

A photograph of an older man with a grey beard, wearing a brown jacket and a grey flat cap, sitting on a metal bench. He is looking out a large window at a bright blue body of water under a clear sky. The scene is reflected on the wet pavement in the foreground. A blue diagonal graphic element is on the right side of the image.

## Addressing SDOH & Increasing Access to Care

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# Anthem Medi-Cal Special Programs

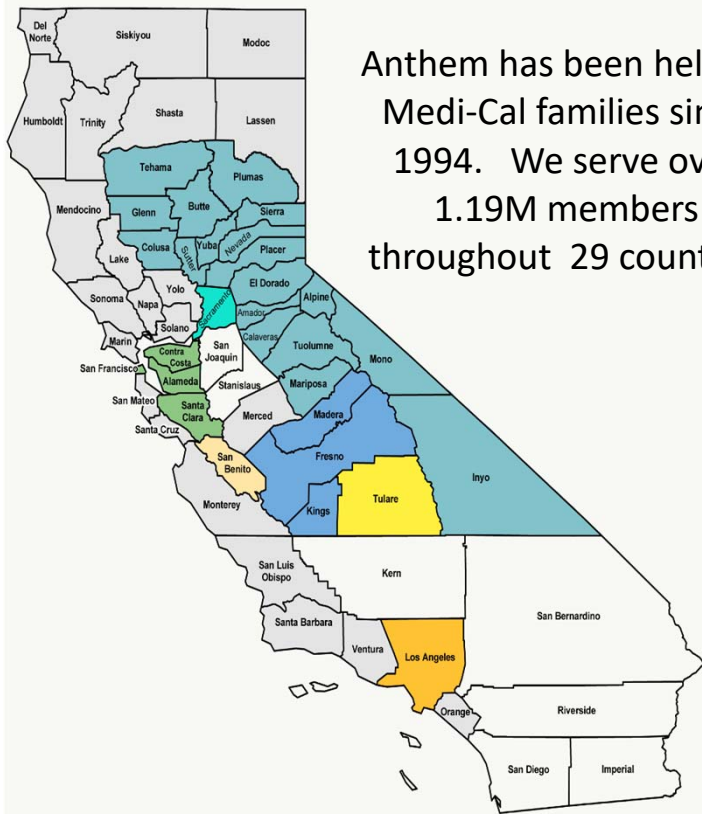
## Focused on:

- New program implementation, infrastructure and oversight
  - Enhanced care integration with external programs/providers
  - Small niche and high utilizing population
  - Addressing SDOH/Psycho-social needs
- Specialized provider relations and oversight
- Strengthening relationships at the local level (Counties, CBOs and other stakeholders)

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# Special Programs and Integrating SDOH



Anthem has been helping Medi-Cal families since 1994. We serve over 1.19M members throughout 29 counties.

## Whole Person Care

- Los Angeles
- Santa Clara
- San Francisco
- Alameda
- Placer
- Sacramento
- Mariposa
- Plumas
- San Benito
- Kings

## Health Homes

- Los Angeles
- Santa Clara
- San Francisco
- Alameda
- Sacramento
- Tulare

## LTSS

- Los Angeles
- Santa Clara

## Palliative Care & SDOH Initiatives

- All counties

## Health Homes Overview

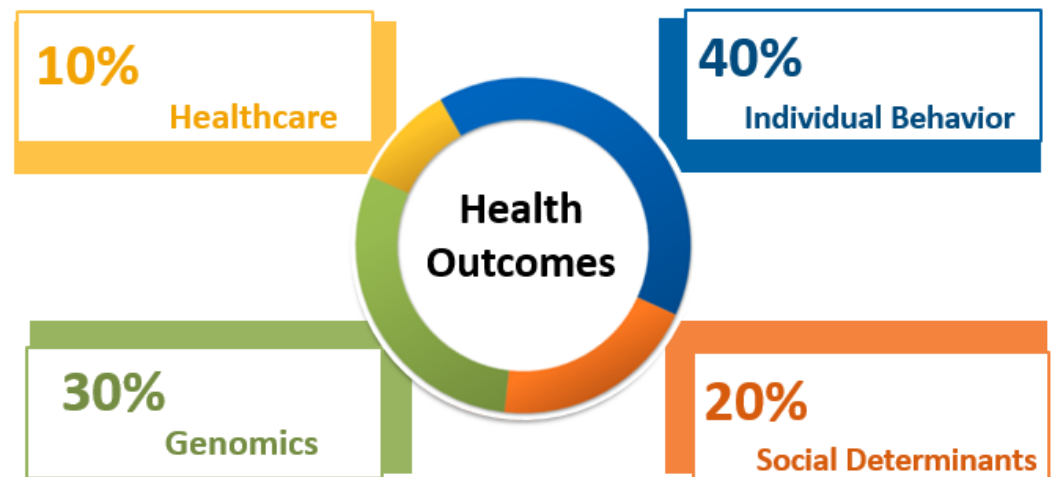
An **integrated** (physical and behavioral), **person-centered**, service delivery system for populations with complex, chronic conditions intended to improve outcomes by reducing fragmented care and promoting patient-centered care. Core services include:

