

CaAIM PATH TA Marketplace Model TA Project Eligibility Application (PEA) Cover Sheet

Updated: April 2024

Thank you for your participation in the **CA PATH Technical Assistance (TA) Marketplace**, and congratulations on being ready to start planning and writing your **Hands-On TA Project Eligibility Application!**

The TA Marketplace team has prepared a number of annotated **Model Hands-On TA Project Eligibility Applications (TA PEAs)** in an effort to make it easier for TA Recipients to prepare a Hands-On TA PEA and have it quickly approved.

The goals of these Model Hands-On TA PEAs are to:

- » Help TA Recipients better understand the factors that enable a Hands-On TA PEA to be reviewed and approved more quickly.
- » Reduce the number of times that a submitted Hands-On TA PEA is returned for “rework,” thus shortening the time from TA Project request to TA Project implementation.

Please note that:

- » A brief “Tips and Tricks” guide for planning and writing a solid Hands-On TA PEA is also available.
- » **The TA Marketplace team strongly recommends that TA Recipients reach out to their preferred TA Vendor before you begin to plan and write a Hands-On TA PEA.**

As always, your feedback is more than welcome! Please do not hesitate to reach out to the TA Marketplace team at ta-marketplace@ca-path.com with any questions or thoughts.

Hands-On TA PEA #1

- » **TA Recipient Type:** Tribal Designees and Indian Health Programs
- » **Estimated Budget Size:** Small-Medium
- » **Example of:**
 - TA PEA that complements (and does not duplicate) previously approved TA PEAs

Hands-On TA PEA #2

- » **TA Recipient Type:** Community-Based Organization

- » **Estimated Budget Size:** Large
- » **Examples of:**
 - TA PEA that spans a longer period of time and/or lays a foundation for a subsequent TA PEA to implement planning funded via the current TA request

Hands-On TA PEA #3A, #3B, and #3C

- » **TA Recipient Type:** Hospital or Health Care Provider (including public hospital)
- » **Estimated Budget Size:**
 - #3A: Medium-Large
 - #3B: Medium-Large
 - #3C: Medium-Large
- » **Examples of:**
 - TA PEA that spans a longer period of time and/or lays a foundation for a subsequent TA PEA to implement planning funded via the current TA request
 - TA PEA that is part of a series of related TA PEAs that works together with concurrently submitted TA PEAs to achieve an ambitious goal yet is better framed as a unique TA Project in a single application.

Thank you for your participation in the **CA PATH Technical Assistance (TA) Marketplace**, and congratulations on being ready to start planning and writing your **Hands-On TA Project Eligibility Application**!

The TA Marketplace team recognizes that already-overstretched TA Recipients can sometimes encounter obstacles to translating their TA needs and goals into the TA Project Eligibility Application framework, especially for Hands-On TA Projects. We also know that, once they've submitted an application, TA Recipients want their TA to start as soon as possible.

With that in mind, we've prepared this **brief "tips and tricks" guide**, as well as a number of **Model Hands-On TA Project Eligibility Applications**, in an effort to make it easier to prepare a Hands-On TA Project Eligibility Application and have it quickly approved.

The goals of these materials are to:

- » Help TA Recipients better understand the factors that enable a Hands-On TA Project Eligibility Application to be reviewed and approved more quickly.
- » Reduce the number of times that a submitted Hands-On TA Project Eligibility Application is returned for "rework," thus shortening the time from TA Project request to TA Project implementation.

As always, your feedback is more than welcome! Please do not hesitate to reach out to the TA Marketplace team at ta-marketplace@ca-path.com with any questions or thoughts.

Getting Started

- » **Reach out to TA Vendors.** We strongly recommend reaching out to your preferred TA Vendor(s) to discuss your ideas for a Hands-On TA Project prior to beginning your TA Project Eligibility Application. TA Vendors can advise on the feasibility and scoping of the project (i.e., will it take a lot of work to achieve your desired outcomes, or is the

envisioned TA quick and easy to implement?). TA Vendors may also be able to offer new insights or tools for helping your organization address the identified problem or area in need of improvement, depending on the topic at hand.

- » **Review the available TA Marketplace resources.** We also advise reviewing this document, as well as the library of Model Hands-On TA Project Eligibility Applications, to get a sense of what a solid Hands-On TA Project Eligibility Application looks like, whether your idea for a TA Project is better framed as multiple TA Projects, and when to reach out to the TA Marketplace team (among other useful pointers to be gained from these materials).

Framing Your Hands-On TA Project

- » **Goals, Objectives, and Impact on ECM / Community Supports.** At the most basic level, in order to be viewed as feasible to implement, a TA Project should have a clearly identified goal or set of goals, as well as a clear outline of the objectives that must be achieved in order to reach the identified goal(s). A TA Project should also clearly address a well-defined problem or area in need of improvement that has implications for a TA Recipient's ability to provide high quality Enhanced Care Management (ECM) and/or Community Supports services. It should be easy to understand from the TA Project's framing how completing the TA Project will better enable the TA Recipient to provide high quality ECM and/or Community Supports.
- » **One TA Project Eligibility Application → One TA Project.** Each Hands-On TA Project Eligibility Application should describe a single TA Project. Yet, we often review Hands-On TA Project Eligibility Applications that request support for one of the following scenarios or some combination thereof:
 - Work that advances a single goal or set of goals, but spans a long period of time and/or incorporates later deliverables that depend on the completion of earlier deliverables for their scope and complexity. *(A classic example of this sort of request is a TA Project that includes both the development of a roadmap and implementation of that roadmap. Although both these tasks advance the same larger goal, it will likely be difficult to accurately determine the work involved in implementing the roadmap before the roadmap has actually been developed),*
or;

- Work that addresses multiple goals or sets of goals that are only loosely related or not related at all. These are often included in a single Hands-On TA Project Eligibility Application under a very broad goal such as “enabling the TA Recipient to provide more efficient and effective ECM services,” **or**;
- Work that is intended to achieve an ambitious goal or sweeping agenda. Contrary to Hands-On TA Project Eligibility Applications that request unrelated or loosely related areas of TA, this sort of application is unified around a single goal or sets of goals; however, the work requested to accomplish the stated goal(s) is simply so large and/or varied that it is better framed (and easier for reviewers to understand) as a series of related TA Projects put forth via multiple Hands-On TA Project Eligibility Applications.

In the first case, the recommendation is to include only the deliverables for which the necessary time and effort can be reasonably estimated in an initial Hands-On TA Project Eligibility Application and note that a subsequent Hands-On TA Project Eligibility Application will be submitted at a later date to continue the work of the project. *(In the example provided above, the initial Hands-On TA Project Eligibility Application might request support for a gap assessment, an outline of the desired “end-state,” and development of a roadmap for achieving that end-state. The subsequent Hands-On TA Project Eligibility Application would request support for implementation of the roadmap).*

- **Please see Model Hands-On TA Project Eligibility Applications #2, 3A, 3B, and 3C for examples of how this recommendation might be implemented.**

In the second and third cases, the recommendation is simply to submit a unique Hands-On TA Project Eligibility Application for each distinct TA Project rather than 1) group TA Projects that are only loosely related or not related at all under a very broad goal, or 2) attempt to describe multiple related TA Projects that are each complex in their own right under a single application.

- **Please see Model Hands-On TA Project Eligibility Applications #3A, #3B, and #3C for an example of how this recommendation might be implemented.**

Note that the one TA Project Eligibility Application → one TA Project approach is intended to reduce the need for amendments to approved TA Project SOWs and Budget due to mis-scoped deliverables or hold ups in progress directly related to one but not all areas of work included in a TA Project SOW and Budget. Fewer amendments will minimize the administrative burden for both TA Recipients and TA Vendors and enable more TA to avoid unnecessary delays.

Contacting the TA Marketplace Team Prior to Submitting a TA PEA

- » If you would like to engage two **TA Vendors** to partner on a single **TA Project**, please reach out to the TA Marketplace team to discuss logistics. The TA Marketplace is grounded in a structure of one TA Project → one TA Vendor – but we have made this scenario work in the past!
- » If you would like to request a **TA Project** that would simultaneously serve multiple **TA Recipients** or a coalition of **TA Recipients**, please reach out to the TA Marketplace team to discuss logistics. The TA Marketplace is grounded in a structure of one TA Project → one TA Recipient – but we have made this scenario work in the past!
- » If you are a **TA Recipient** that is undergoing or contemplating a merger with another organization or organizations, please reach out to the TA Marketplace team to discuss the specifics of the situation. TA Recipient mergers may have implications for which agency submits the application or how the application is framed, depending on the scenario at hand.
- » If you are thinking about a **TA Project** that would deliver a substantial amount of TA to organizations outside of your agency in order to address a pivotal obstacle to providing high quality ECM or Community Supports services, please reach out to the TA Marketplace team to discuss the specifics of the situation. It is helpful to have more details upfront to assess the degree to which this might be an appropriate use of TA funds and/or to contemplate the broader implications of such a TA Project.
- » If you believe your **TA Project budget** might fall in the “very large” category, please reach out to the TA Marketplace team to discuss the specifics of the situation. TA Projects with “very large” budget might include innovative or ambitious features that are helpful to learn about in advance. Additional background can also be helpful to determining the justification for a TA Project for which the cost is significantly larger than the norm.

Writing the Hands-On TA Project Eligibility Application

- » As a general rule, Hands-On TA Project Eligibility Applications need not be lengthy or excessively detailed; however, they should be able to articulate the **goals and objectives**

of the TA Project and the **problem or area in need of improvement** the TA Project is intended to address with a **high degree of clarity and specificity**.

