



Innovations in Medicaid: How Can States and CBOs Engage with Health Plan Foundations to Address Health Disparities

**NORC Managed Care
Organization Learning Hub
Webinar Series with Support
from MolinaCares Accord**

7/18/2022

What is the NORC MCO Learning Hub?

- The NORC MCO Learning Hub is committed to providing information on ways to address health equity and transform health care with a focus on MCOs, consumer groups, state Medicaid leaders, and other industry experts

Innovations in Medicaid Webinar Series

- Six-part quarterly webinar series through end of this year, highlighting innovations in Medicaid
- Our last session focused on how states can use ARPA funding to support HCBS technology; the slides and recording are available on the Hub website:

<https://www.norc.org/Research/Projects/Pages/medicaid-managed-care-organization-learning-hub.aspx>

- **All attendees will remain in listen-only mode**
- **Please send any questions for presenters using the Q&A box at the bottom – we'll have a Q&A session at the end**
- **The slides can also be accessed on our website:
<https://www.norc.org/Research/Projects/Pages/medicaid-managed-care-organization-learning-hub.aspx>**

Agenda

- 01 Introduction

- 02 Presentation from Carolyn Ingram

- 03 Presentation from Kathryn Kietzman & UCLA
Health Equity Challenge Winner Angelica Johnsen

- 04 Presentation from Dawne Bell

- 05 Presentation from Amon Anderson

- 06 Presentation from Jami Snyder

- 07 Open Q&A

- 08 Conclude



**Ashani Johnson-Turbes****Moderator**

Director & Vice
President Center on
Equity Research
NORC

**Carolyn Ingram****Speaker**

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Containment System*

Health plan foundations and how they can help drive change

Carolyn Ingram

Executive Director, Molina Healthcare Charitable Foundation

July 18, 2022



Building Stronger Communities...One Life at a Time

The MolinaCares Accord

“Building Stronger Communities....One Life at a Time”

Established by Molina Healthcare, The Accord oversees community investments created to improve the health and well-being of disadvantage populations by funding meaningful, measurable and innovative programs and solutions that improve health, life and living in local communities.

The Molina Healthcare Charitable Foundation

- Dedicates to an established set of community-centric priorities
- Focuses on measurable outcomes and maximum impact of investments
- Shares knowledge and best practices across states, programs, and partnerships



Foundations can be levers for innovation in states

Collaboration with local Medicaid and health officials and community leaders is vital to maximizing the impact of foundations

- Understanding current pressing issues to inform grantmaking decisions in states

Foundations are also available to support state and local leaders address their priorities by:

- Scaling up or continuing existing, effective programs
- Piloting new models or approaches with local or national partners
- Serving as thought leaders to share best practices learned through Foundation efforts
- Making connections with experts and entities that can help influence policies and program design

MolinaCares Accord programs to address disparities

UCLA Health Equity Challenge

- Student developed solutions to health disparity issue in partnership with a local community-based organization (CBO)
- 2 winners received a donation to their identified CBO to pursue models
- **Issue areas:**
 - Mental health de-escalation
 - Bridging intergenerational LGBTQ+ social gap among parents and kids in minority communities
 - Health care education and empowerment for immigrant women

ECIC Think Babies Michigan

- 16 organizations awarded to pilot efforts that aim to improve access to early childhood services.
 - Childcare, home visiting, Medicaid, Head Start, Early On

Medicaid Innovation Collaborative

- Collaboration between State Medicaid agencies and its MCOs
- Align around a common goal and leverage state's strengths to maximize impact
- Address inequities in Medicaid by engaging stakeholders and connecting with private sector solutions
- Provide support to states to measure the impact of solutions





