



## Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, June 3, 2015

**Member Attendance:** Amber Cutler, Justice in Aging; Joe Diaz, California Association of Health Facilities (CAHF); Debra Fitzgerald, Healthy San Diego; Kim Fritz, Care1st; Alejandra Gaona, Care1st; Joe Garbanzos, Harbage; Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Pam Hoye, IHSS Consumer; Carol Hubbard, Program of All-inclusive Care for the Elderly (PA CE); Molly Kintz, Loving Care Adult Day Health Care (CBAS); Greg Knoll, Legal Aid Society and 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; Juanita Rettinghaus, Edgemoor; Bud Sayles, In-Home Supportive Services Public Authority (IHSS); Brenda Schmitthener, AIS; George Scolari, Community Health Group; Mark Sellers, AIS, IHSS & MSSP; Noah Solomon, Care1st; Ann Thompson, Kaiser Permanente; Cheryl Wilson, San Diego Senior Alliance and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

**Guest Attendance:** Larissa Crosno, Molina Healthcare; Rick Mendlen, Light Bridge Hospice; and Kimberly Williams, IHSS Worker.

### Welcome and Introductions

#### Additions to the Agenda

- Announcements

#### Review and Approval of the May 6, 2015 Meeting Minutes

- The May 6, 2015 meeting minutes were approved as written.

#### CCI Consumer Feedback Updates

- Ombudsman
  - In May, the total calls received by the Consumer Center were 1,857; 419 were for the San Diego CCI program.
    - Of the total calls received in San Diego, callers experienced an average wait time of 9 seconds and an average talk time of 8 min, 30 sec.
  - Year-to-date 8,169 calls have been received by the Consumer Center.
  - Break down of May trends:
    - General information – 46%
    - Continuity of care – 30%
    - Disenrollment – 13%
    - Enrollment – 13%
  - The majority of consumer questions continue to be on Cal MediConnect program rules and plan choices.
  - Emerging issues in San Diego include dis-enrollments, continuity of care, and 30-day retroactive coverage and billing. Common continuity of care requests include a) advocating for consumers unaware they have been passively enrolled and b) assisting with uncovered expenses after the 30-day coverage period. The Consumer Center has advocated with DHCS to extend the period to 90-days.

- Beneficiaries continue to experience issues with providers and balance billing due to education barriers among providers. It was noted that the billing process has changed; previously providers billed Medicare and the unpaid bill would roll over to Medi-Cal. Now providers bill Medicare and the unpaid portion is returned to providers to then forward to the Medi-Cal plan.
- Additional barriers include assisting beneficiaries facing difficulties transitioning care as a result of system delays due to Point of Service programs utilized by providers, and helping beneficiaries disenroll due to providers' unwillingness to accept Cal MediConnect members.
- Sarah Brooks will be the new Deputy Director for Health Care Delivery Systems within the Department of Health Care Services (DHCS).
- A conference call is scheduled to discuss Cal MediConnect Coordination of Care with the Government Accountability Office (GAO). Discussion will focus on Care Coordination within the health plans with the larger number of Cal MediConnect participants to determine if the program is meeting the needs of its enrollees.
- HICAP
  - Call volume has significantly decreased due to the end of passive enrollment.
  - The majority of calls continue to be about information on the Cal MediConnect program.
  - Beneficiaries in a Medicare Advantage plan have experienced issues with balance billing; beneficiaries are being asked to pay copays.
- CCI Advisory Committee Members
  - The Healthy San Diego line received 1,700+ calls in May; fewer than 50 calls were received for Cal MediConnect.
  - DHCS reached out to Health Care Options employees at the nine San Diego Family Resource Centers (FRCs) to inquire on the services provided to Cal MediConnect consumers.
  - Standing complaints among consumers continue to be on the loss of preferred providers and medication delays.
  - Currently there are no after-hours or emergency durable medical equipment (DME) providers during late nights, weekend or holidays leaving patients immobile until normal business hours when they can access help again.
  - It was suggested DMEs can be incorporated into a patient's care plan and addressed by the Interdisciplinary Care Team (ICT).

