



Coordinated Care Initiative (CCI)/ Cal MediConnect Advisory Committee

Wednesday, November 5, 2014

Member Attendance: James Beaubeaux, San Diego County Medical Society (SDCMC); Amber Cutler, National Senior Citizens Law Center; Joe Diaz, California Association of Health Facilities (CAHF); Chris Duke, Aging and Independence Services (AIS); Debra Fitzgerald, Healthy San Diego (HSD); Kim Fritz, Care1st; Joe Garbanzos, Harbage Consulting; Lisa Hayes, Molina Healthcare; Walter Hekimian, Edgemoor; Pam Hoye, Dual Eligible Consumer; Carol Hubbard, Program of All-Inclusive care for the Elderly (PACE); Shanon Jaccard, National Alliance on Mental Illness (NAMI); Ruth Kenzelmann, OptumHealth; Molly Kintz, Loving Care Adult Day Health Care (CBAS); Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Rogelio Lopez, Health Net; Jenna McRae, Elder Law and Advocacy - HICAP; Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Lourdes Ramirez, Multipurpose Senior Service Program (MSSP); Juanita Rettinghaus, Edgemoor; Bud Sayles, In-Home Support Services Public Authority (IHSS); Brenda Schmitthener, AIS; George Scolari, Community Health Group (CHG); Mark Sellers, AIS; Peter Shih, HSD-HHSA; Janet Vadakkumcherry, Council of Community Clinics; Cheryl Wilson, San Diego Senior Alliance and Judith Yates, Hospital Association of San Diego and Imperial Counties (HASDIC).

Guest Attendance: Scott Crawford, Kaiser Permanente; Alejandra Gaona, Care1st; and Terri Williams, Harbage Consulting.

Welcome and Introductions

Additions to the Agenda

- None.

Review and Approval of the October 1, 2014 Meeting Minutes

- The October 1, 2014 meeting minutes were approved as written.

CCI Rollout Feedback Survey Demo

- A CCI Rollout Feedback Survey was developed to encourage Stakeholders to provide feedback to the Communications workgroup on the development of the program.
- If an entity already reports on CCI, survey completion is not required.
- The survey contains seven questions and is to be completed by COB Friday, November 7th.

CCI Consumer Feedback Updates

- Ombudsman – the Ombudsman Call Center statistics were shared.
 - In October, 2,433 calls were received with an average talk time of 6 min, 48 sec.
 - There were 874 calls made to the San Diego Ombudsman, including inland counties.
 - 85% of callers are confused, need help or more information regarding the Cal MediConnect program; 5% of calls were to assist with disenrollment.
 - The Ombudsman has begun receiving calls from beneficiaries scheduled for passive enrollment in January and those subject to Medicare part D.
 - Call data and success stories from each area will be provided for the collaborative.
 - San Mateo County Redeterminations:
 - San Mateo County received an 80% return rate while 20% were dropped for not submitting a redetermination form.

- It was recommended that Cal MediConnect members receive a notice of disenrollment ten days prior to the action taking effect. The notices should include adequate appeal rights, information concerning who to file an appeal with, and the appeal time line.
 - It was suggested that Cal MediConnect disenrollment should not occur simultaneously with proposed Medi-Cal terminations.
 - It was recommended Cal MediConnect beneficiaries receive a two month deeming period retaining eligibility while problems concerning Medi-Cal eligibility are corrected before being disenrolled from their Cal MediConnect plan.
- It was suggested by all groups that receiving information from the County concerning Cal MediConnect members' Medi-Cal redetermination dates would be beneficial in maintaining continuity of care.
- **HICAP**
 - In October there were 147 intakes, 40% of the calls received; the total number of calls was less than average, possibly as a result of open enrollment.
 - Many of the calls concerned new enrollments.
 - Calls assisting new enrollees have longer talk times.
 - There has been a notable decline in members turned away by Providers.
- **CCI Advisory Committee Members**
 - The California Program of All-Inclusive Care for the Elderly (PACE) brought a problem to the attention of DHCS concerning the PACE plan selection process.
 - Beneficiaries are required to select an alternative plan in the event of denial from PACE.
 - During the 60 day PACE review, the alternative health plan chosen receives notice of a new enrollee and issues a welcome packet while PACE enrollment is pending.
 - The welcome packets have caused confusion among potential PACE members as they often conclude they were denied PACE enrollment and directed to the alternative health plan.
 - It was noted the policy surrounding this issue needs to change; The State should not notify the alternative health plan choice until the member has received a denial from PACE.

