CSH Medi-Cal Academies ©

Homeless & Housing Service Providers'

Medi-Cal Academy

Session #1: Medicaid 101, January 12, 2023

Link to recording

This work is made possible because of funding from the California Health Care Foundation

Your Training Team Today

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Tell us about you!
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About CSH

CSH collaborates to advance solutions that use housing as a platform for services to improve the lives of the most vulnerable people, maximize public resources and build healthy communities.

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Setting the Stage

What is a Medicaid Academy?

In California, the Medicaid program is referred to as Medi-Cal. Because of this, we will call this tailored training and TA workshop series
The Medi-Cal Academy.

1. The CSH Medicaid Academy teaches the administrative aspects Medi-Cal providers will need.
2. Medi-Cal Academy attendees will hear from and collaborate with MCPs, Counties, CoCs and other providers also working on housing-related Community Supports.
3. The CSH Medi-Cal Academy supports agencies with the tools they need to contract with Managed Care Plans and create a fiscally sustainable program.

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What content is covered?

Some Counties are holding contracts with MCPs and subcontracting to homeless service providers- in this case the sessions with the asterisks (*) will benefit providers most.

Topic	Audience	Timeline
Medicaid 101: Medicaid basics, including contracting, documentation, billing and CalAIM CS 101*	Providers, CoC, County Staff	January 11, 2023
Business Planning for Med-iCal Housing-Related Community Supports	Providers	January 25, 2023
Evidence Based Practices in Housing-Related Community Supports and PSH*	Providers and MCPs	February 8, 2023
Money Matters 101: Services Costs, Cash Flow and Blended Funding	Providers	February 15, 2023
Incorporating Community Health Workers and Peers into your Workforce*	Providers, County Staff and MCPs	February 22, 2023
Money Matters 201: Tools for understanding Costs, Cash Flow and Blended Funding	Providers	March 8, 2023
MCP and Medi-Cal Compliance Requirements and Claims Processes*	Providers, CoC and County staff	April 12, 2023
Common Policies and Procedures for Medi-Cal Providers*	Providers and County Staff	April 26, 2023
Medi-Cal Documentation Standards and Processes*	Providers and County Staff	May 3, 2023
EHR Elements to Support Documentation, track funding source and medical necessity*	Providers, MCPs, CoC and County Staff	May 17, 2023

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Who Should Attend?

- Executive Lead
- Program Lead/Middle Manager
- Fiscal Lead
- Quality Lead

Shared Tools and Materials

Medi-Cal Academy Materials

- CHCF Site
  - Medi-Cal Academy Training Series - California Health Care Foundation (chcf.org)
- Website will include:
  - Recordings of these trainings
  - Slide Decks
  - Tools and Templates

What You Will Learn

1. Medicaid/Medi-Cal basics

- History, structure, funding and players

2. The current landscape

- Nationally, in CA, by County

3. CalAIM Enhanced Care Management(ECM) & Community Supports (CS)

- ECM for unhoused members
- Housing-related CS delivered under contract with MCPs

4. Medicaid as a funding source

- Funding stream
- Major contributor

5. Medicaid’s impact on operations

- Changes in operations
- Changes in administration

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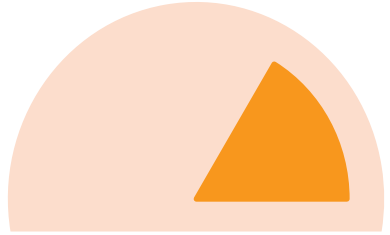
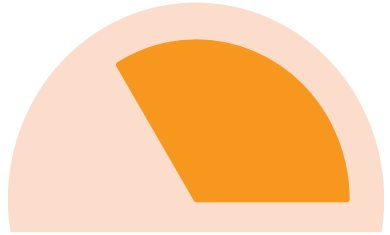
California Health Care Foundation

Before We Begin…
Where are you in the process of becoming a Medi-Cal Community Supports Provider?

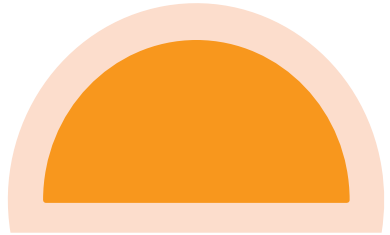
1. We are still deciding if we will become a Community Supports/Medi-Cal provider

