



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, January 7, 2015

Member Attendance: James Beaubeaux, San Diego County Medical Society (SDCMC); Amber Cutler, National Senior Citizens Law Center; Joe Diaz, California Association of Healthcare Facilities (CAHF); Chris Duke, Aging and Independence Services (AIS); Haley Erickson, Care1st; Debra Fitzgerald, Healthy San Diego (HSD); Kim Fritz, Care1st; Michelle Galvan, OptumHealth; Paula Goncalves, Community Research Foundation (CRF); 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; Amy Kalivas, Access to Independence; 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; Juanita Rettinghaus, Edgemoor; Bud Sayles, In-Home Support Services Public Authority (IHSS); Brenda Schmitthenner, AIS; George Scolari, Community Health Group; Mark Sellers, AIS; Peter Shih, HSD-HSSA; Noah Solomon, Care1st; Janet Vadakkumcherry, Council of Community Clinics and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

Guest Attendance: Dimitrios Alexiou, HASDIC; Ron Boatman, Administrator, Strategic Planning and Business Development, ARMC; Ron Buttram, Director of Aging Adult Services, County of San Bernardino; Sarah Eberhardt-Rios, Deputy Director Program Support Services, Behavioral Health; Michelle Espinoza, Molina; Ken Johnston, Division Chief of Program Integrity and Development, Public Health; Dr. Joshua Morgan, Research and Planning Psychologist, Behavioral Health; Rick Mendlen, Light Bridge Hospice; Renee Smilde, Scripps Mercy Hospital Clinic; Cassandra Thomas, Behavioral Health Director, County of San Bernardino; Kimberly Williams, Assistant to Pam Hoye and Terri Williams, Harbage.

Welcome and Introductions

Additions to the Agenda

- None.

Review and Approval of the December 3, 2014 Meeting Minutes

- The December 3, 2014 meeting minutes were approved as amended.
 - Under CCI Health Plans updates, the minutes will be amended to “Health Net continued work toward the transition of MSSP to a managed care benefit, worked toward completing a strategic plan on homelessness, attended a conference on homelessness, and continued work on the reporting requirements for LTSS.”
 - Under In-Home Supportive Services (IHSS) Update, the minutes will be amended to “An enhancement will be made to the IHSS data program CMIPS to provide information concerning which health plan IHSS members belong to.”

CCI Consumer Feedback Updates

- Ombudsman
 - A total of 20,549 calls were received by the Statewide Health Consumer Alliance from April 1st to December 31, 2014.
 - In December, the total calls received in San Diego and Inland Counties was 1,021.
 - From April 1st to December 31, 2014 the number of calls received locally was 7,097.
 - December breakdown of calls:

- General information – 78%
 - Disenrollment – 10%
 - Enrollment – 6%
 - Continuity of care – 6%
 - Service denials, delays or reductions – 1%
- Year-to-date (through 12/31/14) call totals in other demonstration counties:
 - Los Angeles – 6,601 calls
 - Orange County – 300 calls
 - San Mateo – 24 calls
 - Santa Clara – 912 calls
 - All other programs – 960 calls
- The majority of consumer questions continue to be on Cal MediConnect and program rules.
- Providers that do not accept any Cal MediConnect managed care plans continue to create barriers for beneficiaries enrolling in the CCI Demonstration Project. An extensive amount of time is focused on educating providers and their staff.
- Disruption in Medi-Cal eligibility can impact Cal MediConnect enrollment.
- HICAP
 - December was noted as being a busy month.
 - There was a higher volume of calls and contacts due to the pending massive enrollment in January and the Dual Eligible Special Needs Plans (D-SNP) transitions, accompanied by an increase in enrollment issues and confusion among members.
 - Experienced more successes and challenges due to the increase in volume of calls. It was also noted there were more consumers looking forward to joining Cal MediConnect.
- CCI Advisory Committee Members
 - The National Senior Citizens Law Center is launching a new name and tag line: Justice in Aging, Fighting Senior Poverty through Law. The change will be effective March 2, 2015.

CCI Updates

- CCI Health Plans
 - Care1st
 - Work continued on the transition of D-SNP members to the Cal MediConnect program; the transition is noted as being relatively smooth.
 - Late network additions brought confusion for transitioning members who thought certain providers were not available and opted for a different provider. The health plan is focusing on getting beneficiaries enrolled with newly added providers.
 - Member services experienced a high call volume overall and longer wait times.
 - Health Net
 - It was noted the MSSP interface improved billing payments and progress was made in the reconciliation of their member list.
 - Work continued toward training medical groups. Providers were invited to participate in the Special Needs Inclusion Project (SNIP) Skilled Nursing Facility (SNF) training.
 - Health Net is working on expanding their network in San Diego.
 - No issues were reported concerning the transition of D-SNP members.
 - Molina
 - Work continued on the D-SNP transition to ensure 100% Primary Care Physician (PCP) network crossover to prevent network gaps.
 - Training was conducted with contracted SNFs and outreach was made to Home Health agencies to ensure understanding of the Cal MediConnect program.
 - Collaborated with AIS to create a contract to potentially increase the capacity of MSSP.
 - Advisory Committees – Consumer and Consumer Advocate Participation

