



CaAIM Technical Support Services Overview
Optimizing CaAIM Benefits & Funding for
Population Health Capabilities

Approved Technical Advisory with National Expertise with Deep Local Experience

COPE Health Solutions is a state approved technical advisor through the Providing Access and Transforming Health (PATH) Technical Assistance Marketplace, with deep experience working with statewide national and regional managed care plans, health systems, IPAs and FQHCs/community clinics in planning for and implementing CalAIM services since program inception. We have decades of experience working with managed care plans, public entities and community organizations across California, focusing on the CalAIM “target populations” and infrastructure.

The Marketplace & Accessing Funds

The Marketplace provides funding on behalf of providers, community-based organizations, counties, and others to obtain technical assistance resources to establish the infrastructure needed to implement Enhanced Care Management (ECM) and Community Supports.

Regardless of your organization’s current relationship with managed care plans or implementation of/utilization of CalAIM services, benefits and funding, we can provide strategic guidance and assistance in accessing these services and benefits.

| Contracting for CalAIM Services | Infrastructure Incentive Program (IPP) Funds | Implementing infrastructure & capabilities for CalAIM |
|---|---|---|
| <p>For those organizations not already contracted with managed care plans for CalAIM services, we can provide initial support to evaluate areas of focus and managed care plan (MCP) contracting.</p> <p>Technical Assistance funds can directly cover advisory support for MCP engagement & contracting.</p> | <p>For those organizations already contracted with managed care plans for CalAIM services, we can provide assistance with applications for Infrastructure Incentive Program funding through managed care plans.</p> <p>DHCS encourages organizations to leverage IPP funding when feasible, we can help navigate the available options.</p> | <p>For those organizations who already have, or are in the process, or desire to contract for CalAIM services, we can provide technical assistance across a range of areas (domains below).</p> <p>We can assist organizations in applying to access the TA Marketplace and development of the project requests for approval by DHCS & the State’s third party administrator.</p> |

Assisting Organizations in Optimizing Available Services & Funds

Our firm is approved to provide technical advisory services in the following domains, as well as best-fit toolkits, platforms and solutions that directly meet CalAIM requirements & guidelines:

| Domain | Examples of Support |
|---|---|
| <p>Building Data Capacity: Data Collection, Management, Sharing, and Use</p> | <ul style="list-style-type: none"> • Strategic & tactical support for data collection, management, and use • Workflow redesign necessary to receive, integrate, use, analyze, and share information • Developing data collection, implementing integration and analysis tools and protocols, and identifying and implementing data management and/or data exchange services • Leveraging data analytic platforms to support population health management, including identifying and managing the health and social care needs |

| | |
|---|--|
| | <ul style="list-style-type: none"> • Support for the design and implementation of analytics that describe the impacts of CalAIM services on Medi-Cal “populations of focus” |
| Managed Care Contracting for CalAIM services | <ul style="list-style-type: none"> • Strategic planning & implementation support for developing Managed Care Plan (MCP) relationships, executing contracts, and developing systems and processes to adhere to program requirements • Support for: <ul style="list-style-type: none"> ○ Navigating MCP registration processes to become an ECM or Community Supports provider ○ Developing staffing models, qualifications, and ratios for ECM/Community Supports that can help ensure the sustainability of these services ○ Entities not yet involved in CalAIM to identify the area(s) in which they would need to build capacity in order to participate successfully in CalAIM |
| Supporting Cross-Sector Partnerships | <ul style="list-style-type: none"> • Support for building high-performing, mutually respectful cross-sector teams (e.g., contracting and collaborating with community-based organizations to address SDOH needs) • Support for designing and implementing care plans (and similar Medi-Cal enrollee-facing tools and resources) that must be shared across agencies and sectors |
| Workforce Development | <ul style="list-style-type: none"> • Support for recruiting and retaining a well-prepared, high performing workforce, with a particular focus on members of the frontline, clinical, and/or “lived experience” workforces. • Strategic and tactical support for hiring staff needed to effectively deliver ECM and/or Community Supports services • Guidance related to designing and implementing apprentice programs and/or competency-based training programs • Delivery of or access to role-specific core competency and advanced trainings (e.g., trainings for community health workers, peer specialists, recovery coaches, doulas, etc.) |

To learn more about how we can help your organization in accessing CalAIM services & funding, or improving internal infrastructure, capabilities, workforce strategies or community partnerships through the technical assistance marketplace, please contact our expert leadership for more information.

Allen Miller
(310) 386-5812
amiller@copehealthsolutions.com

Evan King
(213) 663-3075
eking@copehealthsolutions.com