Health Equity Challenge

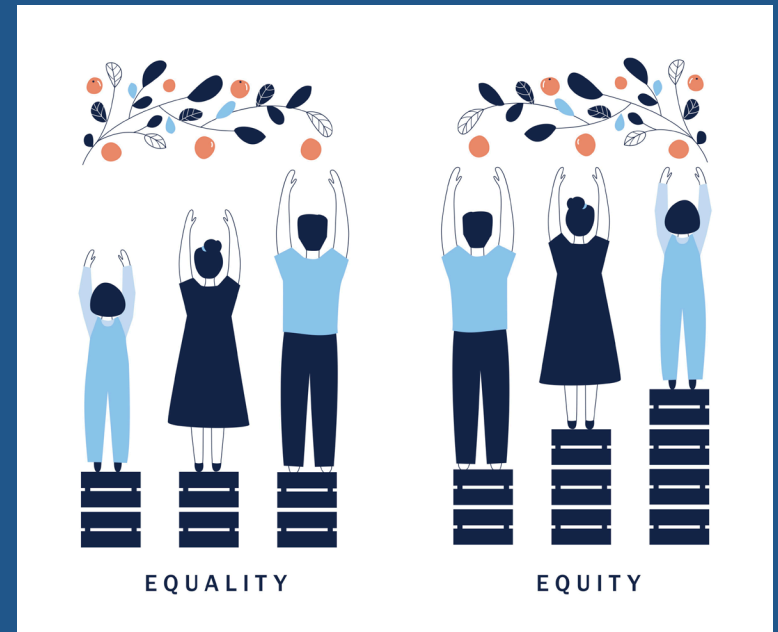
A partnership of The MolinaCares Accord and
the UCLA Center for Health Policy Research

Dr. Kathryn Kietzman, Director, Health Equity Program
UCLA Center for Health Policy Research



Health Equity Challenge

- Graduate students propose innovative ideas for community-based programs, policies, campaigns, or interventions that address an issue of health inequity.



HEALTH EQUITY

CHALLENGE

Imagine a better world
with improved health for all.

Now let's work to create it.



\$50,000
awarded to two
community
organizations

Sponsored by

 **MolinaCares**
Building Stronger Communities...One Life at a Time

Congratulations!
TO OUR

HEALTH
EQUITY
CHALLENGE
FINALISTS



GWENDOLYN
LEE



ANNALEA
FORREST



BIANCA SALVETTI



LEI
CHEN



SKYE
SHODAHL



ANGELICA
JOHNSEN



ALMA
LOPEZ



MICHELLE
NAKPHONG



JAMES
HUYNH



SONYA
BROOKS

HEALTH EQUITY CHALLENGE WINNER

"As an aspiring OBGYN, I am interested in addressing disparities in maternal morbidity and mortality, including maternal mental health conditions which disproportionately affect systemically marginalized groups. I hope that through the Health Equity Challenge, we can help address maternal mental health inequities among Los Angeles communities of color and low socioeconomic status, and bridge access gaps to compassionate quality care."

ALMA LOPEZ

Doctor of Medicine/Master of Public Policy
David Geffen School of Medicine at UCLA
and UCLA Luskin School of Public Affairs

HEALTH EQUITY CHALLENGE WINNER



Implementing Peer Support
Groups to Reduce Perinatal
Depression Symptoms Among
South Los Angeles Mothers of
Color

Alma Lopez

SHIELDS FOR FAMILIES

Community Partner

 **MolinaCares**
Building Stronger Communities...One Life at a Time

UCLA CENTER FOR
HEALTH POLICY RESEARCH

healthpolicy.ucla.edu

HEALTH EQUITY CHALLENGE WINNER



“Community safety is a topic rife with political dialogue, yet the question itself is simple: Can we say we love our patients if we are trained, simply, to invoke the threat of violence when they are in crisis? Our health care culture relies heavily on such security measures that have historically harmed patients, especially those in mental health crises. However, I dream for better. I envision a future in which I can tell my patients that they will be safe in my care, knowing definitively that it will be true.”