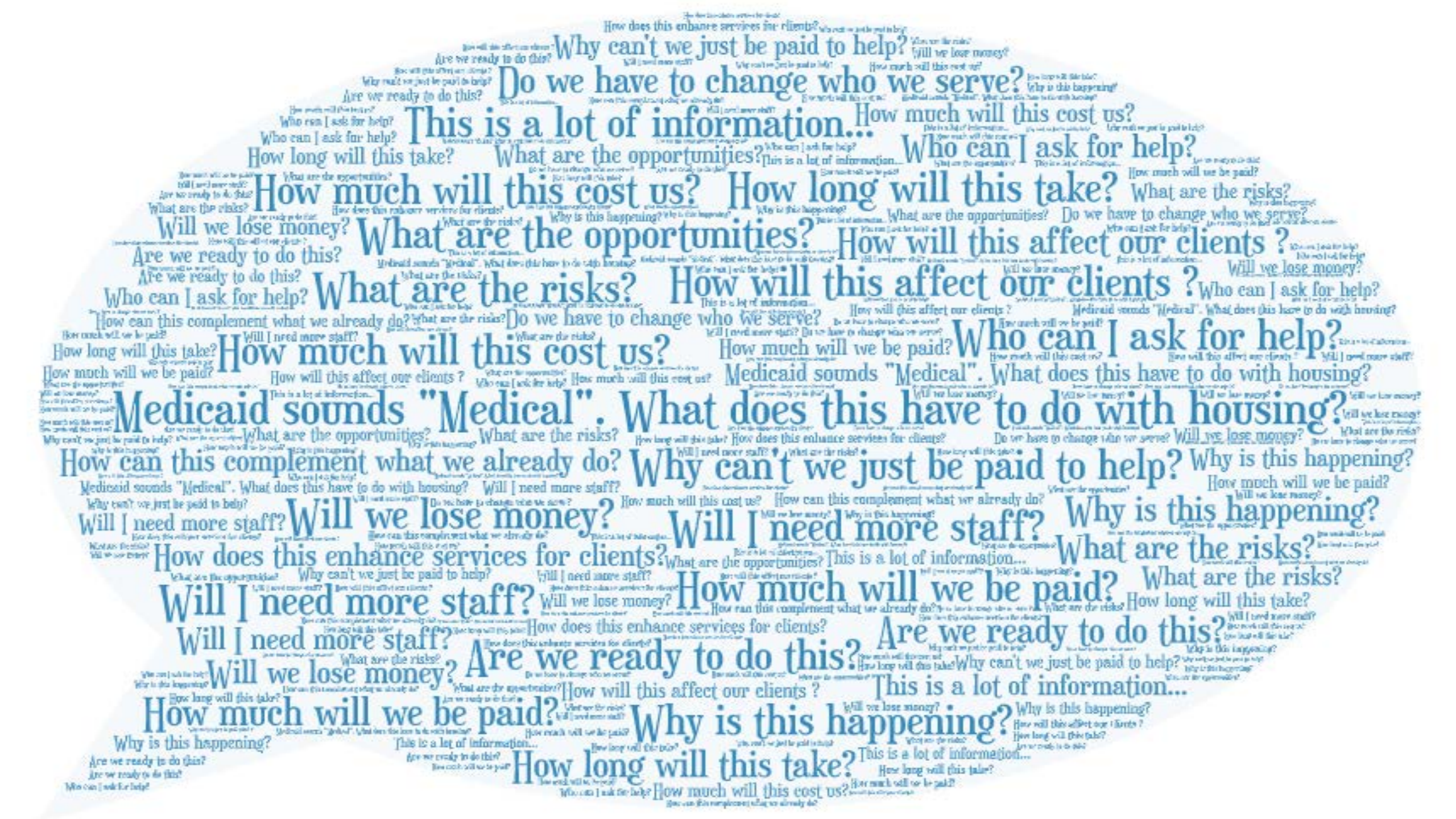


2. We have been talking to MCPs about contracting for Community Supports



3. We have secured a contract(s) to provide Community Supports




Why can't we just be paid to help?
Do we have to change who we serve?
This is a lot of information...
How much will this cost us?
Who can I ask for help?
How long will this take?
What are the opportunities?
How much will this cost us?
How long will this take?
What are the risks?
Will we lose money?
What are the opportunities?
How will this affect our clients ?
Are we ready to do this?
What are the risks?
How will this affect our clients ?
Who can I ask for help?
How can this complement what we already do?
Do we have to change who we serve?
How much will this cost us?
How much will we be paid?
Who can I ask for help?
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How much will we be paid?
Medicaid sounds "Medical". What does this have to do with housing?
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How can this complement what we already do?
Why can't we just be paid to help?
Why is this happening?
Medicaid sounds "Medical". What does this have to do with housing?
Will I need more staff?
How much will we be paid?
Will I need more staff?
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Will I need more staff?
Why is this happening?
How does this enhance services for clients?
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Just Breathe...

Setting the Stage:
Why Medicaid? Why now?

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Healthcare

Multiple service systems attempting to serve the same people

Homeless and Housing Systems

Setting the Stage

How & Why Health Care is Investing in Housing Services.

Entrepreneurial Pilots of PSH

SAMHSA Evidence Based Practice

CMMS Informational Bulletin 06-2015

Whole Person Care & Health Homes

Multiple states have adding housing navigation and tenancy sustaining to Medicaid plans