CCI Updates

- **CCI Health Plans**
 - Molina has 100% Primary Care Physician (PCP) crossover from Medi-Medi to Cal MediConnect managed care plan.
 - Health Net has continued work around Multipurpose Senior Services Program (MSSP) and the PCP cross over, setting up reporting requirements, addressing homeless issues and collaborating with homeless agencies to develop strategies.
 - Care1st reported confusion among their members and providers regarding the Dual Special Needs Plan (D-SNP) transition and the alternative plan choices to Cal MediConnect.
 - CHG reported only one specialist requiring crossover to achieve 100% crossover, calls from D-SNP members increased significantly.
 - All Health Plans noted efforts continue toward affordable housing for the homeless population. The Behavioral Health Housing First work group and Health Homes work group have a meeting scheduled to discuss concrete recommendations to be provided to DHCS regarding the October 11, 2015 waiver renewal.
- **Harbage Consulting Update**
 - Communication has continued with social workers and healthcare administrators.
 - Meals on Wheels continues to distribute informational packets about Cal MediConnect.
 - Outreach was made to 300 In-Home Supportive Services (IHSS) providers and caregivers.
- **Skilled Nursing Facilities (SNF) Workgroup Update**
 - Discussion continued concerning the Emergency Evacuations MOU/MOA.
 - Health Plans agreed to draft an amendment to keep the agreements the SNF communities already have in place, with the exception of reimbursement rates.

- SNF Providers now have access to a toll free behavioral health support line to receive assistance.
- The County contracted with Optum Health to set up contracts with community SNFs. SNFs are advised to contact the Optum Behavioral Health Support Line for an evaluation of a patient requiring long term custodial care who have received a denial from their health plan.
- The Statewide California Association of Health Facilities (CAHF) annual conference will take place November 12th, 2014 in Palm Springs. It will focus on leadership of SNF providers.
- Healthy San Diego Behavioral Health Workgroup (BHWG) Meeting Update
 - Discussion focused on the Quality withhold for Cal MediConnect.
 - County Behavioral Health Services providers are required to be part of the interdisciplinary care team and care plans. There has been low participation on behalf of Behavioral Health Providers required to sign off on forms. Steps are being taken to focus on this issue.
 - George Scolari attended San Diego's ninth Emergency Medical Services (EMS) Annual Summit with Judith Yates from HASDIC.
- Community Based Adult Services (CBAS) Update
 - The CBAS Workgroup meetings have been moved from monthly to quarterly.
 - The Darling v. Douglas settlement agreement has been extended to November 30th, 2014.
 - The California Association for Adult Day Services (CAADS) conference will meet November 17th – 19th in Long Beach.
- Communication Workgroup Update
 - Cal MediConnect Enrollment Dashboard Report:
 - There are 13,050 enrollments projected in December.
 - There were 7,000 enrollments in November.
 - In January, 120,000 state-wide enrollments are anticipated; 15,000 will be in San Diego.
 - Quarterly Meeting Update
 - Minutes of the meeting will be e-mailed.
 - The Teleforum is currently on hold.
- Multipurpose Senior Service Program (MSSP) Update
 - There is a notable shift in clients due to errors in the system.
 - Client's enrollment in a health plan changes from day to day due to system errors.
 - There is weekly communication between MSSP Sites and Health Plans with DHCS.
 - The State is working with MSSP Sites and Health Plans to correct errors.
 - There is collaboration with the software vendor RTZ to create a way for health plans to have access to members' information.
 - A meeting is scheduled on December 3rd with RTZ to discuss interim processes.
 - Efforts have focused on communication between MSSP case managers and the health plan case managers.

Open Discussion on State Call and Transition of Programs

- Tabled.

Open Discussion on 2015 Meeting Schedule Changes

- San Bernardino County Executives will be present at the January 7th, 2015 CCI meeting.

Suggested December Meeting Agenda Items

- None.

Next Meeting

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

Meeting minutes transcribed by Aracely Soriano