



**L.A. Care**  
HEALTH PLAN®

L.A. Cares About **Asthma**®

**L.A. Care Health Plan**



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**L.A. Care**  
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# Program at a Glance



- **Location:** Los Angeles, California
- **Type of Program:** Public, non-profit Health Plan
- **Service Area:** Los Angeles County
- **Population Served:** 800,000 of Medicaid's vulnerable managed care members residing in low-income communities
- **Results:** Member satisfaction reported at 97.6% in 2011; from 2010 to 2011, HEDIS rate for appropriate use of asthma medication ↑ to 84.5% for Medicaid and ↑ to 93.94% for Healthy Families



# Building the System



## Identifying Patients:



## Interventions:

- Quarterly monitoring, complex case management, in-home visits, referrals, and educational mailings

## Educational Opportunities:

- Health in Motion – Asthma 101 classes
- Materials available by mail, online, monthly classes
- Asthma telephone resource line and quarterly monitoring



# Evaluating the System



## Monthly Tracking of 40,000 Members:

- Reports generated by geographic region, member age and asthma severity level

## Healthcare Effectiveness Data and Information Set (HEDIS):

- ★ Track appropriate medication use (2011, 84.58%)
  - *Awarded – Certification for Savings Measurement Validity*

## Annual Evaluation Drives Program Enhancements:

- Target asthma members needs
- Revise education materials and update continuously



# Sustaining the System



## Funding:

- L.A. Care Health Plan
- Funding assessed annually based on member growth

## Reimburse Community-Based Organizations at Established Case Rate for :

- In-home asthma visits, includes
  - Follow-up calls
  - Environmental management supplies and tools

