



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

Wednesday, March 5, 2014

**Member Attendance:** James Beaubeaux, San Diego County Medical Society; Lauren Chin, County Behavioral Health Services (BHS); Debra Fitzgerald, Health and Human Services Agency (HHSA); Kim Fritz, Care1st; Paula Goncalves, Community Research Foundation (CRF); Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Julianne Howell, HHSA; Pam Hoye, Dual Eligible Consumer; Carol Hubbard, Program of All-Inclusive Care for the Elderly (PACE); Maria Iriarte, Disability Rights California; Shannon Jaccard, NAMI; Ruth Kenzelmann, OptumHealth Public Sector; Molly Kintz, Loving Care Adult Day Health Care; Gwendolyn Leake Isaacs, Kaiser Permanente; Rogelio Lopez, Health Net; Jenna MacRae, Elder Law and Advocacy, HICAP; Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Harvest Pepper (staff), UnitedHealthcare; Lourdes Ramirez, Aging & Independence Services (AIS) and ADRC; Bud Sayles, IHSS Public Authority; Brenda Schmitthener, AIS; George Scolari, Community Health Group (CHG); Peter Shih, HHSA; and Janet Vadakkumcherry, Council of Community Clinics (CCC).

**Guest Attendance:** Scott Crawford, Kaiser Permanente; Joe Diaz, California Association of Health Facilities (CAHF); Harsim Gram, Kaiser Permanente; Molly Hensel, Harbage Consulting; Rebecca Huff, Care1st; Mat Kostrinsky, United Domestic Workers (UDW); Ryan MacDonald, Harbage Consulting; Dawn Maroney, Care1st; Rick Mendlen, Shea Family Light Bridge Hospital; Jill Merdler, Light Bridge Hospice; Mike Rime, UnitedHealthcare; and Kim Huynh, Harbage Consulting, Jenel Lim, AIS.

### Welcome and Introductions

#### Additions to the Agenda

- CBAS Update

#### Review and Approval of the February 5, 2014 Meeting Minutes

- Harvest Pepper to amend the February 5, 2014 minutes as noted. Kimberly Fritz to be removed from the attendee listing.

#### CCI/Cal MediConnect Updates

- Two letters concerning dual eligible notification and communication documents have been sent to the State Department of Health Care Services (DHCS) from health care advocates.
- The CCI program will begin on April 1, 2014 in San Diego County with voluntary enrollment; passive enrollment will begin on May 1, 2014.
- Jane Ogle officially retired from DHCS on Friday March 7<sup>th</sup>. Margret Tater has stepped into the interim role.
- DHCS requested that the In Home Supportive Services (IHSS), the Public Authority, and Behavioral Health MOUs between the County and Health Plans be amended to reflect the new dates for Cal MediConnect. These have been signed by the Health Plans and are currently with the County for signature.
- DHCS has also required an amendment to the Multi-purpose Senior Services Program (MSSP) contract to reflect the new dates for Cal MediConnect. This amendment has been signed by the Health Plans and the County.

- American Society of Aging Conference will be held in San Diego next week. [www.asaging.org](http://www.asaging.org) provides more information on the conference.

### **Healthy San Diego Behavioral Health Work Group (BHWG) Meeting Update**

- A kickoff event was held on February 25<sup>th</sup>, 2014. There were 150 providers/stakeholders in attendance for the two hour event. The event evaluations were positive.
- The BHWG is continuing to coordinate with one credentialing organization in order to credential providers for all the Health Plans at once.

### **Community Based Adult Services (CBAS) Update**

- North County Adult Day Health Care has closed. Another center in the neighboring area has enrolled most of those displaced by the closure.
- It would be useful to know which CBAS centers offer food in order to assess for and community client dietary needs.
- There are currently 19 CBAS location in San Diego County.
- The work group noted that a current CBAS directory for Health Plan use would be appreciated.

### **In-Home Supportive Services Policies and Procedures (P&Ps) Workgroup Update**

- The last two IHSS meetings have been used to refine the P&P language. Timelines and timeframes were included in the P&P. The P&P should be completed by the end of March and will be brought to the April CCI Cal MediConnect Advisory Committee meeting for review and approval.
- An MSSP P&P workgroup will be created shortly. This workgroup will address how MSSP staff will work directly with the Health Plans in order to ensure a smooth transition. The target start date for this workgroup will be the beginning of April 2014.

