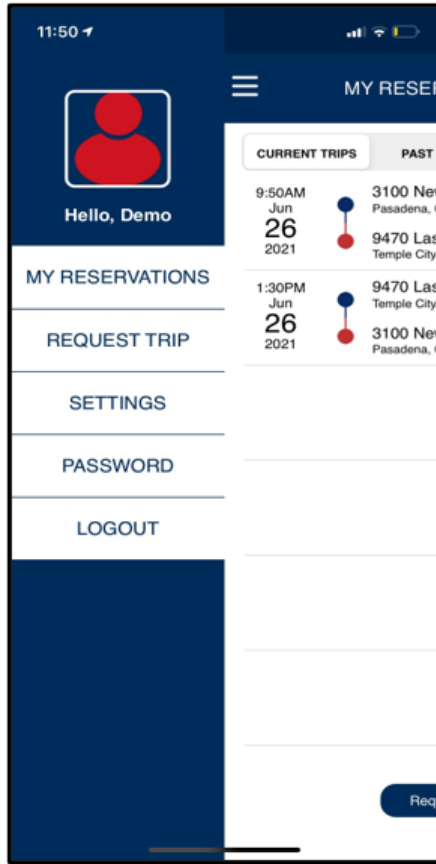


With the CTC-GO Mobile App, Members can view their Reservations directly from their device.



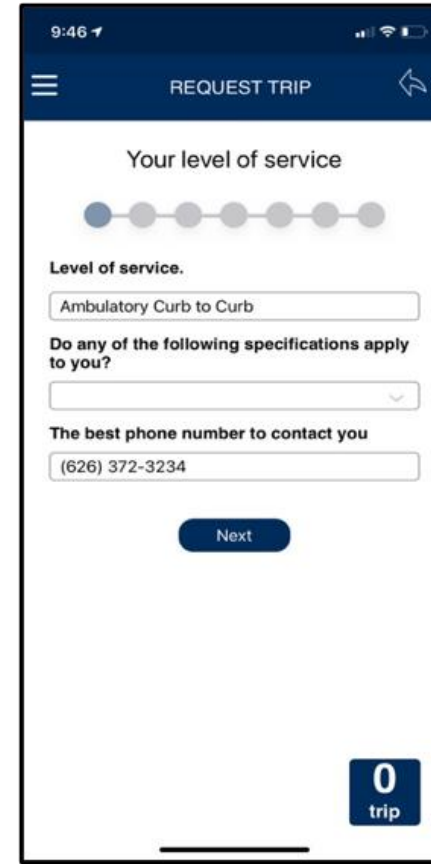
New Reservations can be initiated with the simple touch of the "Request" button



