



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, February 4, 2015

Member Attendance: James Beaubeaux, San Diego County Medical Society (SDCMS); Amber Cutler, National Senior Citizens Law Center; Joe Diaz, California Association of Healthcare Facilities (CAHF); Chris Duke, Aging and Independence Services (AIS); Debra Fitzgerald, Healthy San Diego (HSD); Kim Fritz, Care1st; Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Pam Hough, Light Bridge Hospice; Pam Hoye, Dual Eligible Consumer; Carol Hubbard, Program of All-Inclusive Care for the Elderly (PACE); Kim Huynh, Harbage Consulting; Molly Kintz, Loving Care Adult Day Health Care (CBAS); Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Jenel Lim, 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 Support Services Public Authority (IHSS); Brenda Schmitthener, AIS; George Scolari, Community Health Group; Mark Sellers, AIS; Peter Shih, HSD-HSSA; Noah Solomon, Care1st; Ann Thompson, Kaiser Permanente; Janet Vadakkumcherry, Council of Community Clinics (CCC); and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

Guest Attendance: Scott Crawford, Kaiser Permanente; Terrance Henson, Molina Healthcare; Martha Shankenburg, Kaiser Permanente; Renee Smilde, Scripps Mercy Hospital Clinic; Kimberly Williams, Assistant to Pam Hoye and Terri Williams, Harbage.

Welcome and Introductions

Additions to the Agenda

- None.

Review and Approval of the January 7, 2015 Meeting Minutes

- The January 7, 2015 meeting minutes were approved as written.

CCI Consumer Feedback Updates

- Ombudsman
 - In January, the total calls received by the Legal Aid Program in San Diego were 2,201; Statewide 589 calls originated in San Diego.
 - Of the total 589 calls received in San Diego, callers experienced an average wait time of 11 seconds, an average talk time of 7 min, 38 sec, and 5.3% of calls were abandoned.
 - The Statewide Health Consumer Alliance and the Legal Aid program received 2,236 total calls.
 - January notable call trends:
 - General information – 70%
 - Disenrollment – 16%
 - Continuity of care – 8%
 - Enrollment – 5%
 - January call totals in other demonstration counties:
 - Los Angeles – 707 calls
 - San Bernardino/Riverside – 211 calls
 - Bay Area – 166 calls
 - Orange County – 22 calls
 - San Mateo – 11 calls
 - All other programs 110
 - Abandoned – 385 calls
 - Consumer calls primarily focused on

- Cal MediConnect program rules.
- Health plan choices.
- Emergency service requests.
 - Expediting disenrollment.
 - Advocating continuity of care with providers and plans.
- Members facing difficulties with medications/formularies prefer to disenroll from the Cal MediConnect program rather than dispute issues or file appeals.
- Providers that do not accept any of the Cal MediConnect Managed care plans continue to create barriers for beneficiaries required to enroll in a plan.
- Beneficiaries have experienced a disruption in their Cal MediConnect enrollment due to Medi-Cal Other Health Coverage (OHC) codes.
 - OHC codes are used to identify beneficiaries covered by additional health insurance.
 - The presence of OHC codes can prohibit enrollment, or the lack of a proper code can subject unqualified beneficiaries to passive enrollment unnecessarily.
- HICAP
 - Beneficiaries experienced confusion concerning enrollment options.
 - Many beneficiaries were under the impression that opting out of the Cal MediConnect program would return them to their former D-SNP plan.
- CCI Advisory Committee Members
 - Care1st reported one consumer issue concerning a member who opted out and due to pregnancy, later wished to return.
 - All other health plans reported no consumer issues.
 - In January, 142 contacts were made through HSD Health Care Options (HCO).

CCI Updates

- CCI Health Plans
 - Advisory Committees – Consumer and Consumer Advocate Participation
 - Efforts have focused on expanding consumer participation in the CCI/Cal MediConnect Advisory Committee.
 - It was noted that a news reporter demonstrated interest in reporting out to consumers on the Cal MediConnect program.
 - Care1st has experienced issues with durable medical equipment (DME) providers; continuity of care is not a requirement for DME providers.
 - Molina conducted training with contracted medical equipment providers to ensure understanding of Cal MediConnect program services.
- Harbage Consulting (Regional Coordinator and Technical Advisor)
 - Harbage announced the passing of Peter Harbage, President of Harbage Consulting.
 - Outreach and distribution of flyers continued to community and ethnic organization concerning the Cal MediConnect program; over 1,800 flyers have been distributed.
 - Provided CCI training to IHSS advocate members servicing over 120,000 Cal MediConnect members in Los Angeles.
 - Participated in the Skilled Nursing Facility Summit and provided an update on the services provided by Harbage Consulting.
 - Made outreach and scheduled CCI training with four skilled nursing facilities.
- Skilled Nursing Facilities (SNF) Workgroup Update
 - Discussion continued on the MOU/MOA for emergency evacuation plans and provided copies to all health plans for review.
 - Discussed the cost of care and coverage for Cal MediConnect members.
 - Judith Yates will be joining the SNF workgroup, representing the Hospital Association.
 - The State Office of Emergency Services wants to adopt the master template for the MOU/MOA for emergency evacuations in San Diego County in other counties.
- Healthy San Diego Behavioral Health Workgroup Meeting Update

- Worked toward finalizing a care coordination guide for County Behavioral Health Providers concerning forms and information to communicate to the health plans.
- Email discussions focused on Medicare coverage for psychiatric hospitals; Medicare only provides 190-day lifetime maximum coverage for psychiatric hospitals.
- Community Based Adult Services (CBAS) Update
 - No updates. The next meeting is scheduled for March 2nd, 2015.
- Communication Workgroup Update
 - San Diego County CCI Rollout Tracker
 - Distributed the January CCI Rollout Tracker and November-January Enrollment Opt-out and Disenrollment Tracker.
 - The Enrollment Opt-out and Disenrollment tracker is a new report detailing consumer enrollment, disenrollment, opt-out and involuntary disenrollment information.
 - Cal MediConnect Enrollment Dashboard Report – distributed
 - Tele Townhall Update
 - The Tele Townhall scripts are currently under final review.
 - The Communications Work Group is identifying three program experts for the call.
 - Only IHSS consumers will be invited to participate in the call.
 - Member Stories – Cal MediConnect Success Stories
 - A compilation containing snapshots of the success stories was created. The compilation was distributed to the Advisory Committee for review and approval.
 - A suggestion was made to include a positive story about coordination from community-based services in next edition.
- Long Term Services and Support (LTSS) Update
 - It is expected LTSS will see improvements in care coordination as the State finalizes MSSP amendments.
 - Continued work with the health plans to improve data processing for MSSP
 - Shared care plan and assessment information with all MSSP members.
 - Will focus on developing a direct services plan.
 - Scheduling a meeting with AIS and health plans to coordinate member information and identify future goals.

Updates from the 1115 Waiver and Health Home Discussions

- Work continued to create an all-inclusive, whole person care plan.
- Discussed possibly including CalWin benefits as part of the proposed care plan.
- March 31st, 2015 is the deadline for proposal applications.

Updates and Announcements

- The January CCI Rollout Tracker Survey has been released and a response is expected by close of business on Monday.
 - The Advisory Committee will be receiving a copy of the recommendations made to the Department of Health Care Services (DHCS) concerning the 1115 Waiver for San Diego.

Suggested March Meeting Agenda Items

- Consumer Advisory Committee Membership Recruitment
- Identifying Key Barriers and Action Plan for Collective Advocacy to State and CMS.

Next Meeting

The next meeting will be held on March 4, 2015 from 9:30am–11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Aracely Soriano