



California Health Care Foundation

HEALTH CARE THAT WORKS FOR ALL CALIFORNIANS

Supporting Medi-Cal: Past, Present and Future

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California Health Care Foundation

Who we are

- Independent philanthropy
- Established in 1996
- Grant over \$30 M annually
- Dr. Sandra Hernandez becomes CEO 2014
- Vision: *Health care that works for all Californians*

How We Do Our Work

Three Program Areas

- Improving Access to Coverage and Care for Low-Income Californians
- Ensuring High-Value Care
- Informing Decisionmakers

How We Do Our Work

We support

- collaboratives and pilot projects
- research and analysis to inform policy and practice
- monitoring and evaluation
- technical assistance and stakeholder engagement

How We Do Our Work



Past

Why Eligibility and Enrollment?

1999

Many uninsured

- 6.8 million uninsured in CA
- 23% uninsured rate-- above national average
- **Many eligible but not enrolled**
 - 30% of uninsured
 - 2/3 of uninsured children eligible for HF or Medi-Cal

Past

Research to Increase Enrollment

- Year 2000, Eric Marder Associates
- What would have the greatest impact on enrollment among those eligible but not enrolled in Medi-Cal and Healthy Families?
- Draw on successful private sector market research techniques
- Improving enrollment and eligibility would have most impact

Past

County Collaborative

- 2006 Medi-Cal Eligibility Process Improvement Collaborative (MEPIC)
- Medi-Cal churn among children
- 13 counties participated (Fresno, Humboldt, Lake, Lassen, Los Angeles, Napa, Nevada, Sacramento, San Diego, Santa Clara, Solano, Tulare, and Yuba)
- Results: positive impact on teams; workflow and process improvements– but varied by county; spread beyond program; some impact on retention.

Present

Consumer Experience Research

- Starting in 2014, consumer experience of CalHEERs
- By watching people apply, understand experience, usability, barriers, and capture emotional impact
- Findings: particular challenges around defining household and income, as well as interface issues
- Big picture: not easy to enroll or renew

Present

Spurring Enrollment of Newly Eligible

Medi-Cal Expansion to All Low-Income Children

- Partnered with CWDA to support statewide and regional training sessions for eligibility workers
- Communications and media strategies in partnership with The California Endowment
- Assessing and identifying needs for next phase

Future

What Next for CHCF's work on Medi-Cal?

Get People Covered

- Continue to Expand Coverage
- Innovate and Simplify Enrollment

Ensure Access Once Covered

- Delivery system and payment reform
- Innovative Technologies and Care Models
- Monitoring and Reporting

Ideas for Partnering?

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