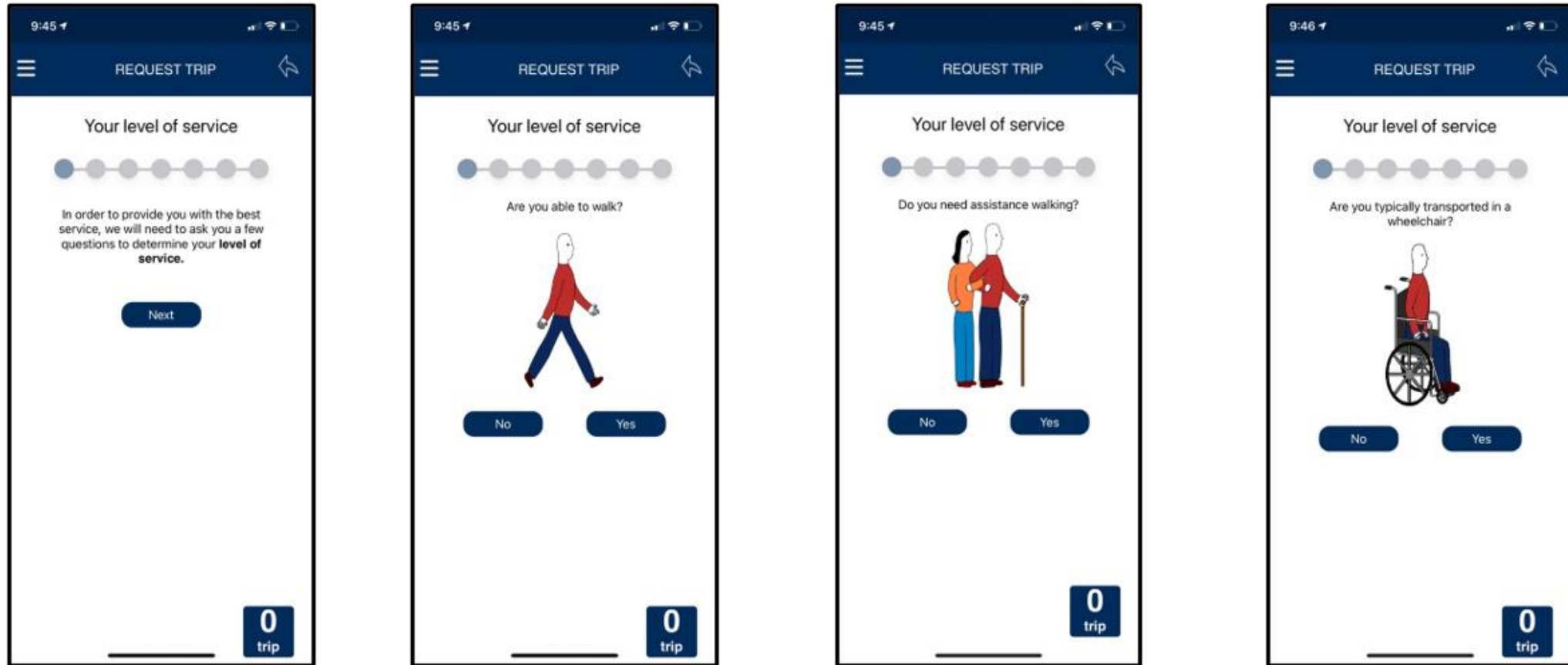


Helpful side Menu also provides access to their list of Reservations and allows the Member to quickly move to the trip request screen.

