

## HFP TRANSITION

### MRMIB'S OBSERVATIONS/RECOMMENDATIONS

#### Health Care Services

- 178,133 children transitioned on January 1, 2013.
  - As of February 1, 2013, all 178,133 children remained enrolled in Medi-Cal. 24 out of 178,113 total cases had been disenrolled to FFS; 229 out of 178,113 had switched to Medi-Cal health plans.
  - 1,847 (1.04%) out of 178,113 children had to select a new PCP at the time of transition.
- 106,443 children transitioned on March 1, 2013.
  - As of March 1, 2013, all 106,443 children remained enrolled in the same health plan.
  - 8,039 out of 106,443 children had to select a new PCP at the time of transition.
- 270,275 children transitioned on April 1, 2013.
- Current HFP enrollment is 224,000.
- Grievances and complaints seem under reported. Note that the data does not include calls/complaints to the DMHC Help Line or the Maximus/SPE call center.
- Consumer satisfaction data. MRMIB encourages DHCS to conduct an independent Consumer Assessment of Health Plan (CAHPs) survey of transitioned children.

#### Mental Health Services

- As of April 3, 2013, 418 transitioned children received Medi-Cal specialty mental health services.
- Calls to the Mental Health Ombudsman related to the HFP transition has increased from 103 in January, 39 in February and 196 in March. MRMIB encourages DHCS to include data from DMHC Help Line and the Health Plans to more accurately reflect this issue.
- DHCS reporting does not include complaints or issues regarding services for Autism including Applied Behavioral Analysis (ABA) services. MRMIB would recommend highlighting this issue even though it remains outstanding.

#### Dental Services

- Monitoring/Reporting of HFP prior authorizations for dental services appears understated. No description on activities/efforts by DHCS to acquire this information from HFP dental plans.
- There were a total of 8,211 beneficiary requests for referral in January 2013, 7,462 requests in February 2013 and 8,353 requests in March 2013.
- Of grievances reported from January through March 2013, four were related to a transitioned beneficiary under the Denti-Cal program. MRMIB encourages DHCS to include data from the Maximus/SPE call center in this reporting.
- Consumer satisfaction. MRMIB encourages DHCS to conduct an independent Consumer Survey of transitioned children specifically related to dental services including both Fee-for-Service and dental managed care delivery systems.

**Health Families Program Transition to Medi-Cal  
Phase 1 A (Direct Match) Effective 1/1/2013**

County	Medi-Cal Plan Model	Health Plan (HP)	September Enrollment	# Children transitioned as of Jan 1, 2013
Alameda	2 Plan	Alameda Alliance for Health	10,163	9,078
		Anthem Blue Cross	855	672
Riverside	2 Plan	Inland Empire Health Plan	31,612	28,257
		Molina Healthcare	5,312	4,846
San Bernardino	2 Plan	Inland Empire Health Plan	24,889	21,962
		Molina Healthcare	4,347	3,811
San Francisco	2 Plan	San Francisco Health Plan	7,164	6,663
		Anthem Blue Cross	242	395
Santa Clara	2 Plan	Santa Clara Family Health	16,888	15,448
		Anthem Blue Cross	4,648	3,935
Orange	COHS	CalOptima	35,956	34,080
San Mateo	COHS	Health Plan of San Mateo	6,018	5,274
San Diego	GMC	Community Health Group	23,660	20,954
		Kaiser	12,026	10,762
		Molina Healthcare	13,461	11,976
		<b>Total</b>	<b>197,241</b>	<b>178,113</b>

**Health Families Program Transition to Medi-Cal  
Phase 1 B (Direct Match) Effective 3/1/2013**

County	Medi-Cal Plan Model	Health Plan (HP)	September Enrollment	# Children transitioned as of March 1, 2013
Contra Costa	2 Plan	Contra Costa Health Plan	4,663	4,007
		Anthem Blue Cross	634	581
Fresno	2 Plan	Anthem Blue Cross	1,382	1,498
Kern	2 Plan	Kern Family Health	10,627	9,470
Kings	2 Plan	Anthem Blue Cross	3,000	2,675
Los Angeles	2 Plan	LA Care	11,504	15,381
Madera	2 Plan	Anthem Blue Cross	2,565	2,319
Tulare	2 Plan	Anthem Blue Cross	9,053	7,911
Sacramento	GMC	Anthem Blue Cross	1,461	1,349
		Kaiser Foundation	13,570	12,023
		Molina Healthcare	1,428	1,261
Napa	COHS	Partnership Health Plan of CA	143	166
Solano			895	867
Sonoma			567	492
Yolo			831	803
Monterey			18,877	16,281
Santa Cruz	COHS	Central California Alliance for Health	4,893	4,390
Santa Barbara	COHS	CenCal	7,937	9,744
San Luis Obispo			1,440	1,285
Total			95,470	92,503

