



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, July 2, 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); Kim Fritz, Care1st; Paula Goncalves, Community Research Foundation (CRF); Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Pam Hough, Light Bridge Hospice; Pam Hoye, Dual Eligible Consumer; Kim Huynh, Harbage Consulting; Molly Kintz, Loving Care Adult Day Health Care; Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Jenel Lim, Aging and Independence Services (AIS); Rogelio Lopez, Health Net; Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Vickie Molzen, AIS; Lourdes Ramirez, AIS Aging Services and ADRC; Bud Sayles, IHSS Public Authority; Brenda Schmitthener, AIS; George Scolari, Community Health Group; Peter Shih, HHSA; Cheryl Wilson, San Diego Senior Alliance; and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

Guest Attendance: Alla'a Ali, HHSA; Mat Kostrinsky, United Domestic Workers (UDW); Amy Morrison, Care1st; Vyan Nguyen, Gary and Mary West Foundation; and Terri Williams, Harbage Consulting.

Welcome and Introductions

Additions to the Agenda

- None

Review and Approval of the June 4, 2014 Meeting Minutes

- The June 4, 2014 meeting minutes were approved as written.

CCI Consumer Feedback Updates

- Ombudsman
 - There were 3,000 calls to the Health Consumer Alliance toll free number in June.
 - 1,195 of those calls were from San Diego and Inland Counties.
 - The average talk time is a little over eight minutes.
 - There were a total of 2,855 calls to the San Diego Consumer Center in June.
 - There were 991 San Diego Cal MediConnect Ombudsman calls in June.
 - The majority of consumer questions continue to be related to what the program is, what the rules are, and what the patient's options are.
 - There are enrollment issues concerning exempt groups and the Ombudsman is working with the State DHCS office to work on systemic remedies.
 - Calls were also received in reaction to the newest informational IHHS newsletter that went out recently.
- HICAP
 - Is still receiving a high volume of calls.
- 2-1-1
 - They have received 30 Cal MediConnect calls so far.
 - Seven were HICAP referrals.

- They reported that issues raised were concerning Network Adequacy and Insurance Transition.
- CCI Advisory Committee Members
 - UDW's Provider trainings are being held on an ongoing basis.
 - About 20 of the MMSP clients received 60 and 90 day notices in error.

CCI Updates

- CCI Health Plans
 - There was recently a meeting between the Hospital Association and the Health Plan representatives. There may be a follow up meeting between the two groups concerning Continuity of Care.
 - Most issues being seen by the Health Plans are concerning eligibility and billing.
 - Consistency is needed in the message conveyed to the community on Continuity of Care.
- Harbage Consulting Update
 - In June there were ten presentations (4 to consumers, 6 to advocates).
 - A Cal MediConnect presentation aired on the Vietnamese TV "Good News" show.
 - Harbage is producing five consumer informational videos that will be rolled out in September. Scripps will lead the consumer through each video. Kym Huynh will request the videos for review by the committee.
- Skilled Nursing Facilities (SNF) Workgroup Update
 - The workgroup will be officially approved under Healthy San Diego soon and will continue to report out at this meeting.
 - 78 persons participated in the first conference call.
 - The call was mainly an organizational meeting, and meeting guidelines were established.
 - The Chair will be Juanita Rettinghaus from Edgemoor.
 - A Health Plan contact card was developed and sent out to the work group.
 - The next conference call is July 16th.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
 - The latest meeting focused on Medi-Cal coordination.
 - George Scolari represents the Health Plans on the monthly Behavioral Health call with the State; HHS Behavioral Health Services (BHS) is also on the call.
 - George Scolari will be speaking at upcoming County and Statewide conferences and events.
- Community Based Adult Services (CBAS) Update
 - The Medi-Cal 10% billing rate reduction has not been reversed by the State.
 - Anecdotally there has been a slight increase in referrals since the start of the Cal MediConnect program.
- Communication Workgroup Update
 - During the latest meeting the fix-it list was discussed with Amber Cutler. The IHSS newsletter, the robo calls, and the PBS News Hour video were also discussed. The dates and times for the robo calls need to be determined. Robo calls should only go out to those who have already received their notices.
 - There were also questions about the San Diego Regional Coordinator and what they have been asked to do in San Diego.
 - UDW holds State-wide provider tele-town calls throughout the year.
 - Cal MediConnect Enrollment Dashboard Report

- The Opt-Out percentage in San Diego County is estimated at 38%.
- Footnotes have been added to the dashboard.

PBS News Hour Story on CCI and San Diego

- Highlighted a family that was happy about the benefits of the Cal MediConnect program.
- Included interviews and footage from the Cal MediConnect Ombudsman (CCHEA), a CBAS site and representative, AIS-HHSA (Ellen Schmeding), a managed care health plan, and Toby Douglas of DHCS.
- The story has stimulated national dialogue about the program.

July 10th CCI Quarterly Stakeholder Update – Two Part Webinar Invitation

- DHCS is holding a two part webinar. San Diego's Advisory Committee members have received an invitation to participate in the second part of the presentation.
- DHCS also asked those that worked on the IHSS guide to participate in the quarterly Stakeholder call.

Open Discussion on CCI Rollout

- The point of contact list was distributed yesterday on behalf of Harbage.
- It was asked that any corrections be forwarded to Harbage.
- Greg Knoll will draft a formal letter to Harbage asking that all communications crafted for San Diego be approved first through the Advisory Committee before distribution.
- The committee asked if the Health Plans have any opt-out data concerning the Cal MediConnect clients assigned to them. The Health Plan representatives will research the feasibility of accessing this data through each of the Plans. Greg Knoll will research if the State has or will have this data available.

Miscellaneous Updates and Announcements

Suggested August Meeting Agenda Items

- If the Committee members have any additional agenda items please email them to the Chair and Co-Chair.

Next Meeting

The next meeting will be held on August 6, 2014 from 9:30am – 11:30am at the San Diego County Medical Society.

Meeting minutes transcribed by Harvest Pepper