



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

Wednesday, August 6, 2014

**Member Attendance:** James Beaubeaux, San Diego County Medical Society (SDCMC); Joe Diaz, California Association of Health Facilities (CAHF); Debra Fitzgerald, Healthy San Diego (HSD); Gwendolyn Leake Isaacs, Kasier Permanente; Pam Hoye, Dual Eligible Consumer; Ruth Kenzelmann, OptumHealth Public Sector; Amber Cutler, National Senior Citizens Law Center; Molly Kintz, Loving Care Adult Day Helath Care (CBAS); Jenna MacRae, Elder Law and Advocacy- HICAP; Kim Fritz, Care1st; Paula Goncalves, Community Research Foundation (CRF); Karis Grounds, 2-1-1 San Diego; Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Pam Hough, Light Bridge Hospice; Kim Huynh, Harbage Consulting; Jenel Lim, Aging and Independence Services (AIS); Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Vickie Molzen, AIS; Juanita Rettinghaus, Edgemoor; Bud Sayles, IHSS Public Authority; Brenda Schmitthener, AIS; George Scolari, Community Health Group; Mark Sellers, AIS; Ann Thompson, Kaiser Permanente and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

**Guest Attendance:** Terrance Henson, Molina Healthcare; Rick Mendlen, Shea Family, Light Bridge Hospice, and Terri Williams, Harbage Consulting.

### Welcome and Introductions

#### Additions to the Agenda

- Hilary Haycock is in search of a Spanish speaking Cal MediConnect member for a news interview.

#### Review and Approval of the July 2, 2014 Meeting Minutes

- The July 2, 2014 meeting minutes were approved as written.
- Molly Kintz updated her CBAS report from last month to note that the slight increase in referrals she noticed since the start of Cal MediConnect was solely at the Loving Care Adult Day Health Care facility.

#### CCI Consumer Feedback Updates

- Ombudsman
  - Los Angeles has now received more Cal MediConnect calls than San Diego.
  - In July, there were 1,174 calls received in San Diego and 1,187 received for Los Angeles.
  - The majority of calls received were regarding urgent matters such as clients who were passively enrolled not being able to get their medications.
  - The Health Consumer Alliance toll free number received 3,012 calls in July; most of the calls were from San Diego, the Inland Empire and LA Counties; 250 were referred to the Ombudsman partners in other counties.
  - Bay Area and Orange County Cal MediConnect implementation has been postponed until July 1, 2015; they are currently in the midst of creating their advisory committee.
  - Year-to-date, San Diego has fielded 3,408 calls from the Cal MediConnect Ombudsman toll free line; Los Angeles had 3,090 in July, the implementation month.

- The average talk time for the statewide toll free number was 9 min, 8 sec; the average year-to-date talk time is 8 min, 48 sec.
- There were 2,594 total calls made to the Consumer Center in San Diego for the month of July, including Cal MediConnect calls.
- More than 10,000 calls have been answered by the Consumer Center of Health Education and Advocacy (CCHEA) since implementation in April.
- There were 959 total San Diego Cal MediConnect calls made to CCHEA in the month of July.
- Average wait time for calls was 10 seconds and the average talk time was 7 minutes and 56 seconds.
- A significant number of calls are still requests for more information on the Cal MediConnect program 10% of recent calls received were regarding disenrollment.
- Several continuity of care processing barriers have arisen and Cal MediConnect is working closely with DHCS to systematically resolve those issues to insure all plan member services departments are adequately trained in the continuity of care processing criteria.
- DHCS has created a mailing drop box that enables direct contact with DHCS to fix erroneous enrollments.
- The Centers for Medicare & Medicaid Services (CMS) has asked all leaders of Cal MediConnect Ombudsman programs to meet in September to discuss implementation issues.
- HICAP
  - Calls concerning Cal MediConnect have doubled in volume.
- 2-1-1
  - There were 25 calls received in July; seven were direct referrals to HICAP and five were direct referrals to the Cal MediConnect Ombudsman.
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  - The majority of calls were regarding confusion on continuity of care subjects, such as members losing paperwork or trying to find information, and also regarding passive enrollment issues.
- CCI Advisory Committee Members
  - National Senior Citizens Law Center (NSCLC) is currently working on putting out their bi-weekly advocate update.
  - Healthy San Diego (HSD) had 140 Cal MediConnect contacts for the month of July.
  - The HSD Information Line and Health Care Options (HCO) staff saw a 15% increase in contacts over the last 3-4 months.
  - Debra (HSD Program Manager) will work with Kim Huynh at Harbage Consulting to set up training for managers and supervisors at the nine Family Resource Center (FRC) sites on the Cal MediConnect program.

### **CCI Updates**

- CCI Health Plans
  - It was noted that many potential enrollees are choosing to opt out of Cal MediConnect for fear of losing their current doctor(s).
- Harbage Consulting Update
  - Kim Huynh has been introduced to the San Diego Senior Alliance (SDSA) and is working with them to organize Cal MediConnect presentations.
  - Collaboration is continuing with United Domestic Workers of America (UDW) and they host monthly informational meetings on the Cal MediConnect program.

