



Healthy Partners Program:
Data from the Initial Twelve Months...
2016

Department of Health & Human Services
Division of Primary Health Services
March 1, 2017

Healthy Partners Services & Partners

Navigation ** Enrollment Assistance ** Eligibility

La Familia
Sacramento Covered
Department of Human Assistance
Healthy Partners Member Services

Comprehensive Primary Care** Integrated Behavioral Health ** Diagnostics

County Health Center – Pharmacy – Radiology
Employee Health Systems Medical Group, Inc. (EHS)
Quest

Specialty Services

County Health Center
Dignity Health
EHS
Kaiser
Sutter Health
UC Davis
Sierra Sacramento Valley Medical Society

Healthy Partners Advisory Group

Building Healthy Communities
Cares Community Health
Dignity Health
EHS
Kaiser
Legal Services of Northern California
Sacramento Area Congregations Together
Sacramento Covered
Sacramento Latino Medical Association
Sierra Sacramento Valley Medical Society
UC Davis Department of Internal Medicine
Convener – County DHHS Primary Health Services

On June 15, 2015, the Board of Supervisors approved a limited healthcare benefits program for Sacramento County residents meeting specified criteria who are uninsured and undocumented. It was later named “Healthy Partners.” The program was launched in January 2016 beginning with enrollment and primary care services. Specialty services continue to be phased in as available. This report provides information covering the initial twelve months of operation (January 2016 – December 2016) and a current status update.

2016 ACCOMPLISHMENTS

Enrollment / Wait List

The initial program cap for enrollment was set at 3,000 members and was reached mid-August 2016. As soon as the cap was reached a wait list was established. The County Health Center’s member services team provides basic education to prospective wait list members, performs frequent program eligibility verification on current enrollees, and refers interested wait listed individuals to Sacramento Covered and/or La Familia to assist with services. Member Services contacts wait list applicants when there are openings due to disenrollment. Disenrollment occurs when an enrollee no longer meets residency, income, age, or the requirement to maintain active restricted scope Medi-Cal.

Healthy Partners		
Enrollment, Disenrollment & Wait List Information		
Item	Number	Comment
Unduplicated members served	3,399	This is larger than 3,000 due to disenrollment.
Disenrollment in 2016	454	Members no longer meet criteria.
Average disenrollment per month	38	Will monitor to see if the “churn” rate is stable.
Wait list	273	Point in time as of February 9, 2017.

Referral Sources for Healthy Partners Enrollees

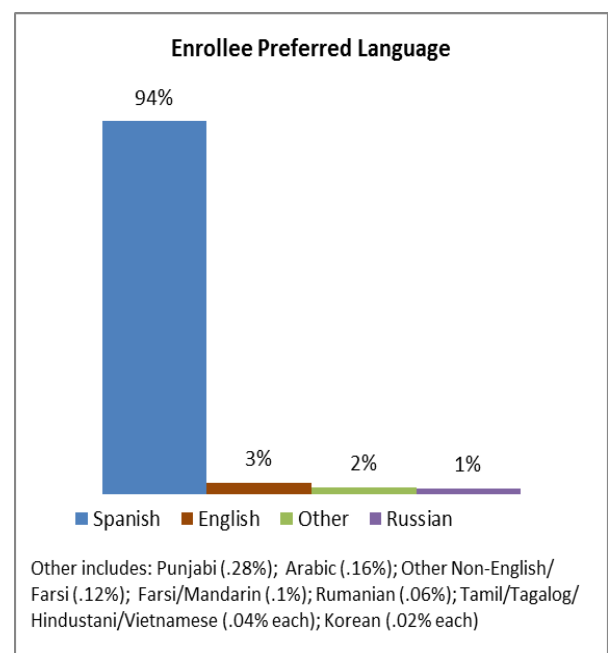
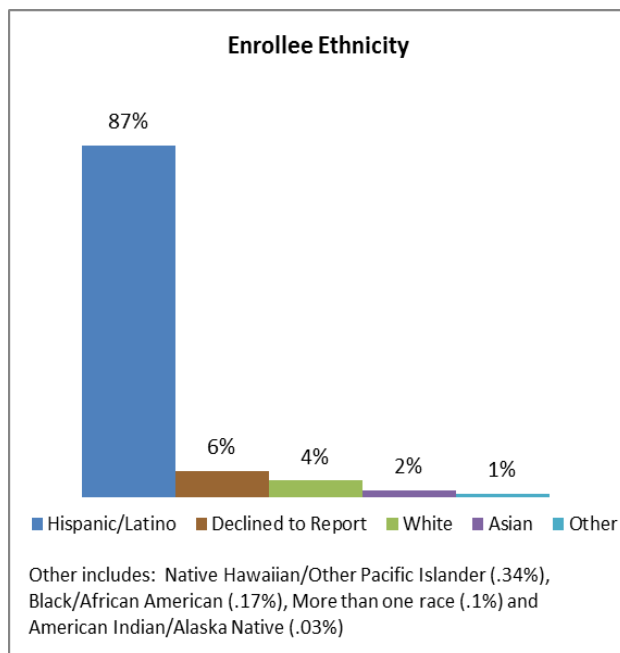
There is no outreach for the Healthy Partners wait list and it is not advertised. Referral sources of current enrollees remained fairly stable in comparison to the six month data. The top referral sources which account for 80% of the referrals include word of mouth by family and friends (48%), Sacramento Covered (14%), La Familia (9%), and the Department of Human Assistance (9%).

