



L.A. Care
HEALTH PLAN®

For All of L.A.

TTECAC Meeting Presentations

December 11, 2024



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

Population Health Management



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TTECAC/RCAC Meeting

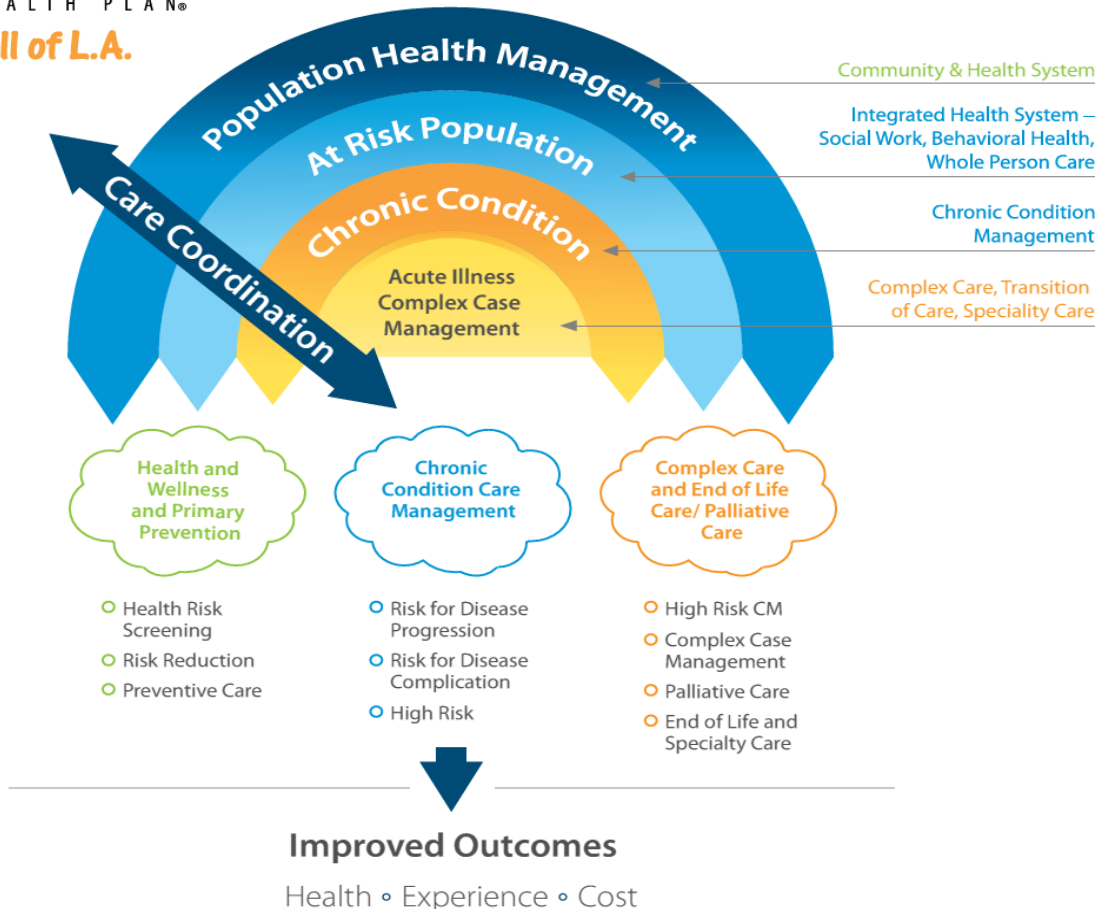
Presenter: Vivian Tang, MPH, CHES

December 11, 2024

What is Population Health Management (PHM)?



For All of L.A.



