



## Supporting Medicaid Members via California’s CaAIM Initiative

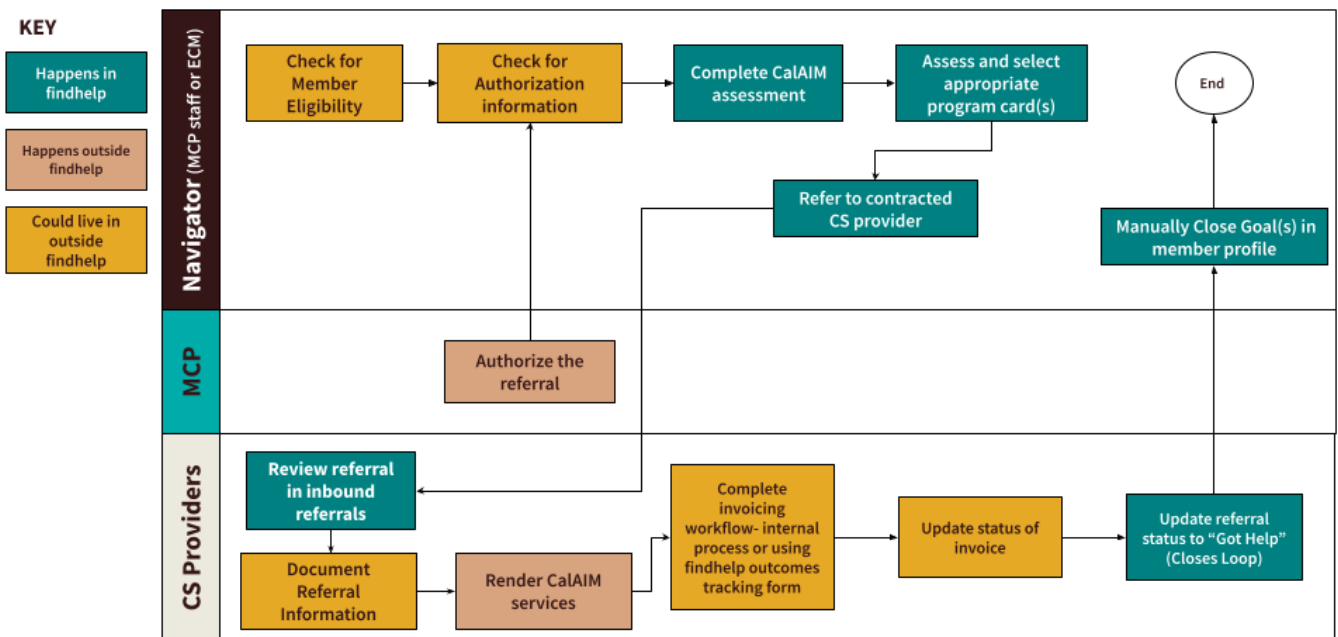
On January 1, 2022, the California Department of Health Care Services launched the [California Advancing and Innovating Medi-Cal \(CaAIM\)](#) program, a five-year plan to make Medi-Cal more equitable, coordinated, and person-centered. The program covers one-third of Californians and perinatal care for half of annual births and will impact the lives of over 14 million Californians.

CaAIM expands community-based approaches to addressing complex care for high-needs populations, such as individuals experiencing homelessness, serious mental illness, or substance use disorders, or children involved in the child welfare system. Enhanced Care Management (ECM) coordinate beneficiaries' physical and behavioral care, as well as access to critical social services. Through 14 Community Support services, such as Asthma Remediation and Housing Navigation Support, CaAIM encourages Medi-Cal Managed Care Plans (MCP) to address the social drivers of health and offer preventative upstream interventions.



### Typical CaAIM Workflow

Throughout the process, findhelp’s Community Engagement team works with the contracted Community Supports Providers to **onboard them to the platform**. This includes in-person and digital support to claim their programs, turn on referrals, set up screeners, and teach them how to submit data collection forms for billing purposes. At the same time, findhelp’s Customer Success team works with the MCP’s staff and contracted ECM providers to **onboard them to the findhelp CaAIM platforms**, including detailed training sessions, office hours, in-person support, and more.





