

CalAIM: California Advancing & Innovating Medi-Cal

Enhanced Care Management (ECM) In Lieu of Services (ILOS)

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Health Net History & Values



Centene At-A-Glance



Centene is committed to transforming the health of the community, one person at a time.

69,000+ diverse and dedicated employees

Serving
1 in 15
Individuals

24+ million managed care members

Leading government-sponsored healthcare across the United States

- Health plan operations
- Medicaid or Medicare
- Medicaid or Medicare
- Medicaid, Medicare, and Marketplace

11.8M

Medicaid members across **30 STATES**

1.0M

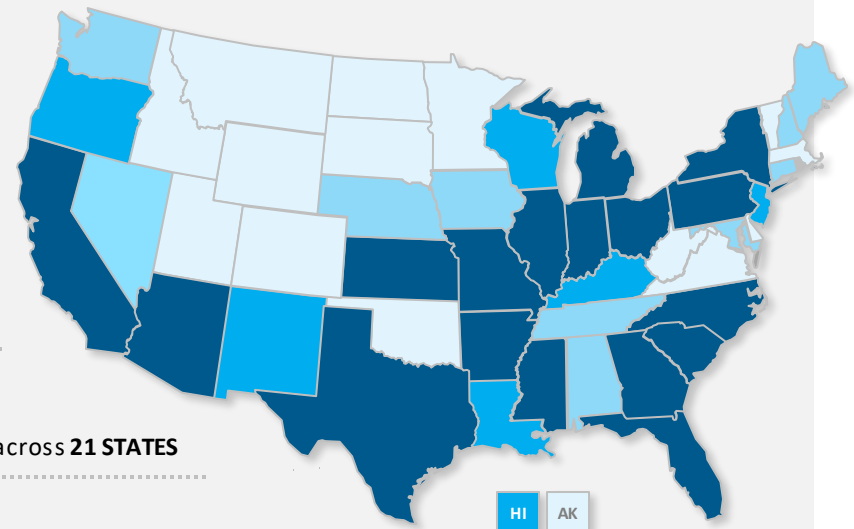
Medicare members across **28 STATES**

2.2M

Marketplace members across **21 STATES**

4.5M

Prescription Drug Plan members across **50 STATES**



Centene operates internationally through subsidiaries and investments in the UK, Spain, and Slovakia.

Health Net's Core Value Proposition



- **Coverage for every stage of life**

Individuals / Families / Medi-Cal / Medicare / Business

Why: We believe every person deserves a safety net for their health - regardless of age, income, employment or current state of health.

- Health Net as the right choice "for every stage of life."

What: We deliver diversified healthcare benefits to Californians, with health plans for individuals, families, employers, people with Medicare and people with Medi-Cal.

How: Brilliant at the basics

- Active local involvement in the communities we serve
- Close partnerships with local doctors, hospitals, and community-based organizations help us focus on an individual's whole health.



Inclusive of all ethnicities and generations

Every person deserves a safety net for their health regardless of age, income, employment, or current status of health.



