



Community  
Information  
Exchange®

# Community Information Exchange (CIE) Advisory Board Meeting

January 17, 2023

# CIE Advisory Board Meeting

## AGENDA

January 17 • 8:30-9:30 AM

Time	Agenda Item	Presenter
8:30-8:35 am	Welcome & Agenda Overview	Jack Dailey Chair 2-1-1 Advisory Board Arnulfo Manriquez Vice Chair 2-1-1 Advisory Board
8:35-8:45 am	CIE Updates <ul style="list-style-type: none"><li>San Diego County-Medi-Cal Health Plans</li><li>CIE Summit Virtual Event-June 7-8<sup>th</sup>, 2023</li><li>RWJF-Community of Practice</li></ul>	Karis Grounds Camey Christenson
8:45- 8:55 am	CIE Membership Workgroup <ul style="list-style-type: none"><li>Lupe Flores</li><li>Imani T. Robinson</li></ul>	Jack Dailey Chair 2-1-1 Advisory Board
8:55-9:25 am	<ul style="list-style-type: none"><li>Overview/History of Data/Informatics with CIE</li></ul>	Karis Grounds Alana Kalinowski
9:25-9:30	Action Items & Meeting Adjournment	Jack Dailey Chair 2-1-1 Advisory Board Arnulfo Manriquez Vice Chair 2-1-1 Advisory Board
Pre/Post Read	Appendix: <ul style="list-style-type: none"><li>CIE Trends</li><li>CalAIM Workgroup</li></ul>	

# Updates for CIE Network

- **San Diego Health Plans Update**
- **Draft CIE Virtual Summit/Event June 7-8, 2023**



Managed Care Plans	Counties
Blue Cross of California Partnership Plan ("Anthem")	Alpine, Amador, Calaveras, El Dorado, Fresno, Inyo, Kern, Kings, Madera, Mono, Sacramento, San Francisco, Santa Clara, Tuolumne
Blue Shield of California Promise Health Plan	San Diego
CHG Foundation d.b.a. Community Health Group Partnership Plan	San Diego
Health Net Community Solutions, Inc.	Amador, Calaveras, Inyo, Los Angeles (with subcontract to Molina for 50% of membership), Mono, Sacramento, San Joaquin, Stanislaus, Tulare, Tuolumne
Molina Healthcare of California	Riverside, Sacramento, San Bernardino, San Diego, (and in Los Angeles subcontractor to Health Net for 50% of membership)



# RWJF: Community of Practice

## Can CalAIM Solve the Systems Integration Challenge? Identifying Key Facilitators of Cross-Sectoral Care Coordination for Complex Needs Individuals

Our specific aims are:

- 1) To assess how well CalAIM succeeds at integrating social service organizations into care coordination for Medi-Cal members, particularly for Medi-Cal members who are Black, Indigenous, Latinx, or belong to another community of color that is disadvantaged by racism;
- 2) To identify organizational and community-level factors that are associated with successful integration of SSOs, particularly for BIPOC Medi-Cal members;
- 1) 3) To develop recommendations for how to improve CalAIM's cross-sector integration efforts as well as similar cross sector integration efforts in other states.



# CIE Membership Workgroup



# CIE Membership Update

- **Lupe Flores, Chicano Federation, At-Large Seat**
- **Imani T. Robinson, Community Member/Lived Experience Expert**

*Moving CIE Advisory Board Membership Meeting to Ad-Hoc, since majority of seats are filled*



# Topic: Use of Data within the CIE



# Overview of Data

- CIE Trends (annual goals and metrics)
- Partner Utilization Reports
- Patient Matching/Member Matching Reports
- Community Dashboard
- Data Integration



# Data Insights

Successes	Challenges
We have a lot of data	Customization of Reporting
Evolution of reporting and other tools that have made it easier to access and interpret	Recognition of data contributors and CIE Network representation within that data and limitations
Partnerships with research and other stakeholders to help analyze the impact of the CIE Network Partners and CIE	Use of Data; too much data that can feel overwhelming to use
Leveraging of data into other organizations, measurement, analysis or understanding of client needs	Input from community members (community voice is including in plan for this year)

Other insights or feedback we are missing?