ANGELICA JOHNSEN

Doctor of Medicine

College of Medicine, Charles R. Drew/UCLA
Medical Education Program





Health Equity Challenge Winner

Step Up, Stand Down: A Mental Health De- Escalation Toolkit for Providers

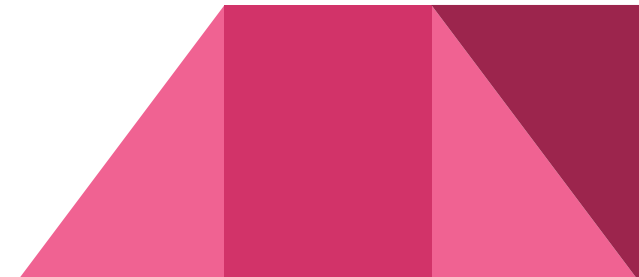
Angelica Johnsen, Doctor of Medicine
College of Medicine, Charles R. Drew/UCLA Medical Education
Program



Step Up, Stand Down: A Mental Health De-Escalation Toolkit for Providers

Increased interest in mental health and wellness, however... **mental health crises are highly stigmatized!**

- Opportunities for mental health and crisis intervention are often “tied up” with the police system
- Racial and mental health disparities collide, disproportionately harming patients of marginalized identities



Step Up, Stand Down: A Mental Health De-Escalation Toolkit for Providers

How do we solve this?

In the community, peer-to-peer solutions are an area of active interest:

- Street Community Response Teams

However, no crisis de-escalation initiatives exist within medicine

- Protocol is to “let security deal with it”
- No specific training on de-escalation across all of training



Step Up, Stand Down: A Mental Health De-Escalation Toolkit for Providers

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The project: Develop de-escalation training for providers!

Step Up, Stand Down: A Mental Health De-Escalation Toolkit for Providers

Community Partner: Charles R. Drew University (CDU) of Medicine and Science, Los Angeles, CA

Affiliated Clinical Sites:

- Martin Luther King Community Hospital
- University Muslim Medical Association (UMMA) Community Clinic
- Kedren Community Health Center



Step Up, Stand Down: A Mental Health De-Escalation Toolkit for Providers

The Project:

- 1) Develop a educational module on de-escalating patients in clinic, based on community input
- 2) Implement an educational module and simulation training across CDU Health Professions programs
- 3) Develop virtual materials for use by staff at CDU-affiliated clinics