- » Hands-On TA Project Eligibility Applications should clearly explain how the requested TA Project will **strengthen the TA Recipient's ability to provide high quality ECM and/or Community Supports services**. Note that better enabling a TA Recipient to 1) contract with an MCP or other eligible entity, 2) comply with CalAIM requirements, and/or 3) develop a sustainable funding model (to offer just a few examples) all fall within the heading of strengthening the TA Recipient's ability to provide high quality ECM and/or Community Supports services.
- » As a best practice, it is helpful to briefly indicate your **MCP or other eligible entity contracting status** in your Hands-On TA Project Eligibility Application, since this information provides important additional context for your TA Project request.
- » **Lastly, please note that the Hands-On TA Project Eligibility Application does not accept rich text!** This means that, even though bullet points and bolded/underlined text are often an effective way to present goals and emphasize key points, these do not translate in the Hands-On TA Project Eligibility Application and in fact often make for confusing reading on the reviewer side.

Please see the **Model Hands-On TA Project Eligibility Applications** for suggestions re: utilizing numbers and CAPITALS instead of rich text.

Non-Duplication of Funding

- » Every **TA Project Eligibility Application** is cross-checked with **CITED applications** (both proposed and approved) and **Justice-Involved grant applications** (both proposed and approved) for potential duplication of funding. That being the case, it is extremely helpful to identify any **CITED and JI applications and awards** in your Hands-On TA Project Eligibility Application and briefly describe why the requested TA Project does not constitute duplication of funding. Approvals will generally not move forward until non-duplication of funding has been confirmed.
- » **Please be sure to check the box on the TA Project Eligibility Application that attests to non-duplication of funding.** Hands-On TA Project Eligibility Applications that do not provide this attestation will be returned for re-work.

TA Recipient Information

Organization: ZYX Health Inc.

Organization Type: Tribal Designees and Indian Health Programs

Address:

[Street Address]

[City, CA, ZIP Code]

Website: [TA Recipient #1 URL]

TA Request Information

Project Name: ZYX Health Inc.:
Strengthening ECM Care Teams



It is important to give your TA Project a title that is reflective of the TA requested, since the TA Marketplace team/DHCS receive hundreds of applications.

Requested Start Date: 02/01/24



TA Recipients are advised to select (and plan on) a TA Project that is at least six weeks away from the Hands-On TA Project Eligibility Application submission date. This will allow time for:

- TA Project Eligibility Application review and approval (~2 weeks)
- Work with the selected TA Vendor to develop a TA Project SOW and Budget (the timeline to develop a TA Project SOW and Budget is determined by the TA Recipient and TA Vendor)
- TA Project SOW and Budget review and approval (~ 2 weeks)

Please note:

- PCG and DHCS endeavor to turn around reviews and approvals in less than two weeks.
- Hands-On TA Project Eligibility Applications in which goals, objectives, and anticipated impact on the TA Recipient's ability to provide high-quality ECM/Community Supports services are presented in a manner that is unclear or confusing are typically returned for re-work, thus lengthening the time between the application's submission and the TA Project's state date.

Budget Estimate: Medium-Small



Budget Estimates identified in Hands-On TA Project Eligibility Applications are typically very subjective — as such, TA Recipients should simply make their best effort in completing this section.

A detailed budget for the TA Project will be required at the TA Project SOW and Budget stage. TA Vendors are largely responsible for developing this detailed TA Project budget; TA Recipients must approve the budget as part of the TA Project SOW and Budget submission process.

Proposed goals of the Hands-On TA Project and the organizational needs the project is intended to address:

The requested TA will focus on enabling ZYX Health Inc. to deliver safe and effective ECM services by supporting and strengthening ECM care teams via the following approaches:

(1) ENSURING ADEQUATE POLICIES AND PROCEDURES. Home and community visits pose inherent safety risks, such as exposure to unfamiliar environments, potential infectious diseases, and/or hazardous living conditions. Additionally, coordinating and performing home and community visits can be challenging and time consuming for frontline providers. This project aims to establish protocols for home and community visits that prioritize the safety and effectiveness of ZYX Health Inc.'s staff in the planning and implementation of those visits.

(2) CLARIFYING ROLES AND RESPONSIBILITIES. ZYX Health Inc.'s ECM team brings together specialists from various disciplines, including doctors, nurses, social workers, psychologists, therapists, and others. This diverse expertise is invaluable with regards to providing high quality services; however, overlapping roles or unclear responsibilities can sometimes lead to confusion and



This sentence clearly and succinctly states the goal of the requested TA Project with excellent specificity — the TA will advance the delivery of high-quality EMC services by supporting and strengthening ECM care teams.



The three areas of work that will be pursued to “support and strengthen ECM care teams” are clearly identified through the use of numbers and brief titles (e.g., (1) ENSURING ADEQUATE POLICIES AND PROCEDURES, etc.) This makes it easy to understand how the TA Project intends to achieve its overarching goal.

For each of the three areas of work, both a brief problem statement (e.g., “*Home and community visits pose inherent safety risks...*”) and a clear objective (e.g., “*This project aims to establish protocols for home and community visits...*”) are provided. This make it easy to understand **what** work will be pursued under this TA Project and **why** that work is being prioritized for TA (i.e., what problems it will address).

Note that these points are numbered within the text rather than outlined with bullet points, since the TA Project Eligibility Application form does not accept “rich text” like bullet points or bolded / underlined text.

conflicts within the team. This project will focus on ensuring that each team member understands their specific tasks and contributions with regards to the overall goals for an individual client and within the ECM program overall, thus reducing misunderstandings related to overlapping or undefined responsibilities.

(3) STRENGTHENING TEAM NORMS.

Effective communication and collaboration among team members are crucial in managing complex cases in ECM. High-performing multidisciplinary teams encourage regular discussions, case conferences, and shared decision-making as means of fostering alignment toward the common goal of improving the client's health and well-being. This project will clarify and strengthen routines and spaces that promote continuity of care between providers and disciplines, thus enhancing the consistency and coordination of care over time and across clients.

This level of specificity at the Hands-On TA Project Eligibility Application stage will also make the process of developing a SOW and Budget for this TA Project easier and quicker — thus shortening the time from the application for to the actual implementation of the requested TA.

Lastly, note that these three areas of work are tightly linked to both the overarching goal of the requested TA Project and to one another; it is also reasonable to assume that they can be pursued more or less simultaneously (i.e., no requested area of work is dependent of the completion of another requested area of work for its scope and size). Additionally, the requested TA Project overall is likely to be rather small based on the estimated TA Project size. Taken together, these considerations mean that it is appropriate to request these three areas of work in a single Hands-On TA Project Eligibility Application.

Vendor Selection

Vendor selected: Wind Solutions

Vendor preference explanation: We will be working with *Wind Solutions* on the previously approved *[Off-the-Shelf TA Project #1]* and *[Off-the-Shelf TA Project #2]*. We believe this Hands-On TA Project will complement those projects and that the continuity of

Wind Solutions across projects will be beneficial to our ECM team. *[TA Vendor #2]'s* approach to care management aligns well with the vision we have for our program. They are also a recognized subject matter expert with a wealth of experience and knowledge from which we hope to benefit.



This response succinctly explains that the requested TA Vendor: 1) will ensure continuity across TA Projects; 2) aligns with the TA Recipient's ethos for service delivery; and 3) is a recognized subject matter expert — each of which is a strong rationale for the TA Vendor preference.

CA County Impacts

Number of Impacted Counties: 2

List of Impacted Counties: *[County X] [County Y]*

Project Contacts



Project Contacts cannot be changed once the TA Project Eligibility Application is submitted. TA Recipients should ensure the most appropriate contacts are included. The 'Primary' and 'Secondary' Contacts will be responsible for the progress of the project, any additional requirements, and other TA Project related items for the duration of the TA Project.

Is the registered Primary contact on file going to be responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Primary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Do you want to add a Secondary contact responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Secondary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Enhanced Care Management (ECM) and Community Supports

How the requested TA will strengthen your organization's ability to provide high-quality ECM and/or Community Supports for Medi-Cal members:

As an ECM provider, *ZYX Health Inc.* recognizes the importance of addressing factors that contribute to a person's health and wellbeing. These can be medical, psychological, social, and environmental. To effectively manage and coordinate care in complex cases, *ZYX Health Inc.* emphasizes the delivery of holistic care through well-functioning multidisciplinary teams that engage clients in various environments, including homes, health and social service delivery sites, and public spaces. *ZYX Health Inc.* already has a strong foundation in place for delivering this sort of care; however, we know that ensuring our care teams are well prepared and consistently supported in their work will be essential to our ability to provide high-quality ECM services for our clients, especially as we seek to increase referral numbers in order to achieve sustainability. The requested TA is intended to strengthen the care teams on the frontlines of ECM service delivery, ultimately leading to increased team cohesion, higher levels of job satisfaction, reduced turnover, and the highest quality services possible for our ECM clients. *ZYX Health Inc.* is currently contracted with *[MCP Name]* to provide ECM services. ECM service delivery under this contract began in *[Month, Year]*. We are exploring the possibility of contracting with other MCPs in the counties we serve.



This sentence establishes that multidisciplinary care teams that engage clients in myriad settings (*i.e., the focus of the requested TA*) are crucial to the TA Recipient's philosophy of and approach to service delivery.



This sentence helps reviewers quickly understand where the organization is now with regards to the area of the TA requested and why the TA has been requested. Importantly, it also ties the requested TA to TA Recipient's goals for their ECM program (in this case, increasing referrals to achieve sustainability).



This sentence articulates the impact of the requested TA at a more general level and explicitly links the TA to the TA Recipient's ability to provide high-quality ECM services.



It is always helpful to identify where your organization is in the MCP contracting process (including the number of MCPs with which you are contracted or engaged) and when you started delivering ECM and/or Community Support services somewhere in a TA Project Eligibility Application, since this is useful context for any request.

Connections to other PATH Initiatives

"Have you received previous TA via the CalAIM PATH TA Marketplace? If yes, please explain how the requested TA will complement, support, or expand upon the previous TA Project, and/or how it is different (non-duplicative)."

