



Q4-2024 Los Angeles County Community Advisory Committee

Monday, December 9, 2024



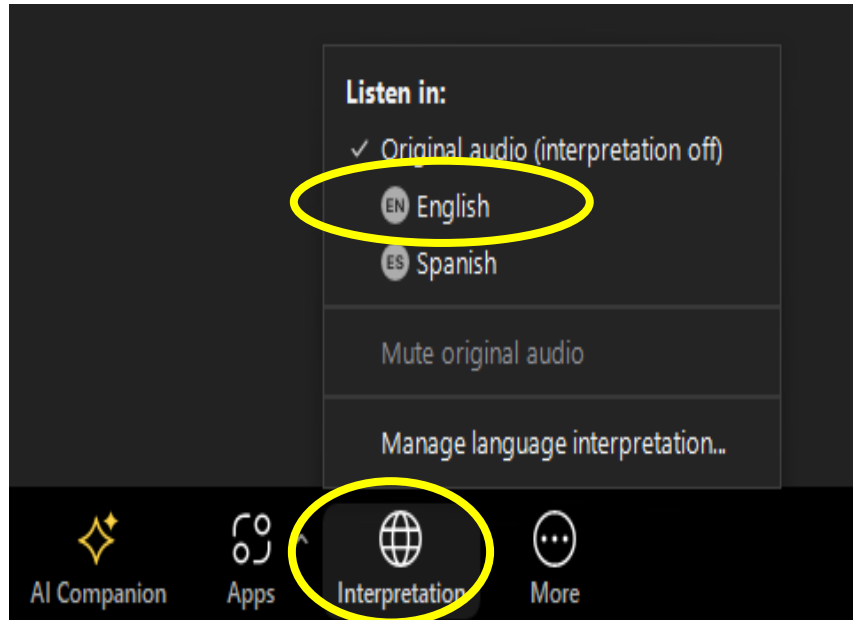
Select your language | Selecciona tu idioma

For English Only

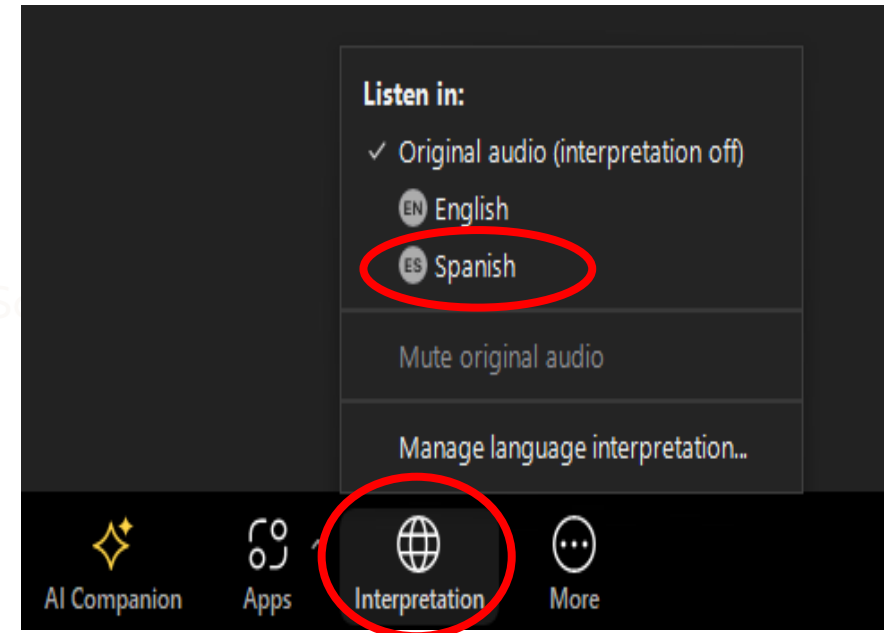
- Click on the interpretation icon and select English

Solo para-Español

- Haz clic en el icono de interpretacion, selecciona Espanol y silencia el audio original.



Or



You must select a language, whether you are in the English or Spanish room.

