



2020 CWDA VIRTUAL CONFERENCE

CHARTING THE FUTURE TOGETHER

OCTOBER 7-8



CWDA
Advancing Human Services
for the Welfare of All Californians

Medi-Cal and Health Care

What We've Learned During COVID-19 and How We Can Move Forward

Wednesday, October 7, 2020

12:30 - 1:30 pm

Cathy Senderling-McDonald, CWDA, Moderator

Panelists

▶ Jacey Cooper

CA State Medicaid Director
Chief Deputy Director, Health Care Programs
California Department of Health Care Services

▶ Andie Patterson

Vice President of Government Affairs
California Primary Care Association

▶ Mimi Hall, MPH

Director
Santa Cruz County Health Services Agency



Medi-Cal and Health Care – What We’ve Learned During COVID-19 and How We Can Move Forward

Jacey Cooper
CA State Medicaid Director



Waivers & Flexibilities

- CMS Blanket Medicare Waivers
- Request for Federal Flexibilities
 - 1135 Waiver Requests
 - Home and Community-Based Services (HCBS) Appendix K Requests
 - 1115 Waiver Request
 - Disaster SPA Requests
 - Implemented provisions of Children’s Health Insurance Program (CHIP) SPA
- Governor’s Executive Order



COVID Guidance

Eligibility

Beneficiary
Outreach

Providers

Managed
Care

Behavioral
Health

Telehealth



Phone Call Away



Medi-Nurse Line



Medi-Nurse Line: (877) 409-9052



California
HOPE

Hope will persevere

(833) 317-HOPE

calhope.dhcs.ca.gov



Challenges

Even beyond the lifetime of the Public Health Emergency, COVID-19 will have a long-term impact on the Medi-Cal program and its health care delivery systems

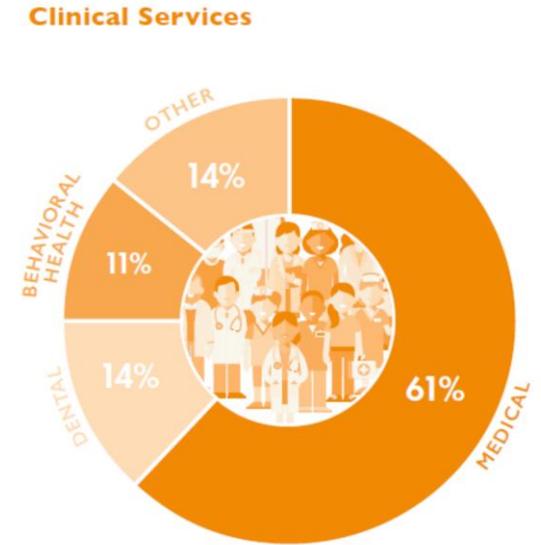
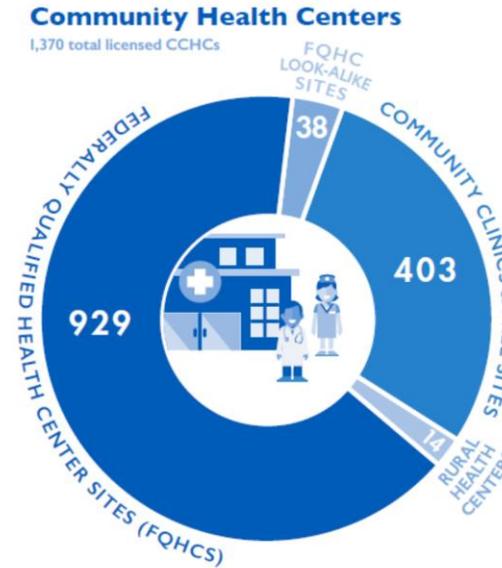
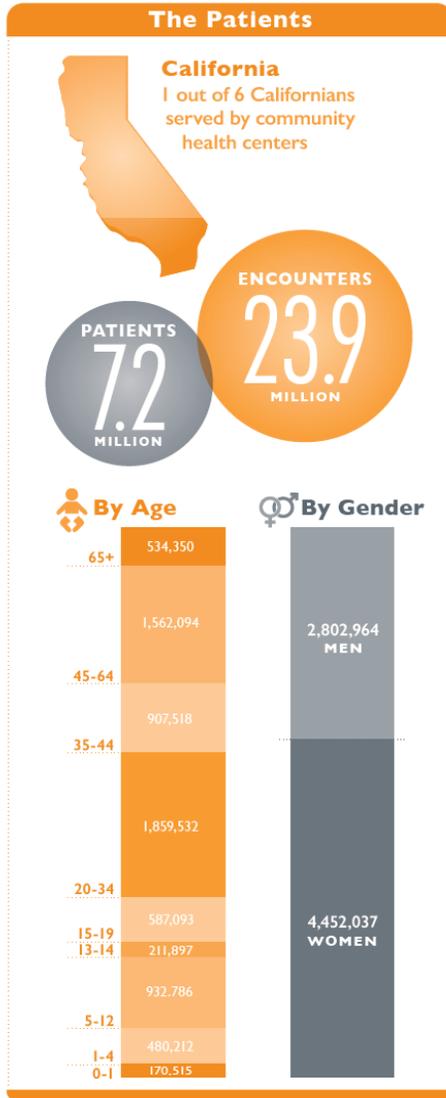
- Exacerbated pre-existing health disparities and inequities
- Financial impact to providers
- Program Oversight: Quality reporting and network adequacy
- Adverse effects the pandemic is having on the behavioral health of Californians
- Resuming regular care – impact to well-child visits and immunization rates
- Unwinding the federal and state waivers and flexibilities
- CA budget deficit