- ☐ Yes
- ☐ No

Previous TA Project implemented via the CalAIM PATH TA Marketplace

TA Project Number

Project ID: [ID#1] and Project ID: [ID#2]

Description: *ZYX Health Inc.* was approved for two Off-the-Shelf TA Projects in the Workforce Domain to train frontline providers and supervisors in the [NAME] and [NAME] models.

These TA Projects will provide our care teams with the knowledge, skills, and attitudes necessary to build and

leverage relationships with individuals

with complex health and social needs. These trainings are essential components of our effort to provide holistic care to our target populations. The Hands-On TA Project requested in this application focuses on the care team dynamics that surround client engagement. By supplementing the trainings provided via the two Off-the-Shelf TA Projects with TA focused on building strong care teams, we will be extremely well equipped to deliver high quality compassionate and comprehensive ECM care to our target populations, thus advancing the goals of the CalAIM initiative.



This description clearly articulates how the requested TA Project complements (and does not duplicate) the TA Projects already approved for the TA Recipient. It reflects thoughtful and strategic utilization of PATH resources. (Note that TA Project Eligibility Applications cannot be approved until non-duplication of funding is confirmed).

"Have you received funding through the CITED grant or intend to apply? If yes, please explain in which round(s) you received CITED funding and how the requested TA will complement, support, or expand upon the CITED grant(s) and/or how this TA is different (non-duplicative)."

- ☐ Yes
- ☐ No

CITED grant that your organization has received or intends to apply for:

CITED Round: Round 2

Description: *ZYX Health Inc.* has submitted and was approved for a CITED Round 2 application that secured funding for three new positions to provide program management and oversight with the goal of ensuring effective delivery and compliance of our ECM program. The positions supported by CITED funds will play a crucial role in coordinating and optimizing the ECM program's various components. We believe that the combined impact of the CITED funding, the Off-the-Shelf TA Projects referenced above, and the Hands-On TA Project requested here will be to strengthen the overall ECM team, from ECM program management and oversight to frontline service delivery, ultimately driving ECM program success and fostering positive health outcomes for clients.



This description clearly articulates how the requested TA Project complements (and does not duplicate) the TA Recipient's current and upcoming CITED applications.

It reflects thoughtful and strategic utilization of PATH resources. (Note that TA Project Eligibility Applications cannot be approved until non-duplication of funding is confirmed).

Does your organization currently participate (or has it previously participated) in a CalAIM PATH Collaborative? If yes, please explain how the requested TA will complement, support, or help implement lessons learned from a CalAIM PATH Collaborative Planning and Implementation, if applicable?

- ☐ Yes
☐ No

CalAIM PATH Collaborative in which your organization is participating or has participated:

Collaborative Name: *[Collaborative Name]*

Collaborative County: *[County X, County Y]*

Description: *[Collaborative Name]* unites stakeholders involved in ECM and Community Supports across ten counties, including *[list of counties]*. As an ECM contracted provider in *[County X]*, *ZYX Health Inc.* participates in this collaborative effort facilitated by



This description is more than sufficient. It is helpful (although not strictly necessary) to know that the TA requested by this organization addresses an area of work not covered in the Collaborative. This reflects thoughtful and strategic use of PATH resources.

[CI Facilitator Name]. Collaborative discussions to date have focused on refining essential workflows for the ECM program, with a particular emphasis on referrals and billing processes. The TA we have requested (previously and in this application) is intended to supplement those learnings by focusing on organizational priorities specific to the delivery of ECM services.

Have you received funding through the JI Capacity Building funding or intend to apply? If yes, please explain in which round(s) you received JI Capacity Building funding and how the requested TA will complement, support, or expand upon the JI Capacity Building funding and/or how this TA is different (non-duplicative).

- ☐ Yes
- ☐ No

Non-Duplication of Funding

Could any aspect of the requested TA be reasonably perceived to be duplicative of or similar to other services or projects undertaken with other federal, state, or local funds?

- ☐ Yes
- ☐ No

I attest that the requested TA is not duplicative of other services received or other projects undertaken by our organization with other federal, state, or local funds.



It is extremely important to complete this attestation. Hands-On TA PEAs that do not provide this attestation will be unable to submit their request via the console.

TA Recipient Information

Organization: Eclipse Health Inc.

Organization Type: Community Based Organization (CBO)

Address:

[Street Address]

[City, CA, ZIP Code]

Website: [TA Recipient #2 URL]

TA Request Information

Project Name: [Eclipse Health Inc.
Infrastructure Assessment]



It is important to give your TA Project a title that is reflective of the TA requested, since the TA Marketplace team/DHCS receive hundreds of applications.

Requested Start Date: 05/01/2024



TA Recipients are advised to select (and plan on) a TA Project that is at least six weeks away from the Hands-On TA Project Eligibility Application submission date. This will allow time for:

- TA Project Eligibility Application review and approval (~2 weeks)
- Work with the selected TA Vendor to develop a TA Project SOW and Budget (the timeline to develop a TA Project SOW and Budget is determined by the TA Recipient and TA Vendor)
- TA Project SOW and Budget review and approval (~ 2 weeks)

Please note:

- PCG and DHCS endeavor to turn around reviews and approvals in less than two weeks.
- Hands-On TA Project Eligibility Applications in which goals, objectives, and anticipated impact on the TA Recipient's ability to provide high-quality ECM/Community Supports services are presented in a manner that is unclear or confusing are typically returned for re-work, thus lengthening the time between the application's submission and the TA Project's state date.

Budget Estimate: Large



Budget Estimates identified in Hands-On TA Project Eligibility Applications are typically very subjective — as such, TA Recipients should simply make their best effort in completing this section.

A detailed budget for the TA Project will be required at the TA Project SOW and Budget stage. TA Vendors are largely responsible for developing this detailed TA Project budget; TA Recipients must approve the budget as part of the TA Project SOW and Budget submission process.

Proposed goals of the Hands-On TA Project and the organizational needs the project is intended to address:

The proposed Hands-On TA Project aims to help our organization establish the data capacity, workflows, and technological capabilities we will need to serve a significantly larger volume of clients within a relatively short period of time via our Community Supports program. Currently, our organization uses four platforms (Ceres, FindHelp, Oasis Insights, and Salesforce) to manage our operations; these four platforms function primarily to enable us to track food inventory, client data, and data from our network of 400 agency partners. TA is needed to help us understand what modifications to our current systems and processes may be useful to reducing staff burdens (such as duplication of data entry and disparate reporting tasks) so that we can perform at a higher level and ensure that we meet all CalAIM commitments. TA will also identify the desired “future state” for our data capacity, workflows, and technological capabilities and develop a roadmap that outlines the work needed to achieve that goal.



The overall area of work for the requested TA and the larger goal the TA Project is intended to achieve with regards to enabling the TA Recipient to provide high quality Community Supports is articulated in the first sentence.

This makes it easy for reviewers to quickly understand the “what and why” of the TA request.



The request briefly describes the “current state” at the TA Recipient with regards to the TA requested.

This gives reviewers an anchor with regards to understanding how the requested TA Project will expand the TA Recipient’s current capacity.



These sentences describe the work (and the why) of the request at a high level.

Specifically, our selected TA Vendor will:

- (1) Assess our current systems and processes in the context of the requirements for the delivery of Community Supports services under CalAIM;
- (2) Perform current and future state systems infrastructure mapping (i.e., where are we now, and where do we want to be in order to efficiently deliver high quality Community Supports services that comply with CalAIM requirements?);
- (3) Highlight any data and reporting gaps that must be addressed in order to successfully deliver high quality Community Supports services; and
- (4) Develop a roadmap for achieving the defined future state for our systems infrastructure that is Inclusive of data capacity, workflows, and technological capabilities.



These clearly articulated points are critical to reviewers' ability to understand very concretely what work and deliverables will result from the TA Project if it is approved.

Note that these points are numbered within the text rather than outlined with bullet points, since the TA Project Eligibility Application form does not accept “rich text” like bullet points or bolded / underlined text.

This level of specificity at the Hands-On TA Project Eligibility Application stage will also make the process of developing a SOW and Budget for this TA Project easier and quicker — thus shortening the time from the application for to the actual implementation of the requested TA.

In particular, the TA Vendor will be directed to pay special attention to the financial technology capabilities we will need to bill successfully and with minimal administrative burden under CalAIM. Since data sharing at the community level is essential to providing high quality Community Supports, as part of the scope of work for this TA Project, the TA Vendor will also be expected to (1) look at the information exchange via the County's Community Information Exchange (CIE) that will be required for effective community care planning and (2) assess how FindHelp (our MCP's preferred referral platform) facilitates broader community care planning processes.

Note that we anticipate requesting a subsequent TA Project to help us implement the roadmap for achieving the future state for our systems infrastructure that will be developed during this TA engagement.

This last sentence is very important!

It lets reviewers know that the requested TA is likely the first phase of a broader, longer-term TA Project and assures reviewers that TA Recipient intends to implement the analysis and planning conducted via the requested TA Project.

Notably, it also avoids trying to force implementation of a yet-to-be developed roadmap into the same TA SOW in which that roadmap is being developed. This makes it far more likely that implementation of the roadmap will be accurately scoped (in a subsequent TA Project) and reflective of any unexpected findings discovered during the course of implementing the TA Project requested here.

Vendor Selection

Vendor selected: Mercury Consulting

Vendor preference explanation: Eclipse Health Inc. provides food distribution services throughout [County X]; through CalAIM Community Supports, we will offer services to our community members. We have been in the community for over 35 years and stand by the belief that food is a basic human right. In order to address our CalAIM commitments, we plan to engage Mercury Consulting to leverage their local knowledge of the healthcare environment, active role as a CPI Collaborative Lead in [County X], and subject matter expertise in



This brief description of the TA Recipient's current services, intent for services through CalAIM, and history in the community is not strictly necessary, but is nonetheless helpful context for their Vendor preference explanation and for understanding their TA Project request overall.

data capacity and exchange, operational readiness assessment and services, and technical systems strategy and planning. We initially became connected with Mercury Consulting through the [County X] PATH Collaborative. After meeting directly with the Mercury Consulting team, we understood that Mercury Consulting provides services including systems analysis, workflow modeling, product selection, and implementation planning. Their expertise can guide us as we endeavor to fill gaps as soon as possible, allowing our staff to focus more on work execution and less on administrative tasks.