Health Net by the Numbers



One of largest and most experienced health plans and employers in the state



1979

Year founded



6,900+

Employees in California



2.8 million

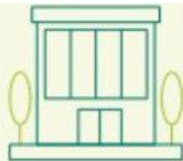
Californians covered

Individuals | Families | Medi-cal | Medicare | Business

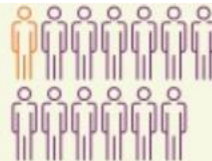


85,000

Providers



REGIONAL OFFICES
THROUGHOUT CALIFORNIA



NEARLY **3 MILLION** MEMBERS –
1 IN 13 CALIFORNIANS



2 MILLION MEMBERS
UNDER MEDI-CAL

Health Net/ CH&W Medi-Cal



Health Net's Medi-Cal Business includes two licenses

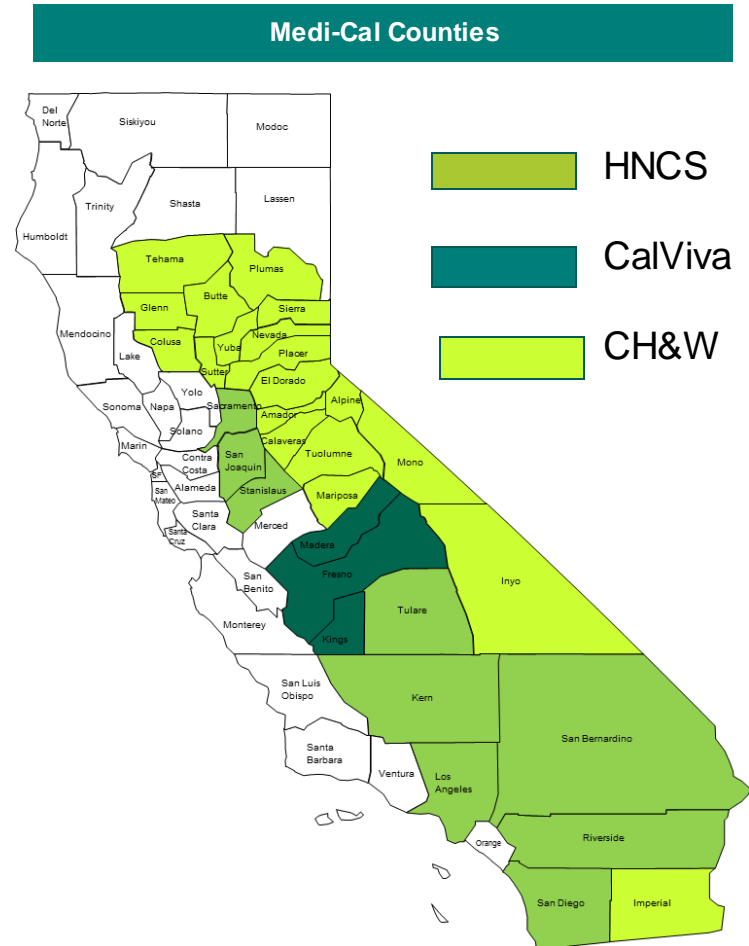
- Health Net Community Solutions
- California Health & Wellness (CHW)

Serving over 1.9M individuals across 31 counties

- Los Angeles – 937K Members
- San Bernardino & Riverside – 8K
- CalViva (Fresno, Kings, Madera) - 361K
- CH&W Imperial (62K) and Rural North (137K)

Administrator of the CalViva Medi-Cal business including operational support

Dental Plan coverage in Sacramento and Los Angeles serving 345K beneficiaries



CalAIM: Enhanced Care Management (ECM) & In Lieu of Services (ILOS) Overview



What is CaAIM

Waiver program and multi-year initiative by DHCS to improve the quality of life and health outcomes of our population by implementing broad delivery system, program and payment reform across the Medi-Cal program.

DHCS CaAIM Goals

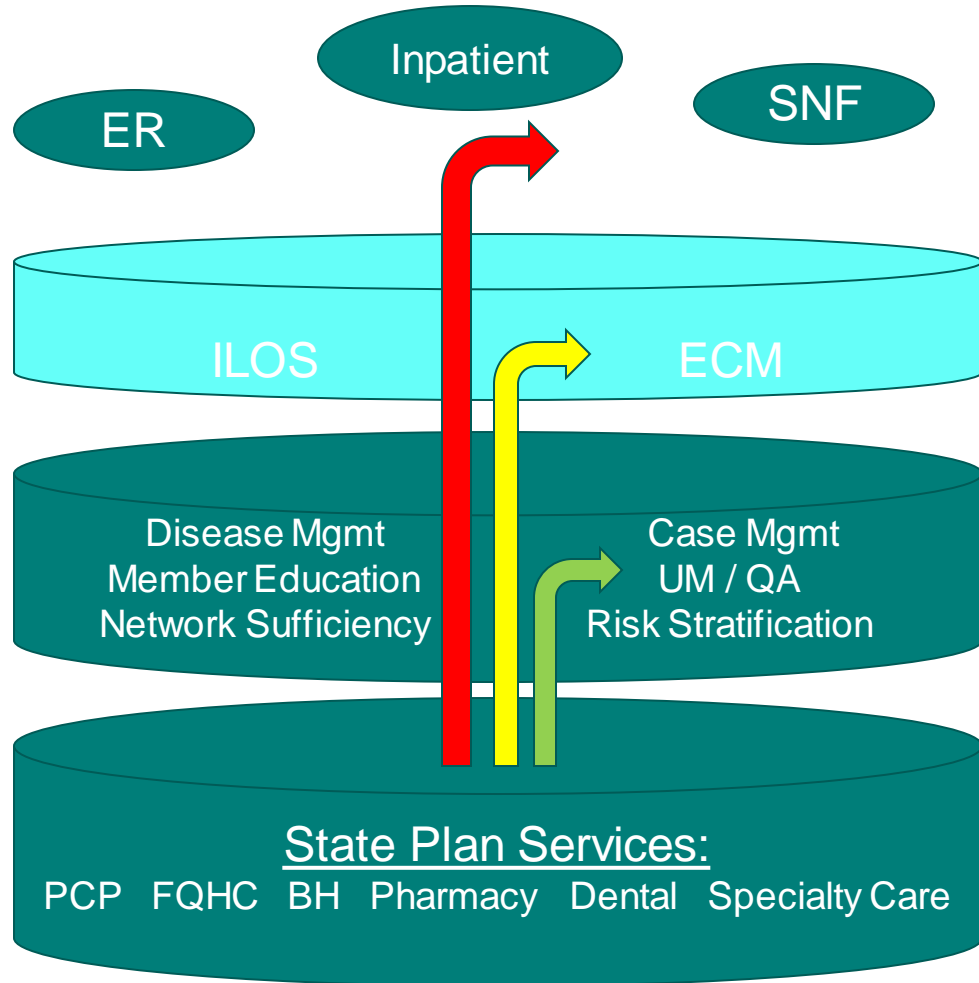
1. Identify and manage member risk and need through Whole Person Care approaches and addressing Social Determinants of Health;
2. Move Medi-Cal to a more consistent and seamless system by reducing complexity and increasing flexibility; and
3. Improve quality outcomes and drive delivery system transformation through value-based initiatives, modernization of systems and payment reform.