Not yet a Medi-Cal benefit in CA… but opportunities exist with CalAIM

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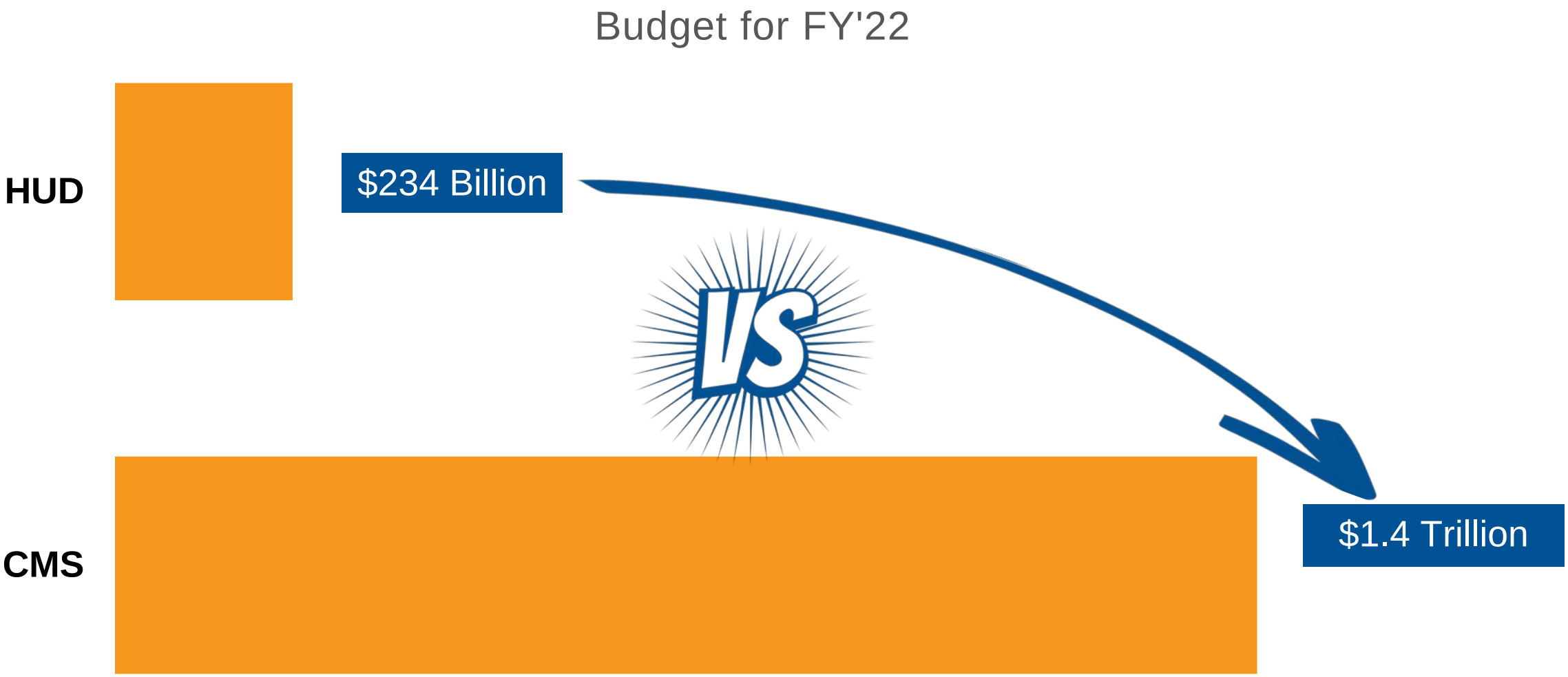
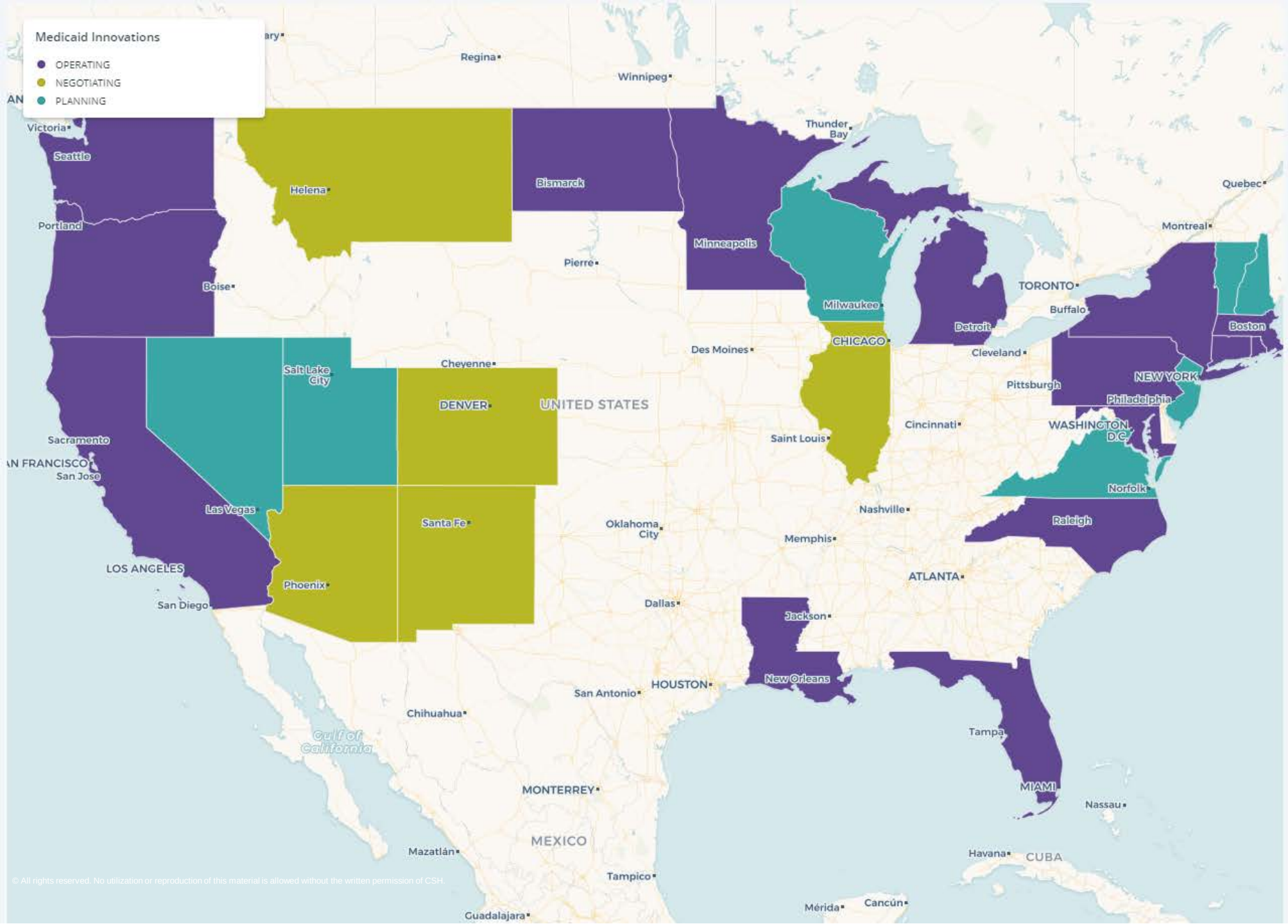
Why Medicaid as a Funding Source?





Medicaid Mechanism

ALL SELECTED

1115 WAIVER AMENDMENT	15
1915(I) STATE PLAN AMENDMENT	9
ARPA HCBS PLAN	2
STATE PLAN SERVICES	1
1915(B)(4)	1

SEARCH IN 6 CATEGORIES

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The Future Is.... Healthcare + Housing

What the future likely holds....

Social Drivers/Determinants of Health (SDOH)

- Screening
- Referrals
- Outcomes
- Investments

States want to maximize use of Medicaid funds for social services, to optimize federal financial participation (FFP).

States are calling this “Health Related Social Needs”

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The Opportunities and Challenges

Many partnership opportunities that need ***prioritization***

New funding + resources AND limited time for ***coordination*** between them

Most new funding from ***new sources*** and networks

Understanding what makes ***strategic sense*** for your organization

Adhering to compliance standards for existing funding and new funding

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Just Breathe...

