Health Services
LOS ANGELES COUNTY

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Deputy Director, Strategic Planning

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

www.dhs.lacounty.gov

To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners.

April 1, 2014

TO: Each Supervisor

FROM: Mitchell H. Katz, M.D.
Director

SUBJECT: **STEPS REQUIRED TO SUCCESSFULLY ADAPT THE DEPARTMENT OF HEALTH SERVICES AND LOS ANGELES COUNTY FOR THE AFFORDABLE CARE ACT**

As requested by the Board at the meeting of December 4, 2012, the following report is an update on various issues relating to the County's implementation of the Affordable Care Act (ACA). At its meeting on November 5, 2013, the Board instructed the Director of the Department of Health Services (DHS) to continue to report to the Board on a monthly basis on the implementation of the ACA. In order to provide more substantive updates, future reports will be submitted on a quarterly basis.

UPDATE

As detailed in the attachment, DHS continues to make good progress on key initiatives and operational changes that will prepare our health system to succeed under the ACA.

As always, I welcome your suggestions and feedback on the dashboard report, which we will continue to modify and improve in successive iterations. If you have any questions or need additional information, please contact me or Christina Ghaly, Deputy Director, Strategic Planning, at (213) 240-7787.

MHK:CRG:rm

Attachment

c: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors
Department of Public Social Services

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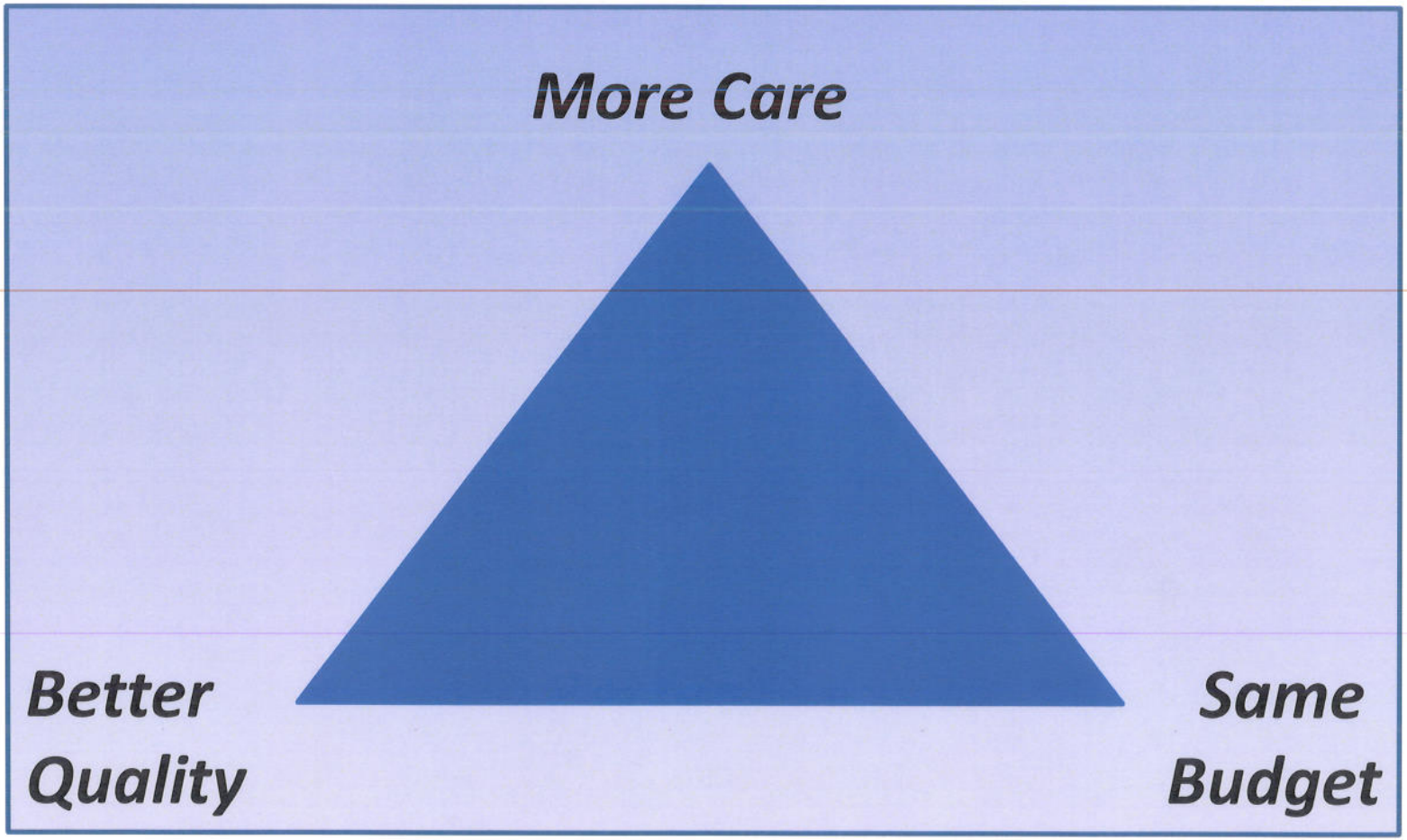
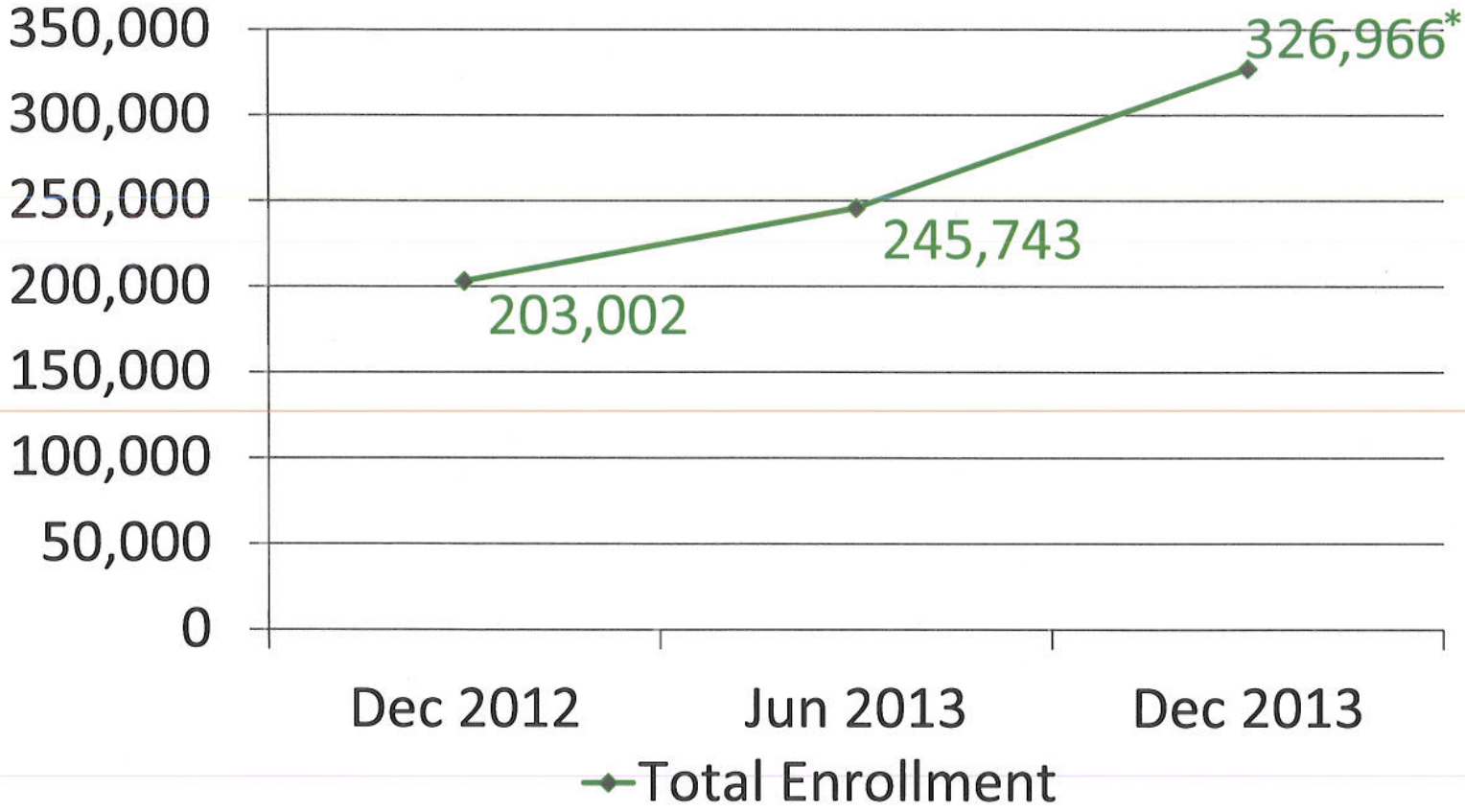
Our Future Under the Affordable Care Act (ACA)

