



Community  
Information  
Exchange®

# Community Information Exchange (CIE) Advisory Board Meeting

May 16, 2023

# CIE Advisory Board Meeting

## AGENDA

May 16, 2023 • 8:30-9:30 AM

Time	Agenda Item	Presenter
8:30-8:35 am	Welcome & Agenda Overview	Jack Dailey Chair 211 Advisory Board Arnulfo Manriquez Vice Chair 211 Advisory Board
8:35-8:45 am	CIE Updates <ul style="list-style-type: none"><li>• CalAIM Direct Referrals/Closed Loop Referrals</li><li>• CIE Summit</li><li>• Publications: ONC toolkit and Older Adults</li><li>• Standing Items/Legislative Updates: AB1011, DxP, ASCMI</li></ul>	Camey Christenson Karis Grounds Bill York 211 211 San Diego/CIE
8:45-9:00 am	Demo of CIE Client Portal	Roxanne Suarez 211 San Diego/CIE
9:00-9:20 am	<i>Year End and Metrics 2023/2024</i>	Karis Grounds 211 San Diego/CIE
9:20-9:30 am	Action Items & Meeting Adjournment	Jack Dailey Chair 211 Advisory Board Arnulfo Manriquez Vice Chair 211 Advisory Board
Pre/Post Read	Appendix: <ul style="list-style-type: none"><li>• CIE Trends</li><li>• CIE CalAIM Meeting</li></ul>	

# CIE Summit

## CIE Summit 2023

### Summit Schedule



🌐 Displaying agenda in event timezone (3:04 PM PDT)

7:00 AM

#### Login, Network and Registration

🕒 7:00 AM – 9:00 AM

Join Whova early rising opportunity for Meet & Greet, Networking and learning the app for the conference.

9:00 AM

#### Welcome & Call to Action

🕒 9:00 AM – 9:30 AM

**Plenary Session**

During this opening plenary, you will hear from 211/CIE San Diego's CEO & President Bill York & others to kick off the 2023 CIE Summit. This year's title

Tracks	All
Engaging Your Local ...	
Local Learning & Coll...	
Plenary Session	
Shared Governance	
Technical Infrastructure	
No Track	

## Highlights:

- Agenda is live
- Local representation of Sara Jacobs (Congresswomen) & Nick Macchione (SD County)
- Over 200 registrations

IN COLLABORATION WITH  
 Health Leads

### Summit Tracks



ENGAGING YOUR  
LOCAL 211 AND  
UNITED WAY



SHARED GOVERNANCE



TECHNICAL  
INFRASTRUCTURE



LOCAL LEARNING AND  
COLLABORATION

# Publications



## Social Determinants of Health Information Exchange Toolkit

FOUNDATIONAL ELEMENTS FOR COMMUNITIES

February 2023

Office of the National Coordinator for Health Information Technology (ONC)

Prepared by EMI Advisors for ONC

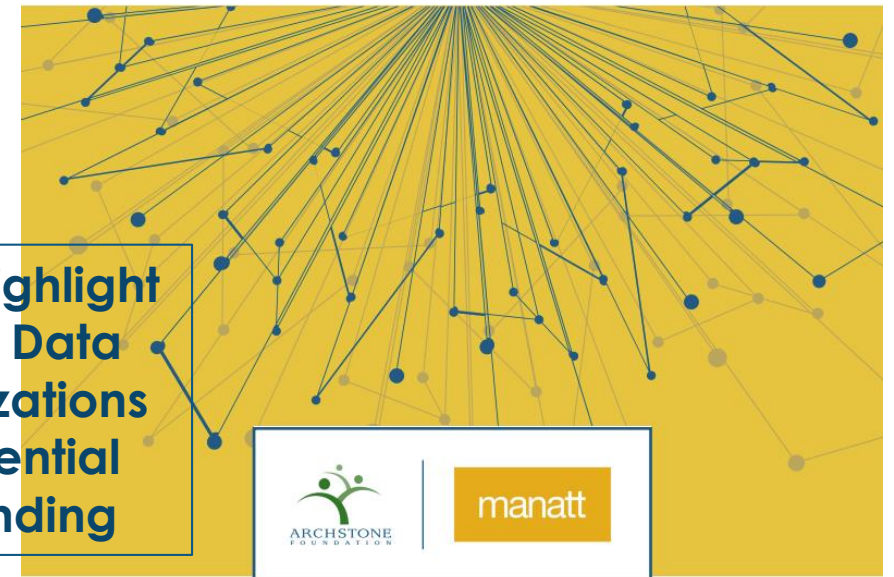
Contracted via EMI advisors to support development of the tool and highlighted as case study

Interviewed and highlight as case study for Data Exchange Organizations and CIE as a potential pilot for future funding



## California Health Information Technology and Exchange

*Opportunities and Priorities for Older Adults*



manatt

# Standing Items and Updates

- AB1011
- DxF
- ASCMI

# Demo of Client Portal



# Fiscal Year Metrics



# Metrics 2023-2024

## Adoption

- *Partners Joining the CIE:* New Organizations on the CIE
- *Logins:* User Login to the system
- *Consents:* Individuals consented into CIE
- *Successful Searches:* % a user searched and resulted in a person