- Harbage has utilized translators to present events in Arabic and Vietnamese. Upcoming presentations are being organized to be presented in Spanish and Tagalog.
- Harbage has reached out to Senior Centers where it is proving difficult to determine those who are dual eligible.
- Harbage has also presented to pharmacies, skilled nurse facilities, PACE staff, wellness fairs, the deaf community and city libraries.
- With the deaf community the major concerns discussed were regarding services specifically covered for the deaf in respect to surgeries and procedures.
- Skilled Nursing Facilities (SNF) Workgroup Update
  - The SNF workgroup held its second teleconference meeting with 71 participants.
  - A number of skilled nursing facilities requested Kim Huynh's contact information in order to discuss Cal MediConnect orientation and training presentations.
  - Meeting topics included terms of requirements for basic reimbursement to plans within 45 days, to monitoring and implementing performance plans of their IPA's if plans chose to do downstream contracting.
  - A number of facilities are not receiving timely reimbursement while others are.
  - As more SNFs acquire agreements with plans, the next task will be to start monitoring the payout cycle to determine if the State is turning around claims in a timely fashion, or to identify issues with the process.
  - The Senate Select Committee on Long Term Care is having a joint hearing next week along with the Assembly for Long Term Care and Coordinating Committee to discuss findings and recommendations for SNFs going forward.
  - CMS has notified SNFs of which States will no longer be able to use the Managed Care Tax Plan funds. *It is still unclear how this will impact San Diego*
  - The next workgroup meeting will include discussion on electing a Co-Chair.
  - As a result of evacuating 1,800 nursing home residents during the 2007 wild fires, a task force was created that resulted in a number of processes that are in place to effectively prepare San Diego County for future disaster situations.
  - The task force created a memorandum of agreement that spelled out the rate per day a receiving facility would pay the discharging facility based on that facility's specific rate in the event of a declared emergency.
  - Due to having managed care plans as new partners, the terms of the memorandum of agreement must be amended to incorporate plans' patients who are transferred in case of emergency, and to include what those per diem fees will be.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
  - The presentation at the latest workgroup meeting focused on the referral process for mental health centers.
  - An upcoming conference was also announced regarding the progress of Cal MediConnect to be held in Long Beach on Thursday, August 14, 2014.
- Community Based Adult Services (CBAS) Update
  - Six centers reported no change in referrals and three reported a slight increase in referrals.
  - It was announced that a new CBAS center is opening in El Cajon.
  - The Health Plans have now been granted access to surveys and audits conducted on CBAS facilities.
  - New standards for participation and new regulations will go into effect later this month for CBAS facilities.
- Communication Workgroup Update

- As a group, feedback was provided on the LTSS factsheet, draft decision toolkit, and the animated Cal MediConnect via email.
- The Medical Society article recently published also now has a FAQ portion.
- The workgroup will now meet quarterly.
- Cal MediConnect Enrollment Dashboard Report
  - A fact sheet is currently being prepared to facilitate understanding of the graphs and charts.
  - There was a 44.89% opt out rate reported for July.
  - There was no response from Hilary to the request regarding the number of consumers that are passively enrolled or select a health plan, then disenroll in future months, so as to track the cumulative opt out rate.
  - At this time it is unknown how many consumers are selecting a Medicare Advantage plan.

### **Viet News TV Proposal**

- The proposal submitted was for 3-10 minute segments over 3 month period for a total of \$900 to cover the TV channel's tech and staff cost.
- It was suggested that instead of paying individual media outlets, it may be more beneficial to record and translate messages in multiple languages through HSD in order to reduce costs and reach more audiences.

### **Open Discussion on CCI Rollout**

- Currently a bid is out for vendors that can provide large scale TeleTownhall meetings.
- The script for the meeting has been finalized.
- The acquisition of a list of consumers to call was also discussed; it is unknown at this point who will be able to provide the list of consumers to call, and if it's even possible to obtain the data required (members sorted by enrollment date).
- It was suggested the enrollment listing could be sorted by birth month.
- It was suggested that the call take place monthly until the passive enrollment period is over.

### **Miscellaneous Updates and Announcements**

- There was a request placed by Hilary Hancock, who was approached by reporter America Marcello to interview one a Spanish speaking Cal MediConnect member.
- The committee agreed the first step is to speak with Health Plan Care Coordinators to identify a member, get permission to release their name, and then connect that member with the media.
- Molly Kintz will send out an email to CBAS providers regarding locating Cal MediConnect members for potential interviews.
- The committee may a reminder that it is important to consider avoiding the promotion of the health plan the member comes from and instead promote the Cal MediConnect program as a whole.
- It was also noted many members will, and have been contacted for a group interview for the Care Coordination Initiative Overview review developed by UCSF and UC Berkley.

### **Suggested September Meeting Agenda Items**

- None at this time.

### **Next Meeting**

The next meeting will be held on September 3, 2014 from 9:30am–11:30am at the San Diego County Medical Society.

*Meeting minutes transcribed by Aracely Soriano*