CaAIM Target Population

- **High utilizers** (top 1–5%) of care
- **Individuals at risk for institutionalization**
 - Individuals with Serious Mental Illness
 - Children with Serious Emotional Disturbance
 - Individuals eligible for long-term care (LTC)
- Those with frequent hospital or emergency room (ER) admissions
- **Nursing facility residents** who want to transition to the community
- Individuals **transitioning from incarceration**
- Individuals suffering from chronic **homelessness** or who are at risk of becoming homeless.

ECM & ILOS vs “Regular” Case Mgmt & State Plan Services

ECM & ILOS are intended to be an additional layer of Care Mgmt targeted at the most vulnerable populations.



Key:



Current Medi-Cal benefits & services offered by the MCP available to all Medi-Cal members



(New!) MCP will identify target population members to engage in ECM & ILOS

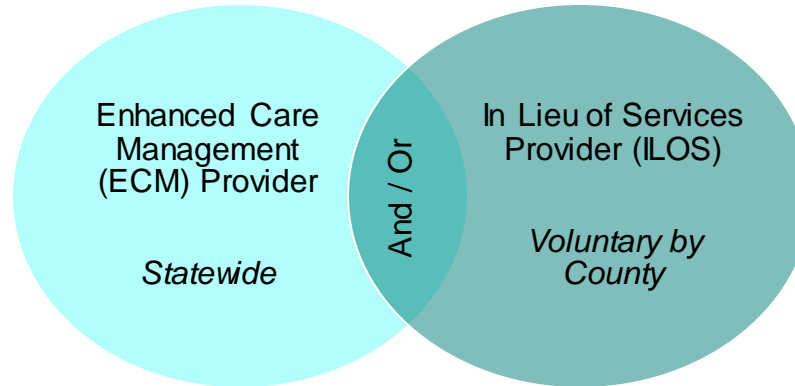


Goal is to prevent unnecessary ER, IP, and SNF utilization where possible

New Medi-Cal Services 2022



ECM Goal: provide a whole-person approach to care. Addresses the clinical and non-clinical needs.



ILOS Goal: Medically appropriate and cost-effective alternatives to state plan services.

ECM Required programmatic elements:

- 1.care coordination
- 2.health promotion
- 3.comprehensive transitional care
- 4.member and family supports
- 5.referral to community and social services

Provider Requirements

1. Experience and expertise with these unique services
2. Medi-Cal enrollment
3. Capability to submit claims or encounters

ILOS Bundles:

<p>Housing Support</p> <ul style="list-style-type: none"> • Housing Navigation • Housing Deposits • Housing Tenancy & Sustaining Services 	<p>Post-Acute Support Services</p> <ul style="list-style-type: none"> • Short Term Post Hospitalization Housing • Recuperative Care (medical respite) • Sobering Centers • Respite Services • Day Habilitation Services
<p>Transition Support</p> <ul style="list-style-type: none"> • SNF Transition/Diversion to ALF • Community Transition (e.g. SNF, incarceration or foster care) • Services/NF Transition to Home • Transitioning out of the foster care system 	<p>At Home Support</p> <ul style="list-style-type: none"> • Personal Care & Homemaker Services • Home Modifications • Meals/Medically Tailored Meals • Asthma

Request for Information (RFI) Letter of Intent (LOI) Expectations

Letter of Intent (LOI) Expectations



Purpose:

- Seeking to gather information from interested ECM and/or ILOS providers, who would want to join our network to provide wrap around & integrated care management services

This RFI will:

- Provide Health Net with insights on program operations
- Form working partnerships

Eligible Respondents:

1. Experience and expertise with these unique services
2. Medi-Cal enrollment or must be willing to enroll as a Medi-Cal provider
3. Capability to submit claims or encounters

Letter of Intent (LOI) Expectations



Program Overview

- **Indicate area of interest:**
 - ECM provider only
 - ECM & ILOS provider
 - Individual or bundled ILOS
- **Experience providing services:**
 - Vulnerable vs Most Vulnerable
- **Service area:**
 - Where are you located?
 - Do you want to grow? And where?