Medicaid: The Basics

Federal-State Partnership

- Federal Oversight and Structure
- Significant State Flexibility
- Each State is required to have a State Medicaid plan that outlines how Medicaid works in that state.

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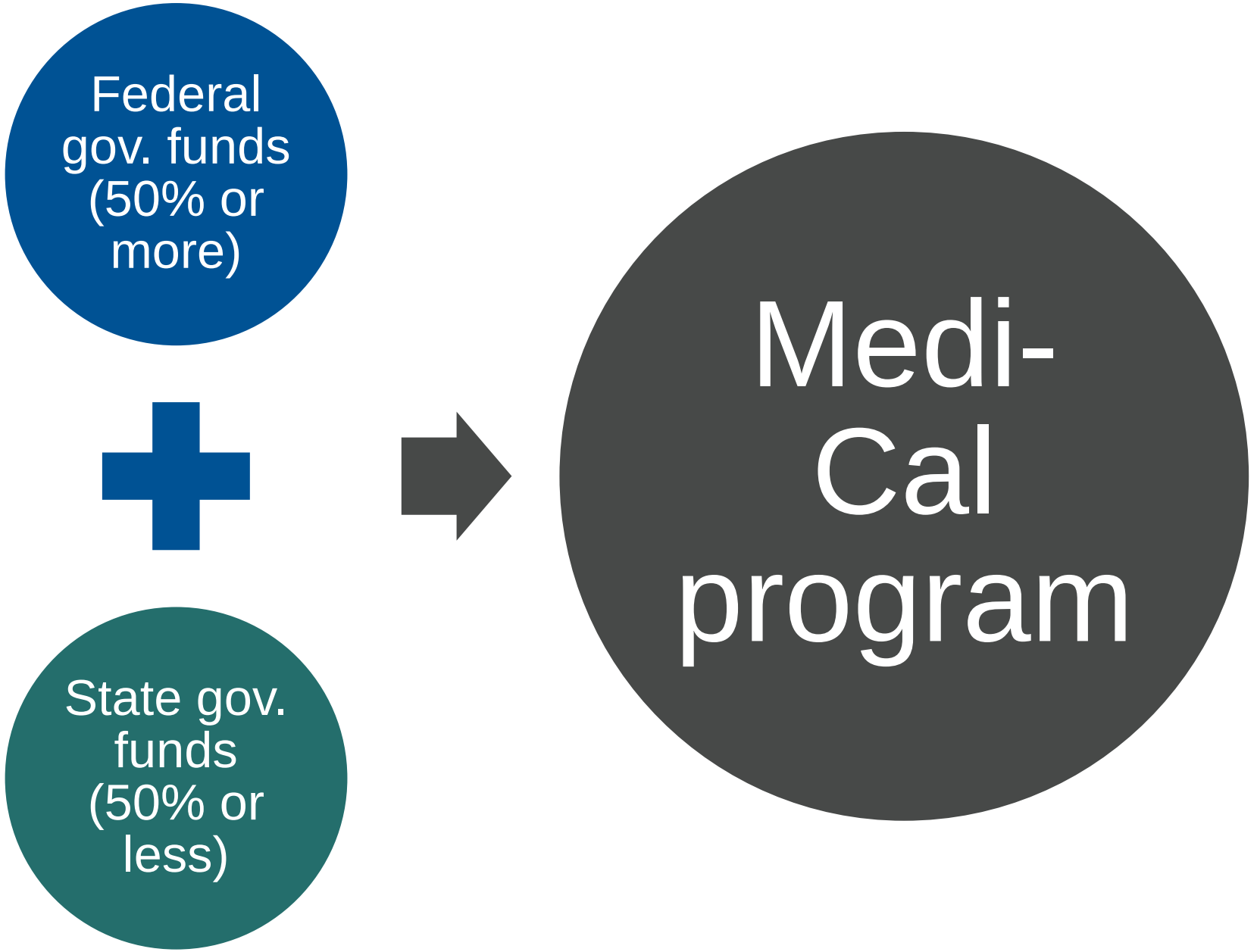
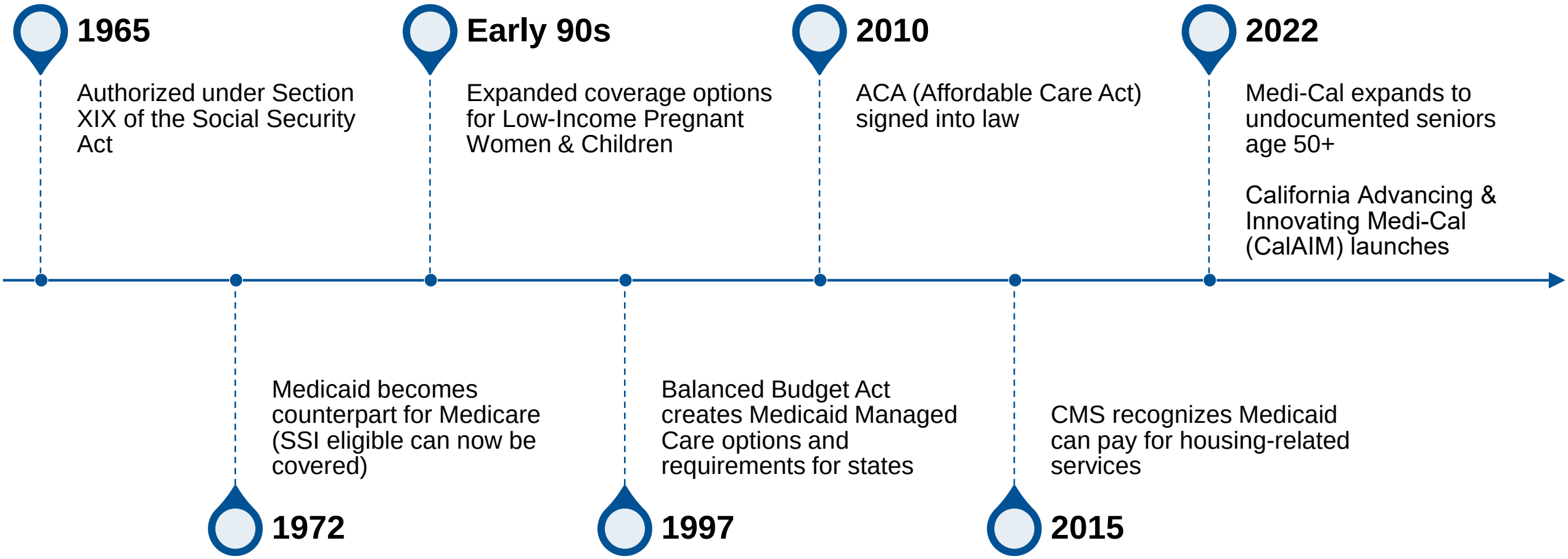
California's Medicaid program is called Medi-Cal