This response succinctly explains 1) how the TA Recipient became aware of the TA Vendor and 2) how the TA Vendor's experience and expertise matches the TA Recipient's specific TA needs.

CA County Impacts

Number of Impacted Counties: 1

List of Impacted Counties: [County X]

Project Contacts



Project Contacts cannot be changed once the TA Project Eligibility Application is submitted. TA Recipients should ensure the most appropriate contacts are included. The 'Primary' and 'Secondary' Contacts will be responsible for the progress of the project, any additional requirements, and other TA Project related items for the duration of the TA Project.

Is the registered Primary contact on file going to be responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Primary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Do you want to add a Secondary contact responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Secondary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Enhanced Care Management (ECM) and Community Supports

How the requested TA will strengthen your organization's ability to provide high-quality ECM and/or Community Supports for Medi-Cal members:



This description overall explains how the requested TA will impact the TA Recipient's ability to provide high-quality ECM/Community Supports and — **importantly!** — is very consistent with the need for and goals/objectives of the requested TA as it's described above.

Our organization currently distributes 52 million pounds of food per year through 400 partner sites.
While we had systems in place prior to CalAIM for our home-delivered grocery



This brief background re: the current scale of the TA Recipient's operation is a helpful anchor for understanding where the organization is now and how they need to grow under CalAIM.



program, they are not currently optimized to support CalAIM requirements, resulting in duplication of effort and gaps in processes and reporting that we believe can be addressed through data system

← This sentence helps reviewers quickly understand where the organization is now specific to the area of the TA request and why they need the TA requested.

improvement. Importantly, with our new Medically Supportive Grocery Community Supports program, we also seek to grow from 50 clients in the first year of program operations to approximately 1,200 clients over the next three years.

← The inclusion of quantitative details — current number of clients versus the goal number of clients — drives home the need for the requested TA and the impact of the TA (i.e., being able to serve the anticipated number of new clients)

The requested TA Project will enable us to build processes, address technology gaps, and render our Community Supports program more easily scalable so that we can meet future goals and needs.

← This articulates the impact of the requested TA at a more general level.

Note that we are currently in the process of contracting with an MCP that enrolls over 300,000 Medi-Cal beneficiaries.

← It is always helpful to identify where your organization is in the MCP contracting process (including the number of MCPs with which you are contracted or engaged) somewhere in a TA Project Eligibility Application, as this is useful context for any request.

Connections to other PATH Initiatives

"Have you received previous TA via the CalAIM PATH TA Marketplace? If yes, please explain how the requested TA will complement, support, or expand upon the previous TA Project, and/or how it is different (non-duplicative)."

- ☐ Yes
- ☐ No

"Have you received funding through the CITED grant or intend to apply? If yes, please explain in which round(s) you received CITED funding and how the requested TA will complement, support, or expand upon the CITED grant(s) and/or how this TA is different (non-duplicative)."

- ☐ Yes
- ☐ No

CITED grant that your organization has received or intends to apply for:

CITED Round: Round 2

Description: Eclipse Health Inc. has submitted a CITED Round 3 application focused on staffing. The positions for which the CITED Round 3 application requests funding will play a crucial role in building and implementing our Community Supports program. This TA Project complements our CITED Round 3 request for funding to staff new roles by enabling us to work with a vendor to assess and help plan for systems improvement rather than hiring a temporary staff member to take on this significant scope of work.



This description clearly articulates how the requested TA Project complements the TA Recipient's current and upcoming CITED applications. It reflects thoughtful and strategic utilization of PATH resources. (Note that TA Project Eligibility Applications cannot be approved until non-duplication of funding is confirmed).

Going forward, we expect to apply for a CITED Round 4 grant to support data-specific projects. This TA Project will help build the basis for the CITED Round 4 application in that it will identify the technology systems we will need to manage data and related processes, Including but not limited to data for referrals fulfillment and billing, as we scale up our program to reach sustainability and maintain compliance with reporting requirements.

"Does your organization currently participate (or has it previously participated) in a CalAIM PATH Collaborative? If yes, please explain how the requested TA will complement, support, or help implement lessons learned from a CalAIM PATH Collaborative Planning and Implementation, if applicable?"

- ☐ Yes
- ☐ No

CalAIM PATH Collaborative in which your organization is participating or has participated:

Collaborative Name: [County X]

Collaborative County: [County X]

Description: Eclipse Health Inc. participates in the CalAIM PATH [County #2] Collaborative. We have connected



This description is more than sufficient. If a TA request is a direct result of Collaborative discussions, that would be helpful (but not necessary) to communicate in this section.

with other Community Supports providers
and have a sense of how our challenges
align with others facing similar needs.

"Have you received funding through the JI Capacity Building funding or intend to apply? If yes, please explain in which round(s) you received JI Capacity Building funding and how the requested TA will complement, support, or expand upon the JI Capacity Building funding and/or how this TA is different (non-duplicative)."

- ☐ Yes
- ☐ No

Non-Duplication of Funding

Could any aspect of the requested TA be reasonably perceived to be duplicative of or similar to other services or projects undertaken with other federal, state, or local funds?

- ☐ Yes
- ☐ No

I attest that the requested TA is not duplicative of other services received or other projects undertaken by our organization with other federal, state, or local funds.



It is extremely important to complete this attestation. Hands-On TA PEAs that do not provide this attestation will be unable to submit their request via the console.

TA Recipient Information

Organization: Pluto Health Corporation

Organization Type: Hospital or Health Care Provider (including public hospital)

Address:

[Street Address]

[City, CA, ZIP Code]

Website: [Pluto Health Corporation URL]

TA Request Information

Project Name: *Pluto Health Corporation:
ECM Gap Analysis and Action Plans for
Current ECM Providers*

It is important to give your TA Project a title that is reflective of the TA requested, since the TA Marketplace team/DHCS receive hundreds of applications.

Requested Start Date: 01/15/24

TA Recipients are advised to select (and plan on) a TA Project that is at least six weeks away from the Hands-On TA Project Eligibility Application submission date.

This will allow time for:

- TA Project Eligibility Application review and approval (~2 weeks)
- Work with the selected TA Vendor to develop a TA Project SOW and Budget (the timeline to develop a TA Project SOW and Budget is determined by the TA Recipient and TA Vendor)
- TA Project SOW and Budget review and approval (~2 weeks)

Please note:

- PCG and DHCS endeavor to turn around reviews and approvals in less than two weeks.
- Hands-On TA Project Eligibility Applications in which goals, objectives, and anticipated impact on the TA Recipient's ability to provide high-quality ECM/Community Supports services are presented in a manner that is unclear or confusing are typically returned for re-work, thus lengthening the time between the application's submission and the TA Project's state date.

Budget Estimate: Medium-Large



Budget Estimates identified in Hands-On TA Project Eligibility Applications are typically very subjective — as such, TA Recipients should simply make their best effort in completing this section.

A detailed budget for the TA Project will be required at the TA Project SOW and Budget stage. TA Vendors are largely responsible for developing this detailed TA Project budget; TA Recipients must approve the budget as part of the TA Project SOW and Budget submission process.

Proposed goals of the Hands-On TA Project and the organizational needs the project is intended to address:

Pluto Health Corporation's efforts to transition to a more sustainable, value-based service delivery model for Medi-Cal patients in our large, integrated healthcare system have thus far been grant-dependent and time-limited, which has stifled our progress in this regard enormously. While we have recently begun shifting our processes to leverage the new Medi-Cal policies and benefits available under CalAIM, it has nonetheless still been a challenge to fund the upfront, un-reimbursable expenditures needed to build the capacity to successfully engage in new models of service delivery like ECM and Community Supports. With that as the background, the TA requested in this application is intended to enable the Pluto Health Corporation provider units that are ALREADY delivering ECM services to better rise to the challenge of providing exemplary ECM services for the patient populations and geographies they serve by accomplishing the following objectives for EACH provider entity engaged in the project: (1) Perform a gap analysis to identify the resources/capacities still needed to provide high quality ECM;



These initial sentences articulate the TA Recipient's key challenges with regards to implementing ECM and Community Supports at a high level. Importantly, the first sentence establishes up front for reviewers that the TA Recipient is a **large, integrated healthcare system** — a characteristic that is critical to understanding the nature of the TA request.



This sentence clearly articulates that the requested TA will 1) be implemented at the level of individual provider entities (rather than at the level of the larger healthcare system, and 2) is intended to address the needs /priorities of provider entities that are already providing ECM services. This enables reviewers to easily understand the **context for the design and delivery of the requested TA**, which is distinct from the context of the overall TA Recipient.



This sentence also clearly states the goal for the requested TA, which is to enable provider entities to *"better rise to the challenge of providing exemplary ECM services"* (i.e., strengthen their capacity to provide high quality ECM).

These clearly articulated points are critical to reviewers' ability to understand very concretely what work and deliverables will result from the TA Project if it is approved.

Note that these points are numbered within the text rather than outlined with bullet points, since the TA Project Eligibility Application form does not accept "rich text" like bullet points or bolded / underlined text.

(2) Develop an action plan for addressing the identified resource capacity gaps; and
(3) Develop/tailor a best practices guide to inform ECM delivery and expansion.

