

HEALTHY SAN DIEGO JOINT CONSUMER & PROFESSIONAL ADVISORY COMMITTEE MINUTES – April 10, 2014		
<p>Members/Alternates Present: James Beaubeaux, Kimberly Fritz, Molly Kintz, Greg Knoll (Co-Chair), Leonard Kornreich, MD, Rogelio Lopez, Sabra Matovsky, Liz Miles, Kristen Miller, Christy Rosenberg, Shreya Sasaki, George Scolari, Harriet Selden, DDS (Vice Chair), Dean Sidelinger, MD, Judith Yates, HSD Staff Present: Debra Fitzgerald, Miriam Keller, Katherine Montano, Lauren Quinlan, Peter Shih Guests: Kim Huynh, Romina Ruelas, Kellan Russoniello</p>		
ITEM	DISCUSSION	ACTION
I. Welcome and Introductions		
	<ul style="list-style-type: none"> • Meeting called to order at 3:03 p.m. by Greg Knoll • Introductions were made 	
II. Public Comment		
	<ul style="list-style-type: none"> • None 	
III. Healthy San Diego (HSD) Quality Improvement (QI) Subcommittee Report		
	<p><i>(Martha Jazo-Bajet reporting)</i></p> <ul style="list-style-type: none"> • Health Plans to work with the Health Education & Cultural/Linguistics (HE/CL) Workgroup to ensure that provider trainings meet DHCS training requirements • The Facility Site Review (FSR) Workgroup continues to offer provider trainings to physicians as the Staying Health Assessment (SHA) tool is implemented • Debra Fitzgerald, Healthy San Diego Program Manager, is working with the Health Plan Workgroup (HPWG) to finalize HSD Memoranda of Understanding (MOUs) / Memoranda of Agreement (MOAs) • Community Based Adult Services (CBAS) Ad Hoc Workgroup is finalizing its CBAS resource directory 	
IV. Action Items		
A. Approval of minutes from previous meeting	<ul style="list-style-type: none"> • April 10, 2014 meeting minutes approved as written 	
V. Chairs' Report		
A. Health Services Advisory Board (HSAB) <i>(Greg Knoll)</i>	<p><i>(Harriet Seldin, DDS reporting)</i></p> <ul style="list-style-type: none"> • The Health Services Advisory Board (HSAB) Strategic Planning process continues to move forward • James Beaubeaux, COO/CFO at San Diego County Medical Society, has been named the new HSAB Chair 	
B. CCI Cal MediConnect Advisory Committee Update <i>(Greg Knoll)</i>	<ul style="list-style-type: none"> • Representatives from Harbage Consulting gave an update on their outreach efforts at the CCI CalMediConnect Advisory Committee Meeting on April 2, 2014 	

	<ul style="list-style-type: none"> • <i>Cal MediConnect Duals Demonstration Project, effective April 1, 2014</i> <ul style="list-style-type: none"> ○ Consumer Center for Health Education and Advocacy (CCHA) is the State-wide contractor and coordinator for the Ombudsman Program for Cal MediConnect <ul style="list-style-type: none"> ▪ CCHA has five subcontractors in eight counties ○ Currently, most calls State-wide are taken in San Diego <ul style="list-style-type: none"> ▪ 68 calls were “secret shopper” calls from the Department of Health Care Services (DHCS) ▪ Call statistics for the week of April 1-7, 2014: <ul style="list-style-type: none"> – 725 total calls were received – 406 calls to the Cal MediConnect Ombudsman were received related to Cal MediConnect – Average ring time: Six seconds – Average wait time: 12 seconds – Average conversation: 10 minutes, 26 seconds – 72 calls received through the Health Care Alliance (HCA) toll-free number – 80% of calls received were from enrollees who lacked understanding about the Cal MediConnect program – 10% of calls were related to enrollment/enrollment problems – 6% of calls were related to network adequacy issues – 2% of calls were questions regarding continuity of care – 1% of calls were related to disenrollment – 1% of calls were related to inaccessibility of materials 	
<p>C. Behavioral Health Workgroup <i>(George Scolari)</i></p>	<ul style="list-style-type