LA Committee Members

Anwar Zoueihid
Partners in Care Foundation

Connor Hannigan
Neighborhood Legal Services/Ombudsman

Donna Attwood
Member

Halina Fardin
Worksite Wellness LA

Gloria Behn
Member

Gloria Soriano / Omar Ventura
Member & Caregiver

Inocencia Zambrano
Member

Kristine Choulakian
Personal Assistance Council

Margaret Iaccino
Member

Margie Harper
LA South-Central Mental Health Non-Profit Organization

Maria Cruz
Member

Marleny Zambrano
Member

Mosely Moreno / Lorena Viveros
Member & Mother

Richard Ayoub
Project Angel Food

Sally Valenzuela
Pathways LA



Agenda

Blue Shield Promise Health Plan Updates

Recap of Q3-2024

DispatchHealth Overview

Preventive Screenings

Ombudsman Report

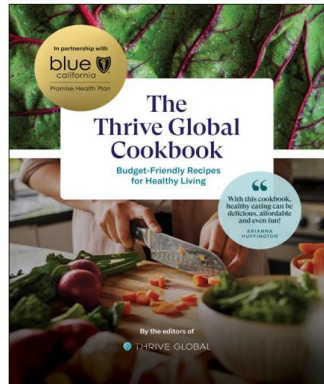
Open Forum/Closing Remarks





Blue Shield Promise Health Plan Updates

Updates



Thrive Global Cookbook is now available to [download](#)



GEDWorks benefit extended to 2025

Seven members have earned their GED this year!



Community Resource Center

Lincoln Heights Community Resource Center Ribbon Cutting, Saturday, 12/14/24

New 5-Year Agreement



Recap of Q3-2024 Meeting

Q3-2024 Meeting Recap

1

Cultural and Linguistically
Appropriate Services
(CLAS) Report

2

Information Resource
Center Services

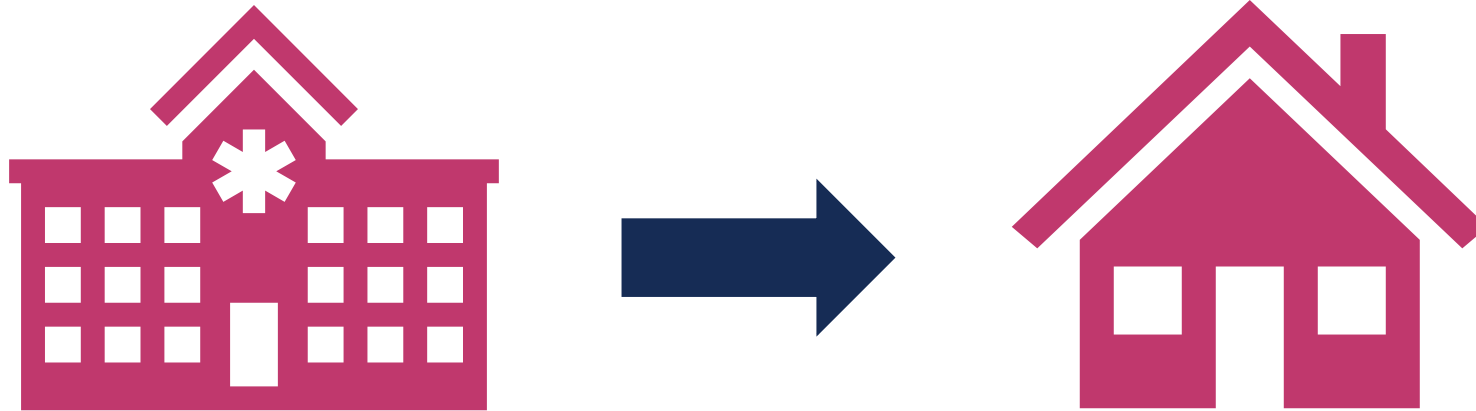
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Website Updates (Health
Equity, FindHelp, Behavioral
Health Services)



DispatchHealth Overview

Introduction



Think of a time when you or a loved one had to go into the emergency room.

Would you have preferred to receive emergency room services at home?

DispatchHealth- Acute Care Services

What percent of emergency room services can be performed at home?

