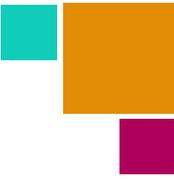


# **Alameda Alliance Health Home Pilot Webinar**

Alameda Alliance for Health

December 21<sup>st</sup>, 2016

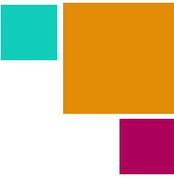
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# Webinar Housekeeping

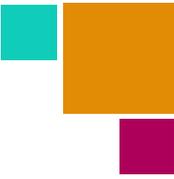
- ❖ **All webinar attendees will be on mute until the powerpoint presentation is complete**
  - ❖ **We will unmute attendees for a brief Q&A session, but will respond to questions sent during the webinar first**
- ❖ **If you have questions, you can send the questions to the presenters**
  - ❖ **We will provide quick instructions on the webinar**
- ❖ **This powerpoint will be posted on the Alliance website**
- ❖ **The Alliance will also post responses to the questions presented on the webinar on the Alliance website next week**
- ❖ **The Alliance website: [www.alamedaalliance.org](http://www.alamedaalliance.org)**
- ❖ **Interested entities are welcome to send questions to [HealthHomePilot@alamedaalliance.org](mailto:HealthHomePilot@alamedaalliance.org)**