Administrative Capacity

- Receiving & storing patient info
- Tracking services provided to members
- Data sharing capabilities and infrastructure
- Method to submit claims or encounters
- Information security protocols to ensure compliance with HIPAA and all other national and state privacy and security regulations

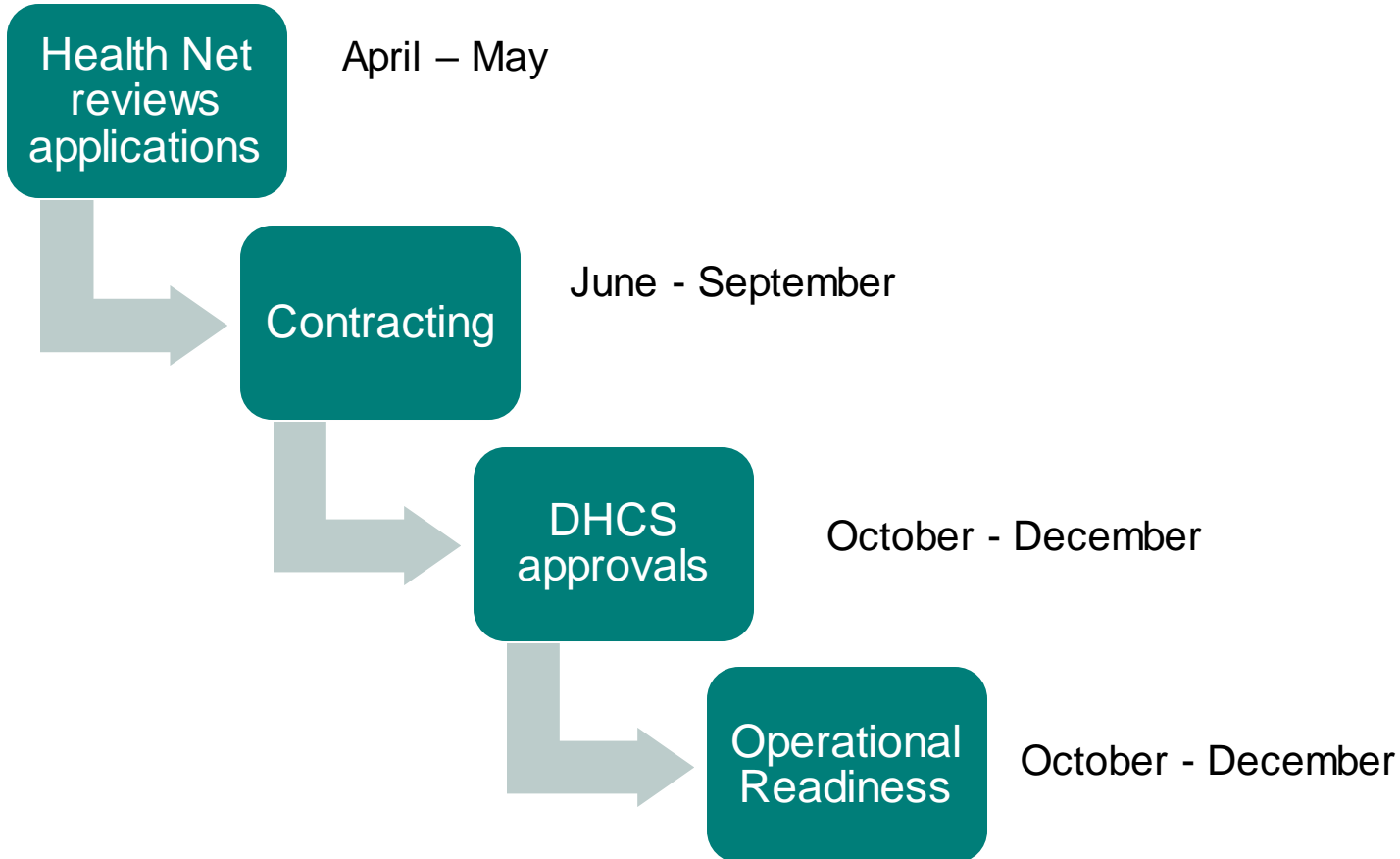
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Next steps & Process

Letter of Intent (LOI) submission deadline to Health Net = 3/31/2021

Below timelines are estimates only



ECM & ILOS Go Live = 1/1/2022

Questions?