60-70%

DispatchHealth provides on-demand emergency room substitution care at home:

- Care team consists of a nurse practitioner or physician assistant, a medical technician, and a virtual ER doctor
- No cost to Promise members
- Available 8 AM to 10 PM PST, 365 days a year
- Located in over 450 zip codes across Los Angeles, Orange, Riverside, San Bernardino, and San Diego counties



How to Request a Visit



Patients, care managers, or providers request a visit via phone or online



Dispatch sends care team to patient's home



Dispatch care team provides majority of services available in the ED



Dispatch care team coordinates care with patient's PCP and/or care team



Who May Benefit from Dispatch



Access

- Lack of same day appointment
- Need care after hours, on weekends, or holidays
- Professionals (teachers, nurses, retail employees, etc.) who can't go to their doctor during work hours



Travel

- Mobility limitations
- Memory care diagnosis
- Lack of transportation
- Too ill to travel to see care team



ER Usage

- Frequent use of emergency room
- Using emergency room for non-emergency needs
- Recently had medical care and needs urgent follow-up care

Common services Dispatch provides:

- Wound care
- Catheter care
- Nose bleeds
- Draining abscess
- Dehydration
- Respiratory infection
- Urinary infection
- Various infections
- Flu
- COVID
- Asthma
- Nausea
- Vomiting
- Sprains or broken bones
- Allergic reactions

We need your input

1

What do you like and/ or think about the program?

2

How comfortable would you feel having someone come to your home to provide care?

3

How can we can encourage members to use urgent care or dispatch health instead emergency departments for non life-threatening issues?



Helping Members Stay
Healthy through Routine
Preventive Screenings

What is a routine preventive screening?



A routine preventive screening is a type of medical test, or exam, done at visits with your doctor. These preventive tests are separate from a doctor's visit for sickness or injury. These visits can focus on:

- Services like vaccines, or shots, that can improve your health by preventing diseases or other health problems.
- Cancer screenings, which are types of tests help to find conditions, or cancer, in people who have no symptoms.
- Education and counseling to help you make informed decisions to improve your health.

Preventive care through these tests is one of the best ways to stay healthy and catch any issues early when treatment can be most helpful*.

*Source: American Cancer Society and Centers for Disease Control



Examples of preventive screenings are:

- 1 For children 2 and under, staying up-to-date on the recommended vaccine schedule is a key part of their routine preventive care.
- 2 A cervical cancer screening (The human papillomavirus (HPV) test or Pap smear) typically done every 3 years during ages 21 to 30.
- 3 For children and adults, having an annual wellness visit.

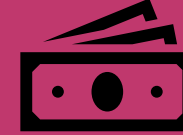
Different ways we promote routine preventive screenings



- Letters that provide education about preventive screenings or routine visits you may be due for.
- Letters include information about how to get an appointment scheduled.



- Phone calls to remind you about the screenings you may be due for.
- Phone calls to remind you if your child may be due for a visit or is missing any recommended vaccines.



- Member incentive program to encourage members to complete screenings and visits.
- Members receive a gift card after registering and attesting to completing the health care activity via phone or online.
- Reward options include:
 - AMC Theaters
 - Home Depot
 - Kohl's
 - Kroger
 - Starbucks
 - Uber
 - Walmart (ATF restricted)
 - Albertson's
 - Shell Gas



- Partner with mid-level practitioners (e.g., nurse practitioners and physician assistants) to offer additional times for completing these preventive screenings.
- Currently services include mobile mammography and well-child visits.

Why are we sharing this information?

- 1 Blue Shield Promise is looking for new ways to help members stay on top of their health.

Preventive care through these tests is one of the best ways to stay healthy.
- 2 For adults, staying on top of your health includes completing preventive health screenings and visits:

 - Mammograms (also known as a breast cancer exam)
 - Colonoscopies or stool tests (also known as colorectal cancer screening)
- 3 For children, adolescents, and young adults, it's important to:

 - Ensure children under 2 are on track with the vaccine schedule.
 - Help teens and young adults (ages 16-24) have a healthy start with preventive care activities.



We want to hear from you:

- 1 When you get a phone call from your health plan, how can someone show they are from a trustworthy source (the health plan), and that they need to share important health information?
- 2 Given how busy people's lives are, how can we help members prioritize their health, and preventive care, when it's not the highest priority?
- 3 Over the pandemic, a lot of people used telehealth for doctor visits, including well child visits. With the shift away from telehealth, how can we encourage more people (and their children) to visit their doctor?



Ombudsman Updates



Neighborhood Legal Services
of Los Angeles County

Blue Shield Promise Advisory Committee Meeting

Ombudsman Report

Connor Hannigan, Staff Attorney

December 9, 2024

Free hotline for health-related legal issues: (800) 896-3202

www.nlsla.org

Coordinated Care Initiative (CCI) Ombudsman Report: Q2 2024

Total cases opened for clients in LA County with Medi-Cal & Medicare across all health plans:

- **Sept:** 46 cases, **Oct:** 72 cases, **Nov:** 45 cases.