1. Comprehensive Care Coordination
2. Comprehensive Care Management
3. Health Promotion
4. Transitions in Care
5. Support for the member and family members
6. **Referrals to community services and supports**
7. **Housing Navigation and Tenancy Support**

Counties	Implementation date for chronic conditions and SUD (Implementation for members with Serious Mental Illness occurs 6 months later)
S.F.	July 1, 2018
Alameda	July 1, 2019 (WPC 7/1/18)
Santa Clara	July 1, 2019
Los Angeles	July 1, 2019
Sacramento	July 1, 2019
Tulare	July 1, 2019

# Social Determinants of Health Defined

- Social Determinants of Health
  - Structural determinants & conditions in which people are born, grow, live, work & age
- Includes
  - Economic Stability
  - Physical Environment (housing, neighborhood)
  - Education
  - Food Security
  - Transportation
  - Community & Social Context
  - Health Care Access/Availability/Quality



CDC 2020 Healthy People, NIH, WHO

# Anthem Essentials

## *Bringing together healthcare and life*

Anthem is supporting the daily needs of our members and communities by:

- Building relationships and being an innovative and inclusive partner
- Proactively engaging in our communities to reduce social barriers, influence change, and improve the lives of our members
- Developing innovative approaches to ensure members have access to the essentials of everyday life
- Designing programs that are responsive to the needs of our communities and our members
- Providing wrap arounds and supports that strengthen efforts of local partners



# Anthem Essentials

*Bringing together Healthcare and Life*

- Housing Navigation/Tenancy Supports
- Food is Medicine Pilots
- Recuperative Care
- Coordinated Housing Voucher Pilots
- CHW Training and Internship Programs

Targeted  
Programs



- Health Homes
- Whole Person Care
- LTSS
- Telemedicine
- Expanded Transportation
- Doula Program

Enhanced  
Service  
Coordinator



- Centralized Referral System
- Updated Assessment and Care Plan Tools
- CHW and Housing Navigators
- Partners in Care CHW pilot
- Data Mining and Proactive Engagement

Internal Culture  
and Operations



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# Anthem Essentials

## *Bringing together Healthcare and Life*

- Local community engagement
- Event sponsorships
- Staff volunteer days
- Provider partnerships

### Community Involvement



- \$5.5 million in local annual foundation grants (focus on SDOH)
- Local capacity building initiatives
- Partnering to develop opportunities

### Community Investment



- Measuring utilization impact
- On-going KPI reports and PDSA cycles
- Focus on quality of life