## Engagement

- *Records with Shared Data:* Records with more than 1 data source
- *Profile Views:* Records viewed in CIE
- *Program Enrollments:* Program enrollment details on CIE record
- *Care Teams:* Registered Care Team member on CIE record

## Intervention

- *Referrals:* Closed-Loop/Direct Referrals in CIE
- *Assessments:* Completion of SDoH assessment
- *Surveys:* Completion of SDoH Survey





# Metrics 2023-2024

- What other metrics or outcomes should CIE be looking at within our trend data?
- What other comparison data would be helpful?
- To prepare for fiscal year metrics, what other information would be helpful to set goals for next year?
- What other strategic goals or policies should CIE be focused on?

# OTHER UPDATES & NEXT MEETING

**June 20, 2023 8:30-9:30 AM**



# Appendix

# CIE Trends and Utilization



# CIE Dashboard

	FY Goal	Current	% of Goal	Monthly Trends	All-Time Total
Partners	15	12	80%		131

## Adoption Metrics

Logins	50,000	27,817	56%		135,460
Consents	106,000	44,188	42%		311,454
Successful Searches	50%	32%	64%		26%

## Engagement Metrics

Records with Shared Data	175,000	106,221	61%		106,221
Profile Views	45,000	26,503	59%		98,345
Program Enrollments	150,000	108,493	72%		246,987
Care Teams	3,500	1,463	42%		10,065

	FY Goal	Current	% of Goal	Monthly Trends	All-Time Total
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## Intervention Metrics

Direct Referrals	40,000	22,157	55%		120,076
SDoH Screenings	N/A	567	N/A		3,564
SDoH Assessments	N/A	55	N/A		121

# CIE CalAIM



# Key Highlights

## DHCS Funding Announcements:

- ***IPP Round Two***
  - To be released this week
  - Due TBD
- ***CITED Round Two***
  - Currently released
  - Due May 31<sup>st</sup>, 2023
- **Does anyone want to share what they are applying for?**
- **Are there infrastructural opportunities we should be applying for?**

# New Target Population July 2023

**On July 1, 2023, Children and Youth will be eligible to also receive Enhanced Care Management if they meet any of the following criteria:**

- Homeless Families or Unaccompanied Children/Youth Experiencing Homelessness
- Children and Youth At Risk for Avoidable Hospital or ED Utilization
- Children and Youth with Serious Mental Health and/or SUD Needs
- Children and Youth Enrolled in California Children's Services (CCS) or CCS Whole Child Model (WCM) with Additional Needs Beyond the CCS Condition
- Children and Youth Involved in Child Welfare
- Children and Youth with Intellectual or Developmental Disabilities (I/DD)
- Pregnant or Postpartum Youth





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# Provider Workgroup Update

- Provider Solutions by Category
- Top Priorities
- Next Steps

## ECM/CS Provider Workgroup Feedback \*

Based on feedback and input from ECM/CS Providers in March-October 2022.

Potential solutions are grouped in to three categories as outlined below:

Category	Description
Provider Capacity Building	a resource or change to build/enhance capacity at the provider level (e.g., provider orientation, provider training, provider workflow change)
MCP Policy	a change in policy or practice at the MCP level; could apply to one or more MCPs (e.g., standard referral form outlining documentation needs for CS, clarification on reauthorization process, additional information available to providers with referral, additional information available to providers regarding claims status and reason for denial)
Community Infrastructure/System Change	a resource or change with the potential to impact all providers (e.g., provider directory aggregated by CIE, medical necessity documentation for CS available in CIE)

Implementation Challenges identified by Contracted Providers	Potential Solutions based on input from Contracted Providers	Category	
Outreach/Referrals into ECM/CS - directing eligible clients to their assigned provider			
1. Lack of detailed patient information with MCP referral including patient contact information/incorrect contact information	1. Request more patient information with referral from MCP; ability to access updated contact information in CIE/HIE		
2. Restrictions and timing related to outreach – in person outreach attempt requirement, some clients prefer remote, varies by MCP; short turnaround time to complete outreach attempts, varies by MCP; limits and restrictions on telephonic and text attempts	2. Request standardization across MCPs with input from contracted providers		
3. No streamlined referral process, particularly for CS, identified among the MCPs	3. Request at least one universal referral pathway and requirement across MCPs (potentially through CIE); identify universal approach to coordinate with hospitals		
4. Lack of information about providers network and how to	4. Access to centralized ECM and CS Provider Directory across all MCPs		

# Data Integration Updates

Partners	Planned Updates
Molina	Moving to member matching to CalAIM information
Rady Children's	Single Sign on to CIE
HIE	Listening Session and planned update with CITED funding
Titanium	CalAIM Integration
Sharp	Resource Directory within EPIC
San Ysidro Health	Updating to EPIC from NextGen
San Diego Wellness Collaborative	CalAIM Integration