Trending Issues:

Hospice Care, Durable Medical Equipment Access, Negative Actions including Share of Cost Medi-Cal and Medi-Cal Terminations, Medical Exemption Request (MER) Denials, In Home Supportive Services Terminations, Non-Emergency Medical Transportation Delays, Medication Access Problems, Medical Debt, Medication Access

Recuperative Care (aka Medical Respite)

- One of the 14 CalAIM (California Advancing and Innovating Medi-Cal) Community Support services implemented in 2022.
- Short term (up to 90 days) residential care for people who no longer require hospitalization or Skilled Nursing Facility level care, but **still need to heal from an injury or illness**.
- Occur in Recuperative Care Facilities, Interim Housing Facilities, Shelters, Converted Homes, County Operated Facilities. Must have on-site support.
- Provide (at minimum) a bed, meals, and ongoing monitoring of the individual's ongoing medical or behavioral health condition (e.g., monitoring of vital signs, assessments, wound care, medication monitoring).

Who is eligible for Recuperative Care?

- Individuals with Medi-Cal Managed Care at risk of hospitalization or post-hospitalization
- Live alone with no formal supports
- Individuals who face housing insecurity or have housing that would jeopardize their health and safety without modification
- Meet the HUD definitions of “homelessness” or “at risk of homelessness”, and;
 - Receiving Enhanced Care Management or who have one or more serious chronic condition(s) and/or serious mental illness and/or is at risk of institutionalization as a result of a substance use disorder