# DATA INPUT



# Opportunities

- **How can we be better stewards of data contributors; better acknowledge and value CIE Network Partners input on the data?**
- **How do help promote to use of CIE data?**
- **What are other reporting would be helpful? How do we get input on what is needed?**
- **Who else should we be partnering with to expand/analyze our data?**

# OTHER UPDATES & NEXT MEETING

February 21, 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	3	20%		127

## Adoption Metrics

Logins	50,000	16,561	33%		123,975
Consents	106,000	28,259	27%		297,054
Successful Searches	50%	30%	60%		25%

## Engagement Metrics

Records with Shared Data	175,000	82,203	47%		82,203
Profile Views	45,000	15,110	34%		86,969
Program Enrollments	150,000	45,661	30%		184,085
Care Teams	3,500	830	24%		9,432

## Intervention Metrics

Direct Referrals	40,000	12,612	32%		110,073
SDoH Screenings	N/A	353	N/A		3,350
SDoH Assessments	N/A	23	N/A		89

- Slight increase in successful searches among CIE Network
- Logins dropped in December, although profile views increased slightly
- Conducting additional assessment on direct referral options

# CIE CalAIM Workgroup





# Key Highlights in December

## DHCS Email and Plan Changes

**Announced PATH Collaborative Facilitator:**  
Intrepid Ascent

**CITED Funding Announcements Delayed until:**  
January 2023

**SDAIM Hosted Provider Input Sessions in  
December**

**Three CalAIM Providers Joined CIE:** Serene Health, Titanium Health and Partners in Care Foundation

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# Provider Workgroup Update

## Top Priorities:

- ECM payment structures and type of encounter to generate payment (successful vs unsuccessful encounter; not paid for unsuccessful encounters; not paid for outreach and engagement efforts)
- Lack of TELs, inconsistency in timing and size of TELs, lack of communication regarding TELs; difficult to plan and staff appropriately
- Restrictions/caps on services – challenges with authorization/reauthorization requirements and processes; payment and cap on services not sufficient to meet client needs
- Documentation requirements – medical necessity documentation; duplicate documentation requests
- Transportation challenges – requesting updated materials from each plan, summarize updated transportation information based on new APL

- **Next steps: Planning to share with plans as next step, what approach should be taken?**



# Z-Code Approach

1. Compile all SDoH ICD-10/z-codes (DHCS priority list)
2. Master mapping plan to match existing CIE data with ICD-10/z-codes definitions
3. Identify any missing fields or opportunities to better collect descriptions
4. Seek feedback on mapped data sets and upcoming opportunities (CalAIM Workgroups & other meetings)
5. Develop reporting template to populate ICD-10 codes for health plans and other key stakeholders
6. Ability to auto-populate or manually populate alerts within CIE client portal with z-code information
  - Existing alerts:
    - Emergency Transport
    - Arrest
    - Health condition and food insecurity/housing status change
    - New Care Team Member
    - Missed Appointment
    - **NEW: Z-code**

DHCS Priority SDOH Codes

Code	Description
Z55.0	Illiteracy and low-level literacy
Z59.0	Homelessness
Z59.1	Inadequate housing (lack of heating/space, unsatisfactory surroundings)
Z59.3	Problems related to living in residential institution
Z59.4	Lack of adequate food and safe drinking water
Z59.7	Insufficient social insurance and welfare support
Z59.8	Other problems related to housing and economic circumstances (foreclosure, isolated dwelling, problems with creditors)
Z60.2	Problems related to living alone
Z60.3	Acculturation difficulty (migration, social transplantation)
Z60.4	Social exclusion and rejection (physical appearance, illness or behavior)
Z62.21	Child in welfare custody (non-parental family member, foster care)
Z62.810	Personal history of physical and sexual abuse in childhood
Z62.811	Personal history of psychological abuse in childhood
Z62.812	Personal history of neglect in childhood
Z62.819	Personal history of unspecified abuse in childhood
Z62.820	Parent-biological child conflict
Z63.0	Problems in relationship with spouse or partner
Z63.4	Disappearance & death of family member (assumed death, bereavement)
Z63.5	Disruption of family by separation and divorce (marital estrangement)
Z63.6	Dependent relative needing care at home
Z63.72	Alcoholism and drug addiction in family
Z65.1	Imprisonment and other incarceration
Z65.2	Problems related to release from prison
Z65.8	Other specified problems related to psychosocial circumstances (religious or spiritual problem)