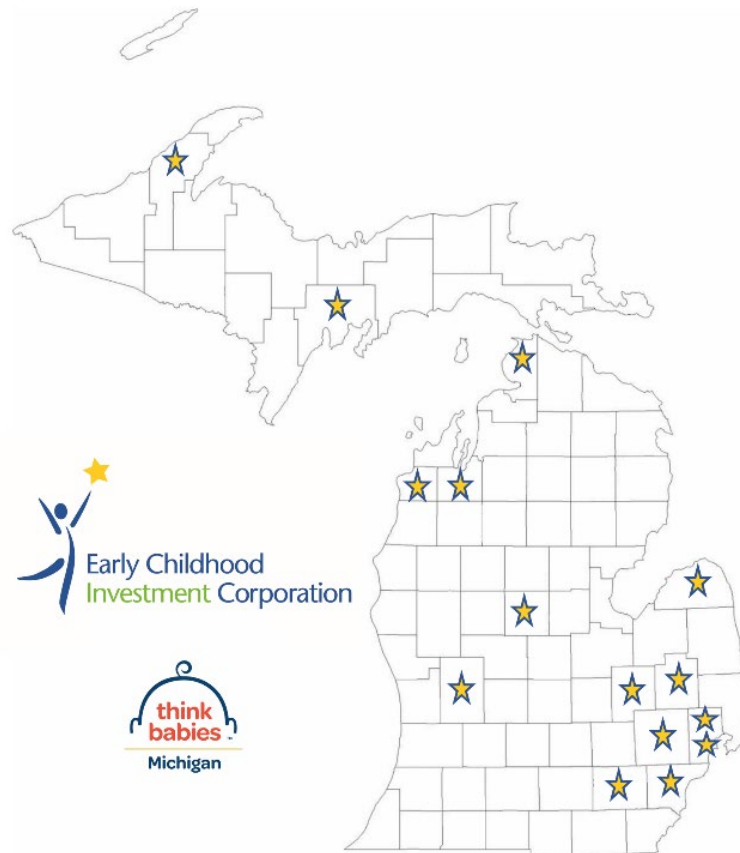
Navigator Program

Early Childhood
Investment Corporation
in partnership with MolinaCares
& the Pritzker Children's Initiative

Dawne Bell, Chief Executive Officer
Early Childhood Investment Corporation

Navigator Grants 2022

- 15 counties represented
- 163,000+ children of color in represented counties
- 7 parent leaders that advise grantees in the Communities of Practice



Partnership with MolinaCares

- Connected with MolinaCares through a mutual relationship and discussed a shared interest in centering family and parent voice in policy solutions
- Grantees are connecting families to these services/programs:
 - Head Start/Early Head Start
 - Early On
 - GSRP
 - DHHS programs/services
 - Child Care Subsidy
 - Mental Health
 - Maternal Health





Promising Strategies from the Grantees

- Trusted messengers – train parents to connect other parents to services
- Partner with employers to provide assistance to employees
- Utilizing non-English speakers
- Becoming a “hub” to connect families to numerous kinds of programs/services
- Provide information bags to parents where they frequently visit (pediatrician offices, grocery stores, schools, workplaces, etc.)
- Integrating social media strategies/QR codes for quick access

Shaping Policy Change

25 Aug.

Webinar featuring parent and community leaders to share lessons learned about the strategies implemented, early results on impact and the success/importance of engaging parent leaders from the inception of the project

October

Policy Brief with recommendations on how to strengthen how families learn about and access prenatal-to-three early childhood programs and services

September

Data from 16 projects will be available – including how many families were reached and connections to services and programs



Medicaid Innovation Collaborative

Amon Anderson, Acumen America
Director

www.medicaidcollaborative.org

Medicaid Innovation Collaborative is a program to advance health equity in Medicaid.

Our work aims to enable the Medicaid ecosystem to identify and implement innovations that provide Medicaid beneficiaries with the opportunity to achieve their fullest potential for health and wellbeing.



To accelerate impact and adoption, this innovation needs to reflect the real-time priorities and needs of the full Medicaid ecosystem



- **Beneficiaries** receive care and services, but can't provide direct feedback on their needs and how services can be improved
- **Providers / CBOs** have challenges to delivering care and services, but don't have a forum to share what they're seeing on the ground
- **Health Plans** try to build benefit plans that reflect a wide range of factors, which may not reflect real-time needs and priorities
- **State Medicaid agencies** want to tackle health equity, but are bandwidth- and resource-constrained

Our program aims to bring together these voices to deploy digital health and care delivery innovation that reflects the diverse range of priorities and needs of key stakeholders.

MIC brings together four key elements of innovation to impact states' health equity goals



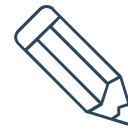
Cross-State Collaboration

- Align states around a **common goal** and **leverage different states' strengths** to scale impact
- Share **best practices** and **build case studies** across states



In-Depth Discovery

- **Engage with beneficiaries, providers, and community members** to understand their lived experiences, **identify root causes of inequities**, and gather perspectives on solutions
- Identify **care and service models** that work and metrics that matter