Thank You

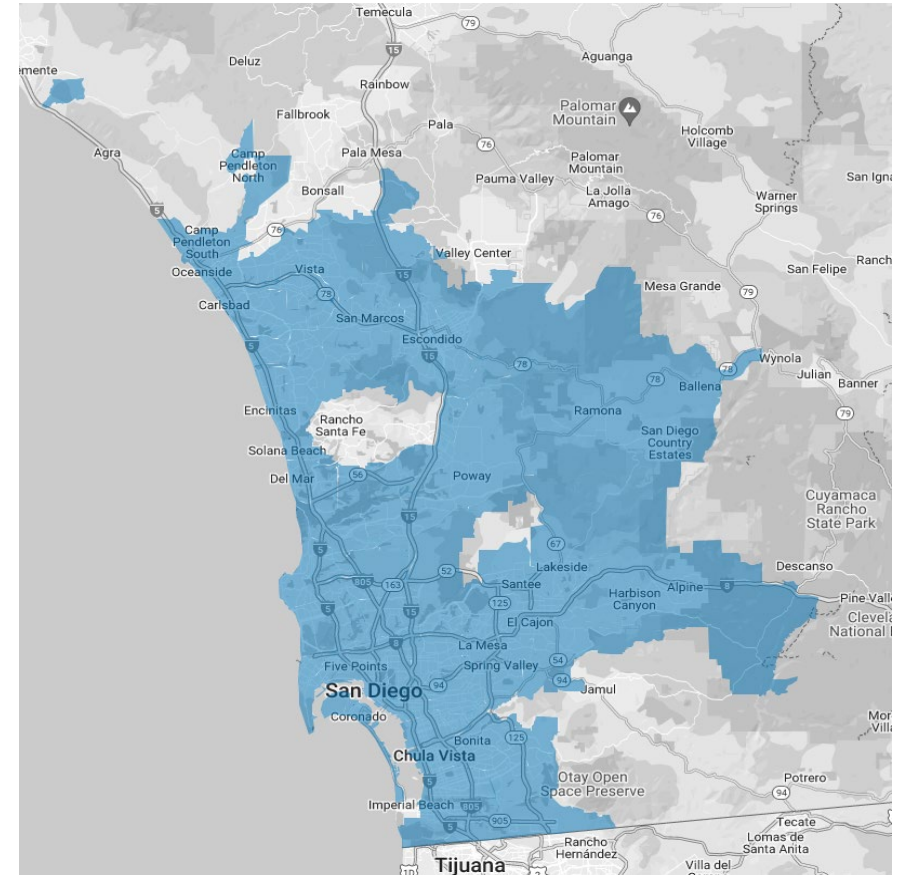
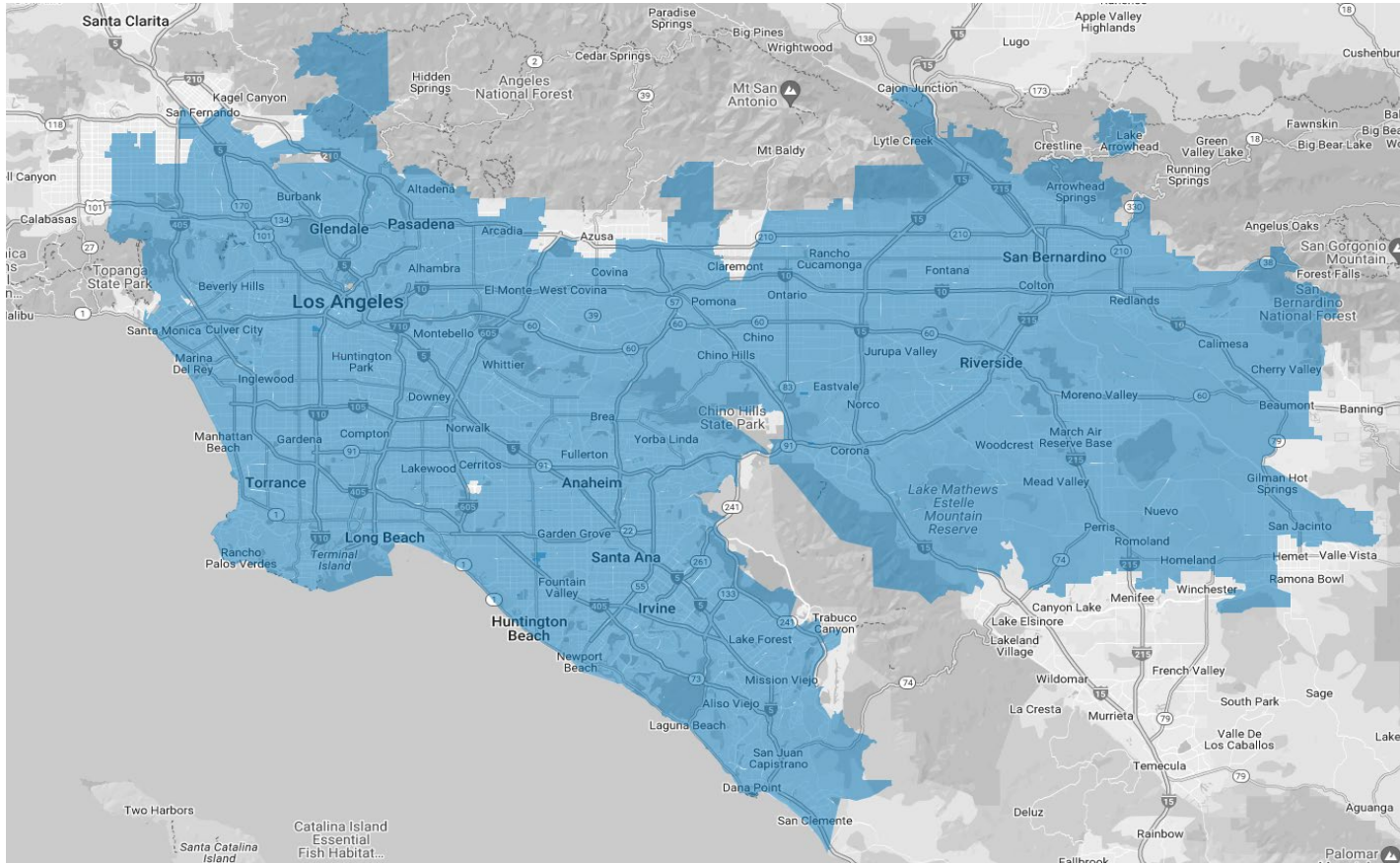


Appendix



Appendix A: DispatchHealth

DispatchHealth Service Areas in Southern CA



Available 8am – 10pm PST, 365 days a year, to members located in over 450 eligible zip codes in:
Los Angeles, Orange County, Riverside, San Bernadino, and San Diego
Estimated turnaround time 3-4 hours

