

Virtual Care and Specialty Access

A Payor's Perspective



L.A. Care
HEALTH PLAN®

For All of L.A.

November 9, 2022

National Academies of
Science, Engineering, and Medicine
Pediatric Subspecialty Committee

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Deputy Chief Medical Officer



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997

Agenda

- L.A. Care Overview
- National and California Virtual Care Landscape
- L.A. Care Virtual Care Lessons Learned
- Opportunities and Recommendations
- Q&A



L.A. Care Health Plan Overview

- **The largest public health plan in the United States.**
 - **Local and no shareholders**
- **L.A. Care’s mission is to provide access to quality health care for Los Angeles County’s vulnerable and low-income communities and residents and to support the safety net required to achieve that purpose.**

| L.A. Care Membership by Product Line – As of October 2022 | |
|--|------------------|
| Medi-Cal | 2,555,185 |
| L.A. Care Covered | 113,066 |
| Cal MediConnect | 17,123 |
| PASC-SEIU | 49,782 |
| Total membership | 2,735,156 |
| L.A. Care Providers – As of April 2022 | |
| Physicians | 5,709 |
| Specialists | 13,534 |





Why now and can we re-imagine a different and better experience for our patients and providers?

*Photo of the waiting room is from LA Times



PRESS RELEASE

AAMC Report Reinforces Mounting Physician Shortage

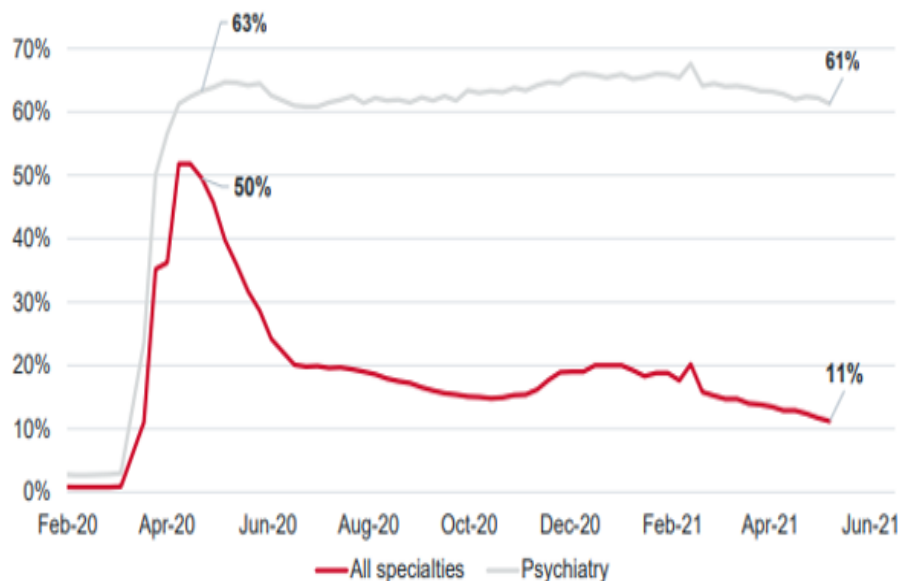
June 11, 2021

Virtual care stabilized above pre-pandemic levels of use

- Virtual care usage peaked in the second quarter of 2020, and then decreased in the second half of the year and throughout 2021
- While drop off has been significant, virtual volumes remain significantly higher than pre-pandemic levels
- At the same time, multiple stakeholders, including health plans and providers are investing in improving the quality and convenience of virtual visits, suggesting telehealth is here to stay