Mitchell H. Katz, MD
Director
LOS ANGELES COUNTY
DEPARTMENT OF HEALTH SERVICES
April 2014 Update

Our Overall Strategy for ACA: DHS Triple Aim



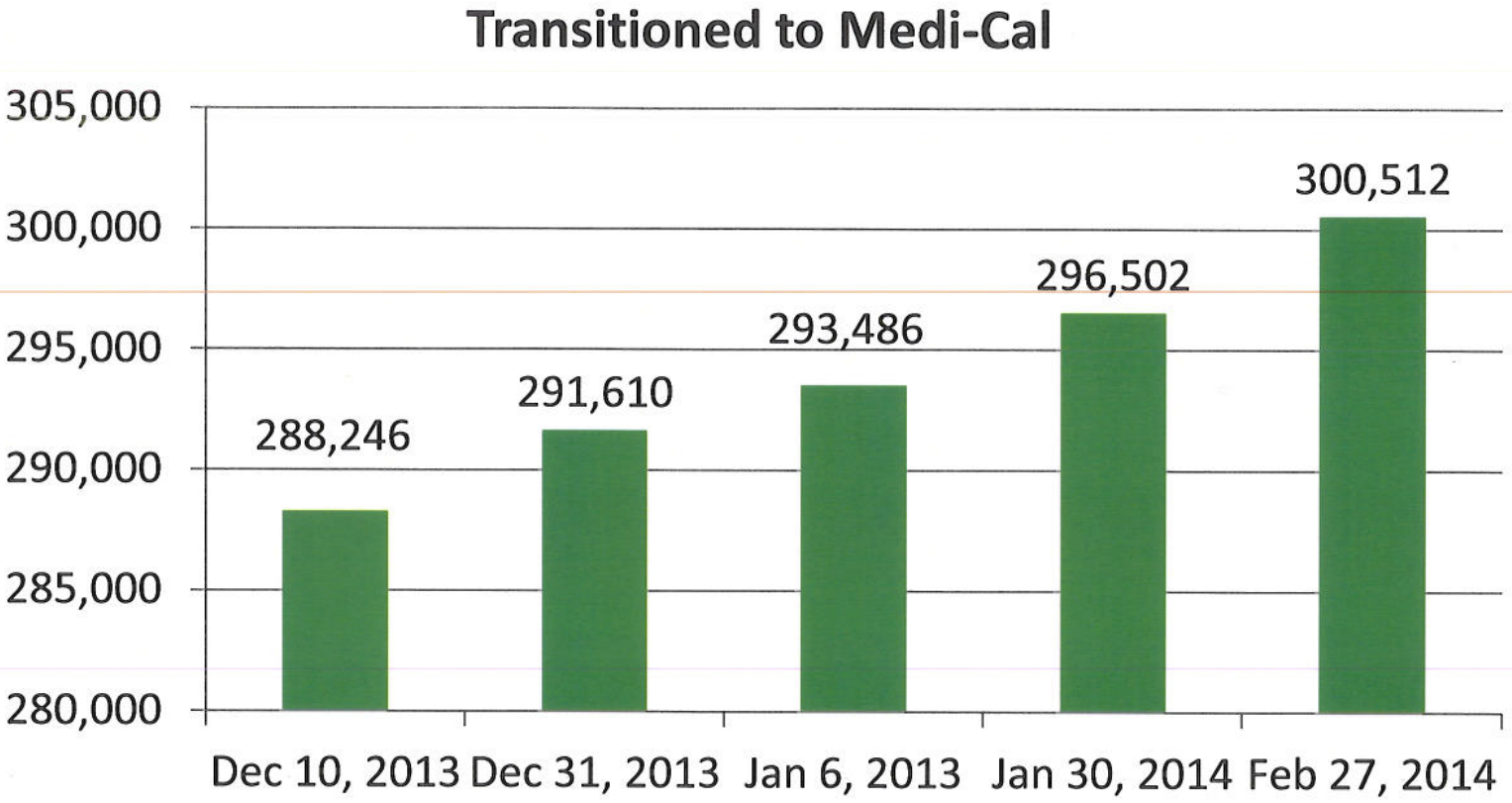
Healthy Way LA (HWLA) as of 12/31/13



NOTE: The state received federal approval to defer HWLA redeterminations due in October, November and December 2013

*Final numbers are subject to change. Data collected 2/18/14 from LEADER.

HWLA/Medi-Cal Enrollment
(326,966* HWLA Enrollees as of 12/31/13)



*Final numbers are subject to change. Data collected 2/18/14 from LEADER.

State-wide ACA Update

As of March 15, 2014:

- Covered CA enrollment into Health Insurance Plans between October 1, 2013 and March 15, 2014: **1,018,315**

As of February 28, 2014:

- New Medi-Cal Enrollment applications coming from Covered CA and transitioning from the LIHP: **1,786,000**

Source: Covered California press releases dated 03/17/14 and 03/13/14

Los Angeles Covered CA Update

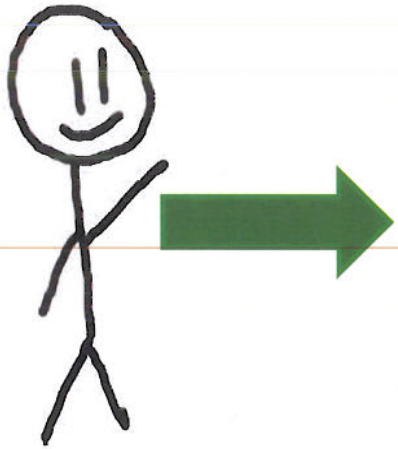
Covered CA projected that **177,602** persons in Los Angeles County would apply for Covered CA during the six month enrollment period (October 2013 through March 2014).

- Cumulatively, **241,312** individuals (or **136% of the goal**) in Los Angeles County have enrolled in Covered California (subsidized or unsubsidized) health insurance plans between October 1, 2013 though February 28, 2014.
- This represents **27%** of the state-wide enrollment (Los Angeles County makes up **31%** of those eligible state-wide)

Source: Covered California press release dated 3/21/14

Integrated Care System:

Right Care, Right Time, Right Location, Right Provider

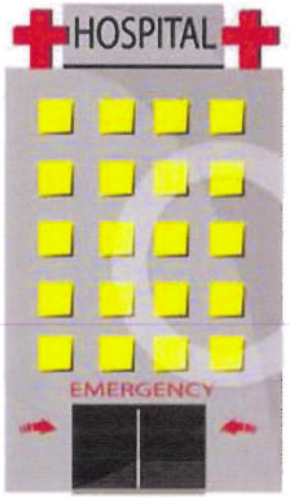


Primary Care Provider & Medical Home Team

eConsult

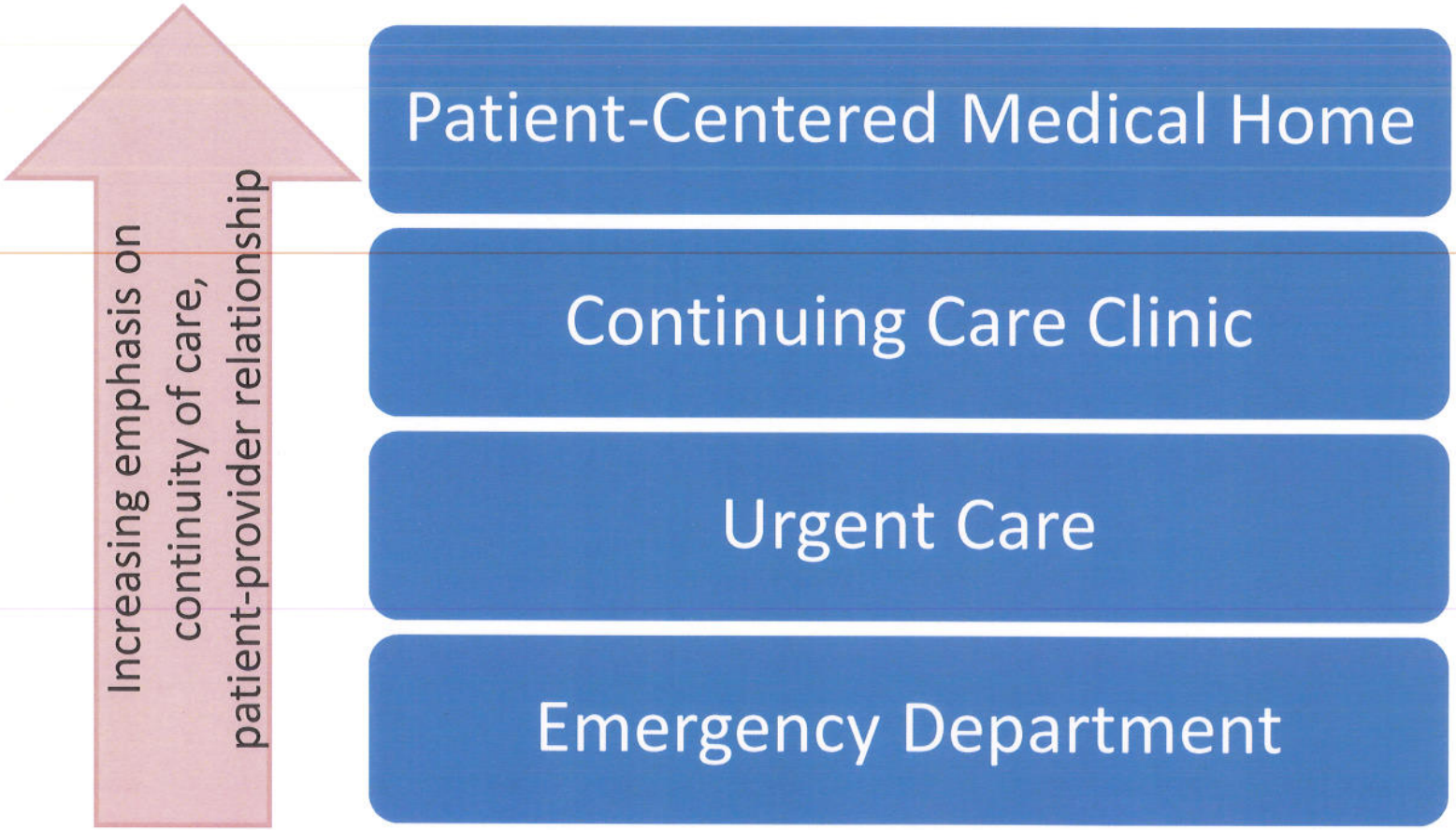
Specialty care

If patient needs hospital care



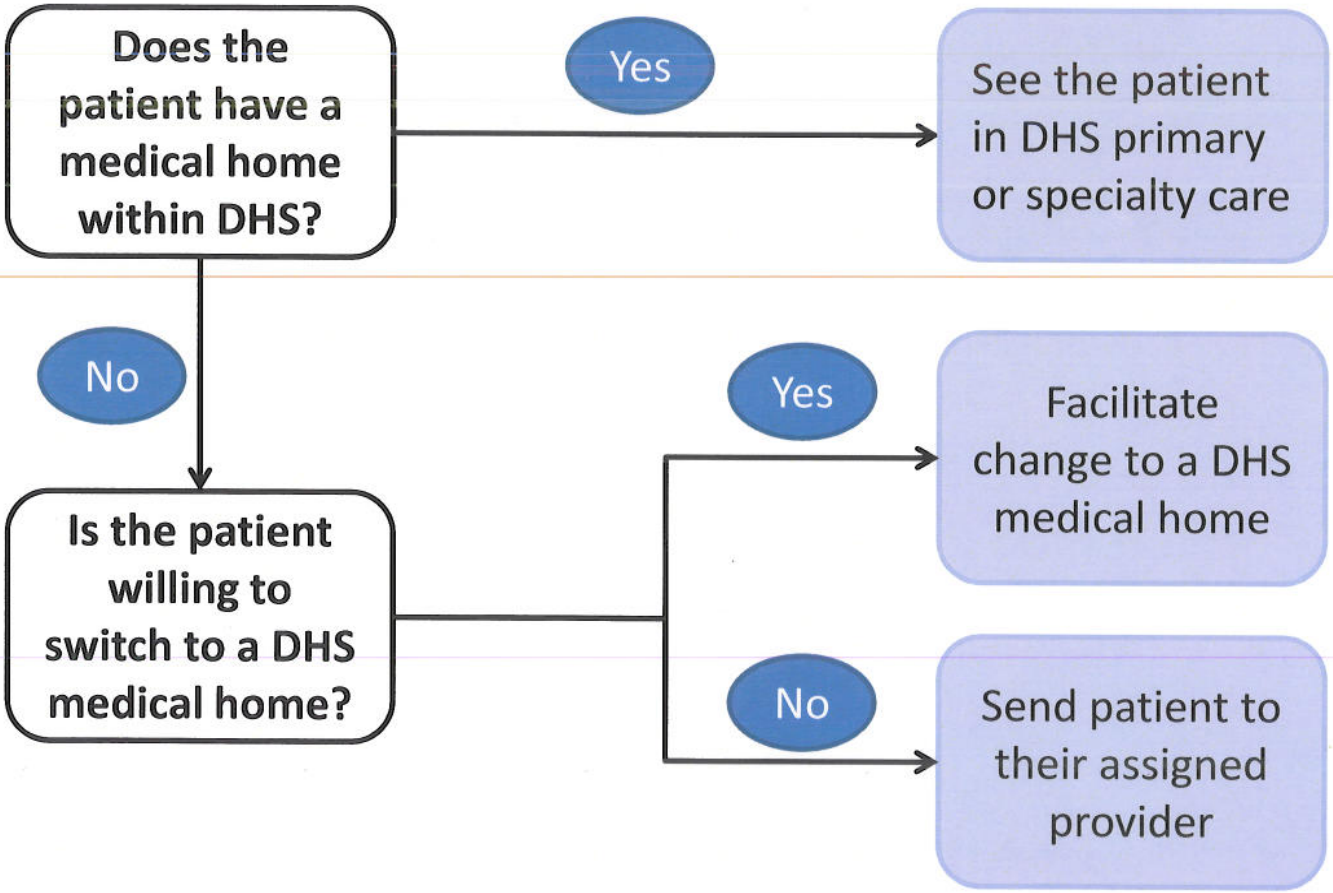
*Preventative Rx
*Early diagnosis
*Follow-up assured
*eConsult system
*EHR connects all sites