Dispatch Marketing Pipeline

Artifact	Audience	Delivery Medium	Sender	Status – Date
Program overview	Commercial – PPO and PSP	Email	BSC	Complete – 9/2023
Program overview	Commercial – CAPE	Email & Letter	BSC	Complete – 9/2023
Program overview	Medi-Cal / CRCs	Postcard	BSC	Complete – 7/2024
Member awareness	Orange County Commercial	Email	BSC	Complete – 9/2024
Program overview	Employers/employees	Flyer	BSC	Complete – sending ad hoc
Member/provider awareness	IPAs, Providers, Members	Flyer	BSC/IPAs	Complete – sending ad hoc
Member awareness	FEP PPO	Email	BSC	In progress – Q4 2024
Acute Care Intro Email	Commercial	Email	BSC	In progress – Q4 2024
High risk members/frequent flyer awareness	Commercial	Email	Dispatch	In progress – Q4 2024
High risk members/frequent flyer digital awareness	Commercial	Display, CTV, OTT	Dispatch	In progress – Q4 2024

Member Experience Story

Net Promoter Score

91

97% response
rate

"I just got off the phone with one of my members who shared his experience using DispatchHealth!"

When he started to have symptoms, he saw his DispatchHealth magnet:
'I looked at my fridge, called in, and was seen right away.'

He was taken care of at home and he was grateful to not have to go back to the hospital. "He raved about the experience"

- Community Health Worker



Appendix B: Standing Reports

Standing Reports – Membership & Interpreter Services

Membership

Region	Membership
Los Angeles	391,558
San Diego	189,492
Total	581,050

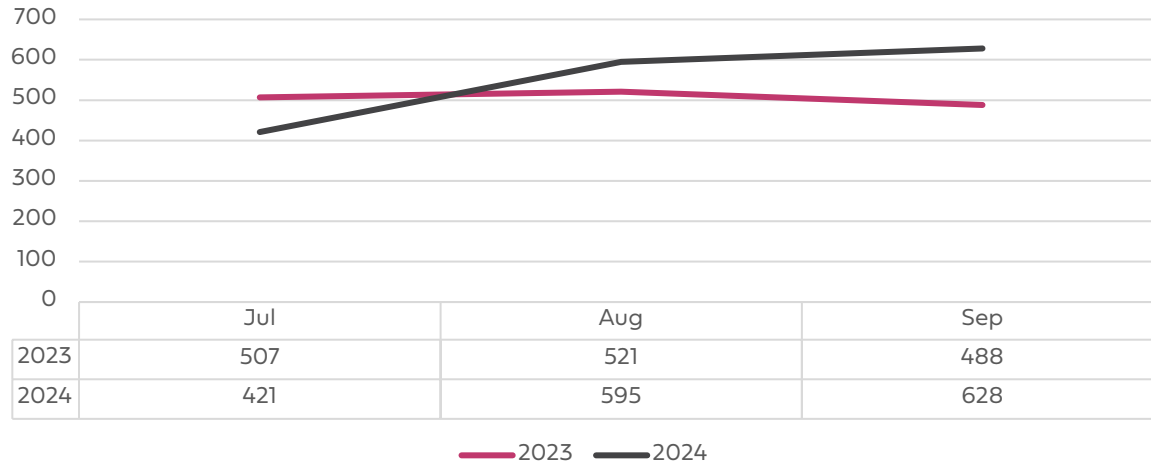
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Interpreter Services

Requested Languages – Q3 2024			
#	Language	Total	Percent of Calls
1	Spanish	6395	73%
2	Mandarin	663	8%
3	Russian	344	4%
4	Vietnamese	241	3%
5	Arabic	134	2%
6	Tagalog	159	2%
7	Armenian	130	1%
8	Korean	181	2%
9	Cantonese	124	1%
10	Farsi	120	1%
11	Haitian Creole	217	2%
12	Dari	68	1%
	Total	8,776	100%