Technical Assistance

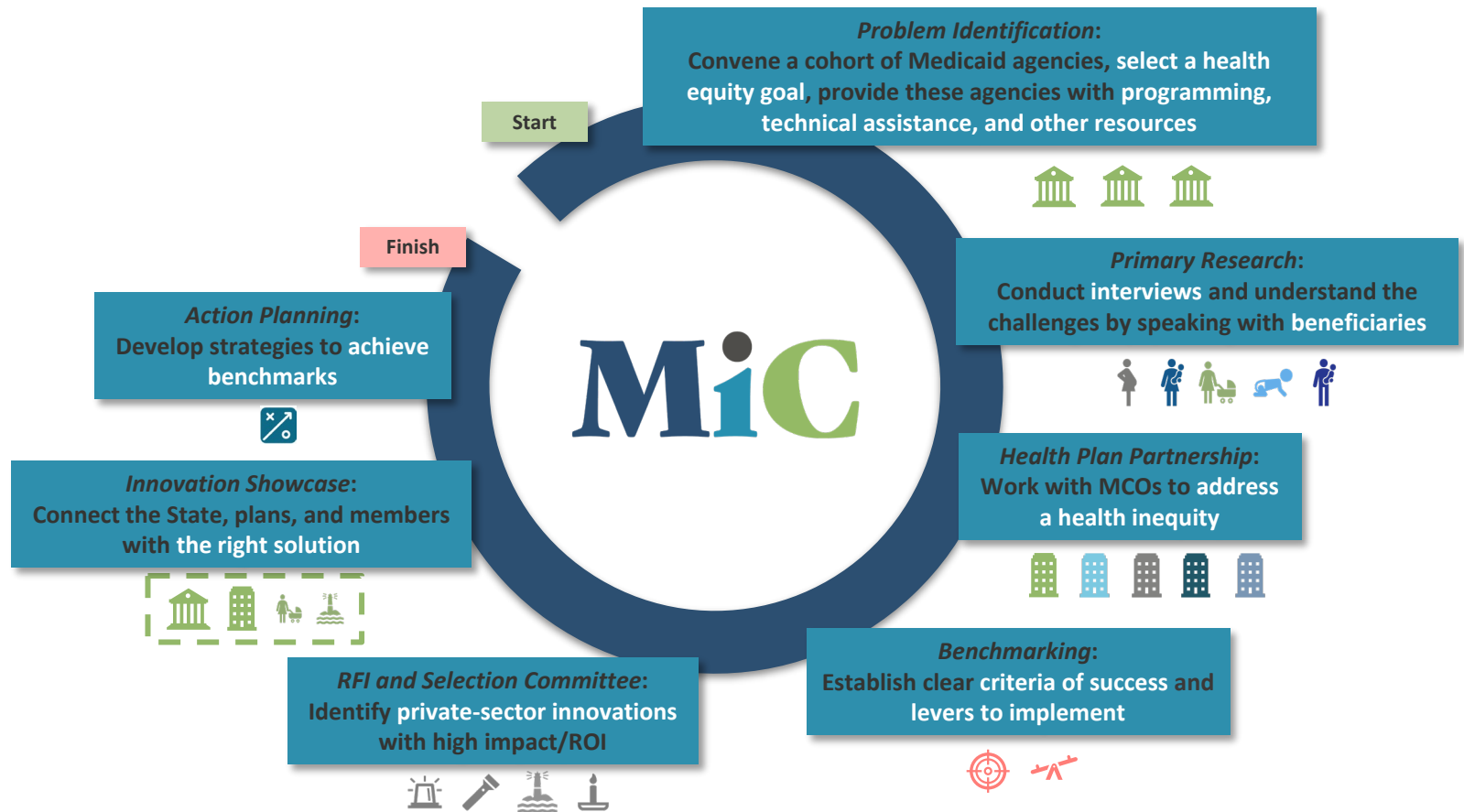
- Support states in **measuring health equity impact** and implementing **program enhancements** through:
 - **Benchmark development:** Identify metrics to define success
 - **Policy levers:** Explore policy and payment levers to support MCO implementation
 - **Implementation support:** Develop action plans and monitor results



Solution Identification

- Gather and vet **innovative solutions** to complex health equity problems
- **Connect states and MCOs to vendors** to help states meet new goals