### Outcomes to Drive Change







## Digital Solutions to Increase Access to Care



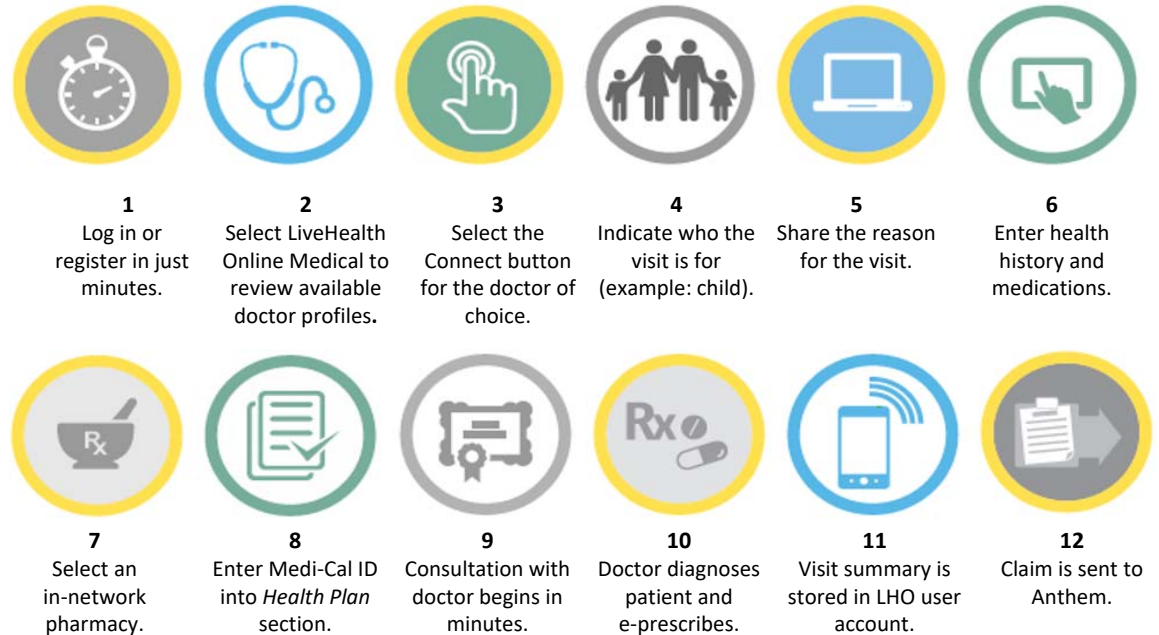
**Demetria Malloy,  
M.D., MSHS**

**Plan Performance  
Medical Director**

## LiveHealth Online (LHO)

- LHO launched on September 2018
- **24/7 access** mobile application with on-demand video visits
- **No cost** for Anthem Blue Cross Medi-Cal members
- **Members Registered:** 1,052
- **LHO Utilization:** 1,128 visits

### How to use LHO for a video visit with a doctor



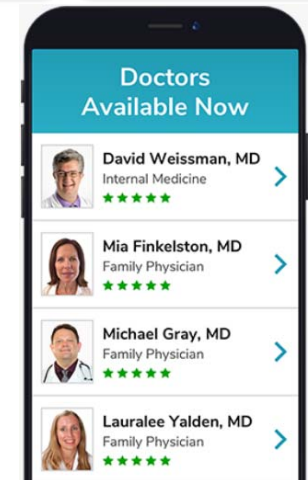
# LHO

## Program Details

	LiveHealth Online <b>Medical</b>	LiveHealth Online <b>Psychiatry</b>	LiveHealth Online <b>Psychology</b>
<b>Provider types</b>	Board-certified doctors	Board-certified doctors	Licensed psychologist (PhD) and therapist (social workers — masters level)
<b>Benefit offered</b>	Medication if clinically necessary	Medication if clinically necessary Post-initial evaluation	
<b>Availability</b>	On demand 24/7/365	Appointment: 8 a.m. to 8 p.m. Across all time zones	Appointment: 7 a.m. to 11 p.m.
<b>Visit length</b>	10 minutes	30 to 45 minutes for initial evaluation 15 minutes for follow-up sessions if needed for medication review	45 minutes
<b>Average wait time</b>	About 10 minutes	14 days or less	4 days or less
<b>Age served</b>	No age limit, doctor determines if the patient can be treated virtually or not.	18 years or older	10 years or older
<b>Value</b>	Convenient access to care at home. Prevents time consuming ER visits for nonemergent conditions.	<b>Significantly increased access</b> to behavioral health providers at home	

## LHO Support: *Butte County Wildfire*

- Anthem partnered with **Butte County Behavioral Health** to provide:
  - ✓ Telehealth resources at **no cost**
  - ✓ Relaxed time limits for prior authorization, pre-certification, and referral requirements
  - ✓ Early refills for prescriptions
  - ✓ Replacement of medical equipment/supplies
  - ✓ Extended filing deadlines for claims



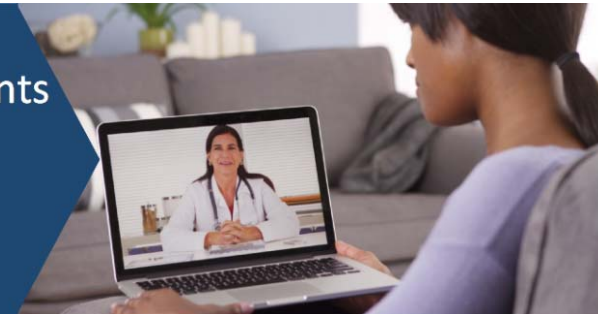
# Bright Heart Health

- Offers virtual Medication Assistance Treatment (MAT) at **no cost** to Anthem Blue Cross Medi-Cal members
- Programs & Services:
  - Eating Disorder Intensive Program
  - Substance Abuse Intensive Outpatient Program
  - Medication- Assisted Treatment
    - Opioid Use Disorder Program
    - Alcohol Use Disorder Program
    - Chronic Pain/ Opioid Dependency
- Done in partnership with Anthem's contracted medical groups