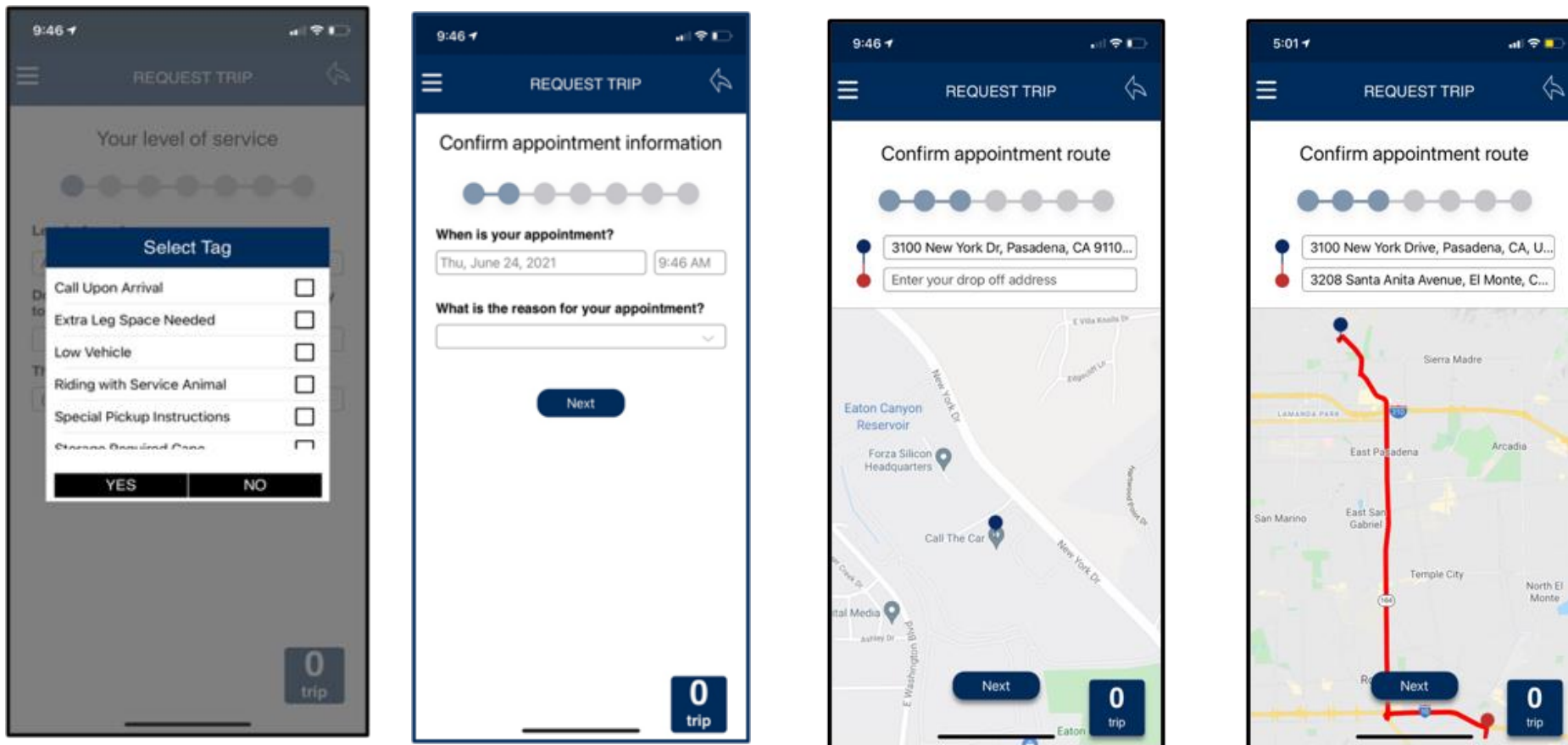
The CTC-GO Mobile app makes it easy for the Member to select their Level of Service with a few simple questions.



