

First 5 Alameda Integrated Pediatric Care Management Proposal

FY 2022-23

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Background

Only by ensuring that children receive the necessary screenings, navigation and care coordination support to address their behavioral, developmental, physical, or social needs, can Alameda County significantly improve health outcomes for children and their families. Yet too many low-income children enrolled in Medi-Cal managed care are not engaged in or receiving regular pediatric preventive care under EPSDT at periodicity, including but not limited to well-child care and early childhood screenings. Parents of young children and system leaders both recognize the value of pediatric care management services. Access to navigation and care coordination to support connection to services was identified as a common theme through the stakeholder input process and review of other data sources (i.e. Oakland Fund for Children and Youth, Parent Voices) for First 5 Alameda's 2022-27 strategic planning process.

Since 2012, First 5 Alameda County (F5 Alameda) has served as a pediatric quality improvement funder and care coordination provider through its Help Me Grow (HMG) program. With HMG, F5 Alameda offers a robust, trusted and successful infrastructure to provide outreach to families for pediatric visits and early intervention and prevention support to young children in Alameda County. Approximately 85% of children receiving support through HMG are insured through Medi-Cal. Specifically, in FY 20-21, 62% of families referred to HMG self-disclosed that the Alameda Alliance for Health (Alliance) is their child's health plan, with an additional 10% indicating that they had Medi-Cal but were not able to identify the plan.

Help Me Grow plays a unique and critical role in Alameda County's health care delivery system for children, 0 to 5, by providing:

- Outreach to parents/caregivers to support connection of young children to pediatric visits and provide health education and referral to basic needs
- A Central Access Point for providers to refer parents/caregivers to receive child development information, care coordination, and referrals for basic needs, such as food, housing, health care, and childcare
- Quality improvement and technical assistance for pediatric providers to:
 - Integrate screening tools and follow-up into their practices/clinics, including those serving the Medi-Cal pediatric population (0-5) in Alameda County
 - Implement Bright Futures screenings, incorporating screenings into workflows, documenting findings, and helping to ensure providers refer children with an identified need to HMG's Central Access Point

Recognizing the value of HMG to its youngest members and provider network, the Alliance began partnering with F5 Alameda in 2020 to proactively engage families with children with low or no utilization of pediatric services. At HMG's first attempt at this type of outreach, a **62% family engagement rate was achieved**. Results from the current program year demonstrate that HMG has been able to successfully connect 68% of engaged AAH members to well-child visits to date, exceeding its target. In 2021, the partnership expanded to include support for HMG's core services supporting Alliance members, including care coordination and pediatric provider quality improvement.

The successes and lessons learned from this partnership continue to demonstrate the potential for improved integration between plans, pediatric providers, F5 Alameda, and community-based organizations to better identify and serve Alameda's youngest children with current or rising risk. This partnership also aligns with efforts underway at the State and County levels to reimagine how Medi-Cal Managed Care programs manage and deliver care through California Advancing and Innovating Medi-Cal (CalAIM). A key strategy of CalAIM includes the creation of partnerships, among managed care plans and community organization, such as the partnership between First 5 and the Alliance, to provide critical supports to children and families. First 5 welcomes the opportunity to explore the alignment between HMG's services and CalAIM's population health strategies with the Alliance for Health.

Initiative Summary

First 5 Alameda is committed to maintaining its significant investment in HMG and expanding its reach and impact to serve more of Alliance's youngest members. This proposal expands on the current partnership between F5 Alameda and the Alliance, whereby F5 Alameda will continue to serve as a key care management entity for Alliance pediatric members, ages 0 to 5 and will work in partnership with the Alliance to:

- Conduct outreach and engagement to increase access to well-child preventive care for select Alliance members, ages 0-5
- Provide pediatric health education to families in a culturally appropriate and accessible manner
- Bolster pediatric health provider capacity to deliver DHCS/Bright Futures mandated pediatric screenings, with an emphasis developmental screening, ACES, and social determinants of health; and
- Coordinate family-centered access to well-child visits, as well as needed developmental/behavioral services, mental health services, community-based services and supports, and social support needs, to enhance and supplement practice-based care coordination services and comply with EPSDT requirements.