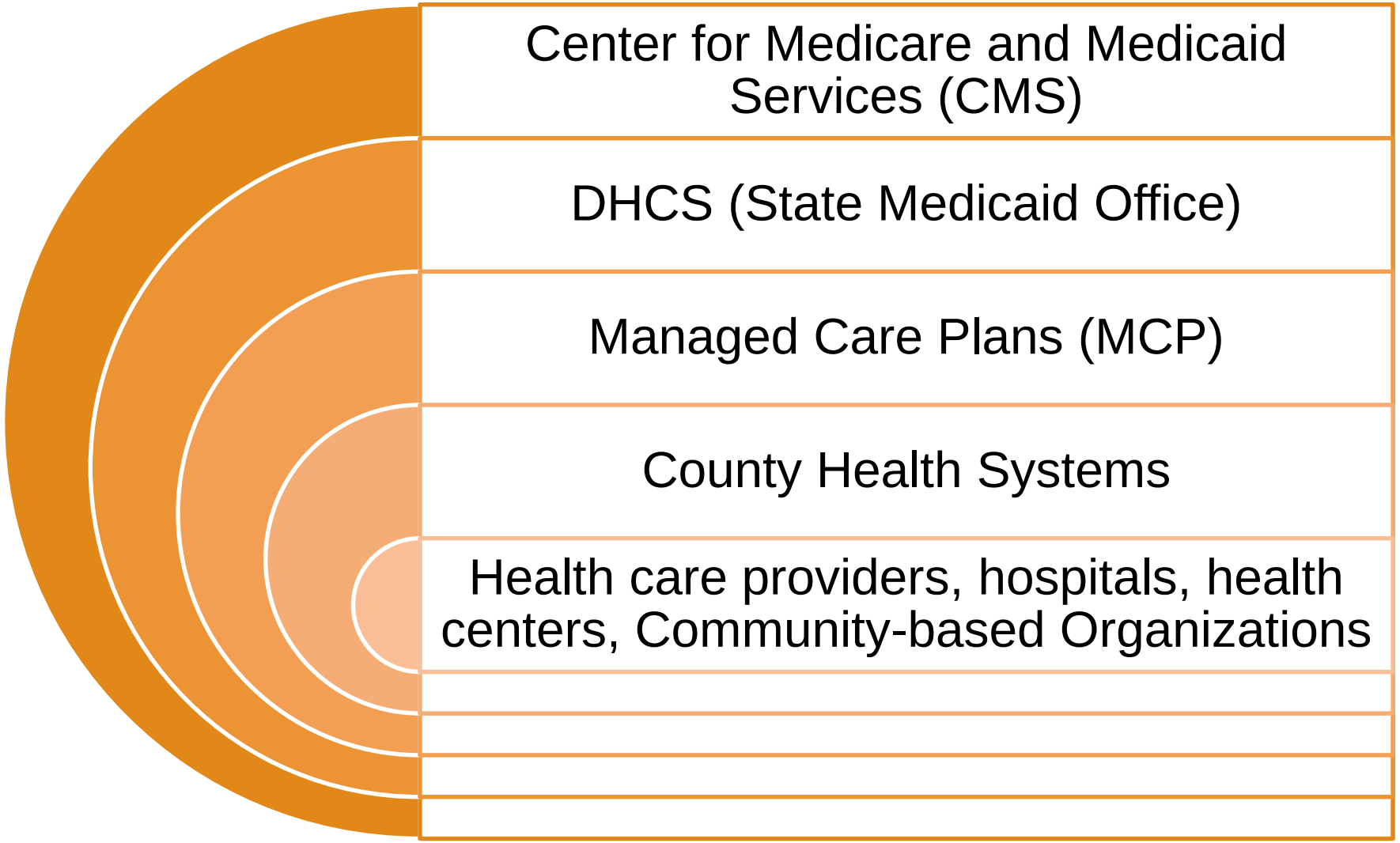
Medicaid/Medi-Cal Eligibility History



The Health Care Players:

Who defines priorities, what is possible?

Know your state's system well enough to advocate effectively



CalAIM Community Supports Services & ECM Benefit

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CalAIM: California Advancing & Innovating Medi-Cal

broader delivery system and program & payment reform across Medi-Cal

GOALS

- Manage member risk through Whole Person Care approaches and addressing SDOHs.
- Move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility
- Improve quality outcomes and drive delivery system transformation through value-based initiatives, modernization of systems and payment reform.

