

Butte County Public Health



Enhanced Care Management Program



Enhanced Care Management



Speaker Introduction

- DeAnne Blankenship, MPH, Assistant Director,
Butte County Public Health Department

- Aimee Myles, ECM Program Supervisor,
Butte County Public Health Department



Enhanced Care Management



ECM Program

- ECM overview
- ECM eligibility
 - Statewide Populations of Focus (PoFs)
 - BCPH Populations of Focus
- How referrals are made to BCPH's ECM program
 - QR code on fliers
 - ECM webpage (Make a Referral button)
 - Partnership Member Information File (MIF)
- Outreach (events, presentations, community)



Enhanced Care Management



Staffing

Lead Care Managers (2.0 FTE)

Peer Support Specialists (two at 0.50 FTE)

Patient Accounts Technician/ Administrative Asst. (1.0 FTE)

Program Supervisor (1.0 FTE)

Clinical Supervisor (0.25 FTE)

Enhanced Care Management



Lead Care Manager and Peer Support Specialist

When recruiting for these positions, lived experience and/or bilingual ability was a desired quality when considering who we hired.

Enhanced Care Management



Lead Care Manager

Knowledge of:

- Community resources and service agencies, both private and public agencies
- Methods and techniques for providing outreach services to the community
- Techniques for providing a high level of customer service to the public and County staff

Typical job functions:

- Provides information to program participants related to program activities, educational material and community resources; meets participants at appointments to provide support and facilitate better communication with service providers
- Enters, edits and retrieves data
- Communicates tactfully and effectively with persons contacted in the course of work including those of diverse socioeconomic and cultural backgrounds
- Provides instruction and training to Peer Support Specialists as assigned

Minimum qualifications: Equivalent to the completion of the twelfth (12th) grade and one year of clerical experience in record management, or in a medical office, behavioral or public health program, or community-based organization



Enhanced Care Management



Peer Support Specialist

Knowledge of:

- Community resources and service agencies, both private and public agencies
- Basic needs and challenges for individuals and families accessing public health services, including cultural barriers
- Methods and techniques for providing outreach services to the community
- Methods and techniques for communicating program services to a diverse community

Typical job functions:

- Provides outreach to the community
- Conducts and documents outreach calls
- Documents resources

Minimum qualifications: Equivalent to the completion of the twelfth (12th) grade and possess a valid US driver's license



Enhanced Care Management



Patient Accounts Technician / Administrative Asst.

Knowledge of:

- Health care third party reimbursement programs such as Managed Care
- Methods and practices of billing, accounts receivable, and collection
- Basic principles and techniques of research and report preparation

Typical job functions:

- Prepares and processes medical claims
- Processes appeals for denied charges
- Posts payments and adjustments

Minimum qualifications: Equivalent to Associate's degree in medical office admin, business admin or a closely related field and three years work experience processing medical claims. Must possess a valid American Academy of Professional Coders (AAPC) certificate in medical billing and/or coding



Enhanced Care Management



Program Supervisor

Knowledge of:

- Principals and practices of program planning, implementation, and evaluation
- Community resources available to clients
- Methods and techniques of conducting training
- Basic principals of case management

Typical job functions:

- Trains and supervises staff
- Conducts employee evaluations
- Makes presentations to community groups
- Works with community-based organizations
- Prepares reports

Minimum Qualifications: Bachelor's degree and five years of increasingly responsible administrative operations like those in the assigned program including two years in a lead capacity



Enhanced Care Management



Clinical Supervision

Knowledge of:

- Public health nursing
- Principals and practice of public health case management
- Community resources including social services
- Detection, prevention, intervention, and reporting requirement for family violence

This position is non-supervisory.

- Creates and presents staff trainings (Ex: home visiting safety)
- Assists in creating Health Risk Assessment tools (Ex: Birth Equity)
- Conducts case reviews



Enhanced Care Management



Funding Sources

- PATH CITED (Providing Access & Transforming Health Capacity & Infrastructure, Transition, Expansion, and Development) – Rounds 2 and 3
- Managed Care Plan's Incentive Payment Program (IPP)
- Medi-Cal Billing



Enhanced Care Management



Success Story - CCS Population of Focus

Accomplishments:

- Father applied for and was approved to be child's In Home Support Service (IHSS) provider
- Applied for and was granted Social Security Disability for child
- Found new housing on ground level
- In process of scheduling DDS appt.



Enhanced Care Management



Success Story - Child Welfare Population of Focus

Accomplishments (times two- twins!)

- Applied for and was granted CalFresh
- Applied for and was granted Cash Aid
- Accessed Partnership HealthPlan transportation benefit



Enhanced Care Management



Challenges

- Referrals- Missing or incorrect phone #s (MIF)
- General lack of awareness about Program
- TAR approval turnaround time
- Member declination
- Competing ECM providers
- Evolving interpretations - DHCS and MCP

Enhanced Care Management



Questions?

- DeAnne Blankenship, MPH, Assistant Director,
dblankenship@buttecounty.net
- Aimee Myles, ECM Program Supervisor,
amyles@buttecounty.net