DHS is building a spectrum of outpatient services



Our focus is on attracting, retaining, and caring for our own patients

Management of a patient seeking non-emergent outpatient services



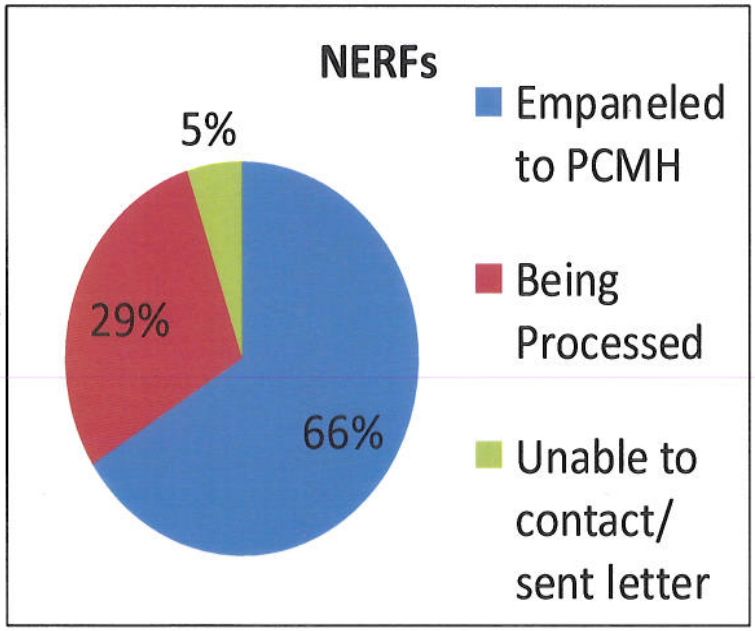
Within DHS, Prospective Empanelment will assist Non-Managed Care Plan Patients

- Between 2/18/14 – 3/11/14, rolled out prospective empanelment process for non-managed care patients in all 19 ACN sites.
- As of 3/25/14, we have generated 331 requests for empanelment, where 219 have been successfully empaneled to a PCMH team within ACN sites.
- Plans to implement same process at the hospitals; to be completed by end of April.

One process for all venues,

- Inpatient
- Emergency Dept.
- Urgent Care
- Specialty Clinics

prioritized based on clinical need and care utilization pattern:



Goals of new HWLA unmatched program

Encourage coordinated, whole-person care: Better care coordination, continuity of care, and patient management.

Payment Reform: Move away from a fee-for-service (FFS) billable provider visit to care team encounters in a Patient-Centered Medical Home model.

Improve Efficiency and Reduce Duplication: Avoid unnecessary duplication of services and high service utilization

Preserve Access to Care for Unmatched Patients: DHS and its Community Partners will continue to be the safety net for the uninsured.

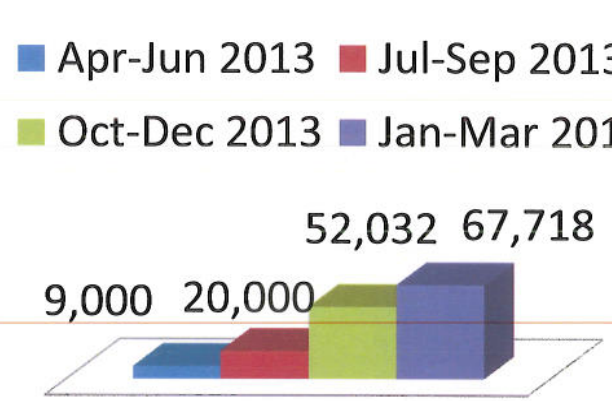
Simplify Administrative Systems: Implement a more simplified process for HWLA Unmatched enrollment and billing.

How Will HWLA program Change?