Community Health Centers and COVID-19

October 2020

Community Health Center Profile: 2019



COVID-19: Response and Obstacles

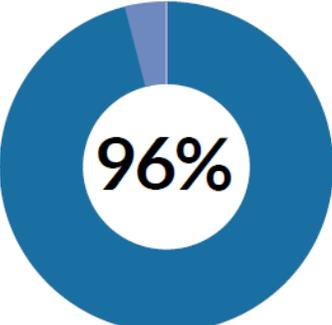
Response

- Protecting and ensuring public health
- Testing
- Securing PPE
- Having to close sites, reduce hours and execute furloughs

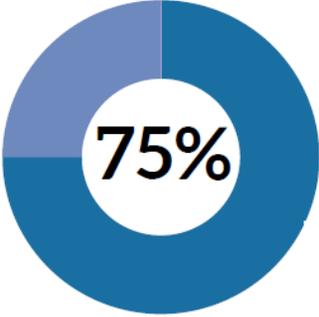
Obstacles

- FQHC payment is fee for service (volume oriented)
 - FFS comes with many restrictions- types of providers, locations, services provided
- Staff health concerns/ family dynamics (kids at home)
- Federated State/County public health model

COVID-19: CHC August Response



Ability to Test for COVID-19



COVID-19 drive-up/walk-up testing capacity

Average turnaround time for COVID-19 test results



42%
at more than 5 days



	Patients Tested for Virus Detection	Patients Tested for Antibody Detection
Patients Tested	78,935	2,984
Patients Tested Positive	12,581	531
% of Patients Tested of Racial / Ethnic Minority	72%	53%
% of Patients Tested Positive of Racial / Ethnic Minority	81%	69%

