



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, April 1, 2015

Member Attendance: Lauren Chin, County Behavioral Health; Amber Cutler, Justice in Aging; Kim Fritz, Care1st; Lisa Hayes, Molina Healthcare; Kim Huynh, Harbage Consulting; Molly Kintz, Loving Care Adult Day Health Care (CBAS); Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Rogelio Lopez, Health Net; Jenna MacRae, Elder Law and Advocacy-HiCAP; Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Lourdes Ramirez, Aging and Independence Services (AIS); Bud Sayles, In-Home Supportive Services, Public Authority (IHSS); George Scolari, Community Health Group; Noah Solomon, Care1st; Ann Thompson, Kaiser Permanente; and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

Guest Attendance: Valeria Arita, Access to Independence; Richard Lawrence, United Domestic Workers of America (UDWA), and Rick Mendlen, Light Bridge Hospice.

Welcome and Introductions

Additions to the Agenda

- Announcements
- Hospital Update

Review and Approval of the March 4, 2015 Meeting Minutes

- The March 4, 2015 meeting minutes were approved as written.

Consumer Advisory Committee Membership Recruitment

- Consumer participation is still needed.
- Nominations are requested from the advisory committee members.

CCI Consumer Feedback Updates

- Ombudsman
 - In March, the total calls received by the Consumer Center were 1,937; 496 were for the San Diego CCI program and 155 for Riverside/San Bernardino.
 - Of the total, 496 calls received in San Diego, callers experienced an average wait time of 17 seconds, average talk time of 7 min, 30 sec, and 55 calls were abandoned.
 - Year-to-date 6,312 calls have been received by the Consumer Center.
 - March notable call trends:
 - General information – 49%
 - Continuity of care – 32%
 - Disenrollment – 11%
 - Enrollment – 5%
 - Network adequacy – 3%
 - The majority of consumer questions continue to be on the Cal MediConnect program rules and plan choices. The number of callers requesting general program information decreased from 78% to 49%.

- The number of consumers requesting continuity of care has increased from 8% to 32%. New consumers are requesting retroactive coverage for services received before becoming aware of passive enrollment and their new eligibility.
- Continued assisting beneficiaries experiencing disenrollment problems. Most of the requests result from consumers unaware they have been passively enrolled.
- Assisted newly enrolled Cal MediConnect beneficiaries experiencing difficulty transitioning care without disruption and other disruptions of care related to the delayed update of Cal MediConnect eligibility in the Point of Service systems providers use, and past providers unwilling to accept Cal MediConnect coverage or unwilling to establish an arrangement with a Continuity of Care plan.
- CCI Advisory Group (with DHCS) Meeting Update
 - The group is responsible for making CCI and Cal MediConnect a workable program.
 - Main focus is on reaching out to new enrollees and those that opted out.
 - Enrollment is expected to increase as the program is improved.
 - Main problem identified is communication; work will continue to identify effective ways to communicate with consumers that opt out, and newly eligible consumers.
 - Discussed the importance of having testimony from consumers who have participated in the program.
 - Discussed the possibility of a deeming period; both representatives from the Department of Health Care Services (DHCS) working to improve the program have confirmed the health plans have agreed to a 30-day trial deeming period.
- Senior Care Action Network (SCAN) Meeting Update
 - Discussed and outlined the deliverables of the workgroup.
 - A deliverable of the workgroup is to establish focus groups locally.
- HICAP
 - The majority of callers are Medicare Advantage (MA) plan members concerned about passive enrollment into the Medi-Cal program.
 - The majority of consumers calling about Cal MediConnect are unaware of passive enrollment or don't know what program they have been enrolled into.
- CCI Advisory Committee Members
 - The health plans collectively were unaware of the unanimous decision by all health plans to move forward with a trial deeming period.
 - Justice in Aging
 - Javier Portela of DHCS confirmed that all health plans agreed to a 30-day trial deeming period to be operationalized by May.
 - Issues have arisen concerning consumers on MA plans that are not Cal MediConnect linked, such as experiencing issues accessing Medi-Cal covered services and with the billing of 20% to patients due to their enrollment in Medi-Cal.
 - In the latest Dual Plan Letter, DHCS indicated a request for Continuity of Care has to be made for a primary care provider (PCP) or specialist outside of network even though they may be contracted with the plan on a different network. Beneficiaries can keep their provider for a limited amount of time and are now being asked to switch to a provider available in their limited network.