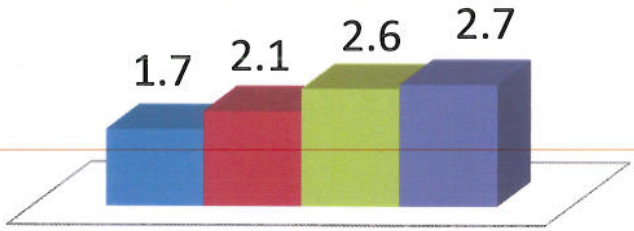
	Current Program	Future Program
Income	Under 133% FPL	Under 138% FPL (consistent with ACA)
Enrollment	ATP form is used to "apply"	Web-based One-e-App System
Age	All Ages	Ages 6 and Up
Coverage	Cannot be eligible for any other public health care program	Same; also may not be eligible for Covered California
Benefits (via CP or DHS site)	Primary Care, Pharmacy, Lab/Rad, Inpatient; Limited Specialty & Dental	Primary Care, Pharmacy, Lab/Rad, Inpatient, Specialty; Dental is optional
Medical home	No assigned medical home; inconsistent utilization patterns	All primary care with empaneled medical home provider
CP Payments	Fee for Service (flat rate $94/visit)	Capitated Payment
Member Services	No Member Services phone line, Welcome Packet, or ID card	Member Services phone line, Welcome Packet, and ID card
CCEP, SB 474, HWLA Kids	Separate programs	Will be combined into HWLA Unmatched

e-Consult 2013 Summary (as of 3/15/14)

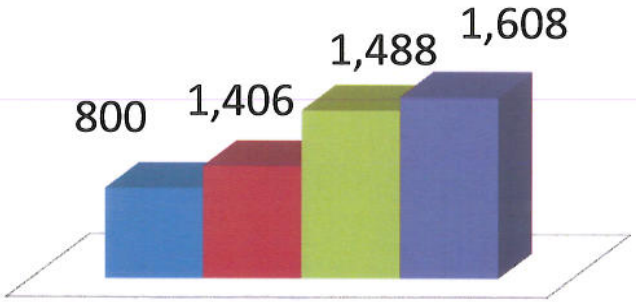
eConsults



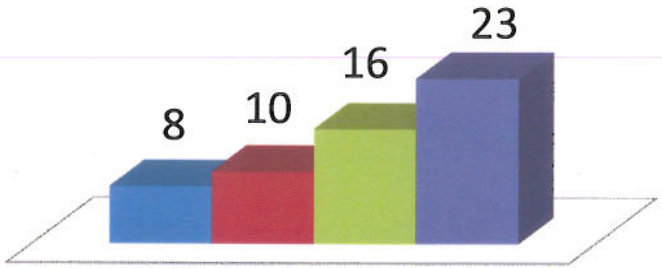
Specialist Review & Response Time (days)



of Submitting Providers (DHS/CP)