COVID-19: CHC August Response



84%

Health center weekly visits compared to pre-COVID-19 weekly visits



52%

Health centers conducting telehealth / virtual visits



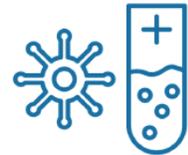
30%

Health Centers temporarily closed at least one site



8%

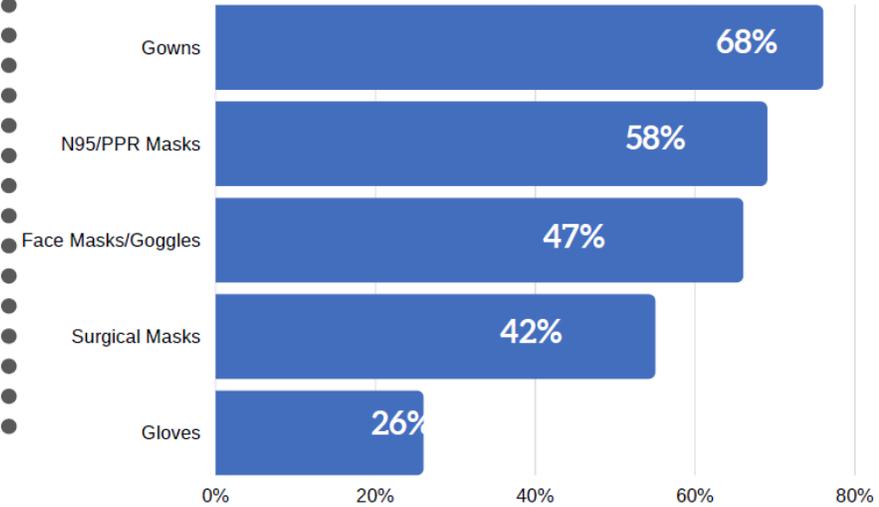
Health center staff are unable to work due to site/service closure, exposure, family/home obligations, lack of PPE, etc.



294

staff tested positive for COVID - 19

% of CHCs who identified a need for Personal Protective Equipment (PPE) (n=29)



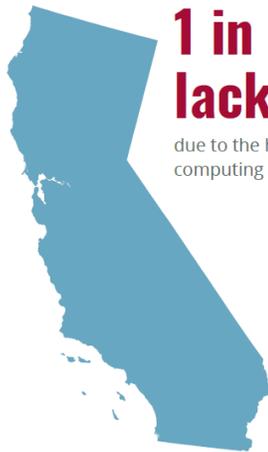
Data Source: HRSA Health Center COVID - 19 Data Collection Survey administered on August 7, August 14, August 21, and August 28. Data reflects 158 FQHCs and Look Alike Clinics. Data represents information provided by health centers from a single, specified reporting date.

COVID-19: Opportunities

Opportunities

- Virtual care FOREVER!!!!
 - Decreases no show rates
 - More equitable for patients (easier access/ less time consuming)
 - Telephonic flexibilities/payment must be kept
- Health centers realizing how quickly they can change delivery
- Value based payment
- Deeper connections and best practices with public health

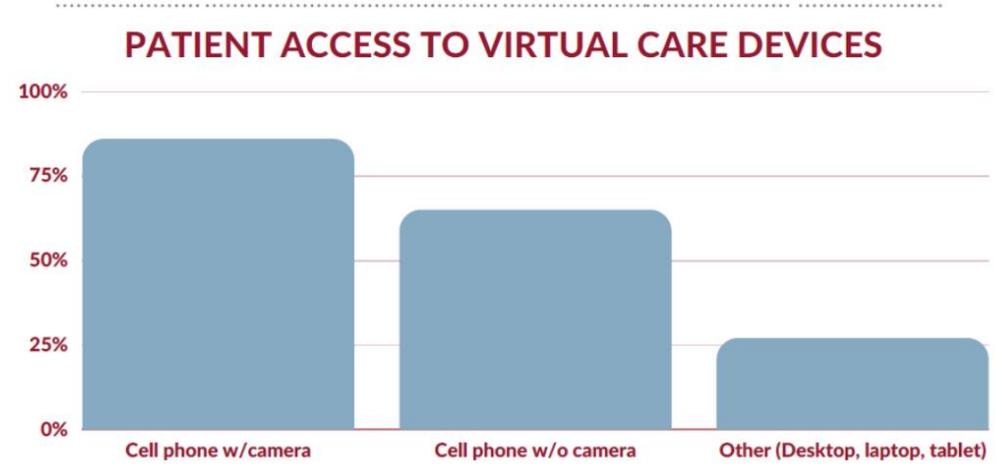
Why telephonic access is so important



1 in 8 CA households lack Internet access³

due to the high costs of broadband services and/or computing devices, resulting in heavy reliance on cell phones.