### **Communication Workgroup Update**

- The Long Term Care Integration Project (LTCIP) webpage has a CCI/Cal MediConnect Virtual Resource toolkit that contains outreach and informational documents on the Duals program.
- A CCI Cal MediConnect fact sheet was created by the SCAN Foundation in collaboration with and the eight CCI Counties in California. The fact sheet will be translated into Spanish and Tagalog. The content of the fact sheet is final.
- The SCAN foundation has requested to post the fact sheet on the Cal Duals website, the California Department of Aging website, and the California Collaboration for Long Term Services website.
- The Advisory Committee approved to provide a link on the Cal Duals site to the CCI/Cal MediConnect Virtual Resource ToolKit on the Long Term Care Integration Project (LTCIP) website rather than post the Cal MediConnect Fact Sheet as a stand-alone document. The fact sheet will be posted on the HHS LTCIP website along with those to all of the outreach materials available for the Cal MediConnect project.
- Joe Diaz suggested that outreach should include elected official offices.
- The Communication Workgroup is in the process of translating the outreach materials (excluding the SCAN fact sheet) into San Diego threshold languages.
- The committee noted that the outreach documents need to be available in alternative formats as well (including but not limited to Braille and audio), the PDFs need to be convertible to other file formats, and information on who to contact for these alternative formats should be posted

along with the documents. Brenda Schmitthenner will take these suggestions back to the Communication Workgroup.

- All LTCIP meeting meetings s are posted to the LTCIP website. The next meeting will be held on Friday, March 14<sup>th</sup> at 8:30 - 10 am.
- AIS provided a training on IHSS policies and procedures earlier in the week. The posting location of this recorded training event is still being determined.
- Information on CCI has been drafted and approved by the Communication Workgroup to be sent to pharmacies. Once the information is finalized, the Health Plans will send out the information to the pharmacies on their own Health Plan letterhead.
- It was suggested that consumer information be made available at public libraries.
- The State DHCS is conducting Robocalls to Cal MediConnect consumers, but the Advisory Committee would like to also schedule local Robocalls before the end of March.
- A special edition of the IHSS newsletter providing an overview of Cal MediConnect will be translated into Spanish and mailed to all IHSS consumers. There are about 25,000 IHSS recipients in San Diego County. The newsletter will make note that it is available in other formats.

### **Harbage Consulting CCI/Cal MediConnect Outreach Plan Presentation**

- The latest CCI event was held on February 27, 2014. Brenda Schmitthenner asked that any media coverage or questions concerning this event be forwarded to her.
- The State DHCS office is also planning to conduct Tele Town Hall meetings concerning CCI. The next meeting will be scheduled following a 60 day notice; letters have been mailed.
- Harbage Consulting will work with the CCI Cal MediConnect Advisory Committee stakeholders and with the Health Plans to maximize community outreach.
- Outreach needs to be provided to IHSS caregivers. It was suggested that some outreach materials be included with their paychecks. The outreach needs to focus mainly on consumers using San Diego County specific materials.
- Those in long term health care facilities and the staff at these facilities need to be included in outreach information and training.
- Recording of a long term health care facilities webinar event and then distributing a DVD was discussed.
- The presentations need to also be provided in ASL (American Sign Language).
- The Communication Workgroup suggested that public service announcements concerning CCI Cal MediConnect be created and aired on TV.
- The Harbage will be working with the committee to complete the Robocalls.
- A forum for legislative and elective official staff will be supported by Harbage.
- A major forum for nursing home staff (there are 108 nursing homes in San Diego County) is scheduled for April 22, 2014. The CCI Cal MediConnect project should be added to the agenda.
- A detailed train-the-trainer program for clinicians would be helpful in order to have details on how to fill out the forms and help the member pick the plan that is right for them. The committee suggested that members be referred to HICAP and/or CCHEA for assistance with these types of questions and issues.

### **Suggested April Meeting Agenda Items**

- Harbage Consulting will provide a status update

### **Next Meeting**

The next meeting will be held on April 2, 2014 from 9:30am – 11:30am at the San Diego County Medical Society.

*Meeting minutes transcribed by Harvest Pepper*