

**HEALTHY SAN DIEGO  
 JOINT CONSUMER & PROFESSIONAL ADVISORY COMMITTEE  
 MINUTES – March 12, 2015**

**Members/Alternates Present:** Carole Anderson, Kimberly Fritz, Greg Knoll (**Co-Chair**), Leonard Kornreich, M.D. (**Co-Chair**), Rogelio Lopez, Christine Lazott, Sabra Matovsky, Liz Miles, Robert Prath, Shreya Sasaki, Brenda Schmitthener, George Scolari, Harriet Seldin, D.D.S., Dean Sidelinger, M.D., Ann Thompson, Henry Tuttle, Charlene Wilburn

**HSD Staff Present:** Debra Fitzgerald, Angela Galba-Davis, Peter Shih

**Guests:** Maggie Ta

<i>ITEM</i>	<i>DISCUSSION</i>	<i>ACTION</i>
<b><i>I. Welcome and Introductions</i></b>		
	<ul style="list-style-type: none"> <li>• Meeting called to order at 3:06 p.m. by Greg Knoll</li> <li>• Introductions were made               <ul style="list-style-type: none"> <li>- Henry Tuttle, CEO of the Council of Community Clinics, was introduced as a new member</li> </ul> </li> </ul>	
<b><i>II. Public Comment</i></b>		
	<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b><i>III. Healthy San Diego (HSD) Quality Improvement (QI) Subcommittee Report</i></b>		
<p><i>(Ann Thompson, QI Chair)</i></p>	<ul style="list-style-type: none"> <li>• Health Education &amp; Cultural (HE/CL) Linguistics Workgroup               <ul style="list-style-type: none"> <li>- Developed a work plan for 2015 that was approved at the QI Meeting</li> <li>- There are three trainings planned:                   <ul style="list-style-type: none"> <li>○ HEDIS disparities in prenatal and postnatal care</li> <li>○ Needs of the aging population</li> <li>○ Utilizing the Staying Healthy Assessment (SHA) tool and appropriate documentation</li> </ul> </li> <li>- A Language Symposium on best practices of language interpreter services will also be facilitated</li> <li>- SBIRT (Screening, Brief Intervention and Referral to Treatment) training is scheduled on April 28<sup>th</sup>. The training is a joint venture by the Department of Health Care Services (DHCS) and the University of California, Los Angeles (UCLA).</li> </ul> </li> <li>• Facility Site Review (FSR) Workgroup               <ul style="list-style-type: none"> <li>- Continuing to transfer data into their new database</li> </ul> </li> <li>• Consumer Center for Health Education &amp; Advocacy (CCEA)               <ul style="list-style-type: none"> <li>- Reported on their SSI assistance program. They created a flyer regarding free SSI program assistance.</li> <li>- SSI team is training providers on how to complete the forms</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>● Health Plan Workgroup <ul style="list-style-type: none"> <li>- Discussed the CCI Advisory Committee agenda items</li> <li>- Reviewing Memorandum of Agreement (MOA) section on California Childrens Services (CCS)</li> <li>- Reviewing the Memorandum of Understanding (MOU) on Targeted Case Management (TCM) and with the San Diego Regional Center (SDRC)</li> <li>- The San Diego County Aging &amp; Disability Resource Connection (ADRC) was awarded a technical assistance grant from the Administration on Community Building to build business capacity</li> </ul> </li> </ul>	
<b>IV. Presentation - Molina Healthcare of California</b>		
<i>Victoria Luong, Director of Health Education and Cultural &amp; Linguistics Services</i>	<ul style="list-style-type: none"> <li>● Health and Wellness Programs <ul style="list-style-type: none"> <li>- Pediatric and Adult Weight Management</li> <li>- Smoking Cessation</li> </ul> </li> <li>● Disease Management Programs <ul style="list-style-type: none"> <li>- Member Assessment</li> <li>- Complex Case Management</li> <li>- Motherhood Matters Pregnancy Program</li> <li>- Community Connectors</li> </ul> </li> <li>● Cultural and Linguistic Programs <ul style="list-style-type: none"> <li>- Interpretation Services: Face-to-face, Telephonic, ASL</li> <li>- Translation of Written Documents</li> <li>- Cultural and Linguistic Consultation and Training</li> </ul> </li> </ul>	<i>Distribute PowerPoint Presentation to HSD Joint Committee</i>
<b>V. Action Items</b>		
<b>Approval of minutes from previous meeting</b>	<ul style="list-style-type: none"> <li>● February 12, 2015 meeting minutes approved as written - Henry Tuttle abstained from the vote as he was not in attendance</li> </ul>	
<b>VI. Chairs' Reports</b>		
<b>A. Health Services Advisory Board (HSAB)</b> <i>(James Beaubeaux)</i>	<ul style="list-style-type: none"> <li>● No update was provided</li> </ul>	<i>Debra will follow-up regarding the Strategic Plan one pager</i>
<b>B. CCI Cal MediConnect Advisory Committee Update</b> <i>(Greg Knoll)</i>	<ul style="list-style-type: none"> <li>● The call data for February <ul style="list-style-type: none"> <li>- San Diego: 611</li> <li>- SD year to date: 1,200 (Jan/Feb)</li> <li>- Average wait time: 14 seconds</li> <li>- Average talk time: 6:35</li> <li>- Riverside and San Bernardino February calls: 382</li> </ul> </li> <li>● The issues/trends are expediting dis-enrollment and advocating for continuity of care with providers and plans</li> <li>● Frequently providing assistance to newly enrolled Cal MediConnect beneficiaries with continuity of care</li> </ul>	

