

Talk to a Peer: Navigating Enhanced Care Management and Community Supports Billing

February 9, 2023



Mission driven. Forward thinking.

Welcome and Housekeeping



Please remain on mute when you are not speaking



Use the chat box or raise your (virtual) hand to ask a question

Project Background

- **October-November 2022:** Aurrera conducted interviews with ECM and Community Supports providers to understand Medi-Cal billing experiences
- **February 2023:** CHCF published an issue brief and billing infographic based on findings
- **February 9, 2023:** Peer learning office hours



The **California Health Care Foundation** is dedicated to advancing meaningful, measurable improvements in the way the health care delivery system provides care to the people of California, particularly those with low incomes and those whose needs are not well served by the status quo. CHCF works to ensure that people have access to the care they need, when they need it, at a price they can afford.



Aurrera Health Group's mission is to advance access to affordable, comprehensive, high-quality health coverage and care, and we pursue clients that enable our firm to stay true to that mission. Aurrera Health Group includes nationally recognized experts in Medicaid, Medicare, and behavioral health policy and financing, as well as a seasoned team of strategic communications professionals. Our woman-led firm provides the experience and passion that is essential to navigating a complex and ever-changing health policy landscape.



Audience Poll

What is your level of engagement with ECM and Community Supports?

- Providing ECM
- Providing Community Supports
- Considering ECM
- Considering Community Supports
- Other



Today's Panel



Alex Fajardo

Executive Director, El Sol
Neighborhood Educational
Center

Asthma Remediation

Karin Pimentel

Contracts Manager, Ceres
Community Project

Medically Tailored Meals

Glen Hilton

Director of Community
Care, PATH

Housing Community Supports,
Recuperative Care, Short-Term
Post-Hospitalization Housing

Enhanced Care Management & Community Supports



Background

Enhanced Care Management

- High-touch care management and coordination for Medicaid beneficiaries with complex care needs

Community Supports

- 14 pre-approved social and community-based interventions aimed at promoting health and preventing need for higher-intensity services

ECM Timeline



Blue: January 2022
Pink: July 2022

ECM Populations of Focus (POFs)	Go-Live Timing
<ul style="list-style-type: none"> • Individuals and Families Experiencing Homelessness • Adults At Risk for Avoidable Hospital or Emergency Department (ED) Utilization • Adults with Serious Mental Health and/or Substance Use Disorder (SUD) Needs • Individuals Transitioning from Incarceration (some WPC counties) ○ Individuals with Intellectual or Developmental Disabilities (I/DD) ○ Pregnant/Postpartum Adults 	<p>January 2022 (<i>Whole Person Care Pilots (WPC) and Health Home Program (HHP) counties</i>)</p> <p>July 2022 (<i>all other counties</i>)</p>
<ul style="list-style-type: none"> • Adults Living in the Community and At Risk for Institutionalization and Eligible for Long Term Care (LTC) Institutionalization • Adults who are Nursing Facility Residents Transitioning to the Community 	<p>January 2023</p>
<ul style="list-style-type: none"> • Children / Youth Populations of Focus 	<p>July 2023</p>
<ul style="list-style-type: none"> • Birth Equity Population of Focus (<i>Members of this POF who are subject to racial and ethnic disparities</i>) 	<p>January 2024</p>
<ul style="list-style-type: none"> • Individuals Transitioning from Incarceration 	<p>2024 (Date TBD)</p>

Community Supports Services

- Housing Transition Navigation Services
- Housing Deposits
- Housing Tenancy and Sustaining Services
- Respite Services (for Caregivers)
- Day Habilitation Programs
- Nursing Facility Transition/Diversion to Assisted Living Facilities
- Community Transition Services/Nursing Facility Transition to a Home
- Personal Care and Homemaker Services
- Environmental Accessibility Adaptations
- Medically Tailored Meals/Medically-Supportive Food
- Sobering Centers
- Asthma Remediation
- Short-Term Post-Hospitalization Housing
- Recuperative Care (Medical Respite)

The Role of Providers

- Medi-Cal managed care plans (MCPs) operate ECM and Community Supports
- MCPs contract with providers in the community to provide ECM and/or Community Supports
- In order to be paid for the services provided, providers must submit claims (preferred) or invoices to the MCP

Billing as a Medi-Cal Provider



Billing Cycle Overview

Minimum Necessary Data Elements for ECM and Community Supports Billing

Billing Provider:

NPI, TIN, Name, Phone number, Address

Rendering Provider:

Name, Phone number, Address

Member:

Client Identification Number (CIN), First Name, Last Name, Homelessness Indicator, Address

Service:

Procedure Code(s) and modifier(s), Service start and end date, Service unit counts, Place of Service, Member Diagnosis Code(s)