Program Services & Activities

First 5 Alameda County would provide comprehensive pediatric care management services to engage families in pediatric well-child care, provide navigation support to needed resources and services, and continue to expand its quality improvement support to healthcare providers and practices. First 5 Alameda, through its enhanced Help Me Grow program, would perform the following services and activities on behalf of the Alliance:

1. Member Outreach, Engagement, and Linkage to Primary Care and Other Supports

Conduct member outreach to promote member access to primary care providers (PCP) for wellness visits and early childhood screenings, serving 5,000 unique pediatric members, 0 to 5, identified by the plan. This represents a nearly 140% increase over members served in the current program year. This activity would include the following:

- Conduct an average of 25 calls per day/per FTE to Alliance members included in monthly outreach files
- Provide health education and telephonic/text navigation support to families in members' preferred language, leveraging health plan's interpretation services, where needed
- Incorporate key health education/health promotion messaging (including well child visits, Bright Futures screenings, basic needs), provide member linkages to basic needs, and transfer to HMG central access point for support with child development/behavioral concerns

- Support families with PCP appointment scheduling, prioritizing sites with whom First 5 Alameda County has established an email-based scheduling relationship, or sites for which that type of relationship can be established quickly.

All communication will meet health literacy standards and be trauma-informed.

2. Pediatric Practice Improvement

In FY 22-23, F5 Alameda would expand its practice improvement offerings to further build the capacity of pediatric practices to achieve greater compliance with screening requirements, support workflow implementation, and ensure effective encounter documentation and reporting for Bright Futures screenings and PEARLS (ACES and social need/determinants) screenings. First 5 Alameda will ensure that any technical assistance provided to contracted providers will reinforce AAP/DHCS/Alliance requirements and best practices. Specifically, these investments would provide for the following practice improvement approaches:

- Pediatric Preventive Quality Improvement (QI):** Delivery of customized pediatric preventative QI supports to contracted primary care provider sites
- Workflow Optimization:** Support of electronic referrals from provider practice EHR to First 5 Alameda to support improved integration and efficiencies for practices
- Screening Support for Small Practices:** Offer screening support for small pediatric practices that need additional capacity support to serve members and meet state screening requirements

The activities include the following:

a. Pediatric Preventative Quality Improvement (QI) Projects

Maintain current practice improvement effort for pediatric providers that would include:

- Outreach and recruit up to 10 primary care provider (PCP) sites to participate in a QI project focused on pediatric screening
- Develop and implement a Continuous Quality Improvement (CQI) project framework with participating sites that aims to increase screening and/or referring and follow-up rates, including but not limited to training, chart audits and PDSA cycles
- Develop a data collection framework for each participating site
- Research and identify relevant AAP Professional Practice and Quality Improvement (Part 4) of Maintenance of Certification (MOC) training projects to align with QI projects to assist providers with fulfilling ongoing licensure requirements

b. Workflow Optimization

Support and provide technical assistance to develop an automated electronic referral from select pediatric sites to First 5's Help Me Grow care coordination services. Activities would include:

- Build an API (Application Programming Interface) to enable referrals from provider's Electronic Health Record (EHR) systems to First 5 Alameda's care management software, thereby reducing current use of paper faxing and the need for data entry
- Develop an API implementation and adoption plan, including provider training and change management support

The Alliance would select and recruit medical sites serving young children in Alameda County to participate. This proposal recommends working with Community Health Center Network (CHCN) and its approximately 25 pediatric provider sites serving children, 0 to 5.

C. Screening Support for Small Practices

First 5 Alameda will attempt to implement this component in FY 22-23 but it will take lower priority in order to provide more WCV outreach. The component would include the following: provide support to set up processes with PCP sites and support screening services for families whose medical home does not currently offer developmental and/or ACEs/SDOH screening due to a low volume of pediatric patients.

3. Care Coordination Services to Manage Risk and Ensure Linkage to Needed Services/Supports

Coordinate provider-referred/self-referred members' access to appropriate services, community supports, or health plan member or nurse advice line services, to address an identified pediatric concern, via HMG's central access point:

- Provide care coordination, health education, and health promotion services pediatric members with risking risk referred from Member Outreach
- Provide care coordination for pediatric members with an identified issue requiring referral to services and supports, based on pediatric provider screening
- Provide care coordination and linkage to services and supports related to child development, mental health, ACEs, and basic family needs
- Document successful linkage to services and notify referring pediatric provider, to close the loop

Impact: What Will Change as A Result

Through this partnership, First 5 Alameda estimates the following impact on children, 0 to 5:

- An additional **~2,000 children**, ages 0-5, will be connected to well-child care in a timely fashion, resulting in improved health outcomes and HEDIS scores by *ensuring receipt of needed preventative care*
- An additional **250 children**, ages 0-5 will be identified with a developmental or behavioral issue, trauma, social need in a timely fashion, and will be routed to needed care coordination support so they are connected to the appropriate service provider/health plan support within 60 days of a screening result

Further, pediatric providers will gain increased capacity and expertise to complete existing and newly required screenings, qualifying them to receive provider incentives by ensuring improved quality and capacity for compliance. The Alliance would also be able to demonstrate and document successful capacity to meet HEDIS measures, EPSDT screening and referral requirements, and with appropriate data submissions/reporting, can eventually *incorporate true cost of pediatric care management into future pediatric rates*

Performance Metrics

First 5 Alameda County will submit quarterly reports to the Alliance to demonstrate that via pediatric care management, screening rates can improve, and linkage to needed services, in accordance with EPSDT standards, is successful. The partnership will aim to improve:

- **Operational Metrics** to ensure First 5 is performing services as contracted
- **Member Engagement Metrics** to ensure members are routed to timely preventive pediatric care by a trusted source
- **Utilization Metrics** to ensure members seek services and can receive appropriate and timely pediatric care
- **Provider Engagement Metrics** to ensure providers have the needed skills/training to perform required screenings
- **Quality Metrics** to ensure provider practices perform and document required pediatric screenings and make referrals, in accordance with requirements

Area	Proposed Metrics	Source
1. Member Outreach, Engagement, and Linkage to Primary Care and Other Supports	Number of outreach/engagement contacts made with or on behalf of families Percentage of members successfully contacted via phone/text and/or via contact with the PCP Number of clients connected to their pediatrician Percentage of members successfully reached with a primary care visit scheduled	First 5 First 5 AAH & First 5 AAH & First 5
2. Pediatric Provider Practice Improvement	Number of PCP sites that received at least one outreach contact Number of PCP sites participating in quality improvement activities Number of PCP site attendees in quality improvement activities Number of grant-funded providers who complete an E.H.R. configuration for workflow optimization	AAH First 5 First 5 First 5

Area	Proposed Metrics	Source
3. Care Coordination Services to Manage Risk and Ensure Linkage to Needed Services/Supports	Number of Alliance members served	First 5
	Number of calls and referrals received from Alliance members for care coordination	First 5
	Number of members referred by F5 to community services or supports	First 5
	Number and percentage of members with an identified need who connected to at least one health plan or early intervention services by F5	First 5

To support shared program evaluation and overall pediatric quality evaluation, the Alliance will provide current pediatric baseline metrics and developmental and ACEs screening volumes, based on provider’s encounter data submission for relevant CPT codes, as well as information regarding changes in utilization and HEDIS scores.

Specific quality metrics include:

- % of members ages 0-3 with a completed developmental screening, as measured by CPT 96110, by PCP site
- % of members ages 0-5 with a completed PEARLS screening, as measured by HCPCS G9920, G9919, by PCP site
- % of providers with a completed DHCS ACEs Aware training attestation form for ACES incentive payments
- % compliance in HEDIS metrics (W30, WCV)

First 5 Alameda County will submit a narrative report outlining costs, successes and challenges of the program and highlighting any lessons learned about barriers to care for clients. Member specific measures will include member-level data.

Administrative Data Request

To support First 5 Alameda’s ongoing evaluation of, and planning for, its investments (including but not limited to Help Me Grow) on behalf of children, 0 to 5, and their families, we would like to explore an MOU and data sharing relationship with the Alliance. The broad intent desired of the MOU is to match children served, identify the impact of investments on children’s health, and utilize member and PCP assignment demographic data to target investments and services.

Eligibility

For Outreach and Care Coordination:

Members from the health plan’s monthly outreach file, as well as Alliance members who newly self-refer or who are provider-referred to the First 5 Alameda County Help Me Grow Central Access Point. All Alliance members ages 0-5 will benefit if they are seen by a pediatric provider who receives technical assistance/training support from First 5 Alameda.

For Provider Training and Quality Improvement:

Primary care providers contracted with Alameda Alliance and serving a significant number of Medi-Cal pediatric members ages 0-5 in Alameda County. Selection of providers will be informed by AAH data on volume of assigned members under the age of 6.