## Next Day Appointments

- No Office Visit
- No Travel
- No Hassle



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# Bright Heart Health

## *Program Details*



- **Assessments:**
  - Screening, Brief Intervention & Referral to Treatment (SBIRT)
  - Opioid Dependence Assessment
  - Specialized Addiction Treatment Plan Created
- **Medication:**
  - 7 day to 30 day prescriptions based on treatment progress
  - Drug screening and monitoring
- **Therapy:**
  - Multiple sessions per week during the first 6 months, then 1 tapered as appropriate
  - Alternating individual and group sessions
  - Progress reviewed with the larger care team

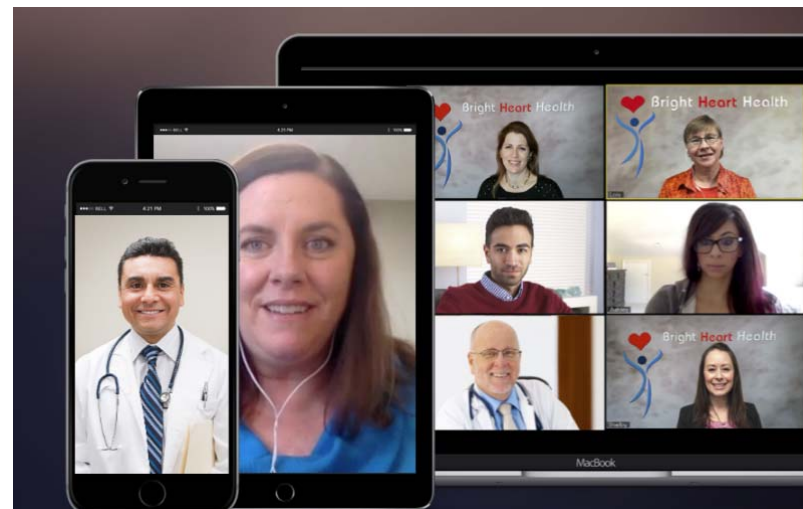
# Bright Heart Health

## *Provider Access*



**Current patients have been referred from a range of providers:**

- Sonoma West Medical Center
- Natividad Medical Center
- Mercy San Juan Medical Center
- Marin General Hospital
- Mammoth Hospital
- Highland Hospital
- Associated Family Physicians
- Hill Physicians
- Elica Health Centers



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## Participation in Opioid Coalitions

- **San Benito Opioid Prevention Task Force**
- **Butte Youth Now Coalition**  
*2019 Enloe Regional Opioid Symposium*
- **Butte County Behavioral Health**  
*2018 California Opioid Summit*
- **Central Valley Opioid Coalition**
- **Tuolumne County Opioid Coalition**





# San Benito County Opioid Prevention Task Force

- Partnering with Public Health Services to sponsor and provide **250 more Take Away envelopes** for proper disposal.
- Partnership Priorities:
  - ✓ Increasing safe disposal options in the community
  - ✓ Creating an informed and accountable community to decrease opioid use
  - ✓ Eliminating overdoses and overdose deaths to due to opioids



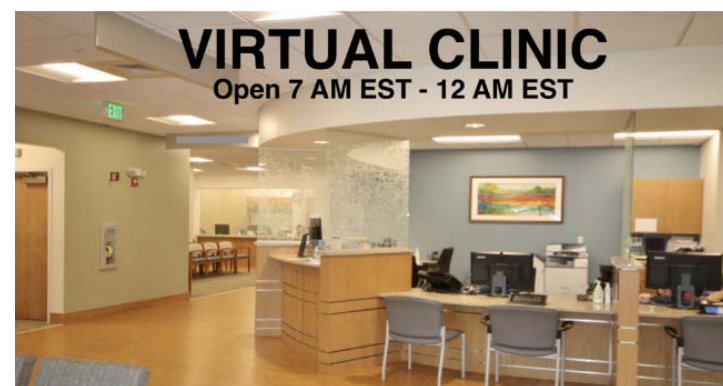
# Accessing LiveHealth Online & Bright Heart Health

## LiveHealth Online

Medi-Cal Managed Care



<https://livehealthonline.com>



1. Get an appointment 24x7 **(844) 884-4474**
2. Complete Referral Form on Bright Heart Health website.  
<https://www.brighthearthealth.com>
3. A Provider can fax patient information to **(415) 458-2691**

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# Questions