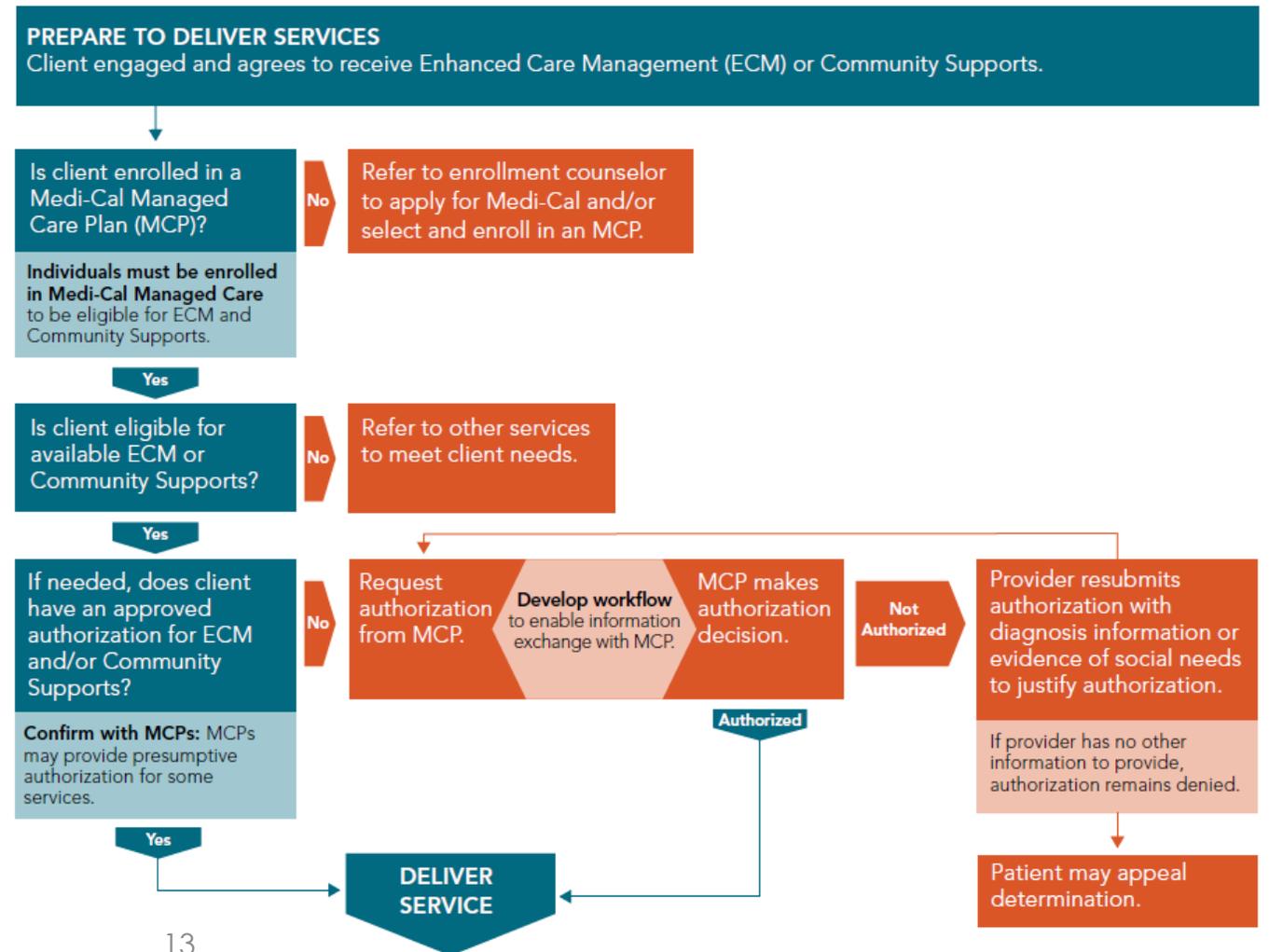
Billing:

Payer Identifier, Payer Name, Service Unit Cost(s), Service Charge amount(s), Invoice Amount

Billing Process: *Before Service Delivery*

1. Determine if member is enrolled with Medi-Cal MCP
2. Screen member's eligibility for ECM or Community Supports
3. Identify if member has an active approved authorization for ECM and/or Community Supports.