Percentage of service line visit volume performed virtually

Chartis Telehealth Adoption Tracker

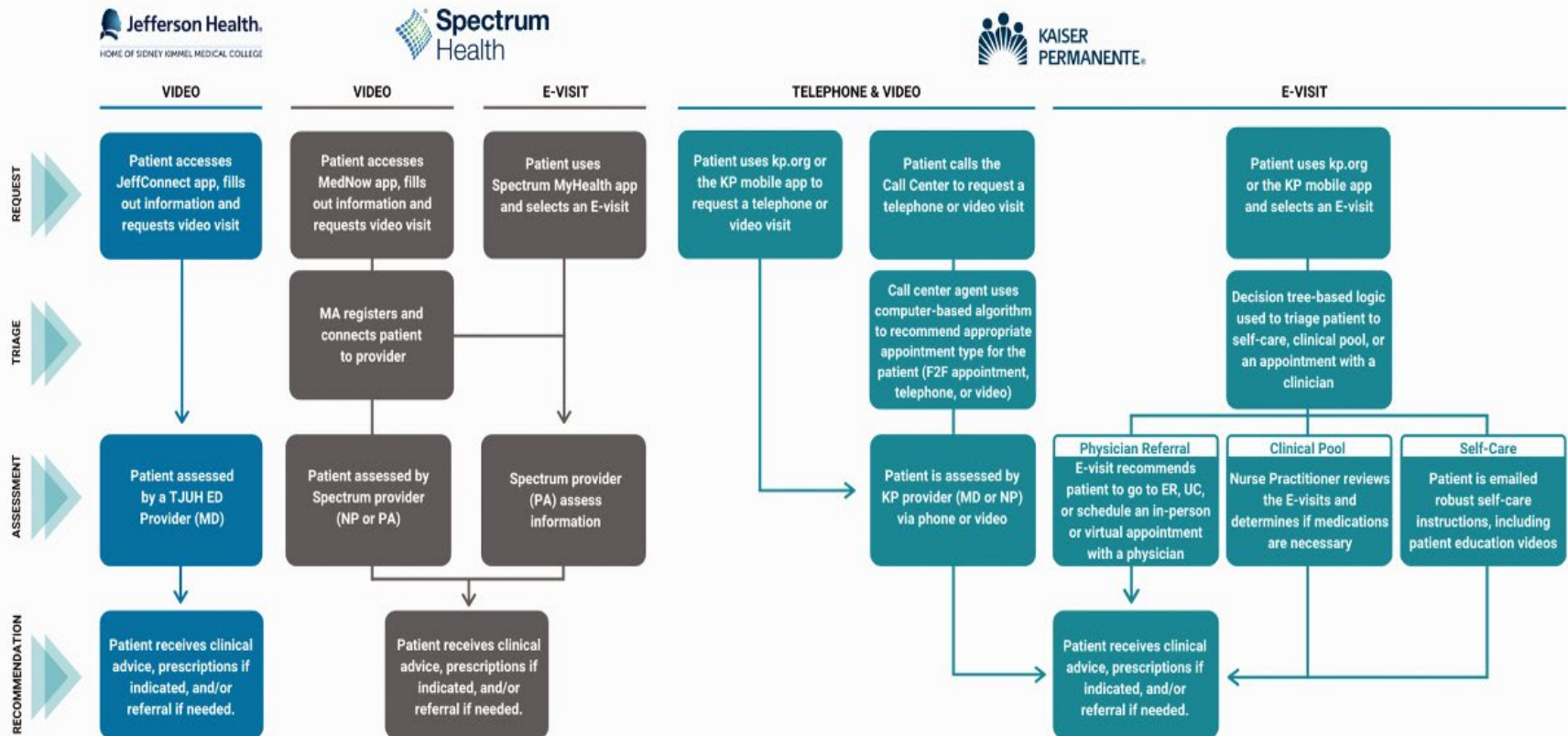


Source: "Telehealth Adoption Tracker," *The Chartis Group*, https://reports.chartis.com/telehealth_trends_and_implications-2021/.



Virtual Care Landscape- In-person or Video Visit

Telehealth Consultations



Paul Bernstein, Kelly J Ko, Juhi Israni, more...

First Published April 17, 2021 | Research Article

L.A. Care Virtual Care Strategy

- Target key virtual care services
- Take advantage of telehealth use on the rise and is more normalized
- Create value for our L.A. Care's PCPs, Specialists and Members*
- *Project ECHO**

