

VCHCP Population Health Management

Ventura County Health Care Plan (VCHCP) has a Population Health Management Strategy to address member needs across the continuum of care to promote high-quality, cost-effective health care delivery. VCHCP offers programs, services, and activities to support our members to improve or maintain their health. The table below provides a summary of the programs/activities, indicates members eligible for participation, and how a member may choose to participate (opt-in) or ask to be removed from the program/service (opt-out). If you have any questions regarding these services or any other aspect of your care under Ventura, please do not hesitate to contact our **Health Services Department** at **(805) 981-5060** or **call toll-free (800) 600-8247**. Members may also email questions or concerns to VCHCP_HEDIS_QA8059815061@ventura.org.

Program/Service	Members eligible to participate	Program Activities	Member Opt-in or Opt-out
Influenza Vaccinations	Members enrolled in Ventura County Healthcare Plan with no risk factors	<ul style="list-style-type: none"> • Birthday Card Reminder • Notice in member newsletter • Information links on website 	<p>Opt-out</p> <p>Members receive information unless a request is made to discontinue mailing</p>
Breast Cancer Screening	Female Members (age 50-74) who have not had a mammogram in the prior year.	<ul style="list-style-type: none"> • Mammography postcard 2x/year • Member Newsletter Article directing member to website for information located in Member Preventive Health Guideline Brochure • Member Preventive Health Guidelines Brochure on website • Birthday Card Reminder 	<p>Opt-out</p> <p>Members receive information unless a request is made to discontinue mailing</p>
Colorectal Screening	Members (age 45 – 74) who have not had a colonoscopy or sigmoidoscopy in the past 10 years.	<ul style="list-style-type: none"> • Colorectal Screening postcard annually • Member Newsletter Article directing member to website for information located in Member Preventive Health Guideline Brochure • Member Preventive Health Guidelines Brochure on website • Birthday Card Reminder 	<p>Opt-out</p> <p>Members receive information unless a request is made to discontinue mailing</p>

Program/Service	Members eligible to participate	Program Activities	Member Opt-in or Opt-out
Preventive Visits – Adults	All adults aged 20 years of age and older	<ul style="list-style-type: none"> • Member Newsletter Article directing member to website for information located in Member Preventive Health Guideline Brochure • Member Preventive Health Guidelines Brochure on website • Birthday Card Reminder 	<p>Opt-out</p> <p>Members receive information unless a request is made to discontinue mailing</p>
Childhood Immunizations	Children from birth up to 2 years of age	<ul style="list-style-type: none"> • Member Newsletter Article directing member to website for information located in Member Preventive Health Guideline Brochure • Member Preventive Health Guidelines Brochure on website • Birthday Card Reminder 	<p>Opt-out</p> <p>Members receive information unless a request is made to discontinue mailing</p>
Diabetes Condition Management	<p>Members meeting one of the following criteria</p> <ul style="list-style-type: none"> - At least two outpatient visits, observation visits, ER visits, or non-acute inpatient encounters with a diagnosis of diabetes • At least one inpatient encounter with a diagnosis of diabetes • Members dispensed insulin or hypoglycemic/ antihyperglycemics on an outpatient basis 	<ul style="list-style-type: none"> • Program welcome letter • Annual mailing of education and resource materials • Health coaching calls (for Diabetic members at moderate or high-risk levels) 	<p>Opt-out</p> <p>Members automatically enrolled in the program if meet criteria</p>
Asthma Condition Management	<p>Members identified with persistent asthma who meet one or more of the following criteria and were dispensed an asthma controller medication:</p> <ul style="list-style-type: none"> - An emergency department visit with a diagnosis of asthma - One inpatient hospital discharge due to a diagnosis asthma - Four or more outpatient visits, observation visits, telephone visits, e-visits, or virtual check-ins with any diagnosis of asthma and prescribed two or more asthma medications - Four or more asthma medications 	<ul style="list-style-type: none"> • Program welcome letter • Annual mailing of education and resource materials • Member website link to online local Lung support group as a community resource/ education • Health coaching calls (for Asthma members at high risk levels) 	<p>Opt-out</p> <p>Members automatically enrolled in the program if meet criteria</p>

Program/Service	Members eligible to participate	Program Activities	Member Opt-in or Opt-out
Inpatient Readmission Prevention	Members 18 – 64 years of age with an acute inpatient or observation stay	Reminder letter sent to members after discharge to encourage follow-up with primary care practitioner	Opt-out Members receive information unless a request is made to discontinue mailing
Prenatal Care	Females in child-bearing years	Member Newsletter – Prenatal Care in Your First Trimester - educating members of child-bearing years about importance of seeing their providers as early as possible once they know they are pregnant	Opt-out Members receive information unless a request is made to discontinue mailing
Post partum Follow-up	Females who deliver	Reminder letter sent to member post-delivery to encourage follow-up with OB practitioner	Opt-out Members receive information unless a request is made to discontinue mailing
Follow-up for members with frequent ED visits	Members who frequently seek services through the ED	Educational mailings sent to members who frequently use ER	Opt-out Members receive information unless a request is made to discontinue mailing
Complex Case Management – Medical	<p>Members identified at high risk such uncontrolled diabetes or asthma, multiple, complex disease issues, End Stage Renal Disease,</p> <ul style="list-style-type: none"> - High-cost claims - Multiple ER visits - Multiple hospitalizations - High risk social needs (lack of caregiver/family support, financial issues) - Severe behavioral health or substance use issues as a co-morbidity - Traumatic brain injuries - Poly-pharmacy usage 	<p>Calls from a Ventura Case Manager to:</p> <ul style="list-style-type: none"> • Assess: <ul style="list-style-type: none"> ○ Medical, psychosocial, and functional history ○ Current disease/health issues • Develop a member specific care plan inclusive of self-management actions • Assist with care coordination including transitions of care and post inpatient care follow-up • Support coordination with behavioral health case managers 	Opt-out Members enrolled in the program based on identification criteria

Program/Service	Members eligible to participate	Program Activities	Member Opt-in or Opt-out
		<ul style="list-style-type: none"> • Evaluate and assist with community and support activities • Complete follow-up contacts to assess progress toward goals • Determine needed preventive health reminders • Assist with medication management <p>Case Manager:</p> <ul style="list-style-type: none"> • Mail applicable educational materials to members. 	
Behavioral Health Case Management (delegated to Optum Behavioral Health)	Members with behavioral or medical/behavioral risk who would benefit from behavioral health case management.	<p>Outreach by telephone or mail, once contacted:</p> <ul style="list-style-type: none"> • Screening and assessment of member is completed based identified issues • Assessment may consist of five (5) recovery domains including health, home, community, purpose, and resilience. • Identification of opportunities/gaps related to managing conditions/ symptoms • Development of member specific care plan in partnership with member • Services may be delivered electronically or telephonically • Follow-up monitoring/assessment of progress • Medication monitoring. <p>BH Case Manager:</p> <ul style="list-style-type: none"> • Mail applicable educational materials to members. 	<p>Opt-in</p> <p>Members receive BH case management services if member agrees</p>