

DEC 16 2015
BY *Aimence Evans*
CLERK OF THE BOARD

For the Agenda of:
December 16, 2015
Timed: 2:00 PM

To: Board of Supervisors

From: Department of Health and Human Services

Subject: Report Back - Status Of Development Of Healthcare Services For Undocumented Residents (Healthy Partners Program)

Supervisorial Districts: All

Contact: Sherri Z. Heller, Director, Health and Human Services, 875-2002
Sandy Damiano, Deputy Director, Primary Health Services, 876-7179

Overview

This is the Department of Health and Human Services' (DHHS) report back to the Board regarding the status of the healthcare program for undocumented County residents authorized during the Fiscal Year 2015-16 June Budget Hearings. This program is called "Healthy Partners."

Recommendation

Receive and file.

Measures/Evaluation

Not applicable.

Fiscal Impact

None

BACKGROUND

On March 18, 2015, the Board held a workshop on healthcare services for undocumented immigrants. During the course of the hearing, the Department presented overview materials related to this topic, including a staff report and a briefing paper authored by Stan Rosenstein that had an associated matrix with potential options and cost estimates. On June 9th, 2015, the Board received a Communication Receive and File Board Memo dated May 28, 2015 noting the status of the development of a healthcare service for undocumented residents. Specifically, the memorandum described additional work the Board requested, stakeholder feedback, and recommendations. The Board approved a program proposed by the County Executive at the June Budget Hearings. Much of the program utilizes the existing County Health Center's budget.

On November 10th, 2015, there was a “Communication Received and Filed” memo regarding the status of development of healthcare services for undocumented residents. This report includes much of the same information with some section updates.

PLANNING UPDATE

Design Overview

The program is called “Healthy Partners,” which illustrates partnership at multiple levels. This includes the patient and the primary care provider treatment team, and it includes the County’s partners including Employee Health Systems, Medical Group (EHS), the local Sierra Sacramento Valley Medical Society (SSVMS), the local Hospital Systems, Sacramento Covered, and advocates.

The County Health Center staff is comprised of County employees and contracted medical staff from the UC Davis Department of Internal Medicine and Department of Psychiatry. The County Health Center provides primary care services and is a teaching program.

The Healthy Partners program consists of enrollment into integrated primary care. The only patient cost is for low-cost retail pharmaceuticals.

Healthy Partners <i>Comprehensive primary care services</i>	
Eligibility & Enrollment	Healthy Partners services are only for enrolled patients of the Sacramento County Health Center. Enrollment is limited.
Primary care	Comprehensive preventative and primary care <ul style="list-style-type: none"> ▪ <i>Psychiatric consultation and collaborative care</i> ▪ <i>Women’s Health</i> ▪ <i>Outpatient “Minor” Surgical Services – joint aspiration, lumps/bumps, skin biopsy, abscess drainage</i>
Focus	Preventative care (including immunizations) and treatment of chronic conditions, such as Diabetes, Hypertension, Cardiovascular, Asthma and Depression.
Care Management	<i>Clinical Pharmacist managed services:</i> Diabetes, Hypertension, Depression & Coumadin
Prescriptions	Low Cost Retail (most medications are \$4/\$10 per prescription for either a 30 day/90 day supply)
	Limited County formulary (no cost to patient)
Radiology / Laboratory	Radiology (Plain Films) and lab tests

Specialty care is called “Healthy Partners Plus”:

- This is only available for members who are actively enrolled in Healthy Partners; **AND**
- Who meet medical necessity criteria, **AND IF**;
- The particular specialty service needed is available.
- Enrollment must be authorized separately **AND** be case and episode-based.

Healthy Partners Plus excludes services covered by other programs and any emergency or inpatient hospitalization. Emergency services will be covered through restricted scope Medi-Cal. Specialty services will be provided through three means:

- County Health Center – The Department will amend or establish a new contract with University of California, Davis (UCD) Department of Internal Medicine for a few specialties onsite.
- Sacramento Physicians' Initiative to Reach Out, Innovate and Teach (SPIRIT) Volunteer Program – SPIRIT is undergoing an expansion to serve the target population as discussed in the June Board item receive and file communication. Services will be provided through private physician offices, outpatient surgeries and through an onsite specialty clinic located at the Primary Care Center.
- EHS – The contracted vendor will provide identified advanced diagnostic testing (such as a MRI) and identified specialty care. These must be ordered by the treating physician and meet medical necessity criteria. Services will be phased in due to expenditure monitoring and claim lag times. Claims may take up to 150 days from date of service to be completed. We will begin the first quarter only utilizing advanced imaging tests.

Due to limited funding, not all specialties will be covered. Staff and navigators will work to refer patients to any available services for specialties that are not covered.