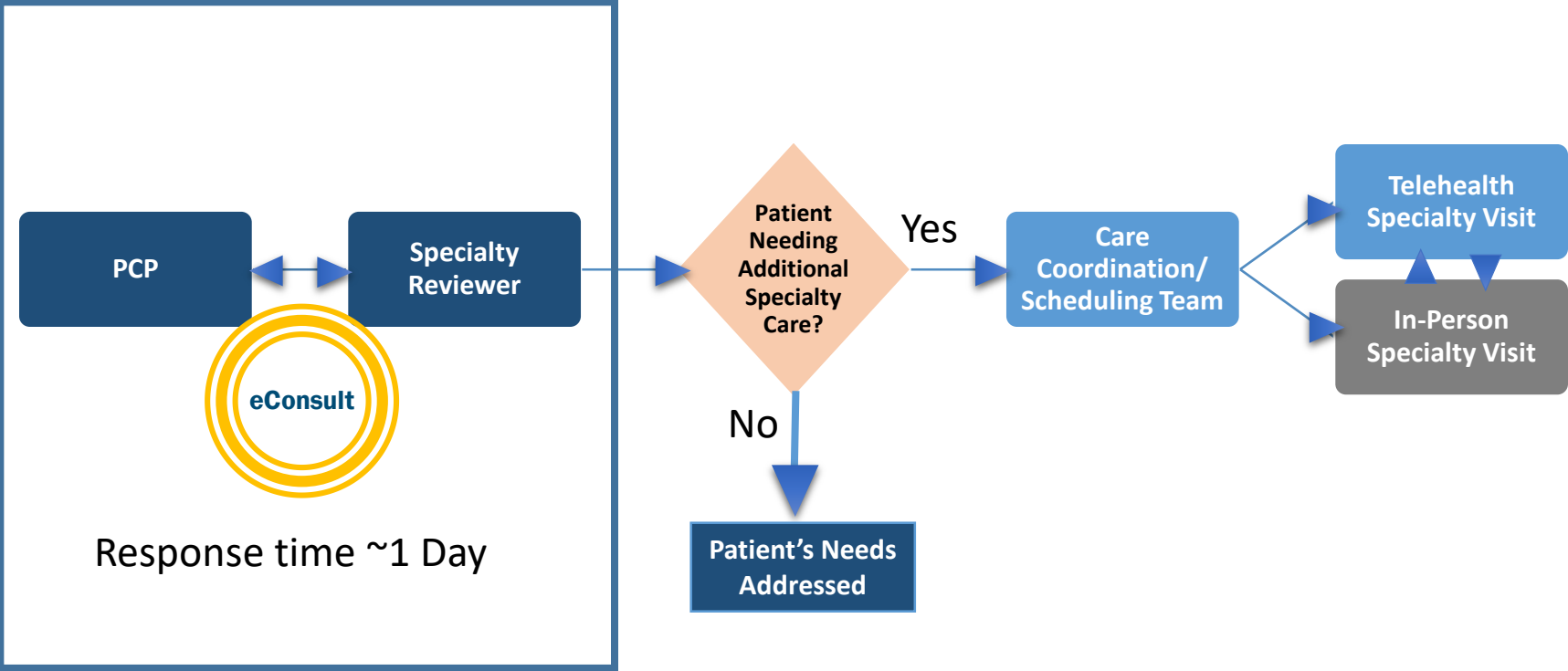
1-3 Years

- Televisits, eVisits, Check-Ins
- Remote Patient Monitoring
- eConsults
- Population Health and Patient Engagement
- Patient Apps
- Virtual Health Plan Product

*Prepared by L.A. Care's Health Information Technology department.



Proposed and Agreed Upon L.A. Care Integrated In-Person and Virtual Specialty Care Program for Private Providers



eConsult History and Efforts

- 2006 to Present: Introduced in San Francisco for safety-net providers
 - Asynchronous access to specialists via a HIPPA secure email like “homegrown” platform to help with “curbside consults” and pre-visit workups.
- 2009-10: L.A. Care partnered with an IPA and piloted eConsult
 - Derm, endocrine and nephrology
 - Built within the IPA provider portal
- 2011-Present: L.A. Care/DHS contracted with SafetyNet Connect to build an eConsult platform for LA County safety-net providers.
 - Over 1.5M eConsults done over a decade and over 60+ specialties

RESEARCH ARTICLE

[HEALTH AFFAIRS](#) > [VOL. 36, NO. 3](#): DELIVERY SYSTEM INNOVATION

Los Angeles Safety-Net Program eConsult System Was Rapidly Adopted And Decreased Wait Times To See Specialists

[Michael L. Barnett](#), [Hal F. Yee](#), [Ateev Mehrotra](#), and [Paul Giboney](#)

