Los Angeles County Street Medicine Provider Uses Longitudinal Patient Records from Manifest MedEx to Care for Older Adults and Other Individuals Experiencing Homelessness

Background

Healthcare in Action (HIA) is a medical group that provides healthcare, substance use, behavioral health, and social services to older adults and other vulnerable individuals who are experiencing homelessness in Los Angeles County, which holds the highest population of unhoused individuals in the nation.[1]

An initiative under the SCAN Group, which also owns SCAN Health Plan, a Medicare Advantage plan, HIA is mission-driven and dedicated to serving their patient population through an innovative "street medicine" approach. Unlike traditional street medicine providers that rely on charitable funding and/or minimal fee-for-service reimbursement, HIA contracts with Medicare and Medi-Cal health plans, including SCAN Health Plan, Molina, and LA Care. HIA receives referrals for unhoused Medicare and dual eligible members and provides longitudinal patient care for this very vulnerable patient population through relationships with local hospitals, health systems, and community partners.

For HIA, streamlining care coordination and improving efficiency is critical to managing costs and providing the right care for this high-cost population. Since HIA is 100% mobile with no physically established medical clinics, having access to real-time longitudinal health records is an important part of their care model to understand patient history, provide trauma-informed care, and ensure proper post-discharge follow-up.

[1] https://usafacts.org/articles/which-cities-in-the-us-have-the-most-homelessness/

Solution

In 2021, HIA joined Manifest MedEx (MX), California's largest statewide nonprofit health information organization. MX shares health data for more than 38 million Californians across its health data network. HIA is also a participant in LANES, Los Angeles County's first and only regional health information exchange.

MX Access, MX's longitudinal patient records, has been a valuable tool to the HIA case management team, providing medical histories at their fingertips, rather than having to wait for clinical documentation requests to be faxed and sent. The longitudinal patient records are especially critical as their patients may not be able to relay their own medical history or may be reluctant due to past trauma. Having access to this information helps improve patient communication and build trust between the care managers and the patients, as well as improve care for the patient. For example, HIA case managers use MX Access to perform medication reconciliation and ensure their patients are taking their prescribed medication at the right time and in the right dosage. They also use the next-of-kin information found in MX Access as another means to contact patients who may be lost to follow-up.

For HIA, having access to the real-time data provided in MX Access is critical to providing compassionate, longitudinal care for a very vulnerable patient population while managing costs in this new "street medicine" managed care model.

"Manifest MedEx has helped our team piece together patient health information that otherwise would have been fragmented. This allowed our coordinators to save time accessing patient history, ultimately improving our ability to provide the care they needed."

- Jessica Solares, MPH, Director of Clinical Operations

"We had a patient who gave us his name and date of birth but didn't know his social security number so he didn't know if he had insurance. I looked him up in Manifest MedEx, and we found some hospitalization records…[that ultimately led to securing the patient's]… Medi-Cal ID and last four SSN"

- Isabelle Peng, Street Medicine Intern - Los Angeles

For more information on how your organization can use longitudinal patient records from Manifest MedEx, please visit us at www.manifestmedex.org or contact us at info@manifestmedex.org.