Participant Demographics

The majority of enrollees were between 25 – 44 years of age (72%), with more females (67%) than males (33%) enrolling in services.

Healthy Partners Age of Enrollees	
Years of Age	Percentage
19 – 24	2%
25 – 34	26%
35 – 44	46%
45 – 54	19%
54 – 64	7%

Enrollee ethnicity and preferred language are noted below. The majority of the enrollees are Hispanic/Latino (87%) with Spanish (94%) as the most frequently preferred language.



Geographic Distribution

Initial thoughts were that most enrollees resided near the County Health Center. The zip code data revealed a wider distribution of enrollees throughout Sacramento County.

Data is grouped by certain zip codes that have had consistently high rates of poor health outcomes (above county, state, and Healthy People 2020 benchmarks) related to chronic disease and mental health. The 15 zip codes fall into three geographic areas in Sacramento County – North Area, South Area, and Downtown. A zip code designated for individuals who are homeless was also included. The data remains consistent with approximately 74% of enrollees residing in communities with consistently documented poor health outcomes. Zip code data was reviewed for enrollees as of December 31, 2016.

South Area (Zip codes: 95817, 95820, 95822, 95823, 95824, 95828, 95832)

Area	Zip Code	Total Enrollees
City Farms, Fruitridge Manor	95824	373
Elmhurst, Oak Park, Franklin Blvd.	95817	40
Florin	95828	190
Hollywood Park, Land Park	95822	142
Meadowview	95832	60
Parkway, Valley High, North Laguna	95823	515
Tahoe Park, Elmhurst, Oak Park, Colonial Heights, Colonial Acres	95820	364
Total		1684

Downtown (Zip codes: 95811, 95814*)

Area	Zip Code	Total Enrollees
Downtown	95811	5
Richards, Alkali Flats, Mansion Flats, Southside Park	95814, 95812*	2
Total		7

*95812 is a Post Office Box only Zip Code with no residents. Homeless enrollees using 95812 for US Mail are counted in 95814.

North Area (Zip codes: 95660, 95673, 95815, 95821, 95838, 95841)

Area	Zip Code	Total Enrollees
Arden Arcade, Del Paso Heights, Old North Sacramento	95815	156
Arden Arcade, Del Paso Manor	95821	69
Arden Arcade, Foothill Farms, Belmont Estates	95841	24
Del Paso Heights	95838	145
North Highlands	95660	76
Rio Linda	95673	24
Total		494

Other Neighborhoods

Area	Zip Code	Total Enrollees
Arden Arcade, Campus Commons	95825	90
Carmichael, Orangevale, Fair Oaks	95608, 95662, 95628	62
Citrus Heights	95610, 95621	79
Del Paso Heights, Natomas	95833, 95835	97
East Sacramento, Winn Park, Newton Boot, Marshall	95816	4
Elk Grove, Laguna	95624, 95757, 95758	56
Elverta, McClellan	95626, 95652	7
Excelsior, Calvine, Vineyard	95829, 95830	16
Folsom	95630, 95763	7
Galt, Walnut Grove, Courtland	95632, 95615	26
Hood	95639	2
Isleton, Antelope	95641, 95842, 95843, 95690	73
Land Park, Pocket, Greenhaven	95818, 95831	24
Rancho Cordova	95670, 95741, 95742	100
Rosemont, College Greens	95826	25
Sacramento, Lincoln Village, Sierra Oaks	95827, 95834, 95864	85
Sloughhouse, Herald, Wilton	95638, 95683, 95693	7
Total		760