1. Required **eligibility check** to confirm the people being helped are members. This can occur in findhelp through a member eligibility file ingestion, or outside of findhelp in a care management system.
2. Completion of the **CalAIM Assessment for Community Supports Services** to determine a member's eligibility across the 14 service categories.
3. **Selection of service categories**, built as program cards in findhelp with all necessary billing information (NPI, TIN, HCPCS, etc.) compiled and sorted so that eligible services appear based on a member's assessment responses.
4. The **Managed Care Plan (MCP) authorizes the service** and the authorization can be accessed either in findhelp via a 278 authorization file transfer, or in the MCP provider portal.
5. After completion of the eligibility check and authorization for the services, a **referral goes out** to the Community Supports (CS) Provider.
6. The CS Provider fills out the data collection form to allow for **simple billing**.
7. Then, findhelp **creates and sends an invoice** on behalf of the CS Providers. This comes after completion of the referral and authorization of the service.

## Unique Ways the findhelp Platform Supports CalAIM

Findhelp partners with MCPs across the state to support CalAIM. We enable MCP staff and ECMs to order more than 445 different social services from community partners. Through the findhelp platform, ECMs can assess members and order services based on state-mandated eligibility criteria, and CS Providers can bill and receive payments for their services.

### Aetna Better Health of California

Aetna has collaborated and helped create a workflow in support of end-to-end referrals, building in automation wherever possible. The staff navigator can identify at the start if a person has eligibility for services, and shared demographic data helps to avoid double-documentation.



Aetna Better Health® of California

Additionally, we created data collection forms for each Community Supports Provider. CS Providers can review referrals and add information, such as HCPCS codes, modifiers, and more from a premade list. This allows for simple billing; CSPs are finally able to have invoices generated and sent for services. Findhelp generates a PDF of the invoice with all necessary billing information included.



## Health Net

Health Net works with findhelp to manage their Community Supports (CS) Provider referrals and Enhanced Care Management (ECM) workflows. Their CalAIM platforms allow for end-to-end referrals in tandem with existing workflows in their internal care management system and provider portal. Health Net has a mixed workflow: ECM checks the provider portal for eligibility and CS Providers navigate the findhelp platform.



We work with Health Net to onboard providers to findhelp's **invoicing process**. Our **Community Engagement team** has worked extensively with more than 100 of Health Net's CS Providers to onboard them to the platform and ensure they claim and accept referrals. Our **Customer Success team** works with Health Net's staff and contracted providers to continuously provide training, office hours, and general support of the platform. The team has helped to host in-person events as well as virtual sessions.

## Alameda Alliance for Health

Alameda Alliance for Health (AAH) works with us to manage their Community Supports Provider referrals and internal staff referral workflows. Their findhelp platform allows for end-to-end referrals, in tandem with existing workflows in their internal care management system and provider portal. Similar to Health Net, AAH has a mixed workflow, with Community Supports staff checking internal systems for eligibility and authorization, while navigating for CS Providers using the findhelp platform.



AAH authorizes the referral prior to entry of the information into findhelp. Once authorization of the service occurs through internal systems, they use the findhelp platform to send authorized referrals to CS providers through our marketplace functionality. CS Providers also identify eligible members for CalAIM services and make referrals to AAH's internal Community Supports and Case Management teams through findhelp program listings.

## The Future of the findhelp's Support for CalAIM

We continue to expand and adapt our CalAIM support in partnership with our customers, to reflect ongoing changes in the state policy landscape. Recent updates and improvements include:

- **Outcome Tracking Improvements**
  - CS Providers can document services rendered on multiple outcome tracking forms to allow for a more frequent billing cadence or separation of data collected for different uses.
  - Users can save outcome tracking forms as a draft without having to enter required fields.
- **Integrations & APIs**
  - We're implementing additional integrations with CSP care management systems.
  - We completed integrations with HarmonyHealth, a company that provides text messages for seeker outreach, to directly engage with those who need additional help and to support the closure of more referral loops.
  - We continue to build out our API connections for eligibility file ingestion.

## Community Supports Success Story: Project Angel Food



Project Angel Food prepares and delivers over one million medically-tailored meals each year, free-of-charge, to the homes of men, women, and children affected by life-threatening illnesses.



Enhanced Care Management providers with Health Net submit referrals for their members through the CalAIM program listed on findhelp's platform.



Project Angel Food delivers the medically-tailored meals to Health Net members. As of June 2023, the organization will use findhelp data to invoice Health Net for the services provided.



The assessment and program screeners in findhelp address all eligibility and dietary requirements, and Health Net navigators use the notes section to provide updates for Project Angel Food staff.



### Want to Learn More?

[Schedule a demo](#) with us to see how we can partner with your organization to support members through CalAIM. Current findhelp customers can connect with your findhelp Customer Success Manager (or email [customer@findhelp.com](mailto:customer@findhelp.com)).