

# California Coordinated Care Initiative



## CASE STUDY

**Since 2011**, Harbage Consulting has supported California's Department of Health Care Services (DHCS) in the development and implementation of the Coordinated Care Initiative (CCI). The CCI is designed to deliver high-quality, integrated care to low-income seniors and Californians with disabilities. A major component of the CCI is an option for individuals who are "dually eligible" for both Medicare and Medicaid to combine their benefits from both programs into a single, integrated health insurance product and receive high-level care coordination services.

Harbage Consulting has supported the DHCS leadership team in developing and implementing the CCI program for over five years. Initial activities included:

- Developing and implementing a robust stakeholder engagement process to inform the design and implementation of the CCI;
  - Facilitating a series of workgroups with a diverse set of stakeholders including health plans, consumer and disability advocates and providers, as well as various state agencies; and
  - Drafting workgroup summary reports and providing DHCS with policy recommendations related to care coordination, health plan readiness, and beneficiary education that have informed the evolution of the program.
- As the CCI has evolved, Harbage Consulting continued to lead stakeholder engagement efforts in support of DHCS. Harbage Consulting continues to:
- Facilitate meetings and stakeholder events with state agency leaders, advocates, and consumers;
  - Develop policy and messaging materials including policy briefs, charts, informational tools, and website content for DHCS;
  - Engage and educate a wide range of providers about the CCI program and on how to talk to beneficiaries about what it means for them, using presentations, trainings, forums, and provider-specific toolkits and materials;
  - Educate beneficiaries through direct consumer outreach, facilitation of tele-town hall meetings, the development of consumer-facing outreach and education materials;
  - Staff a team of on-the-ground outreach coordinators from across the state in CCI counties; and
  - Provide project management support and strategic advice on program implementation and evolution.

## RESULTS

**More than 115,000 Californians are enrolled** and have access to the enhanced set of services and care coordination activities that are provided through Cal MediConnect and the Coordinated Care Initiative. A recent study showed that 90 percent of Cal MediConnect enrollees are satisfied with their health insurance and 83 percent of enrollees find the quality of their care to be good or excellent.