Five provider units are expected to receive TA through the requested TA Project:

*[NAME- Medical Group/Geography #1],
[NAME-Managed Services
Organization/Geography #1, Geography
#2], [NAME-Connected Living/Geography
#1, Geography#2], and [NAME-Adult Day
Health Center/Geography #1].*

Note that: 1) a subsequent TA request will be submitted to implement the action plans developed via this TA Project, and

2) this Hands-On TA Project Eligibility Application is one of three TA Project Eligibility Applications submitted concurrently to build and expand ECM service delivery capacity across *Pluto Health Corporation*

This phrase is also very important!

It lets reviewers know that the requested TA is 1) one part of a broader endeavor aimed at achieving the overarching goal of building capacity across the larger integrated healthcare system to successfully engage in ECM and 2) should be viewed in the context of two additional TA Project Eligibility Applications submitted concurrently.

Notably, this approach also avoids trying to force three related yet essentially distinct areas of TA, each of which serves its own unique individual provider entities within the larger TA Recipient and operates in a separate TA Domain, into a single TA Project Eligibility Application. Breaking this larger vision for how TA can be leveraged to advance the TA Recipient's ability to provide high quality ECM into three separate applications makes it far easier for reviewers to understand what TA is being requested and how the requested TA will be implemented (especially given the space and formatting constraints of the TA Project Eligibility Application). It also complies with the 1 TA Project: 1 TA Domain requirement that grounds the structure of the TA Marketplace.

This level of specificity at the Hands-On TA Project Eligibility Application stage will also make the process of developing a SOW and Budget for this TA Project easier and quicker — thus shortening the time from the application for to the actual implementation of the requested TA.

Identifying the individual provider entities by name gives reviewers confidence that the requested TA Project has been well thought through and is well positioned for successful implementation.

This phrase is very important!

It lets reviewers know that the requested TA is likely the first phase of a longer-term TA for the individual TA Recipients provider entities identified in the application and assures reviewers that TA Recipient intends to implement the analysis and planning conducted via the requested TA Project.

Notably, it also avoids trying to force implementation of yet-to-be developed action plans into the same TA SOW in which those action plans are being developed. This makes it far more likely that implementation of the action plans will be accurately scoped (in a subsequent TA Project) and reflective of any unexpected findings discovered during the course of implementing the gap analyses requested in this TA Project Eligibility Application.

Vendor Selection

Vendor selected: Earth Healthcare Consulting

Vendor preference explanation:

Several *Pluto Health Corporation* provider units have worked with *Earth Healthcare Consulting* in the past, giving *Earth Healthcare Consulting* insight into the breadth and depth of our health system's California operations. This prior work has been fruitful, and staff are optimistic and enthusiastic about further collaboration with *Earth Healthcare Consulting* based on the following attributes: (1) expertise in healthcare management, including specialized knowledge in areas such as policy, finance, and strategy; (2) experience navigating California's complex regulatory landscape, particularly with regards to government programs; (3) a proven track record in

developing and executing plans to enhance patient care, improve operational efficiency, and chart strategic imperatives for the future; (4) financial management expertise, including revenue cycle management, which will prove invaluable to our efforts to improve billing cycles and other financial processes; (5) population health management experience, including initiatives that improve health outcomes and reduce costs for specific patient populations, which is especially relevant for our ECM services; (6) training and capacity-building experience, which we will rely upon to enhance the skills of our workforce with regards to ECM service delivery; and (7) experience and proven ability to work with a large, complex healthcare system like *Pluto Health Corporation*, which has ECM programs operating through different provider entities, including hospitals, medical groups, adult day health centers, and managed services organizations. *Earth Healthcare Consulting* has the ability to adapt to meet the various TA needs and operational contexts both across *Pluto Health Corporation* as a whole and within each of the individual *Pluto Health Corporation* provider entities that might engage in CalAIM-related TA. We see great value and efficiency in working with a single TA Vendor as we seek to build a system-wide approach to CalAIM implementation.



This response provides a comprehensive yet reasonably succinct and easy to understand rationale for the TA Recipient's preference for this TA Vendor. Importantly, the TA Recipient identifies their intention to utilize a single TA Vendor for multiple/all TA related to CalAIM for reasons of consistency and efficiency and notes that the selected TA Vendor's broad expertise and adaptability renders it well prepared to carry out the TA Recipient's larger vision for TA.

Note that the TA Recipient can use this Vendor Preference Explanation response for multiple TA Project Eligibility Applications.

CA County Impacts

Number of Impacted Counties: 11

List of Impacted Counties: [County A] [County B] [County C] [County D] [County E]
[County F] [County G] [County H] [County I] [County J] [County K]

Project Contacts



Project Contacts cannot be changed once the TA Project Eligibility Application is submitted. TA Recipients should ensure the most appropriate contacts are included. The 'Primary' and 'Secondary' Contacts will be responsible for the progress of the project, any additional requirements, and other TA Project related items for the duration of the TA Project.

Is the registered Primary contact on file going to be responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Primary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Do you want to add a Secondary contact responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Secondary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Enhanced Care Management (ECM) and Community Supports

How the requested TA will strengthen your organization's ability to provide high-quality ECM and/or Community Supports for Medi-Cal members:

Pluto Health Corporation's parent company is one of the largest Medicaid providers in the nation, caring for one million Medicaid members nationwide, including 611,000 Medicaid members in California.

This brief, quantitative background re: the current scale of the TA Recipient's overall operations, which are exceptionally large and complex, is a helpful anchor for understanding the TA request.

Yet, despite this volume, our company weathered \$1.85 billion in financial losses systemwide in 2022 owing to staffing costs and inflation. This precluded investment in our infrastructure and capacity in California, even curtailing investments in

This brief explanation is not strictly necessary; nonetheless, it is helpful context for understanding the impact of the requested TA (i.e., the capacity building that, without TA resources, would not be possible for the TA Recipient).

improvements that are shown to yield high returns. TA will enable our healthcare system, including and especially the individual provider entities within our system, to transcend time-limited, grant-dependent efforts and transition more efficiently and more effectively to the new models of care made available through the

This description overall explains how the requested TA will impact the ability of individual provider entities within the TA Recipient to provide high-quality ECM and — **importantly!** — is very consistent with the need for and goals/objectives of the requested TA as it's described above.

CalAIM initiative. The TA Project requested in this application focuses on identifying and devising a plan to address the resource and capacity needs of selected *Pluto Health Corporation* provider entities that are ALREADY providing ECM services, thus strengthening their ability to provide the highest quality of ECM services possible.

To date, *Pluto Health Corporation's* active ECM programs have served approximately 1,250 Medi-Cal members, a number that we expect will increase dramatically as more *Pluto Health Corporation* provider entities begin to implement ECM and our current ECM providers become more efficient and effective.

The inclusion of quantitative details plus the stated goal of ECM expansion helps underscore why the requested TA is needed and how it will advance the TA Recipient's ability to be a successful ECM provider.

Pluto Health Corporation is currently contracted with four MCPs to provide ECM services and two MCPs to provide Community Supports. We continue to pursue additional MCP contracting opportunities.



It is always helpful to identify where your organization is in the MCP contracting process (including the number of MCPs with which you are contracted or engaged) somewhere in a TA Project Eligibility Application, since this is useful context for any request.

Connections to other PATH Initiatives

"Have you received previous TA via the CalAIM PATH TA Marketplace? If yes, please explain how the requested TA will complement, support, or expand upon the previous TA Project, and/or how it is different (non-duplicative)."

- ☐ Yes
- ☐ No

"Have you received funding through the CITED grant or intend to apply? If yes, please explain in which round(s) you received CITED funding and how the requested TA will complement, support, or expand upon the CITED grant(s) and/or how this TA is different (non-duplicative)."

- ☐ Yes
- ☐ No

CITED grant that your organization has received or intends to apply for:

CITED Round: Round 2

Description:



This description clearly articulates how the requested TA Project complements (and does not duplicate) the CITED grants awarded to provider entities that are part of the TA Recipient. It is helpful to verify non-duplication of funding that each individual provider entity that received a CITED grant is clearly identified. (Note that TA Project Eligibility Applications cannot be approved until non-duplication of funding is confirmed).

Pluto Health Corporation's individual provider entities were awarded CITED grants for other priorities. These include: (1) funding to hire community health workers ([NAME-Medical Group/Geography #1, Geography #2] and [NAME-Medical

Group/Geography #3], and (2) funding to expand ECM program capacity to include the pediatric population of focus ([NAME-Medical Group/Geography #1, Geography #2]). The requested funding will complement and strengthen (and not duplicate) these efforts.

Does your organization currently participate (or has it previously participated) in a CalAIM PATH Collaborative? If yes, please explain how the requested TA will complement, support, or help implement lessons learned from a CalAIM PATH Collaborative Planning and Implementation, if applicable?

- ☐ Yes
- ☐ No

CalAIM PATH Collaborative in which your organization is participating or has participated:

Collaborative Name: *[Collaborative Name A] [Collaborative Name B] [Collaborative Name C] [Collaborative Name D] [Collaborative Name E] [Collaborative Name F] [Collaborative Name G] [Collaborative Name H] [Collaborative Name I] [Collaborative Name J] [Collaborative Name K] [Collaborative Name L] [Collaborative Name M] [Collaborative Name N]*

Collaborative County: *[County A] [County B] [County C] [County D] [County E] [County F] [County G] [County H] [County I] [County J] [County K] [County L] [County M] [County N]*

Description: *Pluto Health Corporation*
leaders and staff members are participating in

This description is more than sufficient.

Collaborative Planning Groups in all counties and regions in in which there are active ECM or Community Supports programs. The *Pluto Health Corporation* CalAIM workgroup, which operates at the *Pluto Health Corporation* system level, has been actively promoting and encouraging frontline staff, care coordination leaders, and others in *Pluto Health Corporation* provider entities to participate in their local Collaborative to access information and resources and to connect with other ECM and Community Supports providers and MCP representatives.