Through a series of short questions, the CTC-GO Mobile app will guide the Member to select the appropriate Level of Service based on their needs.



Any Authorization Numbers required for transportation are stored in our CCERRTS system and will automatically be applied to their trip, if on file for the Member.



Once you've selected any special consideration requests and the appointment time and location, the CTC-GO Mobile app will provide a suggested pick-up time and approximate route based on several factors, including distance and historical traffic data at that time of day.

2:27

REQUEST TRIP

Review your trip request

Name: Test ZZZ Member | Level of Service: Ambulatory Curb to Curb

Additional Specification

1 st trip	Jun 24 2022	11:09 PM	3100 New York Drive Pasadena CA 91107
		11:46 PM	3208 Santa Anita Avenue El Monte CA 91731
	Business Name	Treatment	
	Test	Doctor's Visit	
2 nd trip	Jun 24 2022	9:50 PM	3208 Santa Anita Avenue El Monte CA 91731
		10:26 PM	1050 Huntington Drive Duarte CA 91010
	Business Name	Treatment	
	CVS	Doctor's Visit	
3 rd trip	Jun 24 2022	WCall	1050 Huntington Drive Duarte CA 91010
		WCall	3100 New York Drive Pasadena CA 91107
	Return Ride		

Submit

2:27

REQUEST TRIP

Review your trip request

Name: Test ZZZ Member | Level of Service: Ambulatory Curb to Curb

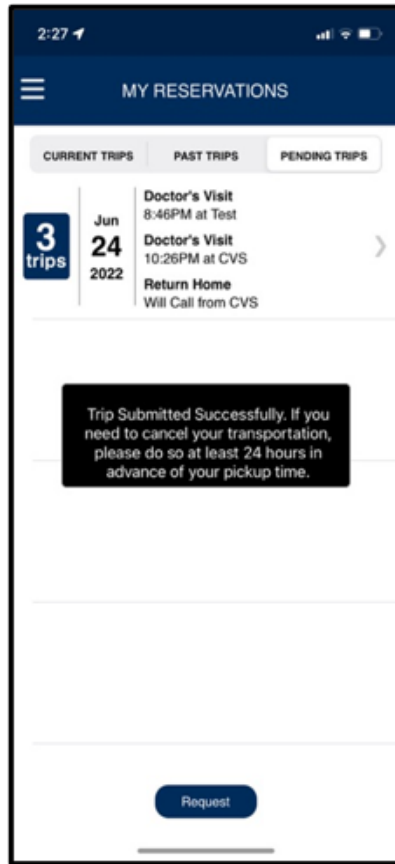
Additional Specification

1 st trip	Jun 24 2022	8:09 PM	3100 New York Drive Pasadena CA 91107
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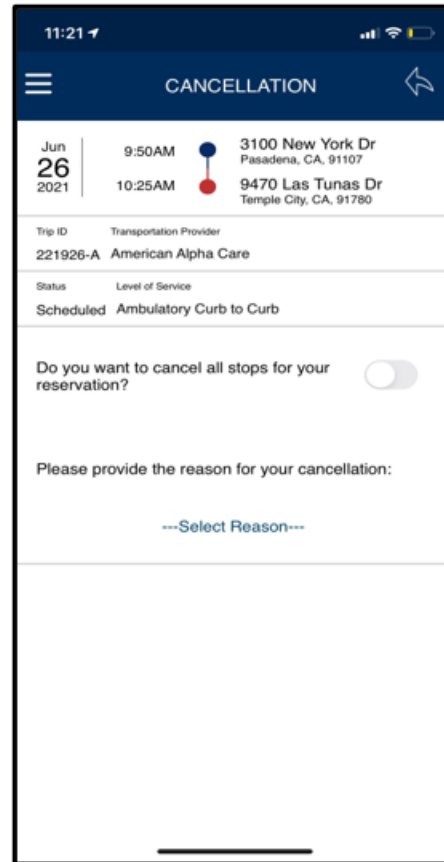
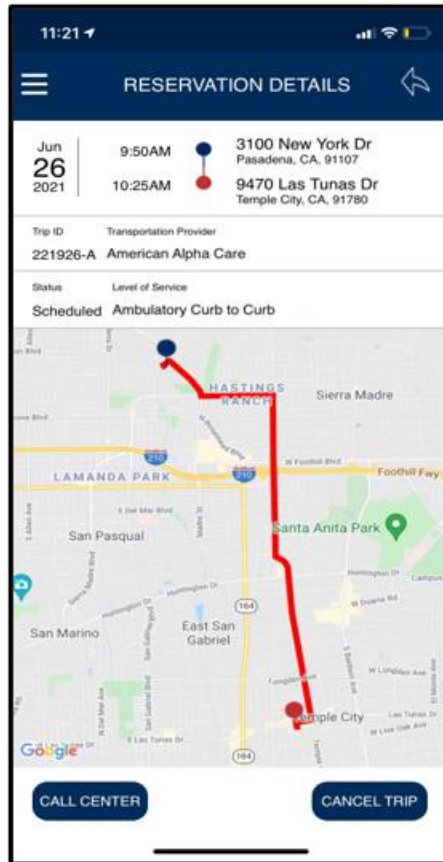
Submit

- Members will then be able to review all trips for each reservation to ensure that they have entered the correct information and make any necessary changes.
- Our CTC-GO Mobile app will advise the Member if there is any time conflict in their trip arrangement, preventing erroneous rides from being dispatched at times inappropriate for the Member's schedule for the day.