## **CCI Updates**

- CCI Health Plans
  - Care1st
    - Main focus has been on ICTs and ensuring care coordination is happening.
    - Continuity of care issues have decreased and currently only skilled nursing facilities continue to encounter continuity of care issues.
  - Molina
    - A lobby day was held last month with legislators in which the lead issue was the need for the full three year period to determine Cal MediConnect cost savings.
    - Worked with the Alzheimer's Association to educate and train internal staff.
    - Partnered with AIS to facilitate In-Home Supportive Services (IHSS) worker participation in the ICTs.
- Harbage Consulting (Regional Coordinator)
  - Harbage is currently focusing on facilitating training to providers, hospitals, city government officials, community organizations, pharmacies and DME providers.

- Outreach and education efforts this month focused on Federally Qualified Health Centers (FQHCs), specialists, pharmacies and medical suppliers catering specifically to dual beneficiaries.
- The Cal MediConnect education provided includes clarification on balance billing and addressing questions and concerns about the program.
- Skilled Nursing Facilities (SNF) Workgroup Update
  - Health Plans provided care coordination contact information to better address issues.
  - There is significant concern surrounding the Centers for Medicare and Medicaid (CMS) Memorandum in which SNFs are noted as being responsible for the high opt out rate.
  - The Memorandum of Agreement (MOA) for emergency evacuations continues to move forward; several health plans have indicated they prefer not to legally engage.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
  - A presentation was held on legal conservatorship for mental health patients and a guide was created and distributed.
  - All available Behavioral Health tools and guides will be available on the Optum Health website.
  - Institutes for Mental Disease (IMDs) have experienced barriers to coordinating care for members in a Managed Care plan. A joint training will be held for Alpine and Crestwood, the contracted IMD facilities, to address provider authorizations and other Managed Care processes.
  - Discussion focused on prescription monitoring in emergency room settings. Dr. Leneet has spearheaded a new initiative and is seeking Behavioral Health workgroup participation to create a tool.
  - Alfredo Aguirre and Dr. Piedad Garcia will hold a presentation about Laura's Law at the next monthly Behavioral Health meeting.
- Community Based Adult Services (CBAS) Update
  - Work continued on standardizing the health assessment forms; a draft has been distributed.
  - The State has implemented a new procedure for reporting incidents at CBAS centers.
  - Incident information will now be available to the Health Plans. An addition will be made to the health assessment form to include this information.
  - It was determined all CBAS centers will utilize their own discharge form to inform health plans of discharged patients.
- Communication Workgroup Update
  - The next Communication Workgroup meeting will be June 24<sup>th</sup> from 2:30p-4:00p at Aging and Independence Services (AIS).
  - Cal MediConnect Enrollment Dashboard Report
    - Overall enrollment in San Diego is down from last month; as of May 1, 2015 there are 18,745 enrollments.
    - Molina and Community Health Group have the most Cal MediConnect enrollments.
    - The overall average opt-out and disenrollment rate is 63%.
  - Cal MediConnect IHSS Tele Town Hall
    - A provider has been identified and is currently pending internal County approval.
    - A draft script will go to the Communication Workgroup for review.
    - Advisory Committee members are asked to identify IHSS and Multipurpose Senior Services Program (MSSP) recipients that would like to participate on the Tele Town Hall call.
  - Updating Cal MediConnect Outreach Materials
    - The State has requested updated outreach materials.

- Recent DHCS data released concerning opt outs will be utilized to create new outreach materials to target specific age groups and ethnicities.
- Member Testimonials – Care Coordination Success Stories
  - Advisory Committee members are encouraged to share current member testimonials.
- Long Term Services and Support (LTSS) Update
  - Work continued with RTZ, the vendor for MSSP case management, to centralize care coordination. RTZ continued working with the health plans to exchange encounter data and to provide the health plans access to care plans.
  - Weekly calls are held with DHCS, Health Plans, and MSSP providers; this week’s call has been cancelled.
  - The State is expected to issue further guidance on the amendment of MSSP contracts.

### **Open Discussion**

- None.

### **Announcements**

- The San Diego Housing Federation will be holding a Round Table to discuss the nexus between housing and health.
- St Paul’s Program of All-Inclusive Care for the Elderly (PACE) has 63 available low-income housing units. Tenants must be PACE eligible, over 55 years old and have their own furniture. The contact number for PACE social workers is 619-677-3800.
- Respite services will now be available in South Bay. A new facility has opened in Chula Vista.

### **Suggested July Meeting Agenda Items**

- None.

### **Next Meeting**

The next meeting will be held on July 1, 2015 from 9:30am–11:30am at the San Diego County Medical Society.

*Meeting minutes transcribed by Aracely Soriano*