Source: http://www.hscrc.maryland.gov/documents/md_maphs/wg_meet/-mtg-8/27-03-2014-A-Deutschendorf-HSCRC-Presentation.pdg



PHM Program Components

L.A. Care PHM Program focuses on:

- National Committee for Quality Assurance (NCQA)
 - PHM standards developed and required as of 2018
 - L.A. Care has met accreditation
 - Components include:
 - PHM Strategy
 - Population Assessment
 - PHM Impact Assessment
- California Advancing and Innovating Medi-Cal (CalAIM)
 - PHM Program Components
 - Basic Population Health Management
 - Complex Case Management (CCM)
 - Enhanced Care Management (ECM)
 - Transitions of Care Services (TCS) (High & Low Risk)
 - Community Partnership



Background

In January 2023, the California Department of Health Care Services (DHCS) launched California Advancing and Innovating Medi-Cal (CalAIM).

- 5- year plan to revamp the Medi-Cal program

CalAIM PHM Program:

- The PHM Program is designed to ensure that all members have access to a comprehensive set of services based on their needs and preferences across the continuum of care, which leads to longer, healthier, and happier lives, improved outcomes, and health equity. Specifically, the PHM Program intends to:
 - Build trust with and meaningfully engage members;
 - Gather, share, and assess timely and accurate data to identify efficient and effective opportunities for intervention through processes such as data-driven risk stratification, predictive analytics, identification of gaps in care, and standardized assessment processes;
 - Address upstream drivers of health through integration with public health and social services;
 - Support all members in staying healthy



Background

CaAIM PHM Program Community Partnership:

- All managed care health plans (MCPs) in Los Angeles county will work with the local health departments (LHDs) to meaningfully participate in the Community Health Assessments (CHA)/ Community Health Improvement Plans (CHIP) process.
 - CHA/CHIPs: Completed every 3-5 years
- SMART Goal & Objective:
 - **Goal:** Reduce maternal and infant mortality disparities for Black and Native American Persons by at least 5% annually in Los Angeles County to make progress towards the 50% BOLD goals.
 - **Objective:** Develop a survey and data set of patient experiences in hospital settings for Black/African American and Native American pregnant population, with annual data reports contributed by the MCPs to track progress and identify areas for improvement.



Community Advisory Committee (CAC) PHM Future Involvement

Engage the Community Advisory Committees (CACs) as part of L.A. Care's participation in the LHDs' CHA/CHIP process.

Obtain input/advice from the CAC on how to use findings from the CHAs/CHIPs to influence L.A. Care's strategies and workstreams related to the SMART goal and BOLD Goals, wellness and prevention, health equity, health education, and cultural and linguistic needs.

CACs serve as a resource for stakeholder participation in LHD CHAs/CHIPs (e.g., answer survey questions, and participate in focus groups, workgroups, and governance committees).



Next Steps

L.A. Care continuing to meet and work closely with the LHDs and MCPs

Expected to participate in the next CHA/CHIP cycle for all three LHDs

- Pasadena Public Health Department: Interview for CHA scheduled for December

As we get more involved in the LHD CHA/CHIP process, the PHM team will:

- Provide quarterly updates on our work at the ECAC meetings.
- Request specific input/advice identified through CHA/CHIP process at specific RCAC meetings.



Resources

Population Health Management

- <https://www.lacare.org/providers/elevating-clinical-quality/population-health-management>

Have additional questions? Reach out to the PHM Team at L.A. Care

- Email: PHM@lacare.org



The background of the slide is a dense, overlapping collage of colorful sticky notes. The colors include shades of pink, light blue, light green, and yellow. Each sticky note has a large, dark grey question mark printed on it. The notes are scattered across the entire frame, creating a textured, busy appearance. In the center of this collage, the word "Questions?" is written in a bold, black, sans-serif font.

Questions?



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Durable Medical Equipment (DME) Process and Wheelchairs



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**Ingrid Castelo, Director
Utilization Management
and
Catherine Nguyen, Manager
Utilization Management**

- L. A. Care Utilization Management – Outpatient Services



What is Durable Medical Equipment (DME)?

