



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, August 5, 2015

Member Attendance: James Beaubeaux, San Diego County Medical Society; Lauren Chin, County Behavioral Health Services; Amber Cutler, Justice in Aging; Debra Fitzgerald, Healthy San Diego; Kim Fritz, Care1st; Joe Garbanzos, Harbage Consulting; Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Carol Hubbard, Program of All-inclusive Care for the Elderly (PACE); Shannon Jaccard, National Alliance for the Mentally Ill (NAMI); Greg Knoll, Legal Aid Society and Consumer Center for Health Education and Advocacy (CCHEA); Jenel Lim, Aging & Independence Services (AIS); Rogelio Lopez, Health Net; Sabra Matovsky, Molina Healthcare; Pam Mokler, Care1st; Harvest Pepper (Staff), UnitedHealthcare; 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; Peter Shih, Healthy San Diego, Health and Human Services Agency (HHSa); Noah Solomon, Care1st; Ann Thompson, Kaiser Permanente; and Cheryl Wilson, San Diego Senior Alliance.

Guest Attendance: Valerie Arita, Access to Independence; Megan Dankmyer, Molina Healthcare; and Terrance Henson, Molina Healthcare.

Welcome and Introductions

Additions to the Agenda

- None.

Review and Approval of the June 3, 2015 Meeting Minutes

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

CCI Consumer Feedback Updates

- Ombudsman
 - YTD there have been 3,383 Cal MediConnect calls for San Diego County.
 - Disenrollment problems, questions and service denial issues now make up the majority of the phone calls. The Ombudsman also assists with reenrolling consumers into Part D plans.
 - Billing issues continue to be reported and various notices from different systems/organizations are causing confusion for the consumer.
 - Continuity of care agreements between the Health Plans and out-of-network providers continues to be an issue.
 - YTD 62% of calls were concerning questions about the program. In July these questions only made up 25% of the total calls.
 - Department of Health Care Services (DHCS) is working on an All Plan Letter concerning the 30 Day retroactive period noting that the date of first billing should be considered.
 - Various data system issues are causing delays in notifying consumers of enrollment.
- HICAP
 - No Updates.
- CCI Advisory Committee Members

- A draft of new regulations for Medi-Cal Managed Care concerning long term services and supports (LTSS) went out for comments. These comments can be found on the Federal Registry website.
- All pregnant women at 138% or below the federal poverty level are now eligible for full scope Medi-Cal.

Coordinated Care Initiative (CCI) Updates

- CCI Health Plans
 - HealthNet
 - The new CCI Multipurpose Senior Services Program (MSSP) agreements for San Diego and Los Angeles are being drafted.
 - Health Net and Centene acquisition still in motion.
 - Care1st
 - Membership has stabilized after the passive enrollment period.
 - Care1st is now focusing on building membership.
 - CHG
 - Community Health Group has a large Information and Communication technologies (ICT) workload.
 - Molina
 - Molina is working on reaching out to Medi-Cal only members who could be enrolled in CCI.
- Harbage Consulting (Regional Coordinator)
 - Harbage has hosted 33 Cal MediConnect consumer and provider events in the last 4 weeks.
 - They are now focusing on the communities with the highest disenrollment rates.
 - They are also focusing on faith-based organizations and more press opportunities.
 - Harbage is looking for a Korean speaker to translate news articles for a Korean newspaper as well as to be available for an interview on Korean TV.
 - Harbage is reaching out to the United Domestic Workers (UDW) union.
 - Harbage requested information on the Durable Medical Equipment (DME) provider contracting process with the Health Plans. The committee noted that contracting information can be found on each Health Plan's provider website.
 - Harbage was asked to follow up with DHCS concerning the denominators for the opt-out percentage rates by ethnic group.
- Skilled Nursing Facility (SNF) Workgroup Update
 - There were no workgroup meetings in July or August.
 - The committee asked for an estimated number of SSI only members who are in skilled nursing facilities from the SNF workgroup.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
 - There were three presentations during the July meeting:
 - DHCS/CDSS (California Department of Social Services) Guidelines for Use of Psychotic Medications with Children and Youth in Foster Care
 - The use of Vivitrol and Suboxone
 - Safe Drug Prescribing
- Community Based Adult Services (CBAS) Update
 - No Updates. Did not meet in July.
- Communication Workgroup Update
 - Cal MediConnect Enrollment Dashboard Report
 - Zip code data for the enrollment report has been requested from DHCS.

- Cal MediConnect IHSS Tele Town Hall
 - The Tele Town Hall will be on Wednesday, September 2nd for one hour from 3:30 to 4:30.
 - A consumer has been identified for a testimonial, and AIS is waiting for confirmation from participant.
 - Greg Knoll asked that everyone review the final draft of the script.
- Member Testimonials – Care Coordination Success Stories
 - Molina is gathering new success stories and will send them to the committee.
 - Health Net has three new stories that they will send.
- Long Term Services and Supports (LTSS) Update
 - AIS has formed a Care Coordination Unit and is ready to work directly with the Health Plans on care coordination.
 - There is a dedicated phone number for the Health Plans to call the AIS Coordination Unit.
 - AIS and the Health Plans have a quarterly coordination meeting. The next meeting will focus on reporting requirements.
 - There is an MSSP two-day retreat scheduled in Sacramento in October. Each health plan and AIS has been asked to participate.

Open Discussion

- None.

Announcements

- During PACE's latest audit they received a perfect survey.
- The Care Coordination National conference will be held on the 24th and 25th of August in Mission Bay. It is hosted by Health Education Associates.

Suggested August Meeting Agenda Items

- None

Next Meeting

The next meeting will be held on September 2, 2015 from 9:30am–11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Harvest Pepper