**Phase 1 A "tail" ( Direct Match) Effective 3/1/2013**

County	Medi-Cal Plan Model	Health Plan (HP)	# Children transitioned as of March 1, 2013
Alameda	2 Plan	Alameda Alliance for Health	622
		Anthem Blue Cross	120
Riverside	2 Plan	Inland Empire Health Plan	2,611
		Molina Healthcare	307
San Bernardino	2 Plan	Inland Empire Health Plan	2,027
		Molina Healthcare	289
San Francisco	2 Plan	San Francisco Health Plan	349
		Anthem Blue Cross	55
Santa Clara	2 Plan	Santa Clara Family Health	917
		Anthem Blue Cross	261
Orange	COHS	CalOptima	2,761
San Mateo	COHS	Health Plan of San Mateo	463
San Diego	GMC	Community Health Group	1,403
		Kaiser	972
		Molina Healthcare	783
Total			13,940

<b>Total</b>	<b>106,443</b>
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**Health Families Program Transition to Medi-Cal  
Phase 1 C ( Direct Match) Effective 4/1/2013**

County	Medi-Cal Plan Model	Health Plan (HP)	September Enrollment	Approx. # Children transitioned as of March, 2013
Kern	2 Plan	Health Net	5,047	4,271
Tulare	2 Plan	Health Net	3,035	2,949
Sacramento	GMC	Health Net	10,943	9,143
San Joaquin	2 Plan	Health Plan San Joaquin	10,476	9,176
		Health Net HMO	2,157	611
Stanislaus	2 Plan	Health Plan San Joaquin	9,174	8,242
		Health Net HMO	1,832	1,628
Total			42,664	36,020

**Phase 1 A & 1B "tail" ( Direct Match) Effective 4/1/2013**

County	Medi-Cal Plan Model	Health Plan (HP)	Approx. # Children transitioned as of March, 2013
Contra Costa	2 Plan	Contra Costa Health Pla	77
		Anthem Blue Cross	39
Fresno	2 Plan	Anthem Blue Cross	64
Kern	2 Plan	Kern Family Health	244
Kings	2 Plan	Anthem Blue Cross	45
Los Angeles	2 Plan	LA Care	520
Madera	2 Plan	Anthem Blue Cross	36
Tulare	2 Plan	Anthem Blue Cross	190
Sacramento	GMC	Anthem Blue Cross	59
		Kaiser Foundation	292
		Molina Healthcare	21
Napa	COHS	Partnership Health Plan	8
Solano			39
Sonoma			20
Yolo			17
Monterey	COHS	Central California Allianc	230
Santa Cruz			45
Santa Barbara	COHS	CenCal	136
San Luis Obispo			27
Alameda	2 Plan	Alameda Alliance for He	185
		Anthem Blue Cross	36
Riverside	2 Plan	Inland Empire Health Pla	690
		Molina Healthcare	131
San Bernardino	2 Plan	Inland Empire Health Pla	579
		Molina Healthcare	103
San Francisco	2 Plan	San Francisco Health Pl	81
		Anthem Blue Cross	18
Santa Clara	2 Plan	Santa Clara Family Heal	249
		Anthem Blue Cross	74
Orange	COHS	CalOptima	774
San Mateo	COHS	Health Plan of San Mate	143
			Community Health Grou
San Diego	GMC	Kaiser	250
		Molina Healthcare	271
Total			6,146

Anticipated Enrollment

**Phase 2 (Subcontractor) Effective 4/1/2013**

County	Medi-Cal Plan Model	Health Families Health	Medi-Cal Managed Care Plan	Approx. # Children transitioned as of March, 2013
Alameda	2 Plan	Kaiser	Alameda Alliance for Health	8,503
Contra Costa	2 Plan	Kaiser	Contra Costa Health Plan	6,898
Fresno	2 Plan	Health Net HMO	Calviva Health	11,873
Kings	2 Plan	Health Net HMO	Calviva Health	432
Los Angeles	2 Plan	Anthem Blue Cross	LA Care Health Plan	51,437
		Kaiser	LA Care Health Plan	47,616
		Molina	Health Net	6,205
		Care 1st	LA Care Health Plan	10,789
Madera	2 Plan	Health Net HMO	Calviva Health	715
Marin	COHS	Kaiser	Partnership Health	1,173
Napa	COHS	Kaiser	Partnership Health	1,069
Orange	COHS	Health Net	CalOptima	11,191
		Kaiser	CalOptima	11,806
Riverside	2 Plan	Health Net	Molina Healthcare	6,065
		Kaiser	Inland Empire Health Plan	15,386
San Bernardino	2 Plan	Health Net	Molina Healthcare	5,353
		Kaiser	Inland Empire Health Plan	13,843
San Francisco	2 Plan	Kaiser	San Francisco Health Plan	1,414
Santa Clara	2 Plan	Kaiser	San Clara Family Health Plan	8,383
Solano	COHS	Kaiser	Partnership Health	3,257
Sonoma	COHS	Kaiser	Partnership Health	4,786
Total				228,194

**Health Families Program Transition to Medi-Cal  
Phase 1 C ( Direct Match) Effective 5/1/2013**

County	Medi-Cal Plan Model	Health Plan (HP)	September Enrollment	Approx. # Children transitioned as of March, 2013
Los Angeles	2 Plan	Health Net	57,282	53,485
San Diego	GMC	Health Net	10,422	9,072
Total			67,704	62,557

**Anticipated Enrollment**