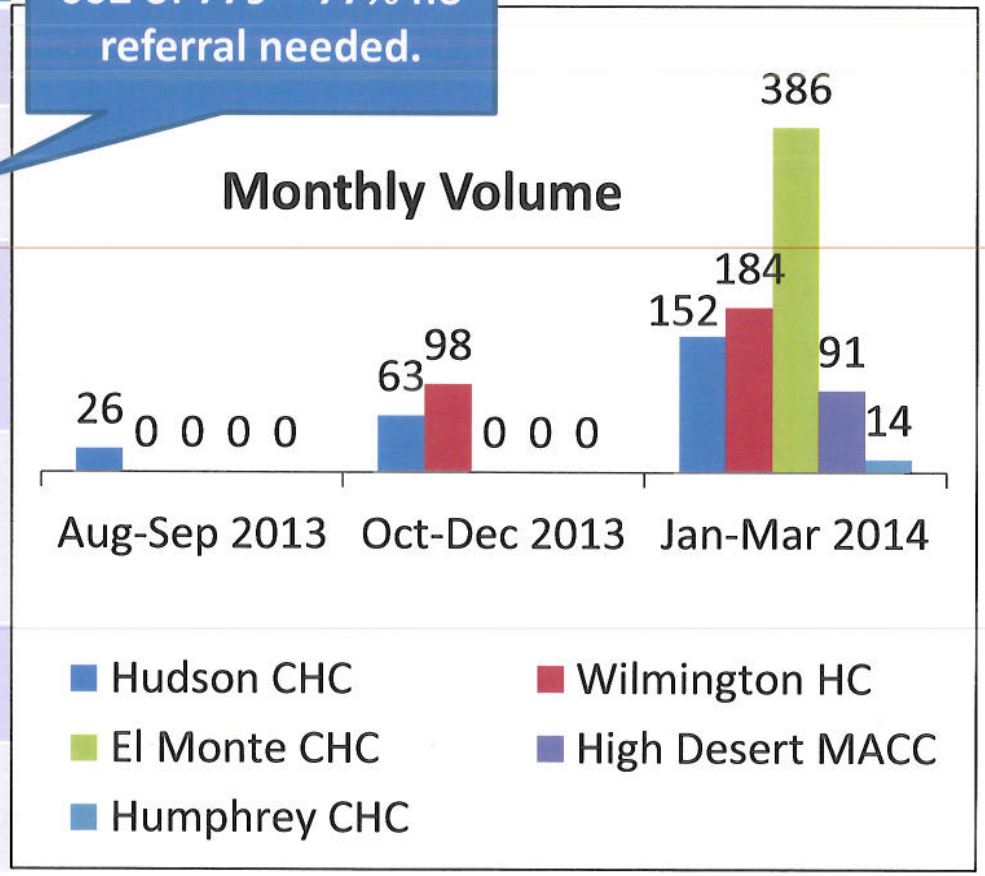
of eConsult Specialties



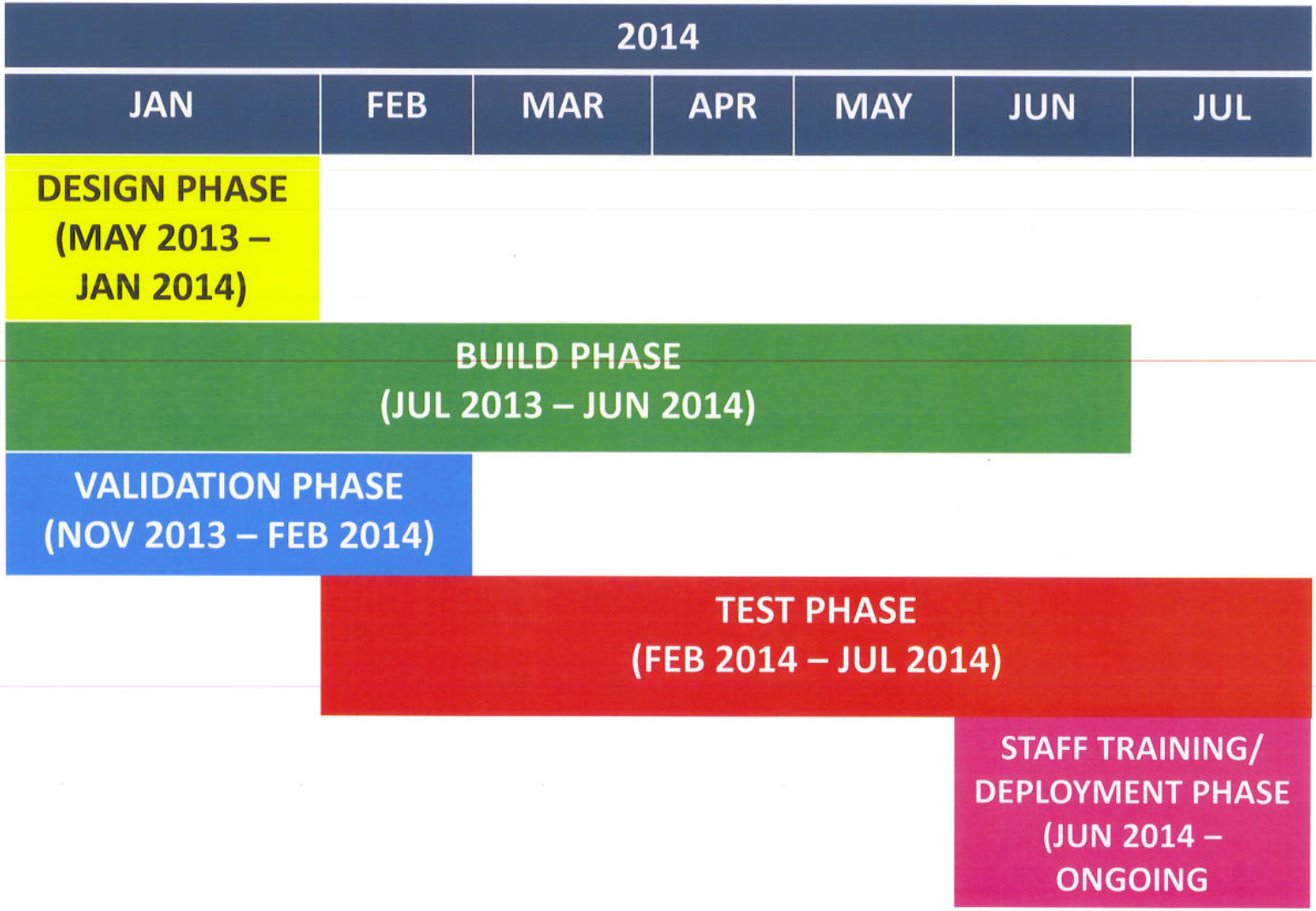
Tele-Retinal Screening Program for Diabetic Retinopathy (as of 3/21/14)

Cases	
Reviewed	779
• No Referral Needed	602
• Referred (with diabetic retinopathy)	59
• Referred (with other eye condition)	118
Awaiting Review	238
Total Cases	1,017

