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Former California Managed Health Care Director Tapped to Lead COPE Health Solutions' New Care Coordination Service Line

- Cindy Ehnes served as California's Director of Managed Health Care under Governor Schwarzenegger for seven years, overseeing the business and finances of more than 100 health plans and 260 risk-bearing medical groups.
- New Care Coordination Service Line offers the full spectrum of consulting and workforce development solutions with a focus on building sustainable integrated care solutions, including licensed and non-licensed care navigators, and providing access to COPE Health Solutions' talent pipeline of 4,000+ health care specialists.

LOS ANGELES, C.A. June 11, 2015– COPE Health Solutions, a Los Angeles-based health care consulting firm, today announced that former California Department of Managed Health Care Director, Cindy Ehnes, will lead its new Care Coordination Service Line. Ehnes joined the company in 2013 as a business and legal consultant but recently assumed responsibility for the Health Care Talent Innovations business line. As Executive Vice-President, Ehnes is responsible for overseeing the company's 4,000+ health care talent pipeline and leading its new Care Coordination Service Line, in addition to continuing her role in consulting.

"I have always loved both the legal and business sides of health care, and am keenly interested in solutions for those safety net patients who have no paid time off to be sick, or may have to take two buses to get to their appointment. Integrated care matters at a human level but must work at a business level," **said Ehnes.**

The new service line combines COPE Health Solutions' comprehensive workforce development solution with its business consulting services to help hospitals and health systems implement financially sustainable, value-based population health management programs that includes building a diverse cadre of care navigators into the systems strategy. Three years ago, the company helped California's Kern Medical Center implement a highly successful care coordination program, and is currently helping two other health systems design care coordination plans.

"CMS and other payers are moving rapidly from the now largely discredited and wasteful fee-for-service payments to a value-based payment model. Finally, there is a powerful business case to adopt the proven care management systems that I oversaw while serving as Director of California's risk-bearing provider groups," **said Ehnes.** "The problem is that health systems-- who have achieved remarkable success by employing case managers to identify opportunities, make connections, close gaps and troubleshoot issues--do not have nearly enough people to carry out all of these tasks, in California or anywhere else. Certified care navigators help fill this acute need while enabling advanced degreed professionals to concentrate on the tasks that require their experience and licensure."

COPE Health Solutions' care navigator training program offers a hands-on university course to thousands of culturally and linguistically diverse students from colleges and universities, who serve for 15 months as Health Scholars in hospitals and health systems and assist staff while developing a passion for patient-centered care. The Health Scholars program accepts approximately 4,000 students each year and has graduated more than 24,000 students.



Ehnes first discovered COPE Health Solutions' talent pipeline program when tasked by then-Governor Schwarzenegger in 2005 to identify 'best practice' workforce training programs focused on developing the essential culturally and linguistically diverse workforce of the future.

"COPE Health Solutions' training program stood out because it was taking thousands of young people from diverse communities and providing hands-on training. These Health Scholars become trusted care ambassadors for patients as well as 'best fit' candidates for hire, or for admission to professional schools," **said Ehnes.**

Throughout her career, Ehnes has driven systematic and regulatory changes to improve patient care as well as the quality and financial sustainability of safety net and other medical providers. During her tenure as California's Managed Health Care Director, she established an innovative grant and bond financing program for rural hospitals, clinics and Telehealth. Her regulatory work process and IT system improvements led to millions in cost savings. Ehnes also launched the California Right Care Initiative, a successful industry collaborative to improve the coordination of chronic care in diabetes and heart disease while reducing hospital infections; and helped recover \$20 million in payments for small and solo providers by resolving nearly 20,000 small payment disputes.

"Cindy's passion for quality patient care and ensuring fair payment for health systems and doctors makes her uniquely qualified to lead COPE Health Solutions' new service line. She will help providers implement care coordination programs that will improve both patient satisfaction and be financially viable," **said COPE Health Solutions CEO Allen Miller.**

COPE Health Solutions' Care Coordination Service Line service provides the full spectrum of care coordination program design and implementation services, including:

- Strategic Planning, Financial Modeling and Data Analytics
- Strategic Management and Performance Excellence
- Integrated Delivery Network Development and Implementation
- Automated Process Implementation
- Physician Practice and Network Level Care Delivery Redesign
- Community Workforce Pipeline Development and Management
- Care Navigators Training and Certification
- Strategic Policy Implementation and Project Management

About COPE Health Solutions

COPE Health Solutions is a Los Angeles-based health care consulting firm that advises hospitals and health care systems on strategy, population health management, Medicaid waivers and workforce development solutions. COPE Health Solutions provides clients with the tools, services and advice they need to be leaders in the health care industry.

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