COST INHIBITS INTERNET ACCESS FOR MORE THAN 1 in 5 Californians¹



COVID-19 DIGITAL INEQUITIES IMPACTING ACCESS

2 out of 3 patients



rely on cell phones to receive virtual care

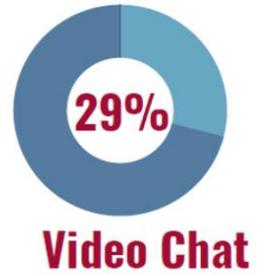
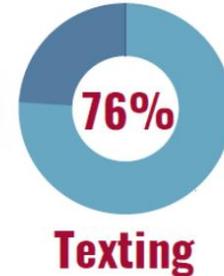
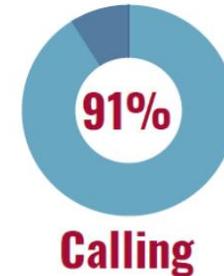


1 out of 4 patients



rely on non-mobile devices to receive virtual care

91% of patients are most comfortable using phones for care



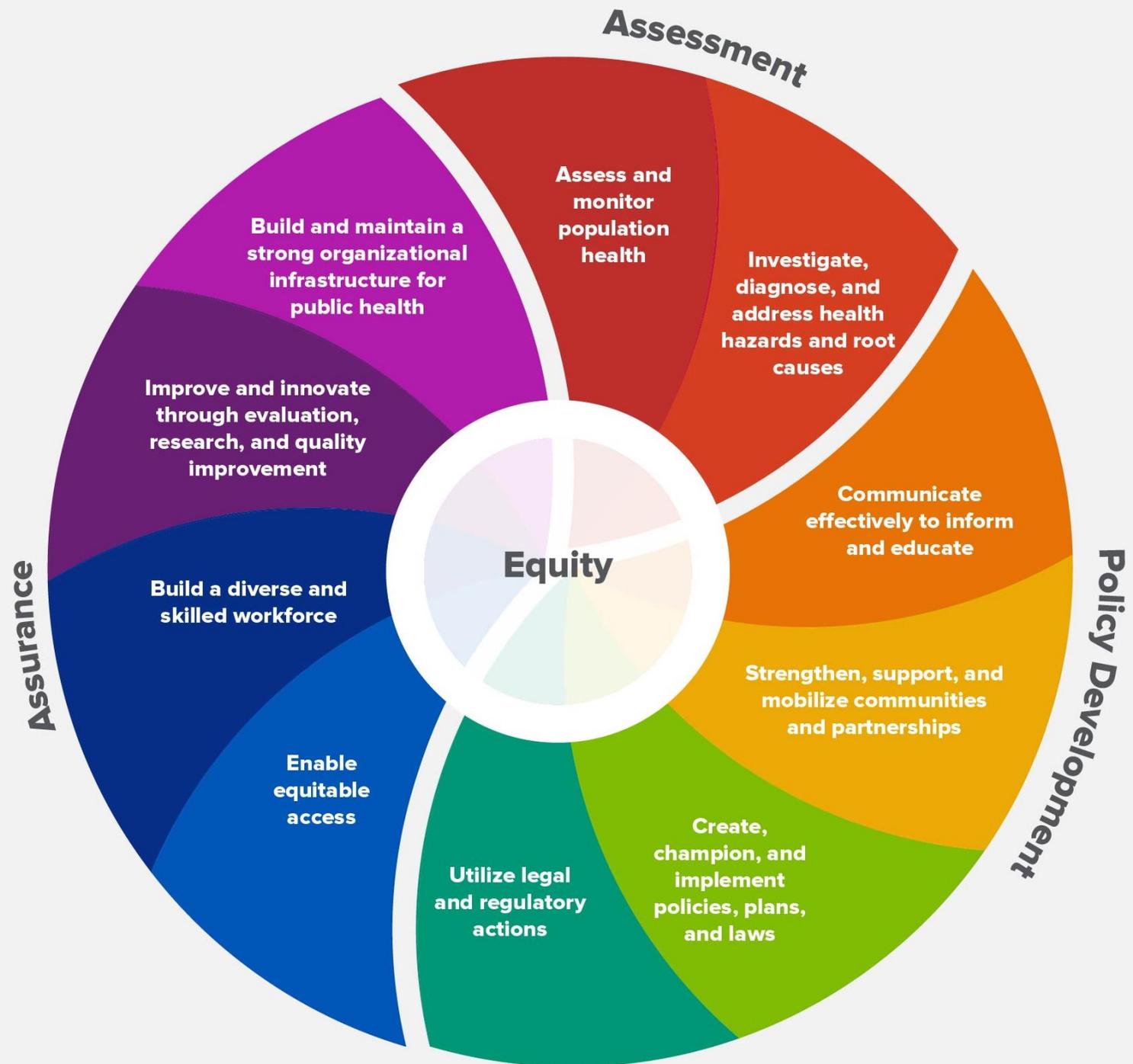
COVID-19: Lessons for Local Health Jurisdictions