# About the Alliance

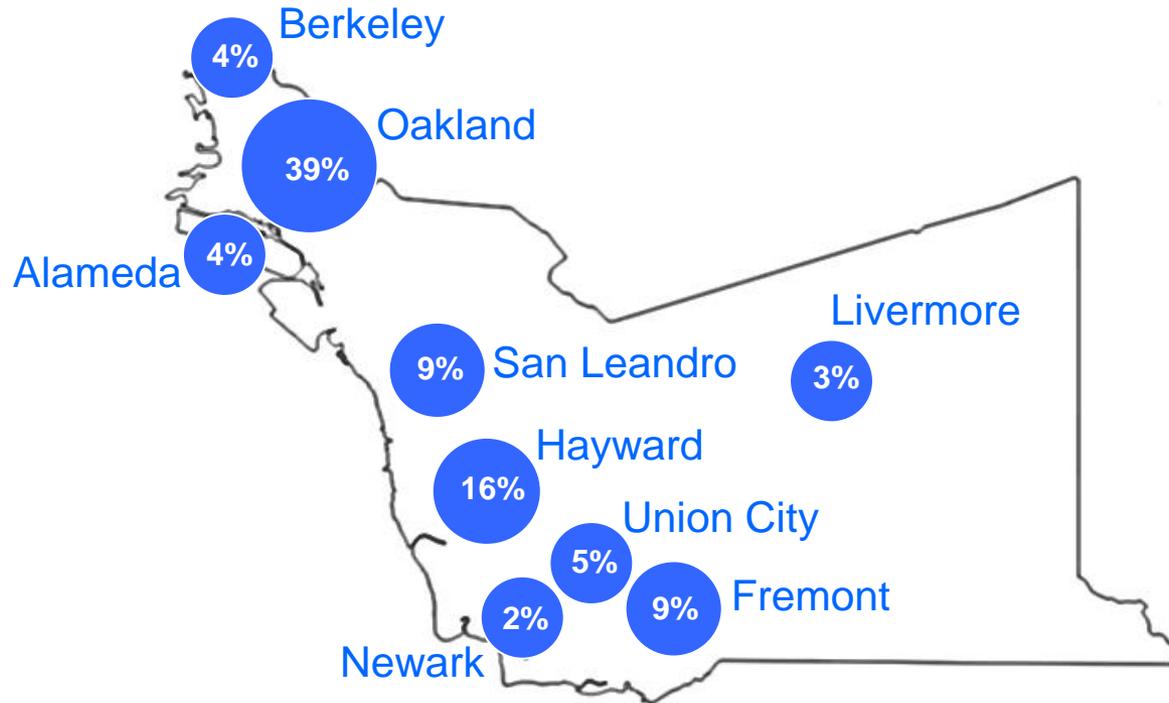


- ❖ The Alliance is a non-profit managed care health plan, formed by the Alameda County Board of Supervisors in 1996 as a public entity under Welfare and Institutions Code Section 14087.54.
- ❖ We strive to improve the quality of life of our members and people throughout our diverse community by collaborating with our provider partners in delivering accessible and affordable health care services. As participants of the safety-net system, we recognize and seek to collaboratively address social determinants of health as we proudly serve Alameda County.
- ❖ Currently manage 267,000 members and growing, primarily Medi-Cal.
- ❖ 81% of Medi-Cal eligible residents choose the Alliance, with high retention rates.
- ❖ Knox-Keene Licensed and NCQA-Accredited in Medi-Cal and Commercial lines of business.
- ❖ Corporate headquarters in Alameda, California
- ❖ 280 employees, expanding in medical management and technology services

# Our Membership



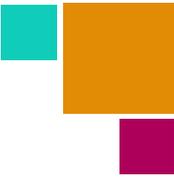
267,000 Members in Alameda County



91% of the Alliance's members live in 9 communities

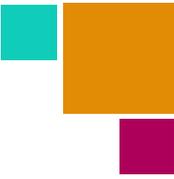
81% enrolled in Medi-Cal managed care choose Alameda Alliance

# Health Homes Pilot: Frequently Asked Question



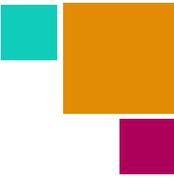
- **Question: How do I apply for the Alameda Alliance Health Home Pilot?**
- **Answer: To apply for this opportunity, respond to all the questions outlined in the Request for Information (RFI). Prepare your organization's response in a Microsoft Word or PDF document and please follow the indicated page limits. Send your organization's responses to the RFI in an email attachment to the following email address: [HealthHomePilot@alamedaalliance.org](mailto:HealthHomePilot@alamedaalliance.org). Your organization's completed response to the RFI needs to arrive via email on or before 5pm PST on Monday, January 9.**

# Health Homes Pilot: Frequently Asked Question

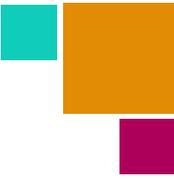


- **Question: What is the amount of resources that will be available for each successful Pilot partner?**
- **Answer: The Alliance anticipates 2-3 organizations will be invited to participate as Pilot partners and each of these partners will be eligible to receive some portion of the \$500,000 available for the Pilot. The amount each partner will be allocated will depend on the Pilot partner's outreach and enrollment of the Alliance-identified, high-risk members into their intensive case management program. Contract negotiations with each Pilot partner invited to participate in the Alliance Health Home Pilot will include final terms on the exact amount available for each high-risk member enrolled in the Pilot partner's intensive case management program.**

# Health Homes Pilot: Frequently Asked Question

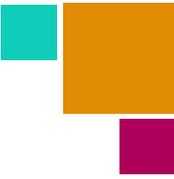


- **Question: Is the Alliance Health Home Pilot concentrating on specific target populations?**
- **Answer: As outlined in the RFI, the target population for the Alliance Health Home Pilot will consist of high risk, high cost Alliance Medi-Cal members that fit into several general groups: 1) Medi-Cal members with repeated incidents of avoidable emergency use, hospital admissions, or nursing facility placement; 2) Medi-Cal members with chronic conditions; 3) Medi-Cal members with mental health issues and/or substance use disorders; and/or 4) Medi-Cal members who are currently experiencing homelessness and/or individuals who are at high risk of homelessness.**



# Health Homes Pilot: Frequently Asked Question

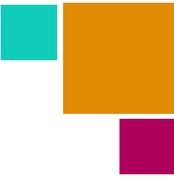
- **Question: Are there certain types of organizations that the Alliance sees as potentially stronger Pilot partners for the Alliance Health Home Pilot?**
  
