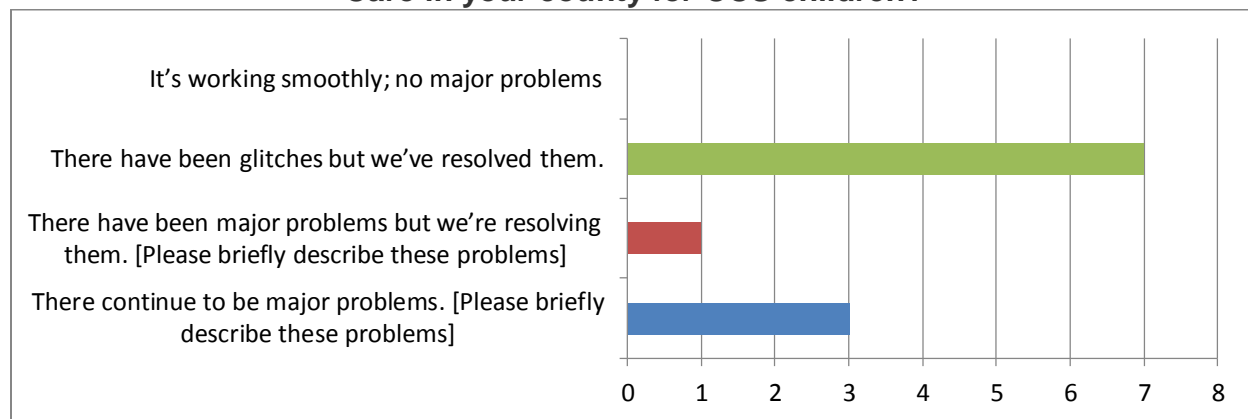


## Children’s Regional Integrated Service System (CRISS) Medi-Cal Managed Care Rural Expansion Re-Survey Summary March 2015

In March of 2014, under the direction of the CRISS Council, CCS program administrators in CRISS member counties covered by the rural expansion of Medi-Cal Managed Care were surveyed to evaluate how the transition was proceeding for the children they serve. After viewing the results of the survey, CRISS Council directed that the survey be re-administered in six months to see if there was any change in how the transition to managed care was going. Council also agreed to survey rural Family Resource Centers for family perceptions of the transition. The survey focused on access to primary care, access to specialty care, and how the transition has gone overall for children covered by CCS. The survey was conducted in October and November of 2014; responses were received from 11 CCS administrators, public health nurses and FRC representatives from 9 different counties.

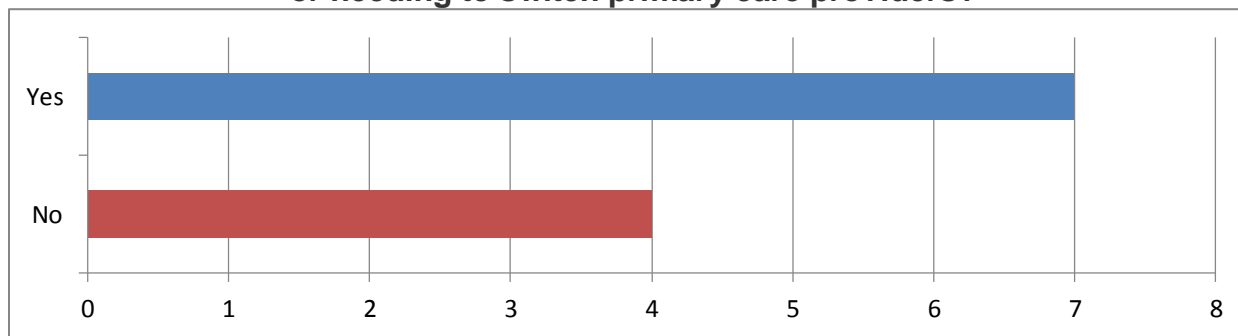
Note: This survey provides a snapshot of the status of the rural Medi-Cal managed care expansion at the time of the survey completion in November 2014.

