



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, September 2, 2015

Member Attendance: 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; Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Pam Hoye, IHSS Consumer; Carol Hubbard, Program of All-inclusive Care for the Elderly (PA CE); 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; Lourdes Ramirez, AIS Aging Services and ADRC; Juanita Rettinghaus, Edgemoor; Bud Sayles, In-Home Support Services Public Authority (IHSS); Brenda Schmitthenner, Aging and Independence Services (AIS); George Scolari, Community Health Group; Peter Shih, Healthy San Diego; Noah Solomon, Care1st; Ann Thompson, Kaiser Permanente; and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

Guest Attendance: Kimberly Williams, IHSS Worker and Marty Winslow, IHSS CCU Supervisor.

Welcome and Introductions

Additions to the Agenda

- None.

Review and Approval of Meeting Minutes

- The August 5, 2015 meeting minutes were approved as written.

CCI Consumer Feedback Updates

- Ombudsman
 - There were 287 Cal MediConnect calls received for August.
 - The average wait time was nine seconds.
 - Average talk time was six minutes and forty seconds.
 - The majority of calls were concerning access to care.
 - Providers are continuing to erroneously balance bill (the practice of billing dual eligible beneficiaries for charges not covered by either Medicare or Medi-Cal). Greg Knoll will be meeting with Sarah Brooks at DHCS concerning this issue.
 - Passive enrollment/disenrollment issues continue to occur.
 - Trends for August:
 - 35% of calls were from consumers unaware of the program.
 - 10% were for enrollment problems.
 - 30% were disenrollment problems.
 - 15% were for service denial, delay or reduction issues.
 - 10% were continuity of care questions.
 - The State now offers address batch format for the health plans. The health plans will research if the batch option is being used.
- HICAP
 - HICAP suggestions were integrated into the TeleTown Hall program script.

- CCI Advisory Committee Members
 - Pam Hoye received a call from Kaiser to talk to her about services. She will report out on how the in-home meeting with the Kaiser representative went.

CCI Updates

- CCI Health Plans
 - Care1st
 - Care1st is focusing on marketing to those who have opted out.
 - Molina
 - Is working on identifying high risk individuals and reaching out to them.
 - CHG
 - CHG is now sending out more staff to speak to members one on one in their homes.
 - HealthNet
 - There is new staff for their Long Term Support Services department.
 - The HealthNet provider portal now contains homeless related resources.
 - PACE
 - The health plans can refer PACE members to the ten PACE housing units that are currently available.
- Harbage Consulting (Regional Coordinator)
 - The latest report will be emailed to the committee.
- Skilled Nursing Facilities (SNF) Workgroup Update
 - The work group has had huge success in breaking down barriers to care.
 - The meetings will now occur on an Ad hoc basis.
 - The committee asked that the number of fee-for-service Medi-Cal clients in SNFs be identified to see if any are being excluded from CCI. Joe is currently researching and will report back.
 - Judith Yates noted that the discharging of patients from the hospitals to SNFs in an orderly and safe manner is an ongoing issue.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
 - Marty Adelman from the Council of Community Clinics gave an overview of their BlueShield grant for integrated physical and mental health care. He will present at the next Behavioral Health workgroup meeting.
 - An 1115 Waiver overview and update was presented by the County of San Diego.
 - There was a safe drug prescribing presentation focusing on limiting multiple prescribers for individual patients.
- Community Based Adult Services (CBAS) Update
 - The monthly teleconference meeting has been rescheduled to the 14th due to Labor Day.
- Communication Workgroup Update
 - Cal MediConnect Enrollment Dashboard Report
 - The current opt out rate is 65%.
 - The language denominator question has not yet been answered by DHCS.
 - Cal MediConnect IHSS TeleTown Hall
 - The TeleTown Hall will be calling out to 14,000 IHSS members.
 - Cell phones are not allowed to be auto called.
 - There is a beneficiary representative that will be speaking about the program during the call.
 - It was noted that in Los Angeles the health plans take turns sponsoring monthly TeleTown Hall calls.

- Member Testimonials – Care Coordination Success Stories
 - HealthNet will be sending their member testimonials in today.
 - The other health plans are currently gathering new testimonials.
- Long Term Services and Supports (LTSS) Update
 - The first monthly encounter data report will be out to the health plans next week.
 - Brenda will be sending out the final draft of the Multipurpose Senior Services Program (MSSP) contract amendment for review and approval.
- Aging and Independence Services (AIS) Care Coordination Unit Update
 - The Care Coordination Unit hotline went live three weeks ago with six full time staff members.
 - The staff will not only receive calls from the health plans but will also contact the health plans when high risk members are identified.

Open Discussion

- Greg Knoll and Michele Melden from the Consumer Center/Legal Aid Society will be attending the Fall Demonstration conference in DC on September 29th and 30th.
- AIS has received a technical assistance award from the Administration of Community Living in order to create a strategic plan for the future of the AIS organization.
- The California Association of Public Hospitals is putting together a Whole Person care pilot workshop for southern California Counties. Peter Shih, George Scolari, Piedad Garcia, and Sabra Matovsky will be attending the workshop.

Announcements

- Bud Sayles is retiring from In-Home Supportive Services Public Authority (IHSS). He will continue to work on the *Live Well San Diego Initiative* focusing on IHSS members.

Suggested Next Meeting Agenda Items

- None.

Next Meeting

The October meeting will be dark. Next meeting will be on November 12, 2015 from 9:30am–11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Harvest Pepper