Durable Medical Equipment (DME) refers to medical devices that are used by people who need help with certain health conditions. These items are called “durable” because they are designed to be used over a long period of time

Examples of DME include:

- Wheelchairs:** To help people who can't walk easily.
- Oxygen tanks:** To help people breathe better.
- Walkers:** To help people walk more safely.



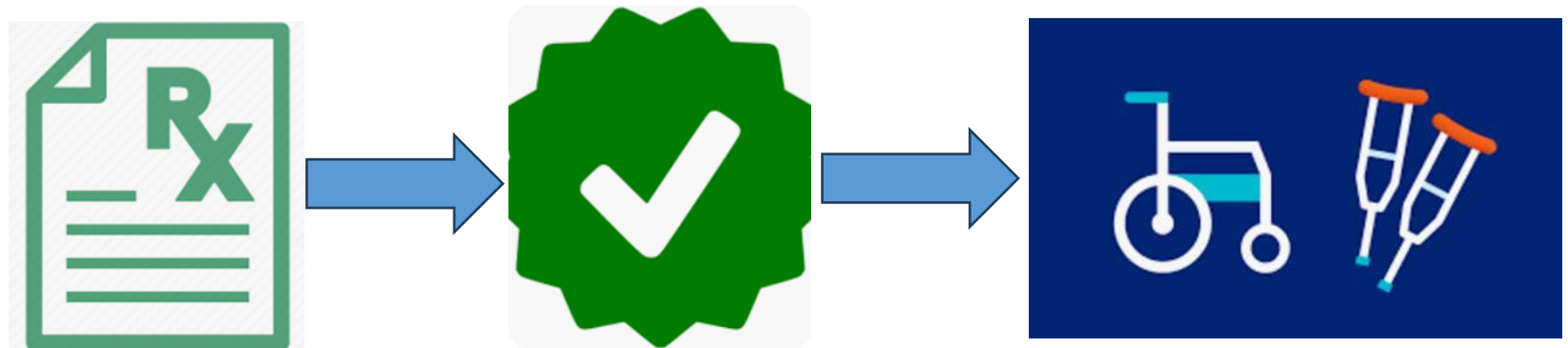
The DME Process

Healthcare Provider's Prescription: The treating healthcare provider orders the necessary equipment (e.g., wheelchair, oxygen tank).

UM Team Approval: The UM team reviews the prescription to ensure the equipment is needed for the member's health.

Coordination with DME Providers: The UM team works with suppliers to ensure that they have the necessary equipment.

The UM team helps make sure patients get the right equipment at the right time to help with their health needs.



Focus on Wheelchairs- How It Works

1. Healthcare Provider's Evaluation: The healthcare provider decides if a wheelchair is needed.



2. Expert Assessment: Sometimes, LA Care asks specialists to evaluate if a custom wheelchair is required.



3. Choosing the Right Type: The UM team helps determine whether a manual or powered wheelchair is best.



4. Approval & Coordination: Once approved, the DME supplier arranges fitting and delivery.



Why It Matters: Getting the right wheelchair improves mobility, comfort, and independence!



Tips for Working with your Healthcare Provider for a Smooth UM Review

- **Share Complete Health Info:** Make sure your healthcare provider has all your medical details for the UM review.
- **Explain Your Needs:** Tell your healthcare provider how the equipment (like a wheelchair) will help you.
- **Ask for Expert Help:** If needed, ask your healthcare provider to request a specialist evaluation for custom equipment.
- **Submit Requests Early:** Work with your healthcare provider to send in requests ahead of time.
- **Follow Up:** Keep in touch with your healthcare provider to ensure everything is on track.
- **Check Insurance Coverage:** Confirm with your healthcare provider that your insurance covers the equipment.



By working together, you and your healthcare provider can help ensure a faster UM review!





Questions?





Thank You for your attention and support!

For further assistance and questions, please contact:

L.A. Care Member Services

1-888-839-9909 (TTY: 711)

24 hours a day, 7 days a week including holidays