### One year after implementation, how would you rate the transition to Managed Care in your county for CCS children?



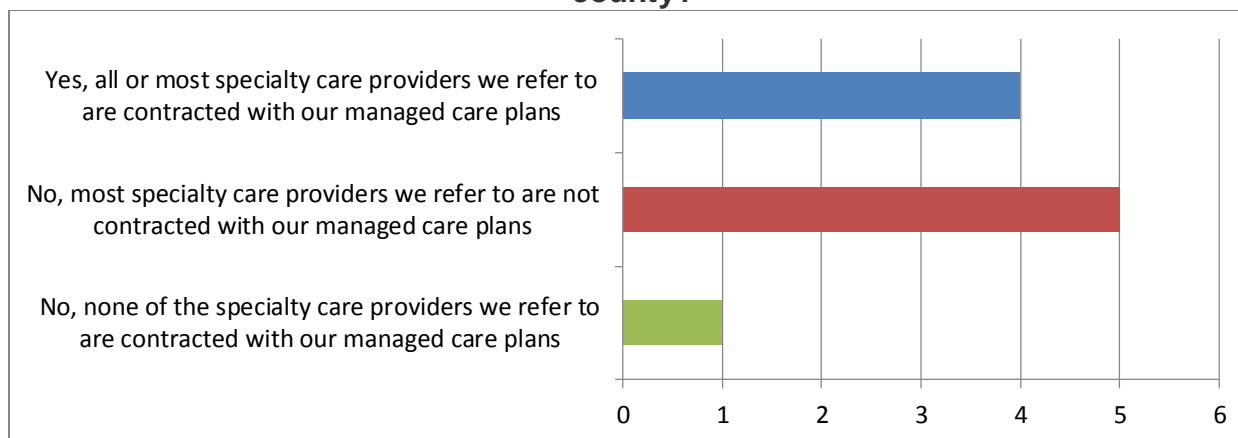
- 64% of respondents reported that although there have been glitches in the transition to managed care, they have been resolved. This is an increase from that 40% of respondents who gave that answer in March. 27% said that there continue to be major problems, down from 50% who said so in March, and 9% said that there have been major problems but they are being resolved, down from 20% who said so in March. Many respondents commented on difficulty accessing specialists and durable medical equipment, delays in accessing care because managed care plans will not authorize a service until receiving a denial from CCS, needed medications being denied, and plans sending referrals to CCS with no records, wrong NPI numbers and incorrect Service Code Groupings.

**Are you observing CCS children having difficulty accessing care in your county or needing to switch primary care providers?**



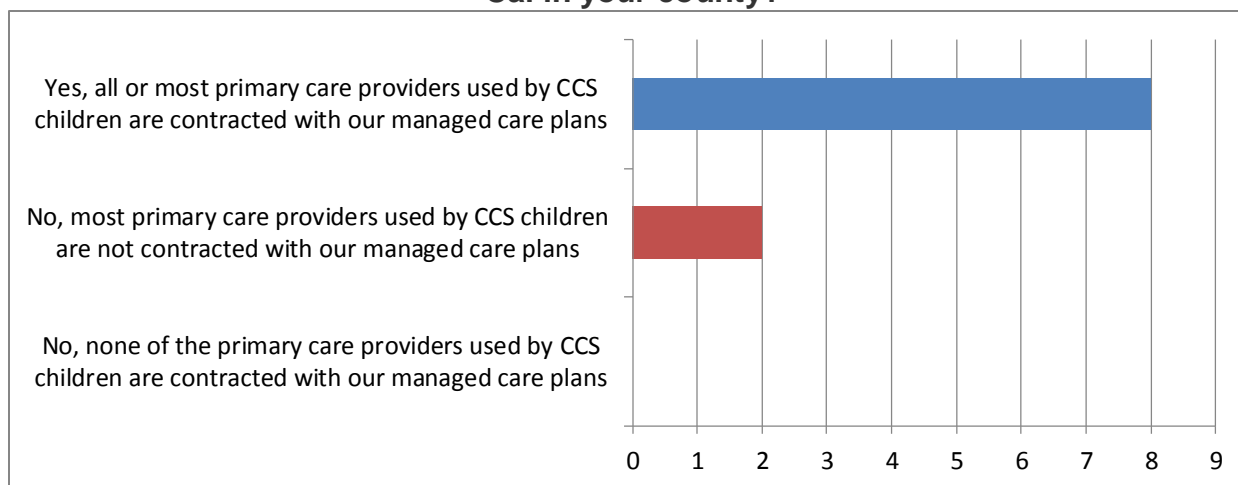
- 64% of respondents reported having observed CCS children having difficulty accessing care or needing to switch primary care providers.
- Respondents reported problems with network adequacy, long wait times to see primary care providers, and clients needing to switch either plan or pharmacy so that the same plan will cover both the physician and the pharmacy.

**(For CCS Programs Only) Are all of the specialty care providers that you refer children to contracted with Managed Care plans now operating Medi-Cal in your county?**



