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Meeting Notes: Joint PCP and Specialists forum held on October 20, 2022

Family Choice Health Services (FCHS) held a joint PCP and Specialist forum on October 20, 2022. Three main themes were introduced by Dr. Toan Tran, President and CEO:

- Opportunity
- Customer Service
- Compliance

Opportunity: FCHS has been granted a Restricted Knox Keene (RKK) license which now allows the organization to assume both professional and institutional risk for CalOptima MediCal members assigned to FCHS. With full control over network composition, FCHS has entered into a contracting arrangement with KPC to add its four hospitals to the FCHS network. This network expansion will not only improve customer satisfaction through increased network choice but will also make it easier to move patients away from UCI when tertiary care is not needed. Network expansion will next include PCPs and Specialists who use KPC hospitals in order to increase FCHS's geographic reach. The Westminster/Fountain Valley area has been saturated for years and membership growth, critical to continued future success, will need to take place in other parts of the county.

Another opportunity is partnering with CalOptima on the CalAIM program which targets the neediest and most complicated members with Enhanced Case Management (ECM)--Care Coordination of medical, behavioral health and social determinants of health i.e., housing. Conifer case management is performing ECM for FCHS; if you have patients who are homeless or experience housing instability, have severe mental illness and/or drug abuse problems or access the ED inappropriately, they can be referred to Conifer by calling: **800-611-0111**.

Customer Service: The State of California and therefore CalOptima continue to add monetary carrots and sticks to improve the customer satisfaction scores of the MediCal population. Dr. Tran and the team emphasized access to care as a primary driver of patient satisfaction. Patients who have excessive wait times to see a Specialist are more likely to rate the IPA negatively even if the care they receive is excellent. Customer service and satisfaction have been added to the criteria for merit-based incentive and increasingly being given higher weight in the determination of distribution (see the meeting presentation PowerPoint on the Familychoice.com website under "Provider Downloads" for a full list of the measures that determine size of distribution).

Compliance: As a state licensed entity, FCHS will be under increased scrutiny and Dr. Tran reported that he is beefing up the Compliance function both internally and externally. While this increased oversight will be time-consuming for the Board, it is also an opportunity as CalOptima believes the RKK entities should get more membership since they will be regulated not only by the Health Plan but by State oversight as well. Physicians were reminded that lack of appropriate documentation to support coding is considered a Fraud, Waste or Abuse violation and can lead to sanctions. Adopting Electronic Health Records (EHR) is strongly recommended as it creates a structure for ensuring appropriate coding and documentation is completed. As an incentive to adopt EHR, FCHS is offering to pay the fees for Office Ally subscriptions for up to three years for previous non-users of electronic records. Contact Barry Luong at FCHS for further details about the program.

Sincerely,

A handwritten signature in black ink, appearing to read "Toan Tran" with a stylized flourish at the end.

Board of Directors