HEALTH PLAN OF SAN JOAQUIN DRIVES CALIFORNIA'S MISSION TO VACCINATE VULNERABLE POPULATIONS

As California's Covid-19 vaccination distribution began, a leading Medi-Cal health plan focused on innovation and strategy to support its highest-risk and underserved members

Manifest
MEDEX

Executive summary

Located in the heart of California's multicultural Central Valley, Health Plan of San Joaquin (HPSJ) is the leading Medi-Cal managed care provider in the region, serving over 91 percent of Medi-Cal recipients in San Joaquin County and over 70 percent in Stanislaus County. As a not-for-profit, public health plan, HPSJ provides access to high-quality, cost-effective health care to its 384,000 members, who are mostly working families and children, as well as seniors and disabled residents.

The health plan, a local initiative developed by San Joaquin County in 1996, has strong partnerships with community-based organizations, network providers, and local stakeholders – all with the shared vision to leverage regional resources to meet the health care needs of the community. HPSJ's network of traditional Medi-Cal and safety-net providers includes more than 300 primary care providers, 16 local hospitals, 5 federally qualified health centers, and 8 rural health centers.

From the start of the Covid-19 pandemic, HPSJ has been committed to providing Covid-19 education and outreach to ensure quality care for its members, protect public health, and minimize virus transmission. HPSJ recognized that vulnerable populations — including individuals with low-incomes, older adults, people of color, and those with complex medical, behavioral health, and social needs — would likely be disproportionately impacted by the pandemic. The area was also particularly hard hit by the 2020 California wildfires and ensuing smoke pollution, putting additional strain on the healthcare system.

As the vaccination rollout began in California in the spring of 2021, HPSJ wanted to build on its outreach efforts and launch a strategic campaign to target its high-risk members for vaccinations. HPSJ needed to quickly identify members with high-risk conditions and co-morbidities, as well as understand their vaccination status, so that HPSJ could prioritize these members for outreach and schedule them for vaccines with local providers. This was especially urgent as vaccine availability and appointments were limited in the initial stages of vaccine distribution.

The power of integrating multiple sources of member information

HPSJ turned to its partner Manifest MedEx (MX), California's leading nonprofit health data network, to help support their proactive vaccination efforts and target their most high-risk and underserved members. HPSJ has partnered with MX and its local affiliate San Joaquin Community Health Information Exchange (SJCHIE) for more than five years.

 On a weekly basis, MX aggregates, normalizes, matches, and integrates HPSJ claims data, vaccination data

from California Department of Public Health (CDPH) and the regional vaccination registry, and clinical data from participating providers to produce a sortable report that lists HPSJ members by:

- Number of high-risk comorbidities for severe Covid-19
- Covid-19 mortality risk score (i.e., low, moderate, high, very high) generated by MX partner HBI Solutions
- Vaccination status, including manufacturer, number of doses, and dosing date(s)
- Primary care provider (PCP)

To produce these reports MX leverages its population management platform, MX Analyze, which brings together curated clinical data, claims, and publicly available social determinants of health data so that users can quickly target and support populations who need help the most.

Sample MX Covid report

Member ID	Last Name	First Name	Age	Gender	Number Of Comorbid Conditions*	COVID Mortality Risk Score**	Vaccine Type	Date Of First Dose	Date Of Second Dose	DOB	Race	Ethnicity	Address	City	Zip code	Phone	Email	PCP	Preferred Language

* Number of CA High Risk conditions, counting 1 per category found in the last 18 months
** Default sort column from highest to lowest

The Covid risk information – comorbid conditions and mortality risk score – helps HPSJ target outreach to members based on risk. The report also includes race and ethnicity data, preferred language, and contact information, such as email addresses and phone numbers, which enables HPSJ to reach out directly to those who need the vaccination the most. The health plan delivers the report to PCPs for their assigned members, providing additional opportunities for outreach.

Since March 2021, the report from MX was used to help HPSJ's vaccination rate increase from 13 percent to 47 percent. This vaccination information is also now integrated into MX Access, MX's longitudinal records, so all users can look up a patient's vaccination status.

> "Health plans will play an increasingly powerful role as health information hubs for their communities, especially under CalAIM. We look forward to finding new ways to collaborate with our payer partners, integrate data from diverse sources, and share population health insights to help improve patient outcomes."
>
> – Claudia Williams, CEO, Manifest MedEx

"I am happy about the speed with which HPSJ and MX were able to create a comprehensive report to prioritize outreach to our members. The true power of a robust health information exchange (HIE) like MX is the ability to quickly address challenges never previously imagined as use cases. We continue to find ways that the HIE can supplement and complement our efforts to ensure timely and effective care for our members."

– Cheron R. Vail, PhD, Chief Information Officer, Health Plan of San Joaquin;
Board Chair, San Joaquin Community Health Information Exchange (HIE)

Leading California's mission to serve the vulnerable

As one of the state's managed care Medi-Cal plan (MCP), HPSJ has been at the forefront in recognizing the need for targeted vaccination outreach to vulnerable populations. In September 2021, The Department of Health Care Services (DHCS) launched its Medi-Cal Covid-19 Vaccination Incentive Program that allocates up to $350 million to incentivize Covid-19 vaccination efforts. Approximately 1 in 3 Californians (14 million) are enrolled in Medi-Cal. MCPs can now earn incentive payments to use to close vaccination gaps in partnership with leading community vaccine providers. Incentives are paid to MCPs for identifying, reaching out to and vaccinating populations identified by DHCS who have been disproportionately challenged in the initial phases of vaccine distribution and take-up. These include members who:

- Are homebound and unable to travel to vaccination sites
- Are 50-64 years of age with one or more chronic diseases
- Self-identify as persons of color
- Are youth 12-25 years of age

Manifest MedEx is currently working with HPSJ to support their performance on DHCS vaccine incentives. The MX Covid report will now include data on chronic care conditions, demographics, and home bound status as defined by DHCS. It will also include information on a third dose and/or booster, as vaccination recommendations are updated. These additional features help HPSJ focus on closing vaccination gaps and ensure incentives can be earned under the vaccination incentive program.

About Manifest MedEx

As California's leading nonprofit health data network, Manifest MedEx delivers real-time information to help healthcare providers and health plans care for millions of patients every day. Together, we are transforming the healthcare landscape across the state, supporting California as a leader in affordable, proactive, and compassionate medical care.

For more information on how Manifest MedEx helps health plans support their Covid vaccination programs, please visit us at manifestmedex.org or contact us at info@manifestmedex.org.

Manifest
MEDEX

www.manifestmedex.org
info@manifestmedex.org

#ManifestMedEx