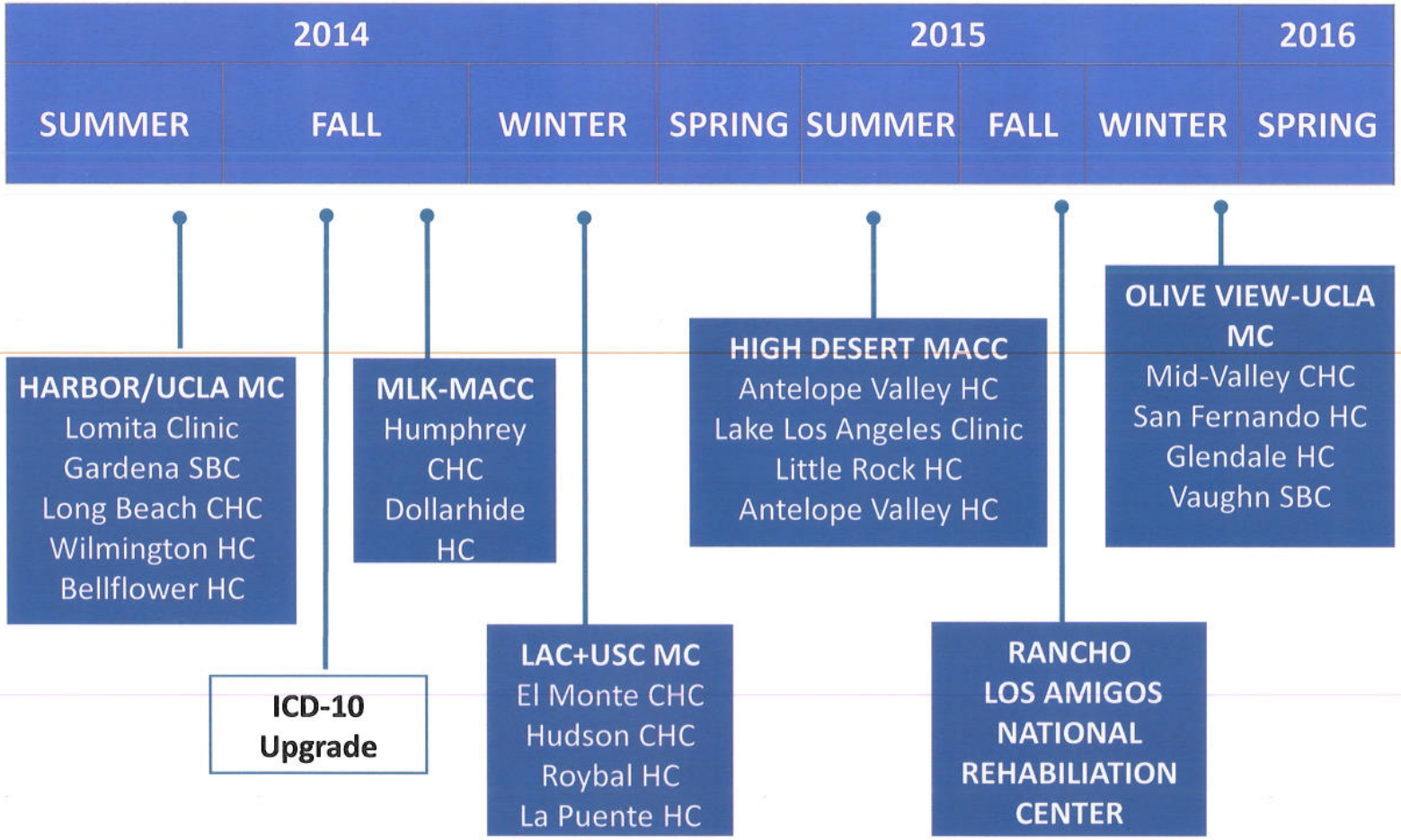
602 of 779 = 77% no referral needed.



ORCHID Design-Build-Test Timeline



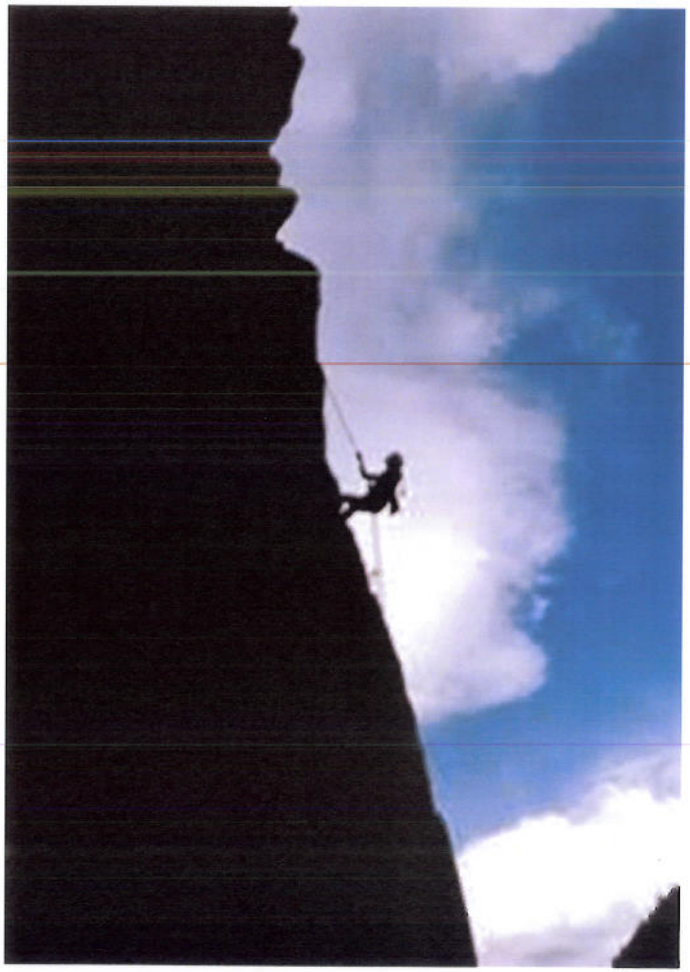
ORCHID Deployment Timeline



Housing for Health (HFH) Update

Grand Opening of the South Los Angeles Supportive Housing Program on March 3, 2014

- 56 units of permanent supportive housing for chronically homeless individuals who are frequent users of County Health resources.
- Consists of 15 formerly-blighted properties, extensively renovated by the City of LA Housing and Community Investment Department/Restore Neighborhoods Los Angeles.

Lots done, Lots more to do!

- Although many of DHS' initiatives for health reform are underway and proving successful…
- There are many more steps to take as we accelerate our transformation