



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

Wednesday, January 6, 2016

**Member Attendance:** James Beaubeaux, San Diego County Medical Society; Lauren Chin, Health and Human Services Agency (HHS), Behavioral Health Services (BHS); Joe Diaz, California Association of Health Facilities (CAHF); Debra Fitzgerald, Healthy San Diego; Louis Frick, Access to Independence; Kim Fritz, Care1st; Joe Garbanzos, Harbage Consulting; Walter Hekimian, Edgemoor; Pam Hough, Light Bridge Hospice; Pam Hoye, IHSS Consumer; Carol Hubbard, Program of All-inclusive Care for the Elderly (PACE); Molly Kintz, Loving Care Adult Day Health Care; 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; Meredith McCarthy, IHSS Public Authority; Brenda Schmitthenner, AIS; George Scolari, Community Health Group; Mark Sellers, AIS In-Home Support Services & MSSP; Peter Shih, HHS-Health Care Policy; Noah Solomon, Care1st; and Judith Yates, Hospital Association of San Diego and Imperial Counties.

**Guest Attendance:** Valeria Arita, Access to Independence; Brittany Bedoe, HHS Health Care Policy; Megan Dankmyer, Molina Healthcare, and Shannon Okimoto, HHS Health Care Policy.

### **Welcome and Introductions**

- Brenda Schmitthenner will be retiring from the County of San Diego at the end of March. She will be taking a new position with the Gary and Mary West Foundation.
- Brenda was thanked by the committee for all of her hard work and leadership.

### **Additions to the Agenda**

- None

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

- The December 2, 2015 meeting minutes are approved as corrected.
  - The Care1st and CHG updates should read “DMHC/DHCS Audit.”

### **CCI Consumer Feedback Updates**

- Ombudsman
  - There have been 19,336 calls YTD to the Statewide HCA hotline.
  - In December there were 1,784 calls to CCHEA in San Diego County.
  - 394 were Cal MediConnect calls.
  - Average wait time for the year was 13 seconds.
  - There were 320 abandoned calls for the year.
  - Most calls are still focused on balance billing issues.
- HICAP
  - Of the calls received in December most involved newly eligible coordination of care questions.
  - Some dual eligible patients were under the impression that they were eligible for open enrollment.

## CCI Updates

- CCI Health Plans
  - CHG received some DMHC/DHCS feedback concerning their recent audit.
  - Health Net is continuing with their merger.
  - One of the CBAS centers in San Ysidro is transitioning to a new PACE site. The transition will be completed by April 2016. Membership on the committee will be discussed at the April meeting.
- Harbage Consulting
  - Harbage had 36 outreach events in San Diego since November
  - Harbage works with senior centers, faith based organizations, and partners with other community organizations for outreach and education events.
  - Harbage and the San Diego County Medical Society will work on a balance billing article for the Medical Society's upcoming newsletter.
  - The new AB675 law requires hospital to involve family care givers in the process of discharges and hospital admissions. Harbage asked that the hospital discharge discussion include coordination of care options.
  - Updated provider directories were requested; the most current list of providers is always available on the health plan websites.
- SNF Ad Hoc Workgroup
  - The workgroup is meeting on an as-needed basis.
- Healthy San Diego Behavioral Health Workgroup
  - The work group is focused on safe prescribing best practices.
  - The safe prescribing provider guide is currently being updated and George Scolari will then send out the guide to the committee for reference.
- CBAS
  - The State has created a quality assurance workgroup in order to craft CBAS quality measures with the Health Plans.
  - Molly Kintz and the local Health Plan representatives will request that there be San Diego representation on the new workgroup.
- Communication Workgroup
  - The next meeting will be at the Medical Society location instead of the County AIS building.
  - Cal MediConnect Enrollment Dashboard
    - The December report had not been published at the time of the committee meeting.
  - Member Testimonials – Care Coordination Success Stories
    - None have been received recently.
    - The Health Plans were asked to continue to identify and submit success stories to AIS.
- Long Term Services and Supports
  - Long Term Care Integration Project (LTCIP) Quarterly Meeting

- These meetings (including the latest held in December) have been recorded and posted to the LTCIP website for online viewing.
- MSSP Contracts
  - The MSSP contracts have not been finalized. A request for minor language changes was submitted to DHCS by the Health Plans.
- AIS Care Coordination Unit Update
  - Care transition needs are continuing to be met by the AIS Care Coordination Unit. In November 25% of AIS member applications were expedited.
  - AIS is waiting for feedback from the State for details on implementing the new provider overtime rules. There is already a dedicated AIS unit ready to help with any overtime issues that may arise.

#### Open Discussion

- The 1115 Waiver has been passed by the State and Federal government.
- The County of San Diego will need to submit a request by May 15, 2016 to be considered for participation in the Whole Person Care pilot.
- The County has submitted the Health Homes proposal to the State for comment.
- The County is still in the process of deciding to participate in the drug Medi-Cal portion of the waiver.

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

- None.

#### **Next Meeting**

Next meeting will be on Wednesday, February 3, 2016 from 9:30am–11:30am at the San Diego County Medical Society.

*Meeting minutes transcribed by Harvest Pepper*