COMPONENTS

HHP, WPC

- Population Health Management
- Enhanced Care Management (ECM)
- Community Supports & Incentives (CS)
- Mandatory Medi-Cal Application & BH Coordination for Inmates/Juveniles
- Mental Health IMD Waiver (SMI/SED)
- Full Integration Plans
- Long-Term Plan for Foster Care

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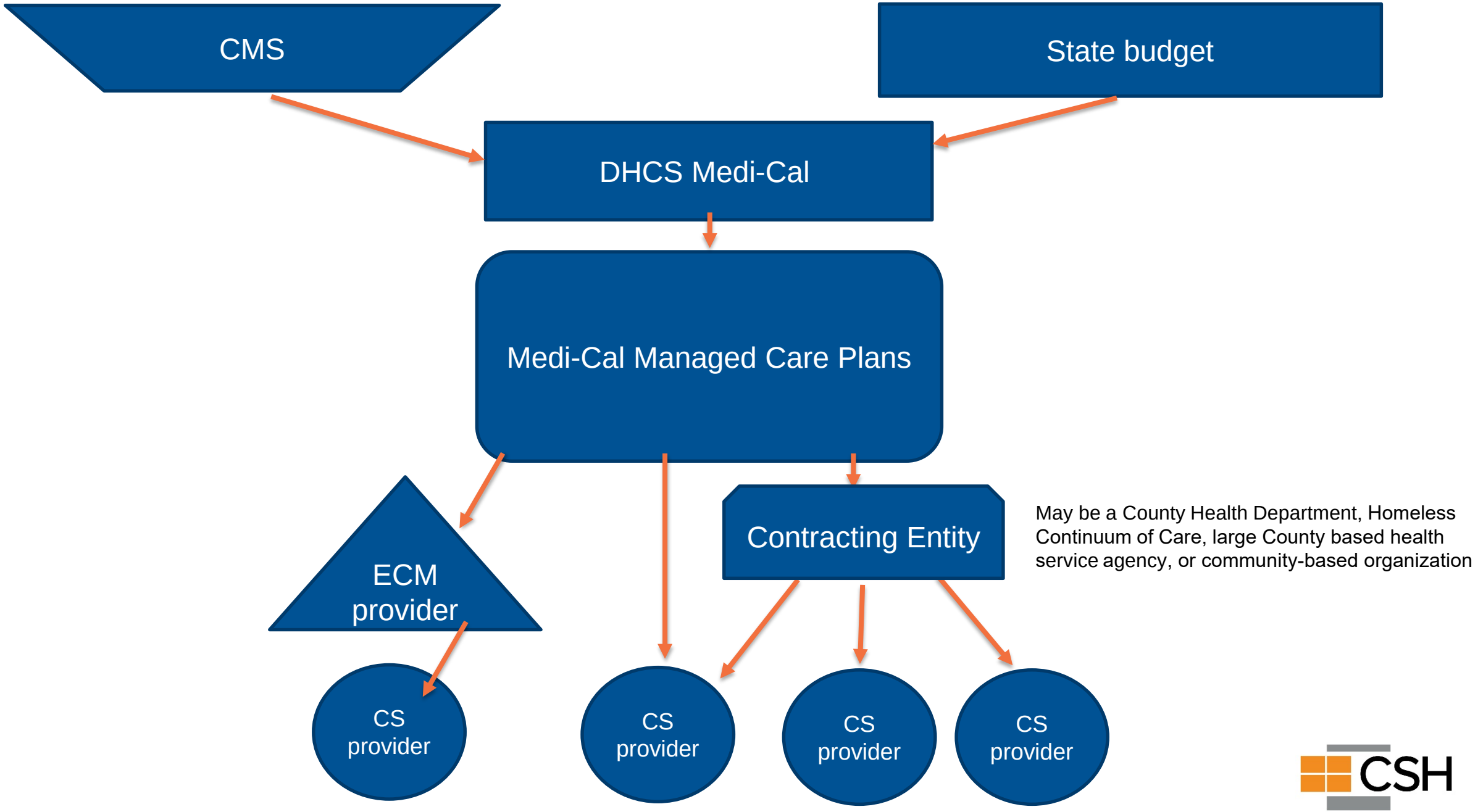
Flow of Funding & Contracts



May be a County Health Department, Homeless Continuum of Care, large County based health service agency, or community-based organization

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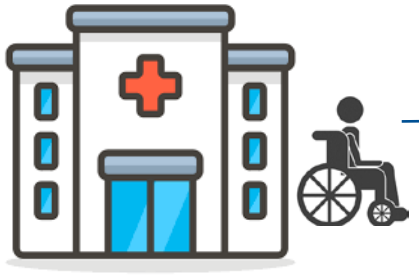
Community Supports are “In Lieu Of” Services

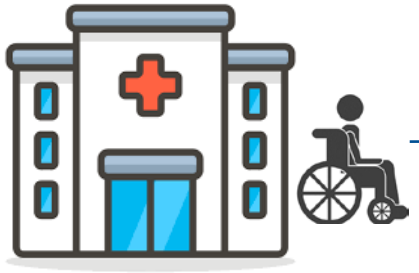


CalAIM

Instead of paying for emergency departments and inpatient overnight stays…

. . . a managed care plan can pay for housing deposits, navigation and tenancy supports

- Housing Deposits
- Housing Transition and Navigation
- Tenancy Supports and Sustaining Services



CalAIM

Instead of discharging to nursing facility or keeping people hospitalized...

. . . a managed care plan can pay for recuperative care or interim housing.

- Recuperative Care (Medical Respite)
- Short-Term Post-Hospitalization Housing

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Community Supports (CS)

Community Supports Optional Benefit

- CS are medically appropriate and cost-effective alternatives to services and are authorized in the State's Medi-Cal **managed care plan contracts**.
- MCPs must make a good faith effort to contract for ECM and CS with HHP providers, WPC entities, and local agencies.
- MCPs will integrate CS into their **population health** management plans – often in combination with the new **ECM benefit**.

Community Supports Incentives

- Incentive payments will be based on **quality** and **performance improvements** and reporting in areas such as care coordination, long-term services and supports.
- MCPs will partner and share the incentive dollars **with providers** in the community.