Planning Timeline

Services will begin in the first quarter of 2016. Some components of the program may not be operational at go-live since processes are in development simultaneously. A rough timeline is noted below:

- Administrative Work (July – through December 2015)
Various administrative tasks are in process: contract development, enrollment path and materials, testing data systems, development of initial metrics, etc. Employees are in process of being selected and trained for member services, and administrative or direct care functions.
- County Formulary and Specialty Inclusions (July – December 2015)
Staff worked with key physician and pharmacy managers to develop a limited formulary and specialty inclusions and exclusions list for contracting. These were also reviewed by the healthcare consultant, UC Davis Transforming Education and Community Health (TEACH) program faculty leadership, and the stakeholders group. While not exhaustive, these meet essential needs. These items will be reviewed periodically.
- Primary Care (Target January 2016)
Primary Care services will begin in January for enrolled members.
- Navigation (January 2016)
Customer assistance and navigation services are essential for this population. Sacramento Covered has offered in-kind enrollment assistance. County will train and

authorize designated Sacramento Covered navigators to provide information and enrollment assistance. This will also be a tremendous contribution. Work is in process to outline respective roles and duties.

Healthy Partners will have a County member services team that provides enrollment, education on the services and problem solves issues. The Health Center also has a Care Coordination Team that assists with specialty appointments.

Two other non-profit community partners (La Familia and Health Education Council) have also offered in kind support services. Services offered include health information and supportive services not available within the Healthy Partners program. Details are forthcoming.

- SPIRIT Recruitment (Target January 2016)
SSVMS and the Hospital Systems have just begun physician recruitment. SPIRIT is now compiling a list of potential volunteers for services within private physician offices or at a specialty clinic located at the Primary Care Center. This clinic is a collaborative initiative between SPIRIT and DHHS. SPIRIT physicians will provide services and the County will provide space, clerical, medical assistance, and clinic oversight. Hospital systems have also begun recruitment efforts on behalf of SPIRIT with their respective medical groups and hospitals. SPIRIT and the hospital system partnerships are highly valued and critical for the success of this program.
- EHS - Contracted Vendor for Specialty Services (January 2016)
A Board item was scheduled on December 8, 2015 to obtain authorization to execute a multi-year expenditure contract for specialty services. EHS has been an established provider network in Sacramento since 2002 and currently serves over 60,000 Medi-Cal members. EHS has health plan agreements with Anthem Blue Cross, Health Net, and Molina Healthcare. EHS is responsible for the care of more than 500,000 beneficiaries in eight counties, including (from north to south) Sacramento, Madera, Fresno, Kings, Tulare, Los Angeles, San Bernardino and Riverside. Fully 90% of EHS's membership is Medi-Cal managed care. The other 10% is commercial and senior managed care. Contract negotiations are in process and EHS is assisting with data review to assist in a phased-in approach. This is necessary due to funding limitations and high costs of specialty services.
- Specialty Services through the Health Center (January / February 2016)
The Department will request to amend the existing UCD Department of Internal Medicine contract to include a few specialties at the County Health Center. These specialties will be for Medi-Cal and Healthy Partners enrollees.

STAKEHOLDER PROCESS

Stakeholder meetings have continued to occur on a monthly basis, although the number of participants has substantially reduced. Stakeholders who have continued to participate include

Advocates, Hospital Systems, Medical Society and UCD Department of Internal Medicine. This meeting will become more formalized in 2016 and transition into an advisory body.

OTHER UPDATES

Federal Executive Order – The Federal Executive Order remains at a standstill, due to the legal process. Implementation of the Federal executive order and application for full scope Medi-Cal benefits under PRUCOL (Permanent Residence Under Color of Law) may assist approximately half of the undocumented immigrant population Statewide.

SB 75 Full Scope Medi-Cal for All Children – Implementation efforts are in process by the State Department of Healthcare Services. This program will begin May 2016. Statewide, 120,000 children are currently on restricted scope Medi-Cal. The initial process will be to transition those children currently in restricted scope to full scope Medi-Cal coverage.

Coverage in Other Counties – The Board workshop staff report noted that eleven counties provided healthcare services to undocumented immigrants. Nine of the eleven counties are public hospital counties that own and operate their public hospitals, and generally have related clinics. Those include San Francisco, San Mateo, Contra Costa (children), Alameda, Santa Clara, Kern, Ventura, Los Angeles and Riverside. Two of the eleven, Fresno and Santa Cruz, were non-public hospital counties with unique circumstances that could not be duplicated by Sacramento County. Fresno County approved a gap coverage program for specialty services in April 2015. The Board approved a program for Sacramento County in June 2015. The following week, the County Medical Services Program (CMSP) Consortium of 35 counties approved a program for individuals aged 21–64 years at 139–300% of the Federal Poverty Level (FPL). Monterey County had a pilot program approved to support the undocumented and uninsured residents with laboratory and pharmaceutical costs. In September 2015, Contra Costa County approved a one-year pilot for primary care services for 3,000 undocumented residents at county clinics.

SUMMARY COMMENTS

The Department greatly appreciates the interest of the County Executive, the Board, and stakeholders in this program initiative. While not a comprehensive benefits program, a limited, high quality healthcare program that provides a positive consumer experience has received the support of many partners who have stepped up to demonstrate their commitment to such a plan.

There have been some action items on the November and December Board calendar to obtain authority for contracts, budget authority, and positions for program implementation. Another status update will be submitted post implementation.

Respectfully submitted,

SHERRI Z. HELLER, Director
Department of Health and Human Services

APPROVED:
BRADLEY J. HUDSON
County Executive

By: _____
PAUL G. LAKE
Chief Deputy County Executive