California Health Homes Program Implementation: November 2019 Update

The Medi-Cal Health Homes Program (HHP) helps manage and coordinate care for Medi-Cal managed care plan (MCP) members with certain chronic health and/or mental health conditions who have high health care needs or who are experiencing chronic homelessness. The California Department of Health Care Services (DHCS) oversees the administration of the program, and 16 MCPs are currently implementing the program across 11 counties (with one additional MCP/county launching on January 1, 2020).

The HHP is being implemented in 12 counties. On July 1, 2018, the HHP launched in San Francisco County; on January 1, 2019, it launched in two counties; on July 1, 2019, it rolled out in seven additional counties; and Orange County will launch on January 1, 2020.

HHP Enrollment

The HHP has already helped thousands of members like the one described in this update. As of September 30, 2019, 14,300 members have enrolled across the HHP counties (Figure 1).

**Figure 1. Health Homes Program Enrollment Data
September 30, 2019**

County	Number of Members Enrolled
Group 1 – San Francisco	539
Group 2 – Riverside, San Bernardino	7,436
Group 3 – Alameda, Imperial, Kern, Los Angeles, Sacramento, San Diego, Santa Clara, Tulare	6,325
Total	**14,300 members**

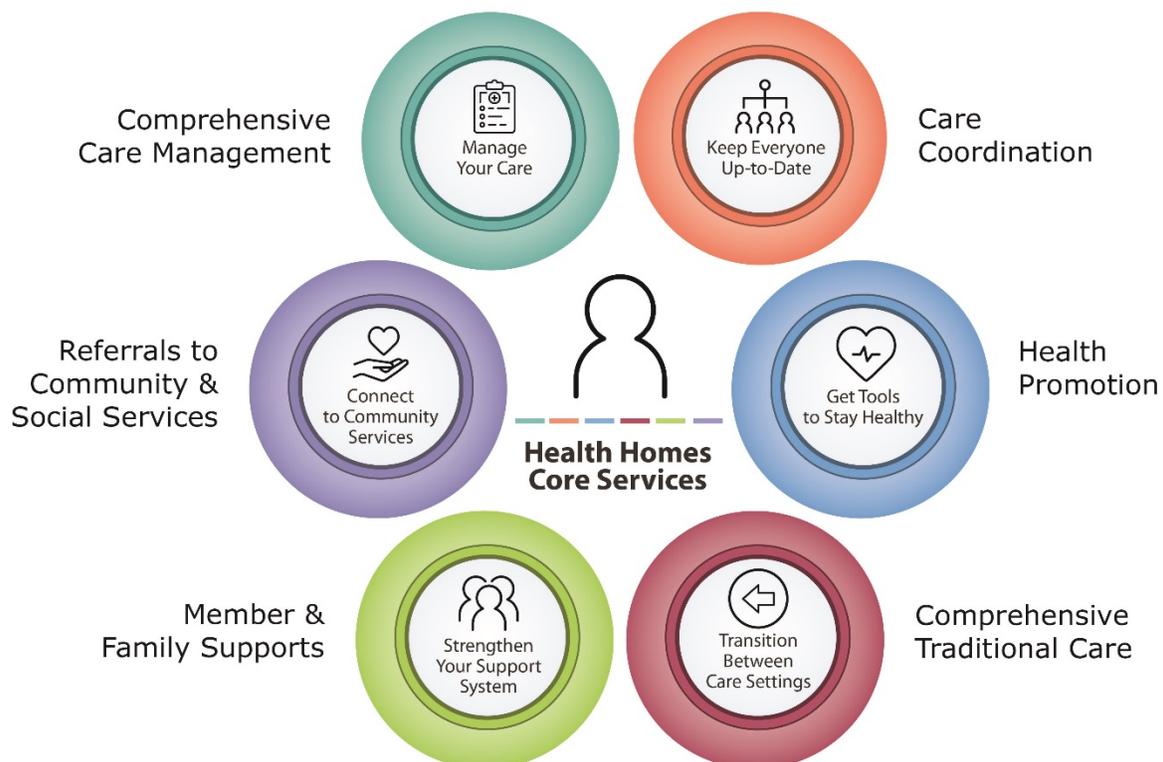**The Health Homes Program**
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Key Implementation Areas

MCPs have been focused on building the infrastructure and processes to support HHP implementation, including:

- Building and training a network of Community-Based Care Management Entities (CB-CMEs) (local health providers who provide HHP services outlined in Figure 2), and community organizations to support HHP members;
- Working with CB-CMEs to outreach to members who may be eligible for HHP using creative and multi-modal communication strategies;
- Integrating HHP into care management systems and electronic health records; and
- Establishing care teams and connections to social services and housing.

Figure 2. HHP Six Core Services

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DHCS and MCP Collaboration

DHCS is working with MCPs to support HHP implementation. Prior to implementation, DHCS reviewed MCP readiness materials to ensure that MCPs had the appropriate infrastructure and processes in place. DHCS maintains a Program Guide that outlines HHP requirements and provides ongoing policy support and operational technical assistance to MCPs.

On behalf of DHCS, Harbage Consulting hosts Learning Collaborative sessions for MCPs to share lessons learned and promising practices and develops HHP materials and training resources that MCPs can leverage and tailor to educate members and CB-CMEs. Harbage Consulting also helps educate stakeholders about the HHP. For more information on the HHP, visit the DHCS HHP website.

Next Steps

On January 1, 2020, Orange County will launch HHP for members experiencing chronic physical conditions and Group 3 MCPs will implement HHP for members experiencing serious mental illness (SMI). DHCS will continue to provide updates as HHP implementation progresses.

Member Story

An HHP care team is helping a member who has experienced challenges related to managing several different chronic conditions. With his food stamps benefit ending and his sister denied as a potential caregiver, he found himself in the emergency room and hospital seeking the care he needed.

An HHP care coordinator met with him prior to his discharge from a nursing facility and helped enroll him in the HHP and complete his first Health Action Plan. She then helped him obtain CalFresh benefits, a bariatric air loss mattress, and approval to receive at-home care from his family.

The member, who was initially hesitant and unsure about the program, is now engaged and receptive to receiving HHP services. He maintains regular contact with the team and continues to express gratitude for their ongoing assistance.

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