CCI Updates

- CCI Health Plans
 - Health Net has focused on initiatives to retain members and prevent disenrollment.

- Molina will be finalizing a contract with Aging and Independence Services (AIS) to extend the number of potential enrollees in Multipurpose Senior Services and Support (MSSP), and worked toward assessing long term care patients to identify those that are able to return to their homes.
- Advisory Committees – Consumer and Consumer Advocate Participation
 - Potential consumer advocates have not yet been identified.
 - Nominations are requested from the advisory committee members.
- Harbage Consulting (Regional Coordinator and Technical Advisor)
 - Outreach was made to senior communities, Skilled Nursing Facilities (SNFs), and the AARP community.
 - Social workers facilitated meetings with beneficiaries and their families to provide additional information and support concerning the CCI program.
 - A CCI presentation was held for Kaiser staff; the majority of their questions focused on delegation issues.
 - In March 1,500 flyers were distributed through In-Home Supportive Services (IHSS) and Meals on Wheels.
- Skilled Nursing Facilities (SNF) Workgroup Update
 - The workgroup continues to focus on the Memorandum of Understanding (MOU) for emergency evacuations.
 - The letter of intent previously drafted is in its final stages.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
 - Discussed co-sponsoring the Screening, Brief Intervention, and Referral to Treatment (SBIRT) training that will be taking place in San Diego on April 28, 2015 at the County Operations Center (COC).
 - Michael Phillips of the Patient Advocacy Program held a presentation for the workgroup to provide information on the services and support they provide to beneficiaries who file grievances in inpatient psychiatric centers.
 - The Operations team continues to work on the Transition of Care and the Transition of Care Form for the referral of mental health patients to County Behavioral Health services by their health plan.
 - The Operations team has agreed disputes will be worked on locally.
- Community Based Adult Services (CBAS) Update
 - Efforts continue to standardize the Health Assessment Forms.
 - Nine participating CBAS centers will be utilizing the standardized forms and are currently working to compromise on the following topics:
 - The diet orders that will be listed on the form and changing menus accordingly.
 - Emergency parameters for notifying doctors.
 - Standing orders to administer medication; some centers offer additional medications.
- Hospital Update – Judith Yates
 - There is a lag when transitioning patients from an acute care environment to a SNF.
 - Two types of capacity issues:
 - Limited availability of openings in the community.
 - The types of openings available, or the type of patients that facilities are willing to accept; the most difficult to place are behavioral health and homeless patients.
 - Hospitals have reported more than half of their acute patient openings are occupied by long term care patients pending SNF placement.
 - Hospitals have reported the response provided by the plans is to find a SNF opening out-of-network if an opening is not available for the patient in-network.
 - Concerns about adequate openings available are noted as policy issues.

- There are currently over 1,000 openings available; collectively it is unknown why hospitals are experiencing difficulties transitioning patients, or why SNF's are not accepting patients.
 - Hospitals reported discharged patients have experienced difficulty scheduling follow-up appointments with their PCP due to limited availability of appointments. Patients are referred to the next closest neighborhood clinic for follow-up services.
 - Some SNF's are not allowing patients to return after discharge from the hospital when routine payments are made to ensure an opening is reserved.
- Communication Workgroup Update
 - San Diego County CCI Rollout Tracker
 - The CCI Rollout Tracker is no longer required.
 - Cal MediConnect Enrollment Dashboard Report
 - As of March 1, 2015 the number of active enrollments in San Diego is 20,256.
 - Molina and Community Health Group (CHG) have the most enrollments.
 - San Diego has a 61% opt out and disenrollment rate.
 - Within the IHSS population the opt out and disenrollment rate is 72%.
 - Development of Talking Points for Consistent Message
 - Tabled.
 - Member Stories – Cal MediConnect Success Stories
 - Advisory Committee members are encouraged to share member stories regularly.
- Long Term Services and Support (LTSS) Update
 - Multipurpose Senior Services Program (MSSP) Transition
 - A two-day retreat will take place to discuss the health plans' capacity for additional clients, followed by a stakeholder process.
 - About 100 MSSP beneficiaries have not yet enrolled in a health plan.

Updates and Announcements

- DHCS Deputy Director, Claudia Crist and Assistant Deputy Director, Hanna Katch will be attending the May 6, 2015 CCI Advisory Committee meeting.

Suggested May Meeting Agenda Items

- None.

Next Meeting

The next meeting will be held on May 6, 2015 from 9:30am to 11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Aracely Soriano