MIC Program Structure



What we've accomplished in Cohort 1

2021 State Cohort: Arizona, West Virginia & Hawaii

The State Cohort has selected two primary areas of focus within behavioral health, with specific priority populations in each:

Arizona and West Virginia:

Increasing access to services and addressing challenges in behavioral health for adolescents and youth crisis support

Hawaii:

Improving engagement of SUD and mental health treatment for new and expecting moms

- Engaged 100% of MCOs in each state
- Launched beneficiary research and technical assistance
- Sourced 81 companies and identified 11 high-quality, high-impact vendors that are now under consideration by MCOs for implementation

Partnering with MolinaCares Accord for impact at scale

Advancing sector innovation through high-impact collaboration

- Health plans play a critical role in **advancing health equity**
- Foundations like MolinaCares help to **seed industry-advancing initiatives** like Medicaid Innovation Collaborative
- Through **catalytic funding, strategic insight, network connections, and building voice**, MolinaCares has helped to launch and scale our work
- MolinaCares—together with states, health plans and other key stakeholders—can help build an **innovative and impactful Medicaid ecosystem**

This first cohort is only the beginning. We're launching our second cohort of states in Fall 2022.
5-7 states rallying around a new health equity theme.



Leveraging Managed Care Philanthropy to Advance the Medicaid Program's Strategic Priorities

MCO Learning Hub
July 18, 2022

AHCCCS

- Last state to join Medicaid
- First state to establish mandatory managed care model
- 88% of AHCCCS members in managed care
- Benefits
 - Competition
 - Innovation
 - Ability to leverage MCO philanthropic efforts to advance strategic priorities of Medicaid program





Medicaid Innovation Collaborative

- Supported with MCO foundation funding
- Participated in 2019 and 2022
- Assisted in identifying technological solutions to address key AHCCCS priorities
 - Member engagement
 - Social drivers of health
 - Behavioral health services for children and adolescents



MCO Philanthropic Efforts Supporting AHCCCS Strategic Priorities

- **Housing/Homelessness**
 - Step Up Bisbee - building materials for emergency home repairs
 - Saving Amy - trauma therapy for families leaving homeless shelters
 - Cloud Covered Streets - mobile shower/laundry unit for individuals experiencing homelessness
 - Native American Connections - mixed-use rental property
- **Integration**
 - Creek Valley Health Clinic - training on mental health first aid, trauma informed care
- **Addiction**
 - Elevate Phoenix - substance use prevention for at-risk youth
 - Sonoran Prevention Works - harm reduction supplies, syringe collection
- **COVID-19 Response**
 - Mass vaccination sites in underserved communities

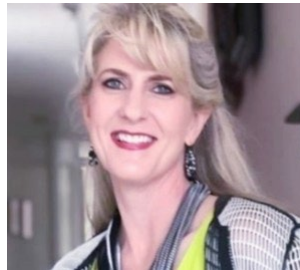
MCO Philanthropic Efforts Supporting AHCCCS Strategic Priorities

- **Health equity**
 - RE Centers of Arizona - MAMA Mentorship project - support for low-income single mothers related to mental, physical, and financial goals
 - March of Dimes - virtual supportive pregnancy care program for African American women
 - Johns Hopkins Center for American Indian Health - programming to improve cultural identity, connectedness, and self esteem for members of the White Mountain Apache community
- **Social determinants of health**
 - Interfaith Community Services - expanding access to nutritious food and emergency financial assistance
 - Mountain Park Health Center - child abuse and neglect prevention program
 - Activate Food Farm - healthy, affordable food for residents in Maryvale, South Phoenix, Tempe
- **Suicide prevention**
 - Neighborhood Outreach Access to Health - Healthy Heads Suicide Awareness and Prevention Campaign



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**Future webinars in this series will be scheduled soon;
subscribe on our website to receive notifications!**

Thank you.

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