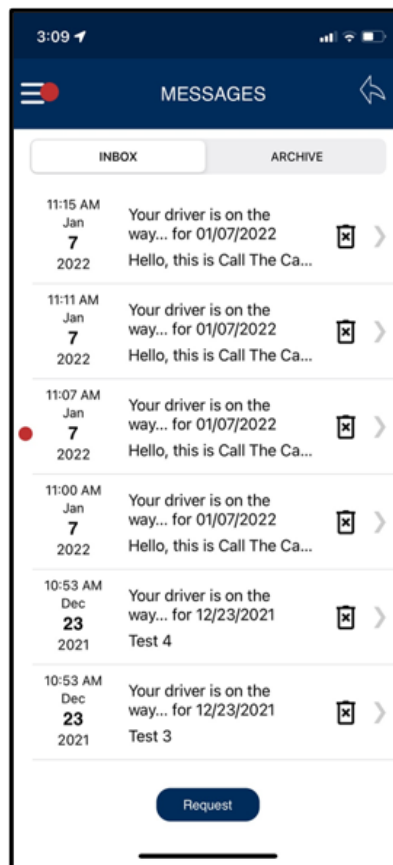
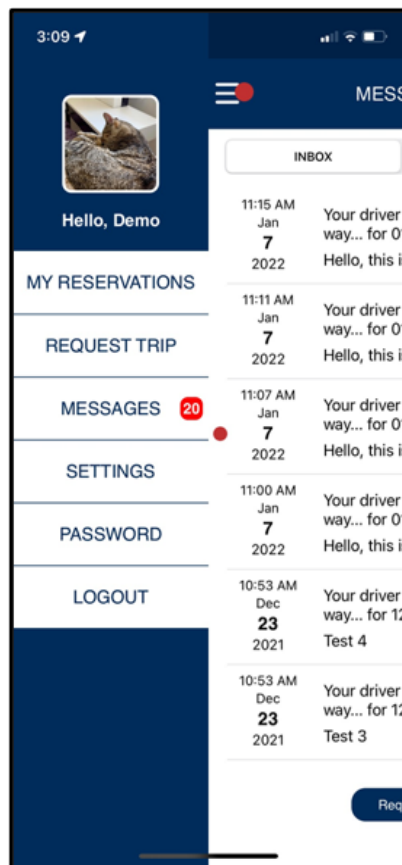
- After Reservations are created, they are shown in the Pending Trips tab while the information is confirmed by Call the Car.
- Once the Reservation has been reviewed and found to have no errors, it will be accepted, and the Current Trips tab will be updated.
- The Member will receive a notification that their trip status has changed from Pending to Accepted.



Should the Member need additional assistance or need to cancel their reservation entirely, they can accomplish either with convenient buttons for Cancellation and Call Center contact.



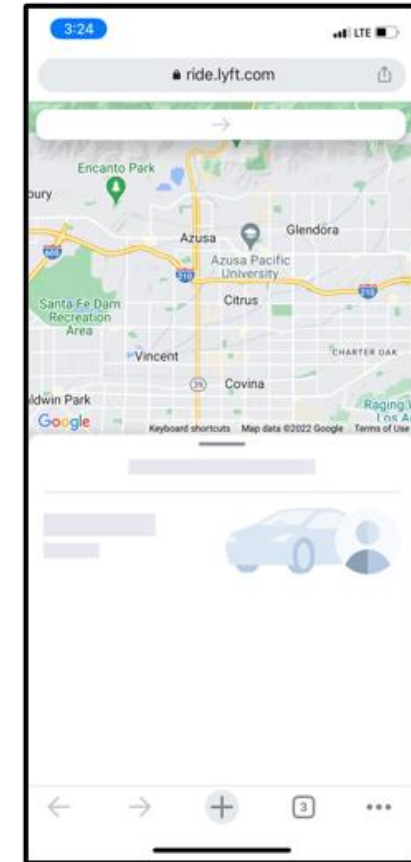
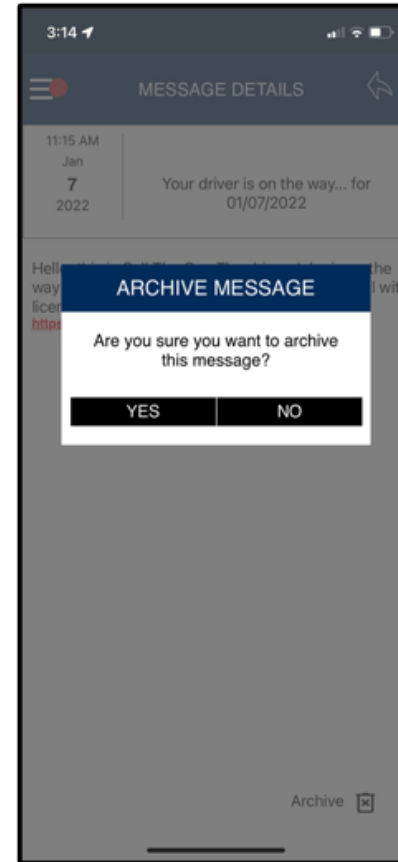
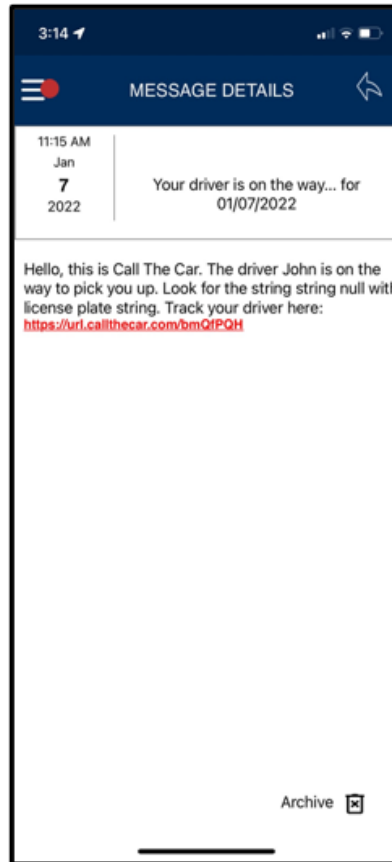
- From the side Menu, Members can see when their Lyft or Uber have accepted the trip.
- Health Plan reminders can also be integrated into this messaging, such as a reminder for an annual exam.