Have you received funding through the JI Capacity Building funding or intend to apply? If yes, please explain in which round(s) you received JI Capacity Building funding and how the requested TA will complement, support, or expand upon the JI Capacity Building funding and/or how this TA is different (non-duplicative).

- ☐ Yes
- ☐ No

Non-Duplication of Funding

Could any aspect of the requested TA be reasonably perceived to be duplicative of or similar to other services or projects undertaken with other federal, state, or local funds?

- ☐ Yes
- ☐ No

I attest that the requested TA is not duplicative of other services received or other projects undertaken by our organization with other federal, state, or local funds.



It is extremely important to complete this attestation. Hands-On TA PEAs that do not provide this attestation will be unable to submit their request via the console.

TA Recipient Information

Organization: Pluto Health Corporation

Organization Type: Hospital or Health Care Provider (including public hospital)

Address:

[Street Address]

[City, CA, ZIP Code]

Website: [Pluto Health Corporation URL]

TA Request Information

Project Name: [Pluto Health Corporation:
ECM Gap Analysis and Action Plans for
Entities Not Yet Providing ECM]

It is important to give your TA Project a title that is reflective of the TA requested, since the TA Marketplace team/DHCS receive hundreds of applications.

Requested Start Date: 01/15/24



TA Recipients are advised to select (and plan on) a TA Project that is at least six weeks away from the Hands-On TA Project Eligibility Application submission date. This will allow time for:

- TA Project Eligibility Application review and approval (~2 weeks)
- Work with the selected TA Vendor to develop a TA Project SOW and Budget (the timeline to develop a TA Project SOW and Budget is determined by the TA Recipient and TA Vendor)
- TA Project SOW and Budget review and approval (~ 2 weeks)

Please note:

- PCG and DHCS endeavor to turn around reviews and approvals in less than two weeks.
- Hands-On TA Project Eligibility Applications in which goals, objectives, and anticipated impact on the TA Recipient's ability to provide high-quality ECM/Community Supports services are presented in a manner that is unclear or confusing are typically returned for re-work, thus lengthening the time between the application's submission and the TA Project's state date.

Budget Estimate: Medium-Large



Budget Estimates identified in Hands-On TA Project Eligibility Applications are typically very subjective — as such, TA Recipients should simply make their best effort in completing this section.

A detailed budget for the TA Project will be required at the TA Project SOW and Budget stage. TA Vendors are largely responsible for developing this detailed TA Project budget; TA Recipients must approve the budget as part of the TA Project SOW and Budget submission process.

Proposed goals of the Hands-On TA Project and the organizational needs the project is intended to address:

Pluto Health Corporation's efforts to transition to a more sustainable, value-based service delivery model for Medi-Cal patients in our large, integrated healthcare system have thus far been grant-dependent and time-limited, which has significantly stifled our progress in this regard. While we have recently begun shifting our processes to leverage the new Medi-Cal policies and benefits available under CalAIM, it is nonetheless still a challenge to fund the upfront, un-reimbursable expenditures needed to build the capacity to successfully engage in new models of service delivery like ECM and Community Supports. With that as the background, the TA requested in this application is intended to enable selected *Sunny Providers* provider entities that are NOT YET delivering ECM services to assess their current level of preparation / internal capacity to provide ECM services by accomplishing the following objectives for EACH provider entity engaged in the project: (1) Perform a gap analysis to identify the resources/capacities needed to provide high quality ECM; (2) Develop an action plan for addressing the identified resource/ capacity gaps; and



These initial sentences articulate the TA Recipient's key challenges with regards to implementing ECM and Community Supports at a high level. Importantly, the first sentence establishes up front for reviewers that the TA Recipient is a **large, integrated healthcare system** — a characteristic that is critical to understanding the nature of the TA request.



This sentence clearly articulates that the requested TA will 1) be implemented at the level of individual provider entities (rather than at the level of the larger healthcare system, and 2) is intended to address the needs /priorities of provider entities that are already providing ECM services. This enables reviewers to easily understand the **context for the design and delivery of the requested TA**, which is distinct from the context of the overall TA Recipient.



This sentence also clearly states the goal for the requested TA, which is to enable provider entities to “*assess their current level of preparation / internal capacity to provide ECM services* (i.e., prepare to begin providing ECM).

These clearly articulated points are critical to reviewers' ability to understand very concretely what work and deliverables will result from the TA Project if it is approved.

Note that these points are numbered within the text rather than outlined with bullet points, since the TA Project Eligibility Application form does not accept “rich text” like bullet points or bolded / underlined text.

(3) Develop/tailor an ECM best practices guide tailored to high-volume Medi-Cal discharge hospitals.

Four provider entities, all of which are high-volume Medi-Cal discharge hospitals, are expected to receive TA through the requested TA Project: *[NAME Community Clinic/NAME Hospital]*, *[NAME-Hospital]*, *[NAME-Medical Center]*, and *[NAME-Medical Center]*.

Note that: 1) a subsequent TA request will be submitted to implement the action plans developed via this TA Project, and 2) this Hands-On TA Project Eligibility Application is one of three TA Project Eligibility Applications submitted concurrently to build and expand ECM service delivery capacity across *Pluto Health Corporation*.

This phrase is also very important!

It lets reviewers know that the requested TA is 1) one part of a broader endeavor aimed at achieving the overarching goal of building capacity across the larger integrated healthcare system to successfully engage in ECM and 2) should be viewed in the context of two additional TA Project Eligibility Applications submitted concurrently.

Notably, this approach also avoids trying to force three related yet essentially distinct areas of TA, each of which serves its own unique individual provider entities within the larger TA Recipient and operates in a separate TA Domain, into a single TA Project Eligibility Application. Breaking this larger vision for how TA can be leveraged to advance the TA Recipient's ability to provide high quality ECM into three separate applications makes it far easier for reviewers to understand what TA is being requested and how the requested TA will be implemented (especially given the space and formatting constraints of the TA Project Eligibility Application). It also complies with the 1 TA Project: 1 TA Domain requirement that grounds the structure of the TA Marketplace.

This level of specificity at the Hands-On TA Project Eligibility Application stage will also make the process of developing a SOW and Budget for this TA Project easier and quicker — thus shortening the time from the application for to the actual implementation of the requested TA.

Identifying the individual provider entities by name gives reviewers confidence that the requested TA Project has been well thought through and is well positioned for successful implementation.

This phrase is very important!

It lets reviewers know that the requested TA is likely the first phase of a longer-term TA for the individual TA Recipients provider entities identified in the application and assures reviewers that TA Recipient intends to implement the analysis and planning conducted via the requested TA Project.

Notably, it also avoids trying to force implementation of yet-to-be developed action plans into the same TA SOW in which those action plans are being developed. This makes it far more likely that implementation of the action plans will be accurately scoped (in a subsequent TA Project) and reflective of any unexpected findings discovered during the course of implementing the gap analyses requested in this TA Project Eligibility Application.

Vendor Selection

Vendor selected: ABC Solutions

Vendor preference explanation:

Several *Pluto Health Corporation* provider entities have worked with *ABC Solutions* in the past, giving *ABC Solutions* insight into the breadth and depth of our health system's California operations. This prior work has been fruitful, and staff are optimistic and enthusiastic about further collaboration with *ABC Solutions* based on the following attributes: (1) expertise in healthcare management, including specialized knowledge in areas such as policy, finance, and strategy; (2) experience navigating California's complex regulatory landscape, particularly with regards to government programs; (3) a proven track record in developing and executing plans to enhance

patient care, improve operational efficiency, and chart strategic imperatives for the future; (4) financial management expertise, including revenue cycle management, which will prove invaluable to our efforts to improve billing cycles and other financial processes; (5) population health management experience, including initiatives that improve health outcomes and reduce costs for specific patient populations, which is especially relevant for our ECM services; (6) training and capacity-building experience, which we will rely upon to enhance the skills of our workforce with regards to ECM service delivery; and (7) experience and proven ability to work with a large, complex healthcare system like *Pluto Health Corporation*, which has ECM programs operating through different provider entities, including hospitals, medical groups, adult day health centers, and managed services organizations. *ABC Solutions* has the ability to adapt to meet the various TA needs and operational contexts both across *Sunny Providers* as a whole and within each of the individual *Pluto Health Corporation* provider entities that might engage in CalAIM-related TA. We see great value and efficiency in working with a single TA Vendor as we seek to build a system-wide approach to CalAIM implementation.



This response provides a comprehensive yet reasonably succinct and easy to understand rationale for the TA Recipient's preference for this TA Vendor. Importantly, as part of the rationale for selecting this TA Vendor for this project, the TA Recipient 1) identifies their intention to utilize a single TA Vendor for multiple/all TA related to CalAIM for reasons of consistency and efficiency and 2) notes that the selected TA Vendor's broad expertise and adaptability renders it well prepared to carry out the TA Recipient's larger vision for TA.

Note that the TA Recipient can use this Vendor Preference Explanation response for multiple TA Project Eligibility Applications.

CA County Impacts

Number of Impacted Counties: 5

List of Impacted Counties: *[County A] [County B] [County C] [County D] [County E]*

Project Contacts



Project Contacts cannot be changed once the TA Project Eligibility Application is submitted. TA Recipients should ensure the most appropriate contacts are included. The 'Primary' and 'Secondary' Contacts will be responsible for the progress of the project, any additional requirements, and other TA Project related items for the duration of the TA Project.

Is the registered Primary contact on file going to be responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Primary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Do you want to add a Secondary contact responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Secondary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Enhanced Care Management (ECM) and Community Supports

How the requested TA will strengthen your organization's ability to provide high-quality ECM and/or Community Supports for Medi-Cal members:

Pluto Health Corporation's parent company is one of the largest Medicaid providers in the nation, caring for one million Medicaid members nationwide, including 611,000 Medicaid members in California.



This brief, quantitative background re: the current scale of the TA Recipient's overall operations, which are exceptionally large and complex, is a helpful anchor for understanding the TA request.