Healthy Partners Enrollees Zip Code Summary Chart Point in Time: December 31, 2016		
Community Groups	Number of Enrollees	
North	494	74% of enrollees reside in communities with consistently high rates of poor health outcomes related to chronic disease.
South	1684	
Downtown	7	
Other Communities	760	26% reside in other communities
Total Enrollees	2945	

Zip Code Data Source: Community Health Assessment of Sacramento County, prepared by Valley Vision, Inc. for the Healthy Sacramento Coalition, 2012 and 2016.

Primary Care Services

Preventative and primary care services, prescriptions (most through low cost retail, some through county pharmacy), laboratory tests, simple films (radiology), and diagnostic tests comprise the health care benefits for this program. There were 9,276 primary care visits during 2016.

Dignity Health began an evidence-based diabetes education group in Spanish at the Health Center. This will augment the Health Center's Pharmacists-assisted chronic disease management services. Staff can also refer to chronic disease management groups at La Familia.

Psychiatry consultation and medication management are available onsite for all County Health Center enrollees. Two licensed master's level clinicians (Licensed Clinical Social Worker and Licensed Marriage, Family Therapist) began work in summer 2016. Another clinician began employment in early 2017. Vacancies were longstanding due to prolonged recruitment issues. Two of the clinicians speak Spanish and the other uses an interpreter. The most common diagnoses of enrollees were depression, anxiety and Post Traumatic Stress Disorder (PTSD). There were 465 mental health clinician visits during 2016 for brief therapy and psychoeducation. Psychiatry visits and consultation were not included in this data.

Prescriptions

Healthy Partners enrollees pay out of pocket for most medications through low cost retail stores such as Walmart. Many medications are available for either \$4 (one-month supply) or \$10 (three-month supply). Medications are the patient's only out of pocket costs for this program. The County Pharmacy provides a limited County formulary for those medications deemed essential and are not available through low-cost retail. Approximately 60% of medications dispensed through the County Pharmacy during the initial twelve months of operations have been for diabetic medications and supplies. The other high-use pharmaceuticals through the County were for asthma (13%) and cardiovascular (11%).

Diagnostic and Specialty Services Organization – The tables below illustrate providers for diagnostic and specialty services:

Diagnostic Services		
Provided by:	Type	Onsite
County	Radiology – simple films	Yes
Quest (contracted)	Labs	Yes
EHS (contracted)	Advanced imaging (ultrasound, digital mammography, MRI, CT, Bone Density, Fluoroscopy)	No

Specialty services are not comprehensive. Services are only available to Healthy Partners enrollees if there is medical necessity and the identified service is available. Exception: preventative services.

Provided by:	Specialty Services	Onsite
County staff & UCD (contracted)	Rheumatology, Non-Operative Orthopedic, Nephrology	Yes
EHS (contracted)	Dermatology, Gastroenterology	No
County staff & SPIRIT (donated) <i>Collaborative Care Specialty Clinics</i>	<u>Saturday Clinic:</u> Dermatology, Neurology, Gynecology, Gastroenterology, Urology, Diabetic Retinopathy Screenings (DRS), Ophthalmology <u>Specialists scheduled during the week:</u> Neurology, Urology, DRS, Endocrinology	Yes
SPIRIT Outpatient (donated)	Gastroenterology, Ophthalmology, Gynecology	No
SPIRIT Surgery (donated)	Hernia, Cataract, General	No

Specialty Services Utilization – The next table depicts utilization of specialty services for the period April 2016, through December 2016:

Specialty Services Visit Utilization 2016 As of December 30, 2016		
<i>Health Center/UCD TEACH</i>		
<i>Specialty</i>	<i>Completed</i>	
Non-Operative Orthopedics Ortho	32	Limited hours twice monthly.
Rheumatology	10	
Nephrology	17	
Total	59	
<i>EHS</i>		
<i>Specialty</i>	<i>Completed</i>	
Dermatology	1	These services began to roll out in November 2016.
Gastroenterology	2	
Total	3	
<i>Collaborative Care Clinic (County/SPIRIT)</i>		
<i>Specialty</i>	<i>Completed</i>	
Neurology	15	Three half-day clinics held at the Primary Care Center in 2016 – April, July, and October. Beginning October 2016, some specialists began clinics during regular business hours at the Health Center.
Gastroenterology	15	
Dermatology	15	
Gynecology	13	
Urology	23	
Endocrinology	3	
Ophthalmology	6	
Diabetic Retinopathy Screening (DRS)	68	
Total	167	

