



CONTRA COSTA  
**HEALTH**

# PROVIDER NETWORK NEWS

## DUALS & SPECIAL NEEDS PLAN

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### SPECIAL EDITION

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# **A Message from the Chief Executive Officer**

**Greetings CCHP Network Providers,**

**For over 51 years, CCHP has been privileged to work with you, our trusted partner, in delivering high-quality healthcare to our most vulnerable members. Your dedicated and extraordinary care have significantly impacted their quality of life, and we deeply appreciate your continued support.**

**We are excited to announce that beginning January 1, 2026, CCHP will expand our services by becoming a Dual Eligible Special Needs Plan (D-SNP). This Medicare Advantage plan will provide specialized care for individuals eligible**

**for Medi-Cal and Medicare, offering a richer benefit plan than traditional Medicare. Additional benefits include a Model of Care with better care coordination and access to more holistic services.**

**We want you to join us as a provider in the D-SNP Network. Many of these patients may already be receiving services from your facility and we hope you will continue to provide the exceptional care you have been continuously delivering to our members and your patients. Your participation is crucial as we expand our services to more patients who deserve the quality of your care.**

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The transition to D-SNP is a two-year journey, and we must assure Centers for Medicare & Medicaid Services (CMS) that our providers are committed to caring for these members. Our first step is to send you a simple Letter of Intent that we need by September 15, 2024. Later in the year, we will send an amendment to your existing contract.

I am thrilled to embark on this new phase, expanding care to our most vulnerable population and continuing our tradition of excellence in healthcare in Contra Costa County for the next 51 years.

If you have any questions, please contact me at [sharron.mackey@cchealth.org](mailto:sharron.mackey@cchealth.org) or (925) 608-9404.

Sincerely,



Sharron Mackey, CEO CCHP

# Coming January 1st, 2026 Duals & Special Needs Plans (DSNP)

D-SNPs are Medicare Advantage (MA) health plans which provide specialized care for dual eligibles that must have a State Medicaid Agency Contract (SMAC) with the Department of Health Care Services (DHCS). DHCS can choose whether to contract with D-SNPs



# A Message from the Chief Medical Officer

Dear Colleagues,

Contra Costa Health Plan is excited to announce that, beginning in 2026, Contra Costa Health Plan (CCHP) will expand to include the management of Medicare Dual Eligible Special Needs Plans (D-SNP). This initiative is part of our ongoing commitment to enhance the quality of care and provide comprehensive services to our members, particularly those who are most vulnerable. This transition is also a crucial component of the California Advancing and Innovating Medi-Cal Initiative (CalAIM).



**Understanding Medicare D-SNP:** Medicare D-SNPs are specialized Medicare Advantage plans designed to serve individuals who are eligible for both Medicare and Medi-Cal. These plans are intended to provide coordinated care and offer additional benefits tailored to the unique and complex healthcare and psychosocial needs of dual-eligible individuals. Through CCHP's D-SNP, CCHP aims to streamline services, improve health outcomes, and reduce healthcare disparities among our dual-eligible population.

**Model of Care (MOC):** The Model of Care is a foundational framework guiding CCHP's delivery of D-SNP services and ensuring that all providers are aligned in delivering high-quality, patient-centered care. The MOC includes several critical components:

**Health Risk Assessment (HRA):** Comprehensive assessments to identify the health status, risks, and care needs of each member.

**Individualized Care Plans (ICP):** Development of personalized care plans based on the HRA, addressing medical, behavioral, and social needs.

**Interdisciplinary Care Team (ICT):** Formation of care teams that include primary care providers, specialists, case managers, pharmacists, and other healthcare professionals to coordinate and manage care. Each D-SNP member will have an assigned case manager.

**Care Coordination:** Ongoing coordination to ensure seamless transitions between care settings and providers, reducing fragmentation of care.

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**ICase Management:** Case management services will be vital to our CCHP D-SNP members. Case management services will be provided to ensure continuous and coordinated care for dual-eligible members. This will involve regular assessments, participation in the development of individualized care plans, and follow-ups to address members' health needs comprehensively.