SET OF 14 CS SERVICES

- Asthma remediation
- Community transition services/nursing facility transition to a home
- Day habilitation programs
- Environmental accessibility adaptations (home modifications)
- Housing deposits
- Housing tenancy and sustaining services
- Housing transition navigation services
- Meals/medically tailored meals
- Nursing facility transition/diversion to assisted living facilities
- Personal care and homemaker services
- Recuperative care (medical respite)
- Respite services for caregivers
- Short-term post-hospitalization housing
- Sobering centers

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What **will this Academy focus on?**

Housing-related Community Supports are:

1. **Housing Transition and Navigation Services**
2. **Housing Deposits**
3. **Housing and Tenancy Sustaining Services**

Housing Transition & Navigation Services

Documents & Forms

- Assisting in obtaining ID and documentation for SSI
- Supporting SSI application process
- Assisting in completing housing applications
- Assisting with requests for reasonable accommodations
- Housing focused needs assessment
- Individualized housing supports plan

Identifying & Getting Ready

- Searching for housing and presenting options
- Identifying and securing housing resources to assist with rent, matching available rental subsidy/voucher
- Identifying and securing resources to cover security deposit, moving costs, adaptive aids, environmental modifications, and other one-time expenses
- Engaging and educating landlord/property management
- Ensuring living environment in prospective unit is safe and ready for move in
- Identifying, coordinating, securing or funding non-emergency, non-medical transportation to assist members' mobility to ensure reasonable accommodations and access to housing options prior to transition and on move in day
- Identifying, coordinating, securing, or funding environmental modifications to install necessary accommodations for accessibility.

Moving & Staying Successful

- Communicating and advocating on behalf of member to landlord/property management
- Assisting in arranging for and supporting details of the move
- Establishing procedures and contacts to retain housing, including developing a housing support crisis plan that includes prevention and early intervention services when housing is in jeopardy

Housing Deposits

- Security deposit
- First and last month's rent
- Assistance with back utility bills
- Other move-in related costs

Housing Tenancy & Sustaining Services

Planning, Early Identification, Eviction Prevention

- Providing early identification and intervention for behaviors that may jeopardize housing, such as late rental payment, hoarding, substance use, and other lease violations.
- Advocacy and linkage with community resources to prevent eviction when housing is or may potentially become jeopardized.
- Coordinating with the tenant to review, update and modify their housing support and crisis plan on a regular basis to reflect current needs and address existing or recurring housing retention barriers.
- Other prevention and early intervention services identified in the crisis plan that are activated when housing is jeopardized (e.g., assisting with reasonable accommodation requests that were not initially required upon move-in).

Education & Collaborative Support

- Education and training on the role, rights, and responsibilities of the tenant and landlord.
- Coaching on developing and maintaining key relationships with landlords/property managers with a goal of fostering successful tenancy.
- Coordination with landlord and case management provider to address identified issues that could impact housing stability.
- Assistance in resolving disputes with landlords and/or neighbors to reduce risk of eviction or other adverse action including developing a repayment plan or identifying funding in situations in which the member owes back rent or payment for damage to the unit.
- Continuing assistance with lease compliance, including ongoing support with activities related to household management.

Documentation & Processes

- Assisting with benefits advocacy, including assistance with obtaining identification and documentation for SSI eligibility and supporting the SSI application process. Such service can be subcontracted out to retain needed specialized skillset.
- Assistance with the annual housing recertification process.
- Health and safety visits, including unit habitability inspections.

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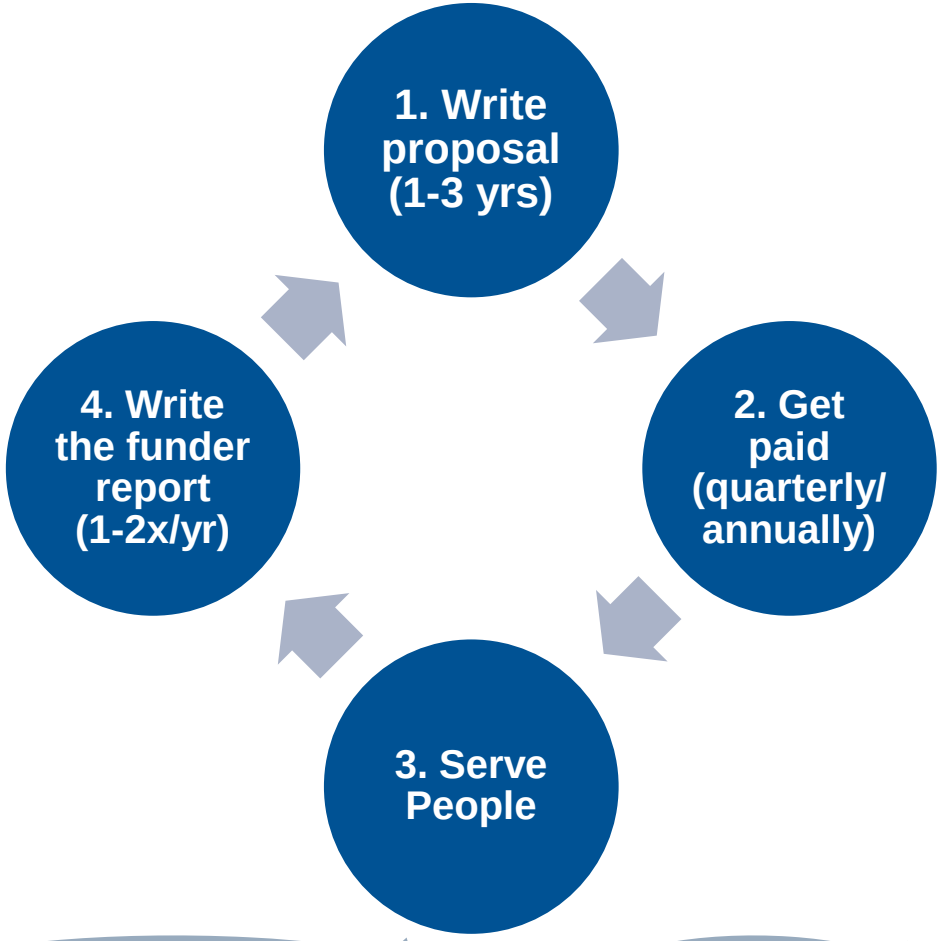
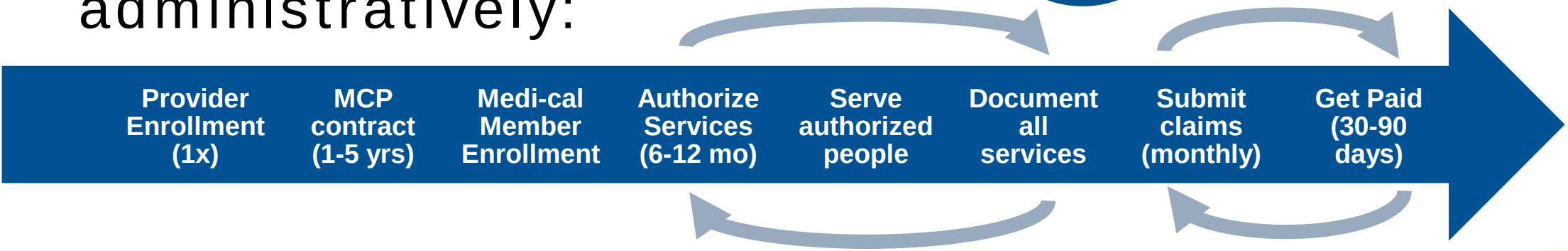
What to consider when looking into becoming a provider

