

## Kaiser Permanente, Network Lead Entity FAQ

### 1. What is the purpose and role of the KP Network Lead Entities (NLE)?

AB 2724, informally called the "Medi-Cal Direct Contract" Bill, was signed into law on June 30, 2022. It allows Kaiser Permanente (KP) to contract with the Department of Health Care Services (DHCS) as an alternate health care service plan (AHCSP) in all geographic regions where KP has a commercial footprint. In January 2024 Kaiser Permanente (KP) will expand its direct delivery of Medi-Cal services in 32 California counties.

KP will be offering CalAIM services, including Enhanced Care Management (ECM), Community Supports (CS), and Community Health Worker (CHW) services. KP is contracting with three Network Lead Entities (NLEs) to provide these services. KP's NLE's will provide these services both directly and by contracting with local, community-based providers.

### 2. Where will KP serve Medi-Cal members beginning January 2024?

KP will be expanding to have a presence in the following 10 counties:

Fresno	Santa Cruz
Imperial	Stanislaus
Kings	Sutter
Madera	Tulare
Mariposa	Yuba

KP will continue to serve Medi-Cal members in the following 22 counties:

Alameda	Napa	San Francisco
Amador	Orange	San Joaquin
Contra Costa	Placer	San Mateo
El Dorado	Riverside	Santa Clara
Kern	Sacramento	Solano
Los Angeles	San Bernadino	Sonoma
Marin	San Diego	Ventura
		Yolo

### 3. What organizations have been selected as the NLEs?

Full Circle Health Network (FCHN), Independent Living Systems (ILS), and Partners in Care Foundation (Partners)

### 4. How were the NLEs selected?

In early 2023, KP initiated a request for information (RFI) and request for proposal (RFP) to identify interested partners who would support the expansion of KP's local, community-based provider network and delivery of CalAIM services. Through this process three NLEs have been selected.

### 5. What services will the NLEs be providing?

**Enhanced Care Management (ECM):** Enhanced Care Management is a person-centered care management provided to the highest-need Medi-Cal beneficiaries, primarily through in-person engagement where beneficiaries live, seek care, and choose to access services.

**Community Supports (CS):** Community Supports are health-related services that address social drivers of health including food insecurity and social support, such as housing supports and medically tailored meals.

**Community Healthcare Worker (CHW):** Community Health Workers provide Face-to-face Preventive Health services. CHWs have lived experiences similar to the Medi-Cal Member they are assisting.

### 6. When will the NLE begin providing services?

Our NLEs will provide services starting January 1, 2024, aligning with the start of the KP Direct Contract.

### 7. What happens with providers currently contracted with KP for CalAIM Services?

KP is working with each of our existing CalAIM providers and our NLE providers to ensure a sufficient network.

**8. How will Members receive ECM, CS or CHW services from the NLEs?**

KP's comprehensive NLE network ensures all of our Medi-Cal members will have access to the ECM, CS, and CHW services they are eligible to receive via community-based providers. Members, providers, and caregivers will still contact KP with referrals for ECM, CS, or CHW services.

**9. How will our KP teams interact with the NLEs?**

KP will continue to be accountable for ensuring our members receive quality ECM, CS, and CHW services. We will be working closely with our NLE providers to ensure our members are receiving the services they need.

**10. There are 3 NLEs – what is the process for determining how members are assigned to each NLE?**

Members will be distributed to NLEs based on geography, population expertise, services provided, and capacity.

**11. How can a community-based organization serve Kaiser members?**

KP is contracting with three NLEs to provide a network of ECM, CS and CHW services across our Medi-Cal footprint. If an organization wishes to become part of a NLE's network, please email:

1. Full Circle Health Network: [network@fullcirclehn.org](mailto:network@fullcirclehn.org)
2. Independent Living Systems: [ILSCAProviderRelations@ilshealth.com](mailto:ILSCAProviderRelations@ilshealth.com)
3. Partners in Care Foundation: [Hubinfo@picf.org](mailto:Hubinfo@picf.org)

In your email, please specify the services that your organization provides, geography and population expertise.

**12. What if a member is already receiving community-based services with a provider that is not contracted with our NLE?**

KP will evaluate this scenario on a case-by-case basis, prioritizing continuity.

**13. How can CBOs make referrals to KP for ECM, CS, CHW services?**

KP will have a statewide referral form that will be available on [kp.org](http://kp.org)

**14. I still have questions! Who should I contact?**

Please send an email with your inquiry to: [Medi-Cal-State-Program@kp.org](mailto:Medi-Cal-State-Program@kp.org)