- A question was raised by the collaborative concerning the effectiveness of consumer and consumer advocate participation in Health Plans' advisory committees.
 - The Cal MediConnect advisory committee for Health Net is combined with Medi-Cal.
 - The advisory committee for Care1st has representation from a wide variety of individuals, but more consumer representation is needed.
 - The advisory committee for Molina can be improved by more member participation. It was noted it is a challenge getting consumers interested in participating, even after offering incentives and reimbursement for transportation and mileage.
 - An IHSS representative will be added to the CCI Advisory Committee in an effort to encourage consumer participation.
- Harbage Consulting (Regional Coordinator and Technical Advisor)
 - December was noted as being a slow month.
 - Harbage continued outreach with churches and ethnic communities.
 - Continued collaboration with Viet News to film two informational videos for YouTube.
 - San Diego Meals on Wheels staff received training on the CCI program, and flyers continue to be distributed along with the meals.
 - IHSS caregivers received Cal MediConnect training and were provided with flyers to distribute.
 - The cartoon free range videos were sent out to the committee via email including the Spanish and closed-caption versions; Jane Ogle's video is expected to be released soon.
 - Harbage will include the Health Plans' Success Stories in their monthly newsletter.
- Skilled Nursing Facilities (SNF) Workgroup Update
 - The complete MOA files with the proposed amendment were received and are pending review and finalization by each health plan. Approvals are expected by January 29, 2015.
 - Following Health Plan review, the MOA will be submitted to the County of San Diego's Office of Emergency Services for approval.
 - Recent discussion focused on behavioral health issues related to processing of candidates and claims in San Diego, focusing on subcontracting and the screening that takes place.
 - Health Plans reported difficulties finding custodial beds available and providers experienced difficulties finding local community resources to discharge patients.
 - The community is rich in Long Term Services and Supports (LTSS), and education can be provided on transitional resources available to facilitate the discharge processes.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
 - No updates.
- Community Based Adult Services (CBAS) Update
 - No updates—the next meeting is scheduled for March 2nd, 2015.
- Communication Workgroup Update
 - December San Diego County CCI Rollout Tracker
 - The link for the December CCI Rollout Tracker (report) was issued last week; no responses or reports have been received. A reminder email will be sent.
 - The Rollout Tracker submitted to the California Collaborative for Long Term Services and Supports will be distributed at the CCI Advisory Committee meetings each month.
 - The report notes identified issues, successes and improvements in patient experiences.
 - Cal MediConnect Enrollment Dashboard Report
 - Health Plans track their own respective disenrollments.
 - The Health Plans will share with the Advisory Committee after the conclusion of the passive enrollment.
 - TeleTownhall Update
 - Stones Phones is a prospective vendor for the TeleTownhall call.

- Screenshots were provided of the access screens. A live demo test is planned.
- A moderator and two screeners are still needed.
- The call is expected to be placed around 6:00 pm in late January.
- The call will be placed consecutively for three months and then be evaluated to determine if it will be continued.
- The source of the list of numbers that will receive the robocalls is still unknown.
- Long Term Services and Support (LTSS) Update
 - AIS was awarded the Scan Grant to be the Regional Coalition for San Diego.
 - One of the deliverables under the grant is to convene a group of subject matter experts to determine how access to LTSS, healthcare providers and payers can be improved.
 - The concept developed was a home and community based services brokerage.
 - An application was submitted to the Administration on Community Living to receive technical assistance to determine the considerations for establishing a brokerage and to evaluate the feasibility, associated risks and benefits.
 - Care1st has all assessments and care plans for MSSP.
 - The state will be requiring amendments to the MSSP contracts.
- In Home Supportive Services (IHSS) Update
 - Three quarters of IHSS qualifying beneficiaries have been enrolled in Cal MediConnect.
 - It is expected more individuals will be identified this year.
 - The provisions of the Fair Labor Standards Act (FLSA) from the Department of Labor to delay overtime pay for IHSS caregivers impacted entry and brought great change.
 - Worked with the State and County to prepare for January 1st, 2015 implementation of management of overtime, wait time, travel time and IHSS hours on a weekly basis.

Updates from the 1115 Waiver and Health Homes Discussions

- The Whole Person and Accountable Community of Health stakeholder work groups will be submitting a proposal with recommendations to the Department of Health Care Services (DHCS) concerning the desires for use of the 1115 waiver.
- The proposal will recommend a whole-person care approach in which technology is used to enhance information sharing between entities and the need for an incentive based system for Pay for Performance instead of a withhold approach.
- A major challenge in San Diego lies with specialists choosing not to accept Medi-Cal, creating access issues.
- A final meeting will be held on Monday before the proposal is submitted to the state.

Updates and Announcements

- *San Diego Physician Magazine* published four articles on the Cal MediConnect program.

Suggested February Meeting Agenda Items

- None.

Next Meeting

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

Meeting minutes transcribed by Aracely Soriano