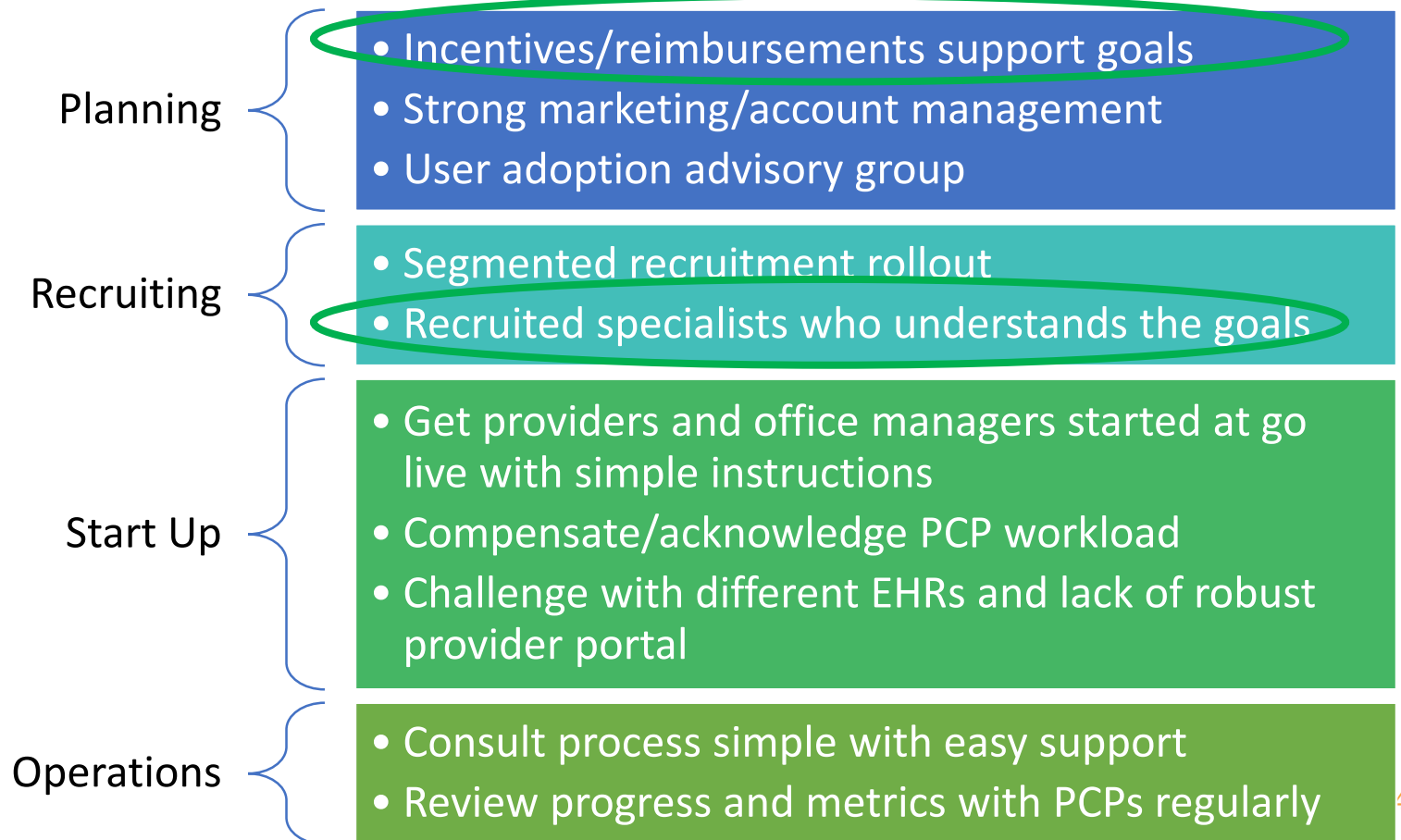
[AFFILIATIONS](#) 

PUBLISHED: MARCH 2017  [Free Access](#)

<https://doi.org/10.1377/hlthaff.2016.1283>

eConsult and Virtual Care Efforts and Strategy

- 2013-2017 LA County's FQHCs developed its own eConsult process.
 - Ended because most eConsults resulted in a visit
- 2022: L.A. Care contracted with SafetyNet Connect (eConsult platform), CHLA and HubMD, a virtual specialty group for private providers



Principles and (Some) Policy Recommendations

- Be fair-reimburse both PCP and specialist consultative exchanges
- Invest in practice transformation efforts and expand care teams
 - Small and solo practices are struggling
 - Multi-payers: Reduce the number of different specialty networks, referral systems and processes
- Create a shared payor and providers valued and clinical information sharing strategy and goal(s)
 - Different than an accountable care organization.
- Encourage states to participate in 'interstate' medical licensure compact
 - Virtual care can be done from anywhere
- Support electronic health record and payor interoperability