Yet, despite this volume, our company weathered \$1.85 billion in financial losses systemwide in 2022 owing to staffing costs and inflation. This precluded investment in our infrastructure and capacity in California, even curtailing investments in



This brief explanation is not strictly necessary; nonetheless, it is helpful context for understanding the impact of the requested TA (i.e., the capacity building that, without TA resources, would not be possible for the TA Recipient).

improvements that are shown to yield high returns. TA will enable our healthcare system, including and especially the individual provider entities within our system, to transcend time-limited, grant-dependent efforts and transition more efficiently and more effectively to the new models of care made available through the



This description overall explains how the requested TA will impact the ability of individual provider entities within the TA Recipient to provide high-quality ECM and — **importantly!** — is very consistent with the need for and goals/objectives of the requested TA as it's described above.

CalAIM initiative. The TA Project requested in this application focuses on preparing selected *Pluto Health Corporation* provider entities that are NOT YET providing ECM services to launch ECM service delivery, thus making ECM services available to significantly more Medi-Cal members in our integrated healthcare system and across California. Notably, all of the provider entities that will receive TA through this TA Project are high-volume Medi-Cal discharge hospitals.

To date, *Pluto Health Corporation's* active ECM programs have served approximately 1,250 Medi-Cal members, a number that we expect will increase dramatically as more *Sunny Providers* provider entities begin to implement ECM and our current



The inclusion of quantitative details plus the stated goal of ECM expansion helps underscore why the requested TA is needed and how it will advance the TA Recipient's ability to be a successful ECM provider.

ECM providers become more efficient and effective.

Pluto Health Corporation is currently contracted with four MCPs to provide ECM services and two MCPs to provide Community Supports. We continue to pursue additional MCP contracting opportunities.



It is always helpful to identify where your organization is in the MCP contracting process (including the number of MCPs with which you are contracted or engaged) somewhere in a TA Project Eligibility Application, since this is useful context for any request.

Connections to other PATH Initiatives

"Have you received previous TA via the CalAIM PATH TA Marketplace? If yes, please explain how the requested TA will complement, support, or expand upon the previous TA Project, and/or how it is different (non-duplicative)."

- ☐ Yes
- ☐ No

"Have you received funding through the CITED grant or intend to apply? If yes, please explain in which round(s) you received CITED funding and how the requested TA will complement, support, or expand upon the CITED grant(s) and/or how this TA is different (non-duplicative)."

- ☐ Yes
- ☐ No

CITED grant that your organization has received or intends to apply for:

CITED Round: Round 2

Description:



This description clearly articulates how the requested TA Project complements (and does not duplicate) the CITED grants awarded to provider entities that are part of the TA Recipient. It is helpful to the TA Marketplace team's efforts to verify non-duplication of funding that each individual provider entity that received a CITED grant is clearly identified. (Note that applications cannot be approved until non-duplication of funding is verified).

Pluto Health Corporation's individual provider entities were awarded CITED grants for other priorities. These include: (1) funding to hire community health workers ([NAME-Medical Group/Geography #1, Geography #2] and [NAME-Medical

Group/Geography #3], and (2) funding to expand ECM program capacity to include the pediatric population of focus ([NAME-Medical Group/Geography #1, Geography #2]). The requested funding will complement and strengthen (and not duplicate) these efforts.

Does your organization currently participate (or has it previously participated) in a CalAIM PATH Collaborative? If yes, please explain how the requested TA will complement, support, or help implement lessons learned from a CalAIM PATH Collaborative Planning and Implementation, if applicable?

- ☐ Yes
- ☐ No

CalAIM PATH Collaborative in which your organization is participating or has participated:

Collaborative Name: *[Collaborative Name A] [Collaborative Name B] [Collaborative Name C] [Collaborative Name D] [Collaborative Name E] [Collaborative Name F] [Collaborative Name G] [Collaborative Name H] [Collaborative Name I] [Collaborative Name J] [Collaborative Name K] [Collaborative Name L] [Collaborative Name M] [Collaborative Name N]*

Collaborative County: *[County A] [County B] [County C] [County D] [County E] [County F] [County G] [County H] [County I] [County J] [County K] [County L] [County M] [County N]*

Description: *Pluto Health Corporation* leaders and staff members are participating in

Collaborative Planning Groups in all counties and regions in in which there are active ECM or Community Supports programs. The *Pluto Health Corporation* CalAIM workgroup, which operates at the *Sunny Providers* system level, has been actively promoting and encouraging frontline staff, care coordination leaders, and others in *Pluto Health Corporation* provider entities to participate in their local Collaborative to access information and resources and to connect with other ECM and Community Supports providers and MCP representatives.



This description is more than sufficient.

Have you received funding through the JI Capacity Building funding or intend to apply? If yes, please explain in which round(s) you received JI Capacity Building funding and how the requested TA will complement, support, or expand upon the JI Capacity Building funding and/or how this TA is different (non-duplicative).

- ☐ Yes
- ☐ No

Non-Duplication of Funding

Could any aspect of the requested TA be reasonably perceived to be duplicative of or similar to other services or projects undertaken with other federal, state, or local funds?

- ☐ Yes
- ☐ No

I attest that the requested TA is not duplicative of other services received or other projects undertaken by our organization with other federal, state, or local funds.



It is extremely important to complete this attestation. Hands-On TA PEAs that do not provide this attestation will be unable to submit their request via the console.

TA Recipient Information

Organization: *[Pluto Health Corporation]*

Organization Type: Hospital or Health Care Provider (including public hospital)

Address:

[Street Address]

[City, CA, ZIP Code]

Website: *[Pluto Health Corporation URL]*

TA Request Information

Project Name: *[Pluto Health Corporation:
Establishing an ECM Center of Excellence:
Claims/Billing]*

It is important to give your TA Project a title that is reflective of the TA requested, since the TA Marketplace team/DHCS receive hundreds of applications.

Requested Start Date: 01/15/24

TA Recipients are advised to select (and plan on) a TA Project that is at least six weeks away from the Hands-On TA Project Eligibility Application submission date.

This will allow time for:

- TA Project Eligibility Application review and approval (~2 weeks)
- Work with the selected TA Vendor to develop a TA Project SOW and Budget (the timeline to develop a TA Project SOW and Budget is determined by the TA Recipient and TA Vendor)
- TA Project SOW and Budget review and approval (~2 weeks)

Please note:

- PCG and DHCS endeavor to turn around reviews and approvals in less than two weeks.
- Hands-On TA Project Eligibility Applications in which goals, objectives, and anticipated impact on the TA Recipient's ability to provide high-quality ECM/Community Supports services are presented in a manner that is unclear or confusing are typically returned for re-work, thus lengthening the time between the application's submission and the TA Project's state date.

Budget Estimate: Medium-Large



Budget Estimates identified in Hands-On TA Project Eligibility Applications are typically very subjective — as such, TA Recipients should simply make their best effort in completing this section.

A detailed budget for the TA Project will be required at the TA Project SOW and Budget stage. TA Vendors are largely responsible for developing this detailed TA Project budget; TA Recipients must approve the budget as part of the TA Project SOW and Budget submission process.

Proposed goals of the Hands-On TA Project and the organizational needs the project is intended to address:

[Pluto Health Corporation]'s efforts to transition to a more sustainable, value-based service delivery model for Medi-Cal patients in our large, integrated healthcare system have thus far been grant-dependent and time-limited, which has significantly stifled our progress in this regard. While we have recently begun shifting our processes to leverage the new Medi-Cal policies and benefits available under CalAIM, it is nonetheless still a challenge to fund the upfront, un-reimbursable expenditures needed to build the capacity to successfully engage in new models of service delivery like ECM and Community Supports.

With that as the background, the TA requested in this application is intended to establish the provider entity *[NAME-Managed Services Organization]* as an “ECM Center of Excellence” within the larger *[Pluto Health Corporation]* healthcare system that will serve as a resource for all individual *[Pluto Health Corporation]* provider entities that provide or are considering providing ECM services. *[NAME-Managed Services Organization]* was selected as the appropriate entity to serve as the ECM Center of Excellence based on their experience providing both ECM services and informal technical assistance and support for new and exploring ECM providers within *[Pluto Health Corporation]*. The longer-term goal is to centralize many ECM operational functions within the ECM Center of Excellence; these might include but will not be limited to; claims and billing; designing staffing ratios and standardized workflows, training, and the provision of technical assistance and guidance.



These initial sentences articulate the TA Recipient's key challenges with regards to implementing ECM and Community Supports at a high level. Importantly, the first sentence establishes up front for reviewers that the TA Recipient is a **large, integrated healthcare system** — a characteristic that is critical to understanding the nature of the TA request.



These two sentences do a good job of succinctly describing the broad goal that the requested TA will advance — i.e., *the establishment of an ECM Center of Excellence to support existing and new ECM providers within the TA Recipient.*

The TA requested in this application will focus on enabling *[NAME-Managed Services Organization]* to operationalize, automate, and streamline the revenue cycle process (i.e., claims/billing) for all existing ECM providers within *[Pluto Health Corporation]* Note that: 1) subsequent TA requests may be submitted to continue to build the capacity of the ECM Center of Excellence, and 2) this Hands-On TA Project Eligibility Application is one of three TA Project Eligibility Applications submitted concurrently to build and expand ECM service delivery capacity across *[Pluto Health Corporation]*.

This phrase is very important!

It lets reviewers know that the requested TA is likely the first phase of longer-term TA to complete the larger project of building an ECM Center of Excellence.

Notably, it also avoids trying to force multiple large-scale objectives into a single TA Project Eligibility Application, many of which may reasonably be impacted by the outcome of the TA requested in this application, as well as by the TA requested in the two TA Project Eligibility Applications submitted concurrently.

This sentence narrows the broad goal of establishing an ECM Center of Excellence to a clear objective that is feasible to accomplish within the scope of a single TA Project.

