Addressing Barriers to Care in Medi-Cal

Pauline Preciado, pbpreciado@gmail.com, Gold Coast Health Plan

Project Description:

More than 66 % of Ventura County residents had to choose between food and health care. I believe early detection and linkage to social needs, such as food and housing, is vital for vulnerable populations to seek medical care and improve their overall health outcomes.

Outcome - Oriented Objective:

To decrease the number of new beneficiaries that are food insecure by 10% in 1 year, and link > 50% of members that are positive for food insecurity to an appropriate resource.

Solution:

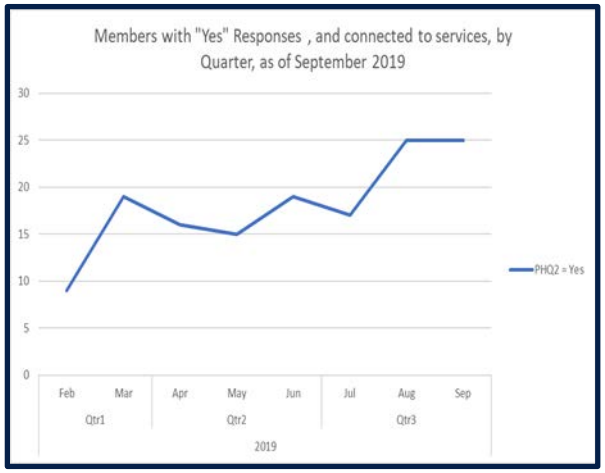
A validated, culturally sensitive SDOH assessment for all incoming Medi-Cal members was necessary to gain a better understanding of member needs. Once needs are identified, a centralized referral system would seamlessly link members to services by a team of culturally trained team of community health workers. For this pilot, we focused our efforts on addressing food insecurity within the Medi-Cal population.

Addressing Barriers to Care in Medi-Cal

Pauline Preciado, pbpreciado@gmail.com, Gold Coast Health Plan

Results

- I started this project on February 2019 and we have integrated a standardized assessment for all new GCHP beneficiaries. We have expanded our assessments to include food insecurity and housing.
- Within 10 months, 9% of new members identified positive for food insecurity (FI), and we were able to connect 84% of members suffering from Food insecurity to services.
- Due to the anticipation of the CalAim initiative and unforeseen resource restraints, our program was paused to align efforts with the prescriptive mandates released by DHCS in Q1 2020.



Next Steps

- Building a governance infrastructure to support and oversee data sharing across organizations
- Continue to leverage funding resources that align with shared goals
- Integrate a Community Information Exchange (CIE), and include partnerships with local agencies such as the VC Public Health Dept. and VC Behavioral Health
- Next Milestone: To implement a countywide Health Information Exchange (HIE)- By Q1 2022

Lessons Learned

- Change and unforeseen circumstances are inevitable, so flexibility is essential
- Relationships are fundamental and key for all cross-sector solutions
- Always seek opportunities to align efforts and identify shared goals with community partners
- Data sharing is vital to efficiently care for members across entities effectively