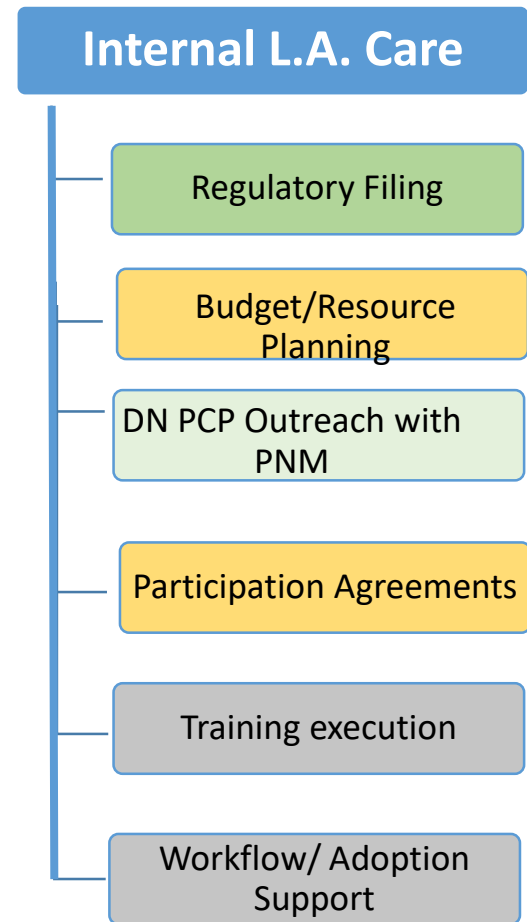
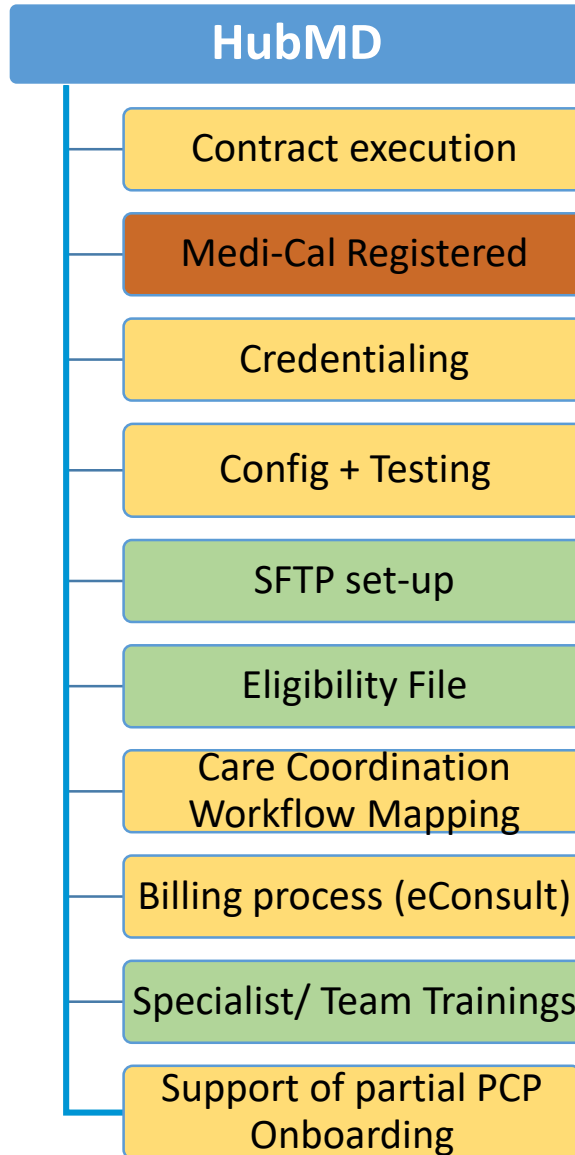


Questions and Discussion

Appendix



Go-Live: Sample Pre-Deployment Checklist



Big Bang Go-Live for Specialty eConsult and Virtual Care Visits

Pediatric Specialty Types from Children's Hospital L.A.

Pediatric Dermatology
Pediatric Urology
Pediatric Allergy
Pediatric GI
Pediatric Orthopedics
Pediatric Endocrinology
Pediatric Cardiology

Adult Telehealth Specialty Types from HubMD

Allergy & Immunology
Anesthesiology
Cardiology
Dermatology
Endocrinology
Gastroenterology
General Surgery
Hematology
Infectious Disease
Nephrology
Neurology
OB/GYN
Oncology
Ophthalmology
Orthopedics
Otolaryngology
Pulmonary Medicine
Rheumatology
Urology

Specialty Types from Beacon

Pediatric Psychiatry

Adult Psychiatry