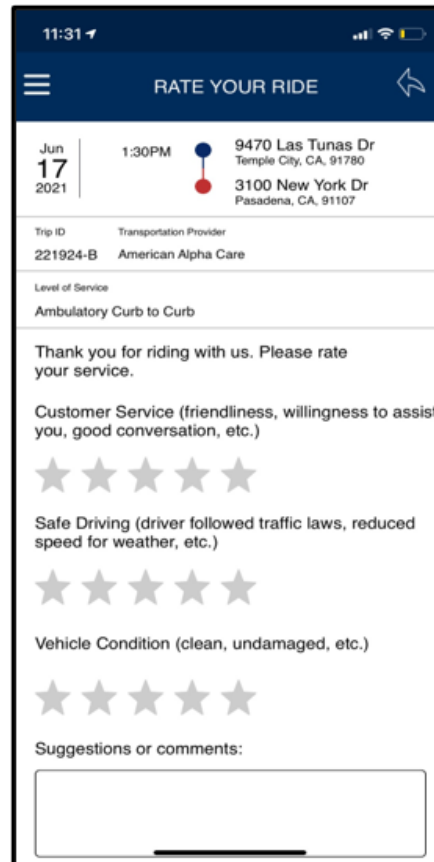
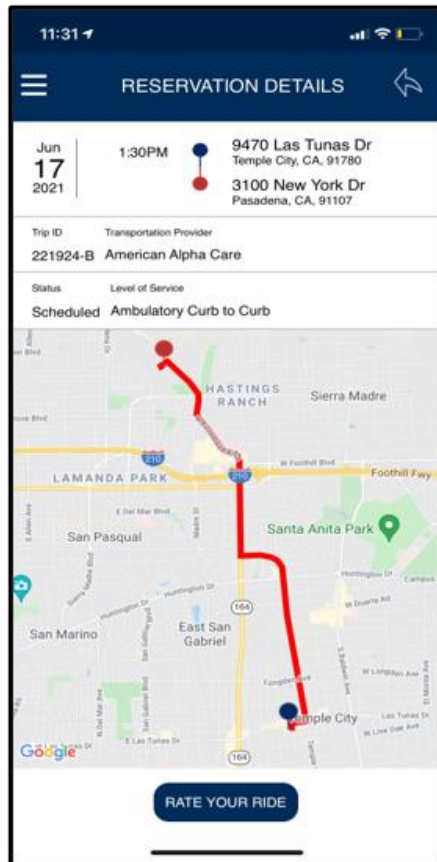


After choosing their Messages tab, the member will be able to scroll through and read all messages sent to them by Call the Car.