Standing Reports – Grievances Q3 2024

Grievances Los Angeles County Q3 2024



Top 3 reasons why members filed a grievance

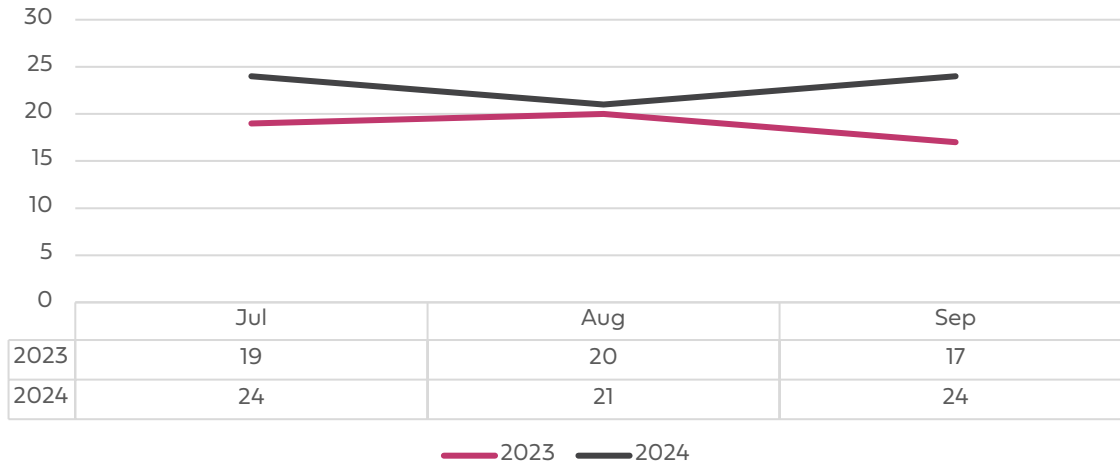
- **Access**
 - These grievances are instances where a member expresses dissatisfaction about timely access to care, a delay in obtaining authorization, issues scheduling transportation, or other issues related to accessing necessary care.
- **Customer Service / Plan Administration**
 - Dissatisfaction with the quality of service provided or benefits associated with their plan.
- **Quality of Care**
 - Grievances that impacted the member's quality of care. For example, a delay in processing a prior authorization.

What is a grievance?

Any expression of dissatisfaction about any matter other than an adverse benefit determination. All grievances are resolved.

Standing Reports – Appeals Q3 2024

Appeals Los Angeles County Q3 2024



What is an appeal?

A type of grievance which involves the delay, modification, or denial of services based on medical necessity or a determination that the request of service was not a covered benefit.

- If an appeal is **upheld**, that means the decision to deny a medical service stays the same.
- If an appeal is **overturned**, that means the decision was changed to approve a medical service.

Top 3 reasons why members filed an appeal

- Medical Necessity (63 appeals)
- Billing/Financial (3 appeals)
- Behavioral Health, Non-Covered Service (1 appeal each)



Appendix C: Key Contacts



L.A. Care



Community Resource Center

Site	Status	Address	Zip	CRC Representative	Phone Number
East L.A.	Open	4801 Whittier Boulevard	90022	Monica De La Torre	(213) 438-5570
El Monte	Open	3570 Santa Anita Avenue	91731	Veronica Lopez	(323)827-6654
Inglewood	Open	2864 W. Imperial Highway	90303	Natividad Surio	(323)827-6654
Lincoln Heights	Not Ready	2426 N. Broadway	90031	Loraine Magana	(323)827-6692
Long Beach	Open	5599 Atlantic Avenue	90805	Betty Esparza	(323)889-6692
Lynwood	Open	3200 E. Imperial Highway	90262	Lily Cervantes	(323)889-6543
Metro L.A.	Open	1233 S. Western Avenue	90006	Mireya Vargas	(323)827-6609
Norwalk	Open	11721 Rosecrans Avenue	90650	Jonna Gomez	(323)827-6102
Palmdale	Open	2072 E. Palmdale Boulevard	93550	Nelly Hernandez	(323)827-6025
Panorama City (Pacoima)	Open	7868 Van Nuys Boulevard	91402	Jacqueline Marquez	(323)827-6025
Pomona	Open	696 W. Holt Avenue	91768	Silva Cordova	(323)827-6026
South L.A.	Not Ready	5710 Crenshaw Blvd	90043	Susana Hernandez	(323)889-5207
West L.A.	Open	11173 Pico Boulevard	90064	Edwin Cruz	(323)827-6727
Wilmington	Open	911 North Avalon Boulevard	90277	Marivel Cruz	(323)827-6606

Blue Shield Promise Contacts

Topic Area	Name	Title	E-mail
Community Advisory Committee	Araceli Garcia	Program Manager, Consultant, Community Programs	Araceli.Garcia@blueshieldca.com
Blue Shield Promise Questions	Sandra Rose	Senior Director, Community Programs	Sandra.Rose@blueshieldca.com
Blue Shield Promise Questions	Jennifer Schirmer	Vice President, Medi-Cal Growth and Community Engagement	Jennifer.Schirmer@blueshieldca.com



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