<i>SPIRIT (Physician Office / Ambulatory Surgery Center)= 18</i>		
	<i>Completed</i>	
Specialty	7	Gynecology, Ophthalmology, GI, Urology, Retinal, Hernia
Surgery	11	Hernia, eye (cataract / vitrectomy), kidney stone, and ENT
Total	18	
Grand Total	247	

Specialty Services Phase In 2017

Kaiser began donating vision care (eye exams, glasses, and, if indicated, Ophthalmology consults) in January 2017. This will include up to 20 individuals per month. Currently the Health Center Care Coordination Team refers individuals who may need eye exams to California Vision Services (CVS) to obtain eye exams and glasses at no cost. Vision services were not covered as a county benefit under Healthy Partners so these services by partner agencies are extremely helpful to enrolled members.

Specialty services (SPIRIT and EHS) will continue to phase in throughout 2017. It takes time to identify the needs, recruit potential specialists, determine appropriate outpatient services, and complete the arrangements.

PATIENT EXPERIENCE DATA

The patient experience has been very positive. This is evident through word of mouth referrals, verbal comments or written cards, and through patient satisfaction surveys. The last survey was completed in September 2016. Surveys are periodically completed to inform service planning and to provide staff feedback.

Survey Question	Percent of Enrollees who chose “very good/good” versus “fair/poor)
Able to make an appointment when sick or hurt.	56%
Length of wait time at the clinic.	78%
Provider listens to you.	98%
Provider spends enough time with you.	97%
Provider gives you information you can understand.	97%
Provider considers your personal or family beliefs.	96%
Provider gives you good advice and treatment.	96%
Survey Question	Percent of patients who responded “yes” to this question.
Would you send your family and friends to us?	97%

HEALTHY PARTNERS ADVISORY GROUP

Healthy Partners Advisory Group member seats represent the following entities:

- Building Healthy Communities (BHC) – advocates from various community based agencies such as Sacramento Covered, Sacramento ACT, and Legal Services of Northern California
- Federally Qualified Health Center (FQHC) – Cares Community Health represents community based FQHCs

- Hospital Systems – Dignity Health and Kaiser are the representatives of the four local hospital systems (all four systems including UC Davis and Sutter Health are active SPIRIT partners)
- Sierra Sacramento Valley Medical Society – SPIRIT
- Physicians – Sacramento Latino Medical Society (SaLMA) and UC Davis Department of Internal Medicine
- Sacramento County DHHS, Primary Health Division – convenes group

The advisory group reviews and discusses data, current operations, and recommendations. Meetings occur monthly and are open to the public. The Healthy Partners Advisory Group discussed program recommendations at the November, December and January Advisory Group Meetings. Member seats include Advocates (4), EHS (1), Community FQHC (1), Hospital Systems (2), Physicians (2), and SPIRIT (1). County staff abstained. Recommendations included:

- Eliminate the enrollment cap and make adjustments based on funding.
- Eliminate the upper age limit and review monthly.

EXPENDITURES

Healthy Partners impacts three budget units incorporating – Clinic Services, Pharmacy and the Medical Treatment Account. The easiest information to track is from the Medical Treatment Account due to contracts with Quest and EHS. This account holds the bulk of new revenues dedicated specifically to Healthy Partners (\$2.5 million including \$1.0 million Health Realignment and \$1.5 million General Fund). The other revenue that was dedicated to this program was \$400,000 (General Fund) for administration in the Clinic Services budget. Largely Clinic Services and Pharmacy redesigned their programs to absorb this population within their existing budgets. This was set at 3,000 enrollees.

Estimated expenditures for the first half of FY 2016-17 were approximately \$3 million. Costs for Clinic Services and Pharmacy Services are collectively projected to be within their approved budgets. There should be significant savings in the Medical Treatment Account due to the gradual phase-in of the EHS contract specialty services. Donated and contracted specialty services are continuing to be phased in. Some services are not available for contracting as providers may not wish to participate in a limited benefit program and the County does not cover high-cost services such as inpatient care.