



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

Wednesday, June 4, 2014

**Member Attendance:** James Beaubeaux, San Diego County Medical Society (SDCMC); Joe Diaz, California Association of Health Facilities (CAHF); Debra Fitzgerald, Health and Human Services Agency (HHSA), Healthy San Diego (HSD); Louis Frick, Access to Independence; Kim Fritz, Care1st; Karis Grounds, 2-1-1 San Diego; Walter Hekimian, Edgemoor; Gwenmarie Hilleary, Hospital Association of San Diego and Imperial Counties (HASDIC); Pam Hough, Light Bridge Hospice; Pam Hoyer, Dual Eligible Consumer; Carol Hubbard, Program of All-Inclusive Care for the Elderly (PACE); Kim Huynh, Harbage Consulting; Maria Iriarte, Disability Rights California; Ruth Kenzelmann, OptumHealth Public Sector; 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; Ellen Schmeding, AIS In-Home Support Services (IHSS); Brenda Schmitthenner, AIS; Mark Sellers, AIS IHSS & MSSP; Peter Shih, HHSA; Janet Vadakkumcherry, Council of Community Clinics (CCC); and David Well, Elder Law and Advocacy – HICAP.

**Guest Attendance:** Alla'a Ali, HHSA; Monica Bush, Addus Home Care; Megan Dankmyer, Molina Healthcare; Paul Goncalves, Community Research Foundation (CRF); Terrance Henson, Molina Healthcare; Amy Morrison, Care1st; and Terri Williams, Harbage Consulting.

### Welcome and Introductions

#### Review and Approval of the May 7, 2014 Meeting Minutes

- The May 7, 2014 meeting minutes were approved as written.

#### Additions to the Agenda

- Brenda Schmitthenner introduced Terri Williams of Harbage Consulting as the new Technical Advisor for San Diego County and a new Advisory Committee member.
- Communication Workgroup Updates – Tracking tool for feedback on rollout of the Coordinated Care Initiative (CCI) in San Diego.
  - A CCI tracking tool is being sent out to targeted stakeholders (including the CCI Advisory Committee members) in order to gather information on issues related to the rollout of the CCI in San Diego County. Once the data is gathered Brenda Schmitthenner will report out the feedback to the California Collaborative for Long Term Services and Supports monthly.
  - It was also asked that any CCI successes be noted in the survey responses.
  - The Communication Workgroup would welcome any independent CCI reports that other organizations would like to share.

#### CCI Consumer Feedback Updates

- Ombudsman
  - May 2014 CCI Ombudsman Report:
    - There were 2,133 statewide calls. 881 of those calls were from San Diego.
    - There were 320 abandoned calls.
    - 1,121 calls were over 3 minutes in duration.

- The average talk time was 8 minutes and 41 seconds.
    - 95% of the calls were on the subject of CCI/Cal MediConnect.
  - Noted call issues in San Diego County were: unawareness of Cal MediConnect program details, enrollment problems and questions, disenrollment requests and problems, service denials, delays or reductions, and continuity of care questions.
- HICAP
  - The June consumer call volume is consistent with the May calls.
  - Things seem to be settling down a bit and consumers seem to be receiving the answers and help they need.
  - Delays in the mailings are the cause of most calls.
- 2-1-1
  - No representative present.
- CCI Advisory Committee Members
  - A large medical organization in San Diego County has been given additional information and flyers to give to patients who are no longer assigned to them.
  - The Blindness Support Services organization in Riverside County has noted documentation accessibility issues for their clients. Maria Iriarte will contact them for details. She will also reach out to ACCESS to inquire of any other reported accessibility issues.
  - The Passive Enrollment deadline needs to be bolded in member materials.
  - Some in ICF's have been defaulted erroneously into managed care plans. This is a Medi-Cal Managed Care issue that HSD is currently addressing with the San Diego Regional Center as needed.
  - Some patients are being passively enrolled to different community clinics than they are currently assigned to. This may be due to errors in data transfers from the State to the clinics. It may also be that the patient asked to be moved to another clinic.

## **CCI Updates**

- Harbage Consulting Update
  - There were 10 advocate training events in May.
  - Nine consumer events were held in May.
  - There was an interview with a local Vietnamese television station. A portion of the recording will be aired soon in San Diego County.
  - It was asked that the Cal MediConnect informational flyer be translated into Vietnamese. Debra Fitzgerald offered to have HSD translate the flyer to Vietnamese.
- Skilled Nursing Facilities (SNF) Workgroup Update
  - The workgroup's first conference call meeting will be held next week.
  - The agenda for the first meeting will include the election of a workgroup Chair.
- Healthy San Diego Behavioral Health Workgroup Meeting Update
  - George Scolari spoke as a panelist at last month's Center for Health Care Strategies conference.
- Community Based Adult Services (CBAS) Update
  - Discussion concerning the August settlement agreement expiration occurred at the latest CBAS meeting.
  - It was suggested that in-services be set up between the Health Plans and the CBAS sites in order to help facilitate care coordination.

- The CBAS representative asked that the Health Plans also contact the State concerning provider background check details.
- When a patient changes health plans in the middle of the month it causes CBAS billing issues. Debra Fitzgerald noted that if someone changes health plans after the 15<sup>th</sup> of the month they will not be active with the new plan for up to 45 days but will continue with the current plan during that time.
- The County of San Diego will research these retroactive health plan change issues.
- Communication Workgroup Update
  - The pharmacy informational flyer was distributed a second time.
  - The special edition In Home Support Services (IHSS) newsletter was mailed out.
  - 32 library locations in San Diego County received copies of the Cal MediConnect informational flyer.
  - Cal MediConnect Enrollment Dashboard
    - The Committee asked that Opt-Out percentages be included on the Dashboard.
    - The Committee requested that Harbage gather any feedback related to issues with the Dashboard and report suggestions to the State.

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

- DHCS reported some errors with mail merging of notification letters and system syncing issues involving patient opt out requests.
- Both issues have been rectified and new procedures are being put into place at DHCS to avoid these errors in the future.

### **IHSS Coordination Guide Workgroup Update**

- IHSS Coordination Guide Approval.
  - The Committee approved the IHSS Coordination Guide with one abstaining.
  - The Guide will now be forwarded to the Health Plans for signatures.

### **Miscellaneous Updates and Announcements**

- None

### **Suggested July Meeting Agenda Items**

- None

### **Next Meeting**

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

*Meeting minutes transcribed by Harvest Pepper*