This level of specificity at the Hands-On TA Project Eligibility Application stage will also make the process of developing a SOW and Budget for this TA Project easier and quicker — thus shortening the time from the application for to the actual implementation of the requested TA.

This phrase is also very important!

It lets reviewers know that the requested TA is 1) one part of a broader endeavor aimed at achieving the overarching goal of building capacity across the larger integrated healthcare system to successfully engage in ECM and 2) should be viewed in the context of two additional TA Project Eligibility Applications submitted concurrently.

Notably, this approach also avoids trying to force three related yet essentially distinct areas of TA, each of which serves its own unique individual provider entities within the larger TA Recipient and operates in a separate TA Domain, into a single TA Project Eligibility Application. Breaking this larger vision for how TA can be leveraged to advance the TA Recipient's ability to provide high quality ECM into three separate applications makes it far easier for reviewers to understand what TA is being requested and how the requested TA will be implemented (especially given the space and formatting constraints of the TA Project Eligibility Application). It also complies with the 1 TA Project: 1 TA Domain requirement that grounds the structure of the TA Marketplace.

Vendor Selection

Vendor selected: *[Milky Way Health Management]*

Vendor preference explanation:

Several *[Pluto Health Corporation]* provider entities have worked with *[Milky Way Health Management]* in the past, giving *[Milky Way Health Management]* insight into the breadth and depth of our health system's California operations. This prior work has been fruitful, and staff are optimistic and enthusiastic about further collaboration with *[Milky Way Health Management]* based on the following attributes: (1) expertise in healthcare management, including specialized knowledge in areas such as policy, finance, and strategy; (2) experience navigating California's complex regulatory landscape, particularly with regards to government programs; (3) a proven track record in developing and executing plans to enhance

patient care, improve operational efficiency, and chart strategic imperatives for the future; (4) financial management expertise, including revenue cycle management, which will prove invaluable to our efforts to improve billing cycles and other financial processes; (5) population health management experience, including initiatives that improve health outcomes and reduce costs for specific patient populations, which is especially relevant for our ECM services; (6) training and capacity-building experience, which we will rely upon to enhance the skills of our workforce with regards to ECM service delivery; and (7) experience and proven ability to work with a large, complex healthcare system like *[Pluto Health Corporation]*, which has ECM programs operating through different provider entities, including hospitals, medical groups, adult day health centers, and managed services organizations. *[Milky Way Health Management]* has the ability to adapt to meet the various TA needs and operational contexts both across *[Pluto Health Corporation]* as a whole and within each of the individual *[Pluto Health Corporation]* provider entities that might engage in CalAIM-related TA. We see great value and efficiency in working with a single TA Vendor as we seek to build a system-wide approach to CalAIM implementation.



This response provides a comprehensive yet reasonably succinct and easy to understand rationale for the TA Recipient's preference for this TA Vendor. Importantly, the TA Recipient identifies their intention to utilize a single TA Vendor for multiple/all TA related to CalAIM for reasons of consistency and efficiency and notes that the selected TA Vendor's broad expertise and adaptability renders it well prepared to carry out the TA Recipient's larger vision for TA.

Note that the TA Recipient can use this Vendor Preference Explanation response for multiple TA Project Eligibility Applications.

CA County Impacts

Number of Impacted Counties: 1

List of Impacted Counties: *[County A]*



It is reasonable that this application identifies only a single county (presumably the county immediately served by [NAME-Managed Services Organization] since the requested TA Project ultimately may impact all counties served by this TA Recipient. This approach is a manageable way to deal with the uncertainty re: the potential scope of impact of this TA Project.

Project Contacts



Project Contacts cannot be changed once the TA Project Eligibility Application is submitted. TA Recipients should ensure the most appropriate contacts are included. The 'Primary' and 'Secondary' Contacts will be responsible for the progress of the project, any additional requirements, and other TA Project related items for the duration of the TA Project.

Is the registered Primary contact on file going to be responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Primary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Do you want to add a Secondary contact responsible for the progress and successful completion of the requested TA?

- ☐ Yes
- ☐ No

TA Project Secondary Contact:

Full Name: [Name]

Title: [Title]

Email: [Email address]

Phone: [Phone number]

Enhanced Care Management (ECM) and Community Supports

How the requested TA will strengthen your organization's ability to provide high-quality ECM and/or Community Supports for Medi-Cal members:

[Pluto Health Corporation]'s parent company is one of the largest Medicaid providers in the nation, caring for one million Medicaid members nationwide, including 611,000 Medicaid members in California.



This brief, quantitative background re: the current scale of the TA Recipient's overall operations, which are exceptionally large and complex, is a helpful anchor for understanding the TA request.

Yet, despite this volume, our company weathered \$1.85 billion in financial losses systemwide in 2022 owing to staffing costs and inflation. This precluded investment in our infrastructure and capacity in California, even curtailing investments in improvements that are shown to yield high returns.



This brief explanation is not strictly necessary; nonetheless, it is helpful context for understanding the impact of the requested TA (i.e., the capacity building that, without TA resources, would not be possible for the TA Recipient).

The requested TA will build the capacity and infrastructure to support existing and new ECM providers within *[Pluto Health Corporation]* by helping to establish an ECM Center of Excellence within our large, integrated healthcare system. We believe that the existence of the new ECM Center of



This description overall explains how the requested TA will impact the ability of individual provider entities within the TA Recipient to provide high-quality ECM and — **importantly!** — is very consistent with the need for and goals/objectives of the requested TA as it's described above.

Excellence will lead to greater efficiencies and higher quality in the ECM services delivered by *[Pluto Health Corporation]* ECM providers, as well as more individual provider entities within our system who decide to implement ECM – ultimately resulting in a greater number of Medi-Cal members who are served through ECM overall.

To date, *[Pluto Health Corporation]*'s active ECM programs have served approximately 1,250 Medi-Cal members, a number that we expect will increase dramatically as more *[Pluto Health Corporation]* provider entities begin to implement ECM and our current ECM providers become more efficient and effective.



The inclusion of quantitative details plus the stated goal of ECM expansion helps underscore why the requested TA is needed and how it will advance the TA Recipient's ability to be a successful ECM provider.

[Pluto Health Corporation] is currently contracted with four MCPs to provide ECM services and two MCPs to provide Community Supports. We continue to pursue additional MCP contracting opportunities.



It is always helpful to identify where your organization is in the MCP contracting process (including the number of MCPs with which you are contracted or engaged) somewhere in a TA Project Eligibility Application, since this is useful context for any request.

Connections to other PATH Initiatives

Have you received previous TA via the CalAIM PATH TA Marketplace? If yes, please explain how the requested TA will complement, support, or expand upon the previous TA Project, and/or how it is different (non-duplicative).

- ☐ Yes
- ☐ No

Have you received funding through the CITED grant or intend to apply? If yes, please explain in which round(s) you received CITED funding and how the requested TA will complement, support, or expand upon the CITED grant(s) and/or how this TA is different (non-duplicative).

- ☐ Yes
- ☐ No

CITED grant that your organization has received or intends to apply for:

CITED Round: Round 2

Description:



This description clearly articulates how the requested TA Project complements (and does not duplicate) the CITED grants awarded to provider entities that are part of the TA Recipient. It is helpful to the TA Marketplace team's efforts to verify non-duplication of funding that each individual provider entity that received a CITED grant is clearly identified. (Note that applications cannot be approved until non-duplication of funding is verified).

[Pluto Health Corporation]'s individual provider entities were awarded CITED grants for other priorities. These include: (1) funding to hire community health workers (*[NAME-Medical Group/Geography #1, Geography #2]* and *[NAME-Medical Group/Geography #3]*, and (2) funding to expand ECM program capacity to include the pediatric population of focus (*[NAME-Medical Group/Geography #1, Geography*

#2]). The requested funding will complement and strengthen (and not duplicate) these efforts.

Does your organization currently participate (or has it previously participated) in a CalAIM PATH Collaborative? If yes, please explain how the requested TA will complement, support, or help implement lessons learned from a CalAIM PATH Collaborative Planning and Implementation, if applicable?

- ☐ Yes
☐ No

CalAIM PATH Collaborative in which your organization is participating or has participated:

Collaborative Name: [Collaborative Name A] [Collaborative Name B] [Collaborative Name C] [Collaborative Name D] [Collaborative Name E] [Collaborative Name F] [Collaborative Name G] [Collaborative Name H] [Collaborative Name I] [Collaborative Name J] [Collaborative Name K] [Collaborative Name L] [Collaborative Name M] [Collaborative Name N]

Collaborative County: [County A] [County B] [County C] [County D] [County E] [County F] [County G] [County H] [County I] [County J] [County K] [County L] [County M] [County N]

Description: [Pluto Health Corporation]

leaders and staff members are participating in

Collaborative Planning Groups in all counties and regions in in which there are active ECM or Community Supports programs. The [Pluto Health Corporation] CalAIM workgroup, which operates at the [Pluto Health Corporation] system level, has been actively promoting and encouraging frontline staff, care coordination leaders, and others in [Pluto Health Corporation] provider entities to participate in their local Collaborative to access information and resources and to connect with other ECM and Community Supports providers and MCP representatives.



This description is more than sufficient.

Have you received funding through the JI Capacity Building funding or intend to apply? If yes, please explain in which round(s) you received JI Capacity Building funding and how the requested TA will complement, support, or expand upon the JI Capacity Building funding and/or how this TA is different (non-duplicative).

- ☐ Yes
- ☐ No

Non-Duplication of Funding

Could any aspect of the requested TA be reasonably perceived to be duplicative of or similar to other services or projects undertaken with other federal, state, or local funds?

- ☐ Yes
- ☐ No

I attest that the requested TA is not duplicative of other services received or other projects undertaken by our organization with other federal, state, or local funds.



It is extremely important to complete this attestation. Hands-On TA PEAs that do not provide this attestation will be unable to submit their request via the console.