CWDA Annual Conference
October 7, 2020

Mimi Hall, Director
County of Santa Cruz
Health Services Agency

Ten Essential Public Health Services

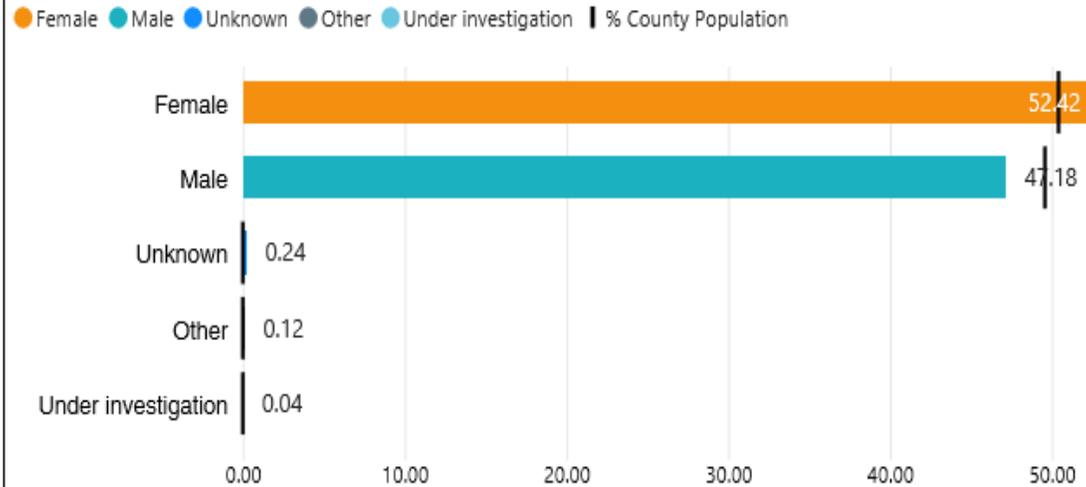
- This framework underscored by COVID-19
- Equity at the core
- Opportunity to demonstrate the use of epidemiological data to inform pandemic response
- Allocation of diverse resources to populations most impacted and at risk



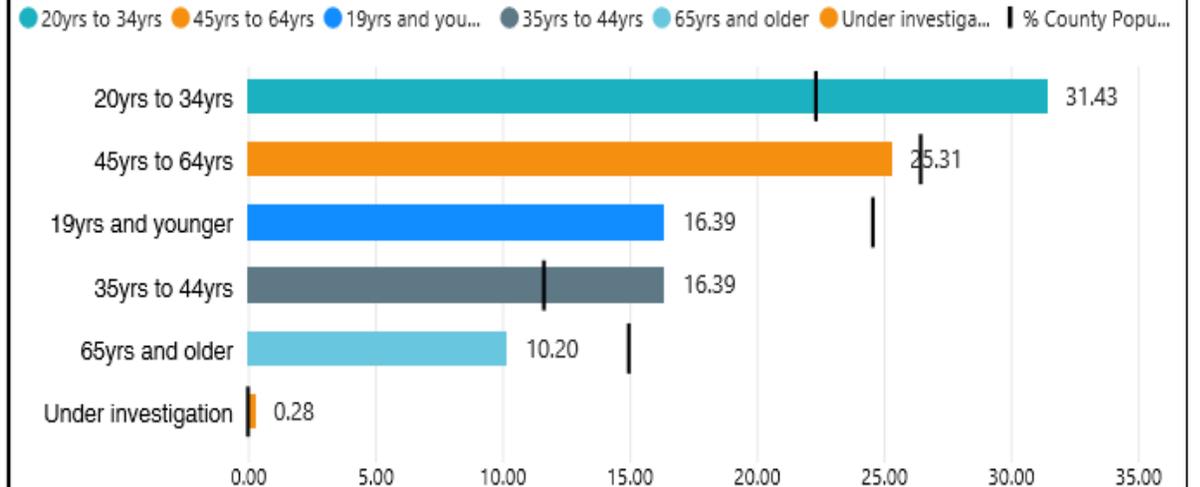
COVID-19 Data Dashboard: Equity View of % of Known Cases Among Santa Cruz County Residents