**Pharmacy Services:** Our pharmacy services will be expanded to include support for medication therapy management and complex medication regimens. This will help in optimizing medication use and improving adherence among our dual-eligible members.

**Utilization Management:** Utilization management will be strengthened to ensure that members receive appropriate and necessary care. This will include prior authorizations, concurrent reviews, and discharge planning to prevent unnecessary hospitalizations and readmissions.

**Enhanced Coordination:** Providers will be an integral part of the coordinated care teams, working closely with case managers and other healthcare professionals to deliver comprehensive care. This collaboration will foster better communication and care delivery.

**Training and Support:** We will offer training sessions and resources to help providers understand the D-SNP Model of Care and effectively manage the unique needs of dual-eligible members.

**Quality Improvement:** CCHP will enhance collaboration with our providers to review data and analytics to monitor performance and identify areas for improvement. This will support quality improvement initiatives and help achieve better health outcomes for our members/your patients.

We are committed to working closely with our provider network to ensure a smooth transition and successful implementation of Medicare D-SNP. Your collaboration and dedication are crucial in making this initiative a success and providing exceptional care to our dual-eligible members.

Thank you for your continued partnership and support!

Sincerely,

A handwritten signature in black ink that reads "Irene Lo". The signature is written in a cursive, flowing style.

Dr. Irene Lo, CMO, CCHP

# Key Components of DSNP Marketing & Communications



Provider  
Newsletters



Office Managers  
Notification & Training



CBO Meetings

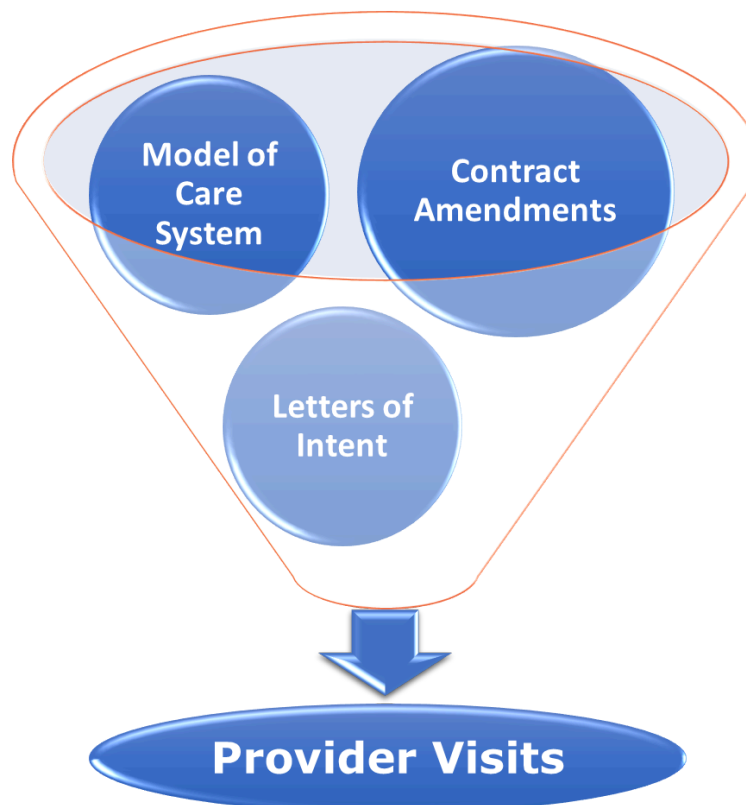


Broker's Association  
Interfaces



Regulatory Overview

# Major Components of DSNP Preparation



# DSNP Readiness

- Interface with Epic Platform and CMS Health Plan Management System
- Transition to a Medicare Model of Care
- Largest impact: Case Management, Utilization Management, Advice Nurses, Member Services, and Pharmacy Management
- Expand regulatory framework to include CMS requirements
- Infuse our Quality program with Medicare 5-Star ratings & ranking
- CMS stringent audits and reporting requirements
- New relationship with Medicare advocates and Insurance Brokers
- CCHP's Existing Provider network must be contracted at 90% or higher

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