



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, May 6, 2015

Member Attendance: James Beaubeaux, San Diego Medical Society; Lauren Chin, County Behavioral Health Services; Amber Cutler, Justice in Aging; Joe Diaz, California Association of Health Facilities (CAHF); Debra Fitzgerald, Healthy San Diego; Kim Fritz, Care1st; Joe Garbanzo, Harbage Consulting; Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Carol Hubbard, Program of All-inclusive Care for the Elderly (PACE); Amy Kalivas, Access to Independence; Molly Kintz, Loving Care Adult Day Health Care (CBAS); Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Jenel Lim, Aging & Independence Services (AIS); Rogelio Lopez, Health Net; Jenna MacRae, Elder Law and Advocacy-HiCAP; Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Bud Sayles, In-Home Support Services Public Authority (IHSS); Brenda Schmitthener, Aging and Independence Services (AIS); George Scolari, Community Health Group; Mark Sellers, AIS, IHSS & MSSP; Peter Shih, Healthy San Diego, HHSA; Noah Solomon, Care1st; Ann Thompson, Kaiser Permanente; and Janet Vadakkumcherry, Community Clinics.

Guest Attendance: Valeria Arita, Access to Independence; Claudia Crist, Deputy Director, California Department of Health Care Services (DHCS); Megan Dankmyer, Molina Healthcare; Alejandra Gaona, Care1st; Hilary Haycock, Harbage Consulting; Terrance Henson, Molina Healthcare; Hanna Katch, Assistant Deputy Director, DHCS; Alicia Munoz, Hospital Association of San Diego and Imperial Counties (HASDIC) and Martha Shankenburg, Kaiser Permanente.

Welcome and Introductions

Additions to the Agenda

- None.

Review and Approval of the April 1, 2015 Meeting Minutes

- The April 1, 2015 meeting minutes were approved as written.

CCI Consumer Feedback Updates

- Ombudsman
 - In April, the total calls received by the Consumer Center were 1,796; 497 were for the San Diego CCI program.
 - Of the total 497 calls received in San Diego, callers experienced an average wait time of 14 seconds and an average talk time of 7 min, 26 sec.
 - Year-to-date 8,134 calls have been received by the Consumer Center.
 - Emerging issues in San Diego leading to an increase in disenrollments are related to continuity of care; 30-day retroactive coverage and balance billing; and delegation issues (delegated entity or health plan).
- HICAP
 - Call volume has significantly decreased due to the end of passive enrollment.
 - Consumers continue to demonstrate confusion concerning the Medi-Cal program and how it relates to Medicare.
 - Consumers that learn they have been passively enrolled are cancelling appointments, and are concerned about bills and retroactive continuity of care.

- There is an increase in balance billing issues, particularly from those passively enrolled into the plan and consumers new to Medi-Cal, including fee-for-service.
- CCI Advisory Committee Members
 - In March the Healthy San Diego Information Line received more than 2,300 calls and had 90 Cal MediConnect related contacts; in April Cal MediConnect contacts were below 60.
 - St Paul's Program of All-inclusive Care for the Elderly (PACE) is working on a pilot with Community Information Exchange (CIE) that will facilitate case management for the homeless and aging populations.

CCI Updates

- CCI Health Plans
 - Care1st noted an increase in the decertification of SNFs primarily in LA County. As a result there are 10 members in need of transition and 20 additional members are expected this week.
 - Health Net continues to work on developing medical group trainings specific to LTSS, hiring additional staff to support LTSS, and will soon finalize an MSSP-like contract with Aging and Independence Services (AIS).
 - Molina has finalized the MSSP-like contract with AIS and signed the letter of intent for SNFs in the event of an emergency evacuation. The luncheon that will be held with SNFs has been pushed back to June.
 - CHG continued working on interdisciplinary care teams (ICTs), hired additional staff (case managers, RNs, and personal care coordinators), and expanded their behavioral health team.
- Harbage Consulting (Regional Coordinator and Technical Advisor)
 - Outreach events have focused on face-to-face education on the CCI program to providers, physician offices, doctors and specialists, durable medical equipment (DME) providers, and pharmacies.
 - Moving forward outreach will target disenrollment and will focus on providing education to beneficiaries.
- Skilled Nursing Facilities (SNF) Workgroup Update
 - Health plans have begun submitting signed intent letters for disaster response.
 - Discussion focused on recent concern of continuity of care delegation.
 - There is a lack in continuity of information on the care plan for transitioning members from their former health plan to their new health plan.
 - There is concern over the lack of timely payments and an increase in SNF denial payment claims.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
 - Finalizing the Voluntary Inpatient Detox (VID) guide; a tool to provide education to emergency rooms staff and patients about this service.
 - Healthy San Diego Workgroup members provided support for the SBIRT training in San Diego.
 - Work continued on the creation of the Behavioral Health Plan Coordination Card for Cal MediConnect, designed to assist plans to contact county behavioral health providers; it will include a step-by-step process to follow.
- Community Based Adult Services (CBAS) Update
 - Meetings between CBAS and the health plans are now held quarterly.
 - Work continued on a draft Health Assessment Form.
 - The standardized form is expected to be completed in June.
- Communication Workgroup Update

- Cal MediConnect Enrollment Dashboard Report.
 - The 2,000 pending dual enrollees are from the DSNIP (Dual Eligible Special Needs Plan) transition.
- Cal MediConnect and In-Home Supportive Services (IHSS) Tele Town Hall and Newsletter
 - An IHSS Tele Town Hall call will be held to provide education on the benefits of the Cal MediConnect program.
 - The County is currently working on obtaining bids.
 - Jenel Lim will draft a script that will be sent to the Communication Workgroup members for further review.
- Updating Cal MediConnect Outreach Materials
 - The current outreach materials for the Cal MediConnect program focus on passive enrollment and will be revised to focus on the benefits of care coordination and beneficiary testimonials.
- Member Testimonials – Care Coordination Success Stories
 - The advisory committee members are encouraged to submit member testimonials concerning care coordination.
- Long Term Services and Support (LTSS) Update
 - A meeting was held by AIS with the health plans to coordinate services for IHSS and Multipurpose Senior Services Program (MSSP).
 - It was noted that financial issues have been resolved and the focus will now be on care coordination for beneficiaries.
 - Work has continued to identify high risk members and members in need of care coordination.
 - Social workers have encountered challenges concerning members in need of hospital transition and other services who opt out and later require an extensive amount of care coordination.

Open Discussion

- DHCS focus is on communication and outreach; communication for newly eligible enrollees, and outreach to beneficiaries and providers with new or accumulated knowledge.
- DHCS care coordination is focused on continuity of care and the levels of delegation, as well as facilitating the enrollment process.
- DHCS is working on facilitating the delegation process to shift from consent forms to a system that would allow an authorized representative to answer a series of security questions and documenting information about the person calling. The system will also generate a letter to be sent out to the beneficiary with a summary of changes made during the call.
- A suggestion was made to use IHSS social workers as liaisons for all long term care services; many beneficiaries prefer to have one person to assist them to navigate the system as opposed to multiple case workers for each individual service.
- It was suggested enrollment can be improved by reaching out to providers (not part of the CCI program) that are encouraging Cal MediConnect members to disenroll and providing them with education on the easier billing process for Cal MediConnect.

Suggested June Meeting Agenda Items

- None.

Next Meeting

The next meeting will be held on June 3, 2015 from 9:30am–11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Aracely Soriano