For additional [dashboard details](#) and [data definitions](#) select the information icon: 

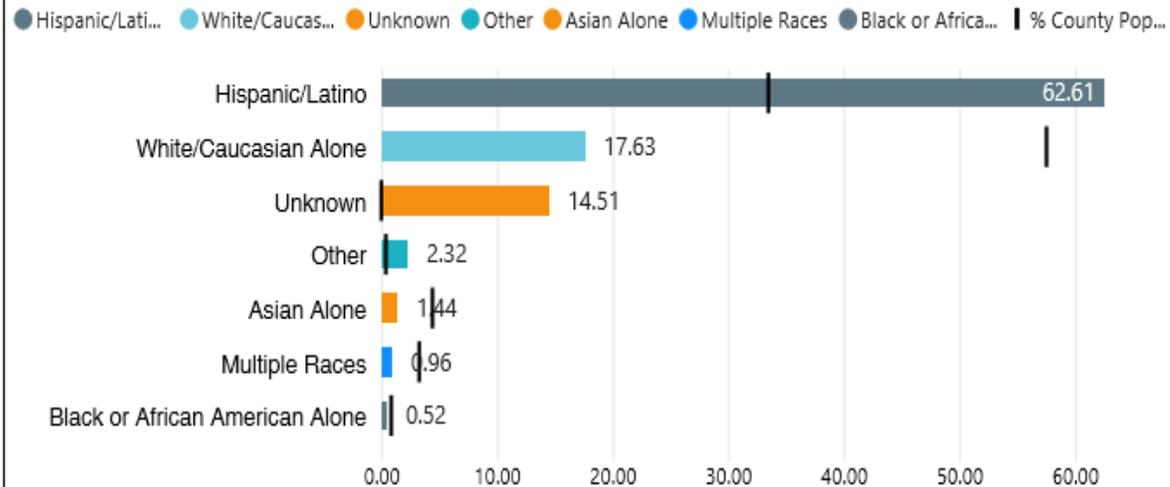
Known cases by gender



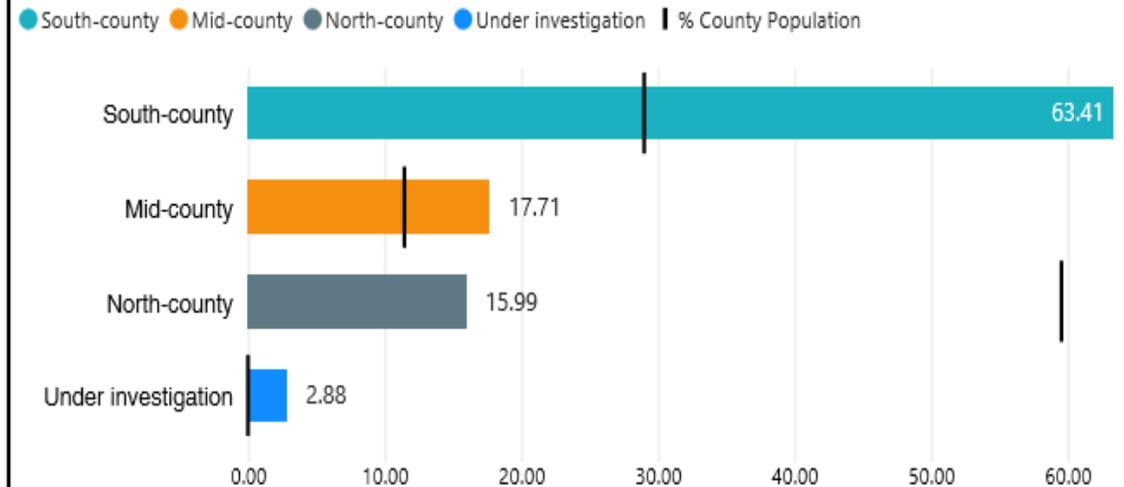
Known cases by age group



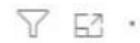
Known cases by race/ethnicity



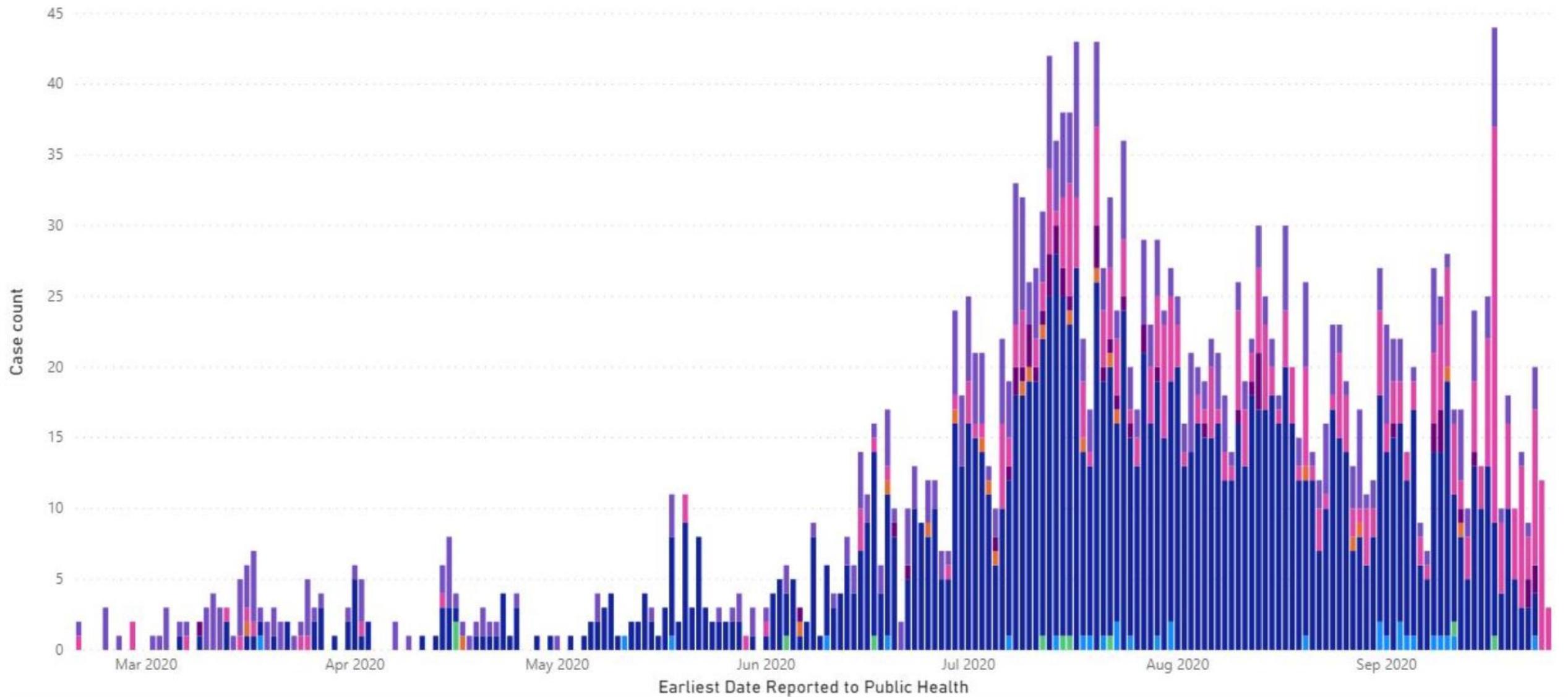
Known cases by region



Known Cases of COVID-19 by Race/Ethnicity, Santa Cruz County



Race/Ethnicity Asian Black or African American Hispanic/Latino Multiple Races Other Unknown White/Caucasian



Challenge



Transformation



The changing landscape of COVID created adaptability in the service delivery system



Chronically underfunded public health infrastructure resulted in strengthened public/private partnerships



Lack of coordinated national, state and local strategies required reliance on local systems innovations and resources



Polarization and politicizing of public health science and practice

“Injustice anywhere is a threat
to justice everywhere”

Dr. Martin Luther King, Jr.

Questions?

Please type your questions into the Q&A Box on your screen.

We will answer as many questions as possible.