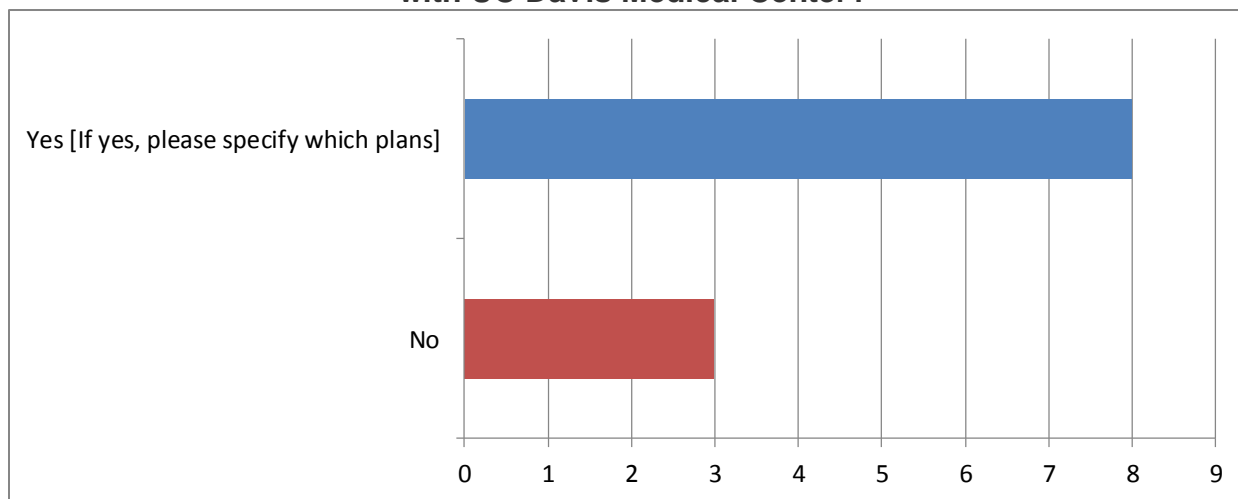
- 60% of respondents- down from 91% when this survey was first conducted- reported that all or most of the specialty care providers they refer to are not contracted with their county's Medi-Cal managed care plan. Several reported in the comments that there is no managed care plan in their county that is contracted with UC Davis Medical Center or Sutter Sacramento Medical Center.

**(For CCS Programs Only) Are all of the primary care providers that your CCS children typically use contracted with Managed Care plans now operating Medi-Cal in your county?**



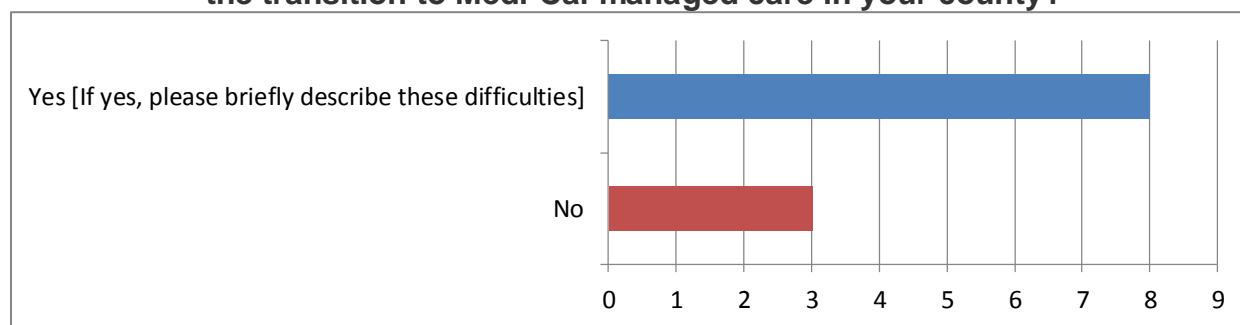
- 80% of respondents reported that all or most of the primary care providers that serve CCS children are contracted with the Medi-Cal managed care plans operating in their county. However, some respondents reiterated issues they have had with network adequacy and pointed out again that their county's managed care plan does not have a contract with UCDCM.

**Are any of the Medi-Cal managed care plans operating in your county contracted with UC Davis Medical Center?**



- 73% of respondents reported that at least one Medi-Cal managed care plan in their county is contracted with UC Davis Medical Center; in the first survey, several respondents indicated that none of the plans in their counties had contracted with UCDCM. However, several respondents expressed uncertainty in the comments about whether or not UC Davis is contracted with Partnership Health Plan or with California Health and Wellness. It appears that at the time of the second survey the plan networks varied from county to county even under the same plan.

**Are there any other issues unique to CCS children that you have observed with the transition to Medi-Cal managed care in your county?**



- 73% of respondents- down from 91% when this survey was first conducted- replied that there are issues unique to CCS children they have observed with the transition to Medi-Cal managed care in their county. Several commenters reported families of CCS children having billing problems, including receiving bills in the mail due to denial of payment by the managed care plan. Respondents also reported that many families and providers are experiencing delays in care because the managed care plan will not authorize care before receiving a denial from CCS.

**Is there anything you would recommend that CRISS consider doing to address the transition to managed care for CCS children?**

- Respondents repeatedly stressed the importance of case management in CCS, and pointed out that the managed care plans do not provide the same level of case management and called for greater oversight of the managed care plans to ensure that they are meeting their obligations to their members.

### **Major Takeaways**

- Although clearly CCS programs are seeing less disruption in care and fewer issues than they were when this survey was first conducted, serious issues still remain. These include network adequacy, access to specialty care, and delays and long wait times for care.
- Respondents also reported being very concerned about the continued fragmentation in care between the managed care plans and CCS, and the inability of the managed care plans to provide adequate care for children on CCS.