  - **Answer: The Alliance is seeking to have Health Home Pilot partners provide high touch, community-based, intensive case management services to some of the Alliance's most complex patient populations. The Alliance believes the following organizations are likely to provide stronger responses to the RFI questions:**
    - **1) Organizations with a proven track record of providing effective case management services for complex populations, preferably one of the Pilot target populations;**
    - **2) Organizations with existing staffing that demonstrate the capacity to perform medical case management and address social service needs, especially housing insecurity.**
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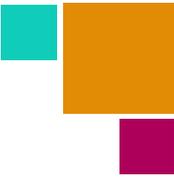
# Health Homes Pilot: Frequently Asked Question

- **Question: What is the relationship between the Alliance Health Home Pilot and the Health Home Program, which is being developed by the California Department of Health Care Services (DHCS)?**
- **Answer: The Alliance is, in part, implementing the Pilot to prepare for the eventual implementation of the Health Home Program in Alameda County. The Health Home Program being developed by DHCS will add community-based, intensive care coordination services, including housing navigation services, as a Medi-Cal benefit in several counties throughout California. This program is scheduled to begin in Alameda County in July 2018.**

# Health Homes Pilot: Frequently Asked Question



- **Question: What is the relationship between the Alliance Health Home Pilot and the Alameda County Health Care Services Agency's Whole Person Care Pilot?**
- **Answer: All three county initiatives, (Health Home Program, the Alliance Health Home Pilot and the Whole Person Care Pilot) have been strategically aligned to support the development of intensive, community-based, case management interventions throughout Alameda County. The initiatives also seek to support the development of community-based entities with the capacity to address housing insecurity as a critical component of comprehensive intensive case management. The Alameda County Health Care Services Agency and the Alliance are working closely together on these initiatives in order to ensure strategic alignment. For information on Alameda County's Whole Person Care Pilot, named the Alameda County Care Connect: <http://www.achch.org/ac-care-connect.html>**



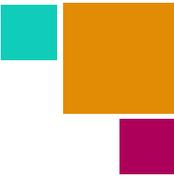
# Health Homes Pilot: Frequently Asked Question

**Question: How will the Alliance score the respondents to the Request for Information?**

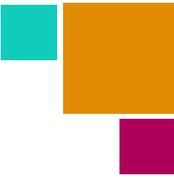
**Answer: As outlined in the RFI, reviewers will be comparing RFI responses based on the following criteria:**

- 1. Demonstrated capacity to perform intensive case management services, based on the “RFI Submission Responses”. Each question will be scored based on the strength of the response within the specified page limits.**
- 2. Applicants must have specific professionals as part of their care team in order to participate. As outlined, these professions need to include a combination of the following disciplines:
  - a. Case managers, (“CM”), Registered Nurses (“RN”), Licensed Vocational Nurses (“LVN”), Licensed Clinical Social Worker (“LCSW”). As outlined, members of the care team may be medical or social service in nature.****
- 3. The Alliance will seek to ensure that successful Pilot partners are geographically dispersed.**

# Health Homes Pilot: Frequently Asked Question



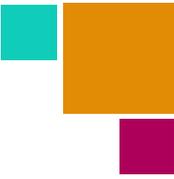
- **Question: Will respondents that are not chosen to become Pilot partners have an opportunity to appeal the results?**
- **Answer: There will be no appeal process for this opportunity. All decisions will be final.**



# Health Homes Pilot: Frequently Asked Question

- **Question: What are the additional steps an organization invited to participate as a Pilot partner need to complete in order to receive the funds?**
- **Answer: Once the highest scoring RFI respondents are recommended to be Pilot partners, the Alliance and its intended partners will enter into contract negotiations. These negotiations will cover the scope of services to be performed, performance expectations and reporting requirements that will allow the Alliance to conduct an evaluation of the effectiveness of these services.**

# Health Homes Pilot: Frequently Asked Question



- **Question: When does the Alliance expect the Pilot partners to begin providing intensive case management services?**
- **Answer: The Alliance expects its Pilot partners to begin providing intensive case management services around mid-March, 2017.**



# Health Homes Pilot: Frequently Asked Question

- ❖ **Question and Answer Session based on Questions submitted via the Webinar.**
- ❖ **Future Questions: Please send to [HealthHomePilot@alamedaalliance.org](mailto:HealthHomePilot@alamedaalliance.org)**