The grants world administratively:



The Medicaid world administratively:



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The Four Lenses for Estimating Costs

Programmatic

- Service provision
- Staffing & Supervision
- Staff Training
- Compliance Requirements

Strategic

- Business partnerships
- Strategic long-term planning
- Braided funding streams
- Board Governance

Analytical

- Data management
- Quality Improvement
- Finance
- Operations
- Legal Guidance

Logistical

- Financial operations, billing
- Legal agreements
- HR
- Information Technology

Contracting

Direct Contracts with MCPs

- Homeless service provider holds contract and <u>all contracting responsibilities</u> for Medi-Cal Community Supports:
  - Receiving referrals and timely engagement
  - Provider enrollment/NPI number,
  - claim submission
  - internal auditing for compliance, and accountability for external audits

Sub-Contracts

- County or Health Network holds contract with MCP and then subcontracts to homeless service providers,
  - While managing <u>administrative tasks</u> for authorization and referral tracking, audit accountability, compliance standards, billing and claims submission

What will it take to make this work?

…. A 10,000 Foot View....

Competitive and sustainable rates from MCPs

- Know your true costs
- Know the start-up costs
- Know when to ask for more and when to say no

“Supplement, not Supplant”

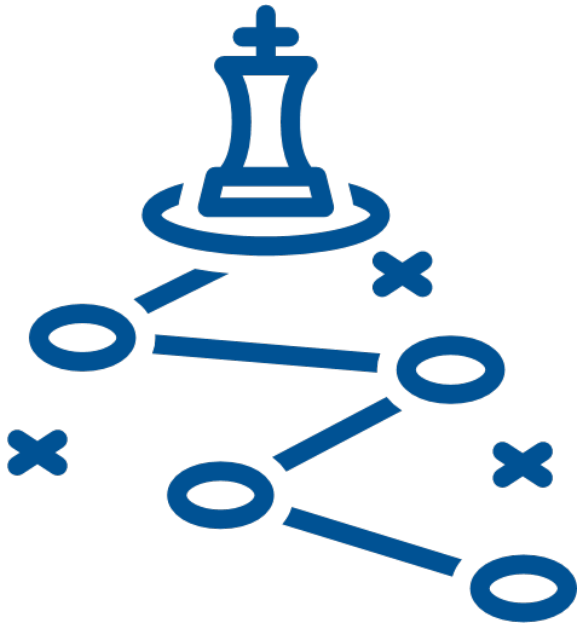
- Expanding on and diversifying the population you are serving or
- Growing service quality instead of "subbing out" funding sources, I.e. CoC HUD funding v. Medi-Cal
- New job positions and new activities under services

Strategic use and maximization of various funding sources

- Dedicated or flexible funding sources for "catch-all"/broad needs not covered by existing streams

Identify your capacity/bandwidth

- Start-up funding
- Flexible partners
- Alignment with current programs, mission
- Referral flow needed to sustain $
- Data management & compliance
- Claims & billing, cash flow changes
- Organizational culture
- Change Management strategies
- Inclusive Decision Making processes



Next Steps: R.E.A.C.H.

Read

- Pages 7-22 of Community Supports Policy Guide to understand services and eligibility guidance

Explore

- Housing and Homelessness Incentive Program (ca.gov)
- Enhanced Care Management and Community Supports (ILOS)
- PATH Funding
- TA Vendor Marketplace

Attend

- Next Training Session!
  - Business Planning for Medi-Cal Housing-Related Community Supports, 1/25/23 1-3PM

Complete

- Consider signing on to support the Supportive Services Transformation Fund

Have ready

- Guestimate of % clients served who are Medi-Cal enrolled and % of clients who are Medi-Cal eligible but not yet enrolled
- MCP contact(s)-Get to know the MCPs funding housing-related CS
- MCP Housing-related Community Supports eligibility statements from MCP websites saved

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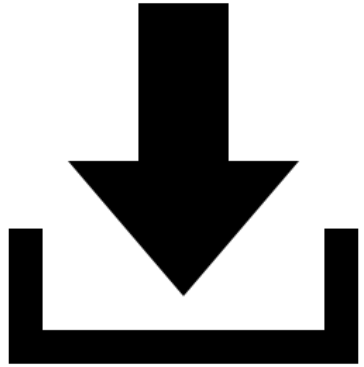
Save these sites:

- CHCF Medi-Cal Academy site where all publicly shared tools and presentation pdfs will live
  - Medi-Cal Academy Training Series - California Health Care Foundation (chcf.org)
- DHCS ECM and CS landing page
  - Enhanced Care Management and Community Supports (ILOS)



Thank you!

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