	<ul style="list-style-type: none"> <li>• Some disruptions in services due to delayed update of Cal MediConnect eligibility in point of service systems for providers that were easily resolved</li> <li>• There is a slight increase in concerns with service delays and denials</li> <li>• Almost done with passive enrollment</li> <li>• Claudia Crist, the new deputy director of the Department of Health Care Services (DHCS), has invited key individuals to a new task force on CCI. Attendees include: <ul style="list-style-type: none"> <li>- Greg Knoll (Legal Aid Society of San Diego)</li> <li>- Kevin Prindiville (Justice and Aging)</li> <li>- SCAN Foundation</li> <li>- Richard Chambers (Molina Healthcare)</li> <li>- Cathy Blakemore (Disability Rights California)</li> <li>- Service Employees International Union (SEIU)</li> <li>- Gary Passmore (Congress of Seniors)</li> </ul> </li> </ul> <p>DHCS wants to better understand which beneficiaries have chosen not to enroll and the reason why.</p>	
<p><b>C. Behavioral Health Workgroup (BHWG)</b> <i>(George Scolari)</i></p>	<ul style="list-style-type: none"> <li>• Discussed the voluntary detox benefit and a new tool to help educate hospitals about the benefit</li> <li>• Modifying the HSD Care Coordination form</li> <li>• Presentation from Greg Knoll regarding the Cal MediConnect Ombudsman Program</li> <li>• Presentation by Mike Phillips from the Jewish Family Service (JFS) Patient Advocacy Program. JFS has hearings regarding grievance and appeals for beneficiaries of various programs.</li> </ul>	
<p><b>VII. Information/Updates (Written or Oral)</b></p>		
<p><b>A. Public Health Services (PHS)</b> <i>(Dean Sidelinger)</i></p>	<ul style="list-style-type: none"> <li>• Communicable Diseases: <ul style="list-style-type: none"> <li>- Influenza: 72 deaths so far this season; activity continues to decrease</li> <li>- Measles: 14 cases in San Diego (SD), none recent</li> <li>- Ocular syphilis: reported cases on the West Coast – 17, one under investigation in SD; increased vigilance for providers</li> <li>- Pertussis: 165 YTD through March 4; 2,046 in 2014</li> </ul> </li> <li>• CCS Pilot Project: <ul style="list-style-type: none"> <li>- Rady Children’s Hospital San Diego continues to work with DHCS on necessary documentation</li> <li>- Notification letters and FAQs are being prepared</li> </ul> </li> </ul>	
<p><b>B. Healthy San Diego</b> <i>(Debra Fitzgerald)</i></p>	<ul style="list-style-type: none"> <li>• Med-Cal beneficiaries for February <ul style="list-style-type: none"> <li>- More than 650,000 enrolled</li> <li>- 84,000 SSI Medi-Cal beneficiaries are not in that count, but are included in the Managed Care numbers</li> </ul> </li> </ul>	

	<ul style="list-style-type: none"> <li>• About 150 people remain in County Medical Services (CMS)</li> <li>• 88.9 percent of Medi-Cal enrollees are in Managed Care</li> <li>• Over 570,000 members enrolled in Managed care in January</li> <li>• Default Rate – January 2015 <ul style="list-style-type: none"> <li>- San Diego – 25 percent</li> <li>- State-wide – 26 percent</li> </ul> </li> <li>• Health Care Options – January 2015 <ul style="list-style-type: none"> <li>- Enrollment – 2,857</li> <li>- Attendance – 2,399</li> <li>- YTD Enrollment – 21,262</li> <li>- There were 3,000 additional contacts</li> <li>- Facilitated contact with more than 200 clients regarding the Advanced Premium Tax Credit/Covered California</li> </ul> </li> <li>• There were about 120 Cal MediConnect client contacts</li> <li>• The Healthy San Diego Information line was moved to a zip code routing system. The caller enters their zip code and the system routes their call to the appropriate Family Resource Center for that zip code. This feature is also in the ACCESS Call Center menu options.</li> </ul>	
<p><b>C. 1115 Waiver Update</b> <i>(Peter Shih)</i></p>	<ul style="list-style-type: none"> <li>• Distributed an 1115 Waiver overview to attendees</li> <li>• As a follow-up to the meeting with Assembly Speaker Toni Atkins, the local Whole Person Care Workgroup has been meeting on how some of these concepts can be fleshed out</li> <li>• The Speaker’s Office has been able to secure an appointment with DHCS for San Diego to share local ideas. Attending, in person or by phone, are Peter Shih, Mari Cantwell, Henry Tuttle, Greg Knoll, Nick Macchione, Dimitrios Alexiou; health plan representatives were also invited.</li> <li>• County State Association of Counties (CSAC) is meeting with DHCS on March 13<sup>th</sup></li> </ul>	
<p><b>VIII. Healthy San Diego Strategic Planning</b></p>		
<p><b>a. Member Vacancies</b> <i>(Peter Shih)</i></p>	<ul style="list-style-type: none"> <li>• There are several HSD Consumer Member vacancies</li> <li>• Henry Tuttle has asked the Community Clinic CEOs to refer possible members</li> <li>• Present or past Medi-Cal beneficiaries are eligible</li> <li>• There is reimbursement available for travel and other meeting related expenses</li> </ul>	
<p><b>b. County Counsel Presentation</b></p>		
<p><i>Kyle Sand, Sr Deputy County Counsel</i></p>	<ul style="list-style-type: none"> <li>• Discussed the required Ethics Training and the determination of whether the training is necessary for the Joint Committee Members</li> <li>• As a member of an Advisory Board, there could be consequences regarding the compliance with AB 1234 (if the training is not completed)</li> </ul>	

	<ul style="list-style-type: none"> <li>• The County Counsel's office recommends that all Advisory Board members complete the Ethics Training</li> <li>• One member proposed that an identified HSD Joint meeting be used to complete the training</li> </ul>	
<b>IX. Agenda Items For Next Meeting</b>		
	<ul style="list-style-type: none"> <li>• None</li> </ul>	
<b>X. Adjourn</b>		
	<ul style="list-style-type: none"> <li>• Meeting adjourned by Greg Knoll at 4:41 p.m.</li> </ul>	

**THE NEXT HEALTHY SAN DIEGO JOINT CONSUMER & PROFESSIONAL ADVISORY COMMITTEE MEETING SCHEDULED**

Thursday, April 9, 2015 from 3:00 p.m. to 5:00 p.m.

*Health and Human Services Complex*

*3851 Rosecrans Street, DOC Conference Room, San Diego, CA 92110*

Minutes recorded and transcribed by Angela Galba-Davis