- On the day of the Reservation, Members may also use the CTC-GO app to monitor their trip.
- Once a driver has been dispatched, the Member will be sent a link to track the real-time progress of that driver as they travel to the pick-up location.





- Members will have the opportunity to rate their experience with Call the Car via the CTC-GO Mobile app.
- Ratings can be given on a few different criteria, from 1 to 5 Stars.
- Members will also be able to make any suggestions, comments, or explain what they especially liked about their experience or what they feel we can improve upon.

Medical Appointments – Transportation Types

NMT (Non-Medical Transportation) & NEMT (Non-Emergency Medical Transportation)

1. **NMT** is covered when services are for routine medical or other eligible non-medical appointments.

❖ **Ambulatory Curb-to-Curb:** Member can walk and does not need assistance.

❖ **Ambulatory Door-to-Door:** Member can walk with use of a walker, cane, or crutches, and does require assistance.

2. **NEMT** is when the member's medical and physical condition is such that transport by ordinary means of public or private conveyance is medically complex and transportation is required for the purpose of obtaining needed medical care.

❖ **Wheelchair Van**

❖ **Gurney Van**

❖ **Basic Life Support**

❖ **Advanced Life Support**

❖ **Specialty Care Transport**

❖ **Air Ambulance**



Medical Appointments – Transportation Contact Numbers

If you are a member and would like to contact **Call the Car** to schedule transportation. Please refer to the product line specific number on the back of your membership card.

LA Care Member Service Transportation Contact Numbers

- For **MCLA**- Please have the member call **1-888-839-9909** (TTY 711) and follow the prompts for transportation.
- For **L.A. Care Covered and L.A. Care Covered Direct**- Please have the member call **1-855-270-2327** (TTY 711) and follow the prompts for transportation.
- For **PASC-SEIU Plan**- Please have the member call **1-844-854-7272** (TTY 711) and follow the prompts for transportation.
- For **Dual Special Needs Plan (DSNP)**- Please have the member call **1-888-522-1298** (TTY 711) and follow the prompts for transportation.



Medical Appointments – Transportation Advanced Notice

1. For members requesting routine appointments via NMT (Curb to Curb) transportation can be requested up to 1-3 hours on the same day prior to their appointment time.
2. For members requesting routine appointments via NMT (Door to Door) & NEMT transportation is required to be scheduled at least 2 business days prior to the appointment date.

All requests for transportation to/from medical appointments are coordinated by Call the Car agents and must be requested to CTC via (mobile application or call center) to schedule your requests.



Advisory Meetings (RCAC, ECAC, BOG, and Health Promoters) — Transportation Requests

NMT (Non-Medical Transportation) & NEMT (Non-Emergency Medical Transportation)

Requests for transportation to Advisory Meetings will be accommodated by Call the Car rideshare providers such as Lyft or Uber and the CTC LA Care branded vehicle fleet. Advisory members are accommodated under the following transportation levels of service:

- ❖ **Ambulatory Curb-to-Curb:** Member can walk and does not need assistance.
- ❖ **Ambulatory Door-to-Door:** Member can walk with use of a walker, cane, or crutches, and does require assistance.
- ❖ **Wheelchair:** Member requires a Wheelchair accessible vehicle for transportation.

All requests for transportation to/from advisory meetings are coordinated through the LA Care Community Outreach & Engagement Department only. All correspondence must be requested and confirmed through LA Care before requests are provided to Call the Car for scheduling and outreach.



Transportation Issues

Issues with Medical Appointment Transportation

Issues experienced regarding your transportation benefit or pickups for your **medical appointments** can be shared with the following for investigation:

1. Please contact LA Care Health Plan to report a grievance.
2. Please contact Call the Car to report a complaint.
 - a) Issues are reviewed and investigated by CTC Quality Assurance.

Issues with Advisory Meeting Transportation

Issues experienced regarding your transportation benefit or pickups for **LA Care Advisory Meetings** can be shared to the field specialist and/or community outreach and engagement representative coordinating the event to report an issue to Call the Car.

1. Issues are reviewed and investigated by CTC Transportation Experience Manager





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