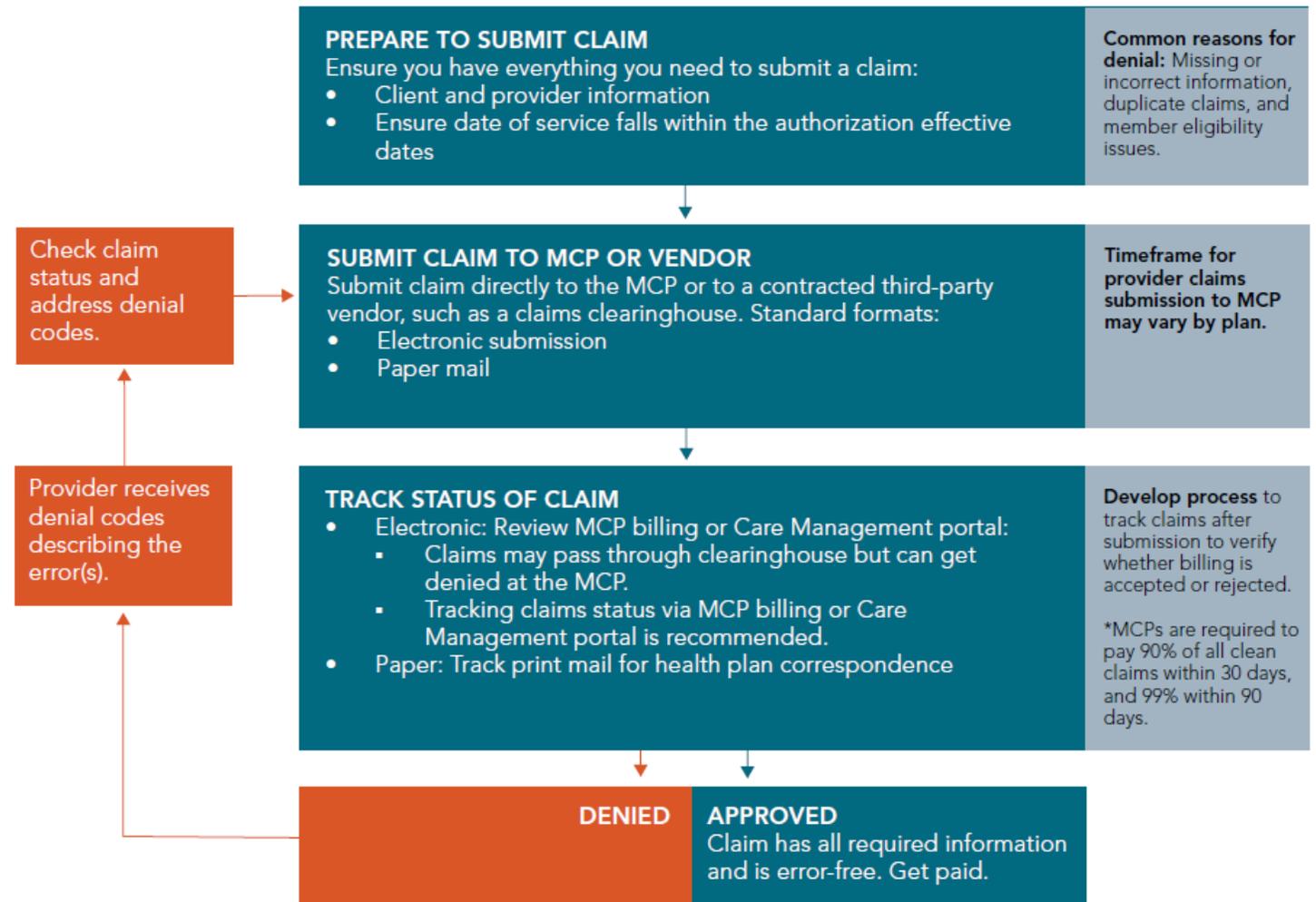
Figure 1: Preparing to Deliver ECM and/or Community Supports Services



Billing Process: After Service Delivery

1. Gather documentation for claims submission
2. Submit claim to MCP (directly or through clearinghouse)
3. Track claim status
4. Address errors/issues or claim
5. Receive payment

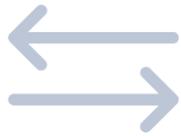
Figure 2: Submitting Claims and Receiving Payment



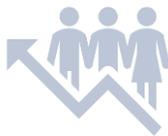
Common Billing Challenges for ECM and Community Supports Providers



Developing internal workflows



Mapping member needs and model of service delivery to MCP requirements



Tracking member data and ensuring accuracy



Understanding MCP claims submission processes and claims management cycle

PATH Technical Assistance Marketplace



TA Domains:

- **Building Data Capacity**
- Community Supports: Strengthening Services
- **Engaging in CalAIM through Medi-Cal Managed Care**
- Strengthening Care for Enhanced Care Management's Populations of Focus
- Promoting Health Equity
- Supporting Cross-Sector Partnerships
- Workforce Recruitment and Retention

Panel Discussion: Talk to a Peer



ECM and Community Supports Billing Q&A

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Q&A

Resources



[Billing Better in CalAIM](#)



[Focus on CalAIM](#)



[CalAIM Resources for CBOs](#)