



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

Wednesday, February 3, 2016

**Member Attendance:** James Beaubeaux, San Diego County Medical Society; Joe Diaz, California Association of Health Facilities (CAHF); Kim Fritz, Care1st; Joe Garbanzos, Harbage Consulting; Pam Hough, Light Bridge Hospice; Pam Hoyer, IHSS Consumer; Shannon Jaccard, NAMI; 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; Pamela Mokler, Care1st; Brenda Schmitthenner, AIS; George Scolari, Community Health Group; Peter Shih, HHS-Health Care Policy; and Judith Yates, Hospital Association of San Diego and Imperial Counties.

**Guest Attendance:** Raffle Barsamian, SynerMed; Megan Dankmyer, Molina Healthcare; Joe Garbanzos, Harbage Consulting; Terrance Henson, Molina Healthcare, Alejandra Gaona, Care1st, Noah Solomon, Care1st, and Kimberly Williams, IHSS Provider.

### Welcome and Introductions

Greg asked the committee members to think about agenda items that may only need to be discussed on a quarterly basis. If all agenda items can be discussed quarterly Greg will recommend the meetings be held on a quarterly basis going forward.

### Additions to the Agenda

- Behavioral Health Services Continuum of Care Initiative
  - Includes HHS, Public Safety and the Hospital Association
  - There will be a three year strategy development.
  - The initiative is not focused on the acute care episodes as of now.
  - An additional 40 beds were added to the contracts at Crestwood, Promise, and Bayview sites.
  - The board of supervisors approved an action item to augment this year's budget for a variety of programs to add 50-100 new clients into existing programs.
  - A presentation on the continuum from the point of view of the justice system will be the topic at the next steering committee meeting.
- 1115 Waiver Update
  - The 1115 Waiver (Medi-Cal 2020) was approved in December and is effective January 1<sup>st</sup> of this year.
  - The hospitals will receive the bulk of the funding (3.7 billion).
  - Whole Person Care Pilot:
    - Two county entities and one health plan are needed for the pilot.
    - Increased housing and support services are optional.
    - The State will publish more details on the application process by April 1<sup>st</sup>, or soon thereafter.
    - The application must be submitted 45 days after application process has been issued.

- A managed care access assessment and a compensated care (hospital) assessment are to be completed.
- The next Health and Housing work team meeting is taking place in the following weeks to determine health plan interest in the 1115 waiver.

### **Review and Approval of Meeting Minutes**

- The January 6, 2016 meeting minutes are approved as corrected.
  - Add Pamela Mokler from Care1st to attendee list.

### **CCI Consumer Feedback Updates**

- Ombudsman
  - The Consumer Center received 260 Cal MediConnect calls in January with a 17 second wait time and a 6:21 talk time.
  - Riverside/San Bernardino counties are now having their non-emergency calls transferred directly to them.
  - A large provider group in San Diego County was unintentionally balance billing. CCHEA will be working with them concerning restitution for those clients affected by balance billing issues.
  - 80% of calls are now concerning enrollment/disenrollment issues (including balance billing).
- HICAP
  - HICAP is also getting balance billing calls.
  - Two calls came from those who received opt-out notices (from the State) without having opted out.

### **CCI Updates**

- CCI Health Plans
  - HealthNet
    - The merger with Centene is continuing.
  - Care1st
    - Cal MediConnect is going well. No issues to report.
  - CHG
    - AIS presented at CHG on the Multipurpose Senior Service Program (MSSP) and In-Home Supportive Services program (IHSS).
  - Molina
    - The Cal MediConnect program is going well.
- Harbage Consulting
  - Harbage held 36 events in November
  - Union of Pan Asian Communities (UPAC) was recently engaged.
  - They are continuing to discuss balance billing issues with providers.
  - There is a hospital toolkit for case managers that will soon be posted to the Cal MediConnect website.
  - They requested Care Coordination success stories from the health plans.
  - Harbage will be consulting for the new Medicaid Health Homes program.

- SNF Ad Hoc Workgroup
  - They received 31 calls concerning billing denials and those are being worked on.
  - They are also confirming that the 1629 rates are in place.
- Healthy San Diego Behavioral Health Workgroup
  - There will be County Behavioral Health Services Data Presentation at the next meeting.
- CBAS
  - The QI meetings have change to be on an as needed basis.
  - 79 CBAS requests have been received for opening new programs in the state.
- Communication Workgroup
  - Rapid cycle polling, future tele town hall meetings, and the Cal MediConnect virtual toolkit were discussed at the last workgroup meeting.
  - Cal MediConnect Enrollment Dashboard
    - Highest number of enrollment was in March of 2015, there has been a 7% decrease over time since.
    - The group is still waiting for total numbers (not just percentages) for breakout disenrollment data (race, language, etc.).
  - Member Testimonials – Care Coordination Success Stories
    - Requested of the health plans.
- Long Term Services and Supports (LTSS)
  - The MSSP contract amendment was finalized last week.
  - The quarterly meeting between AIS and the Health Plans will take place this afternoon.
- AIS Care Coordination Unit Update
  - There have been 843 IHSS referrals received. Six of those requests were for expedited applications.
  - The MSSP is at 99% of program cap.
  - Calls to the ADRC were 4,922 in December.

#### Open Discussion

- Brenda was thanked for all of her hard work and efforts for the elderly in San Diego and is looking forward to continuing at her new role at the Gary and Mary West Foundation.
- A new All Plan letter was sent concerning protocols to follow in case a LTSS site loses certification.
- Greg asked if the group want to move to quarterly meetings. The group will respond via email.

#### **Suggested Next Meeting Agenda Items**

- None.

#### **Next Meeting**

Next meeting will be on Wednesday, March 2, 2016 from 9:30am–11:30am at the San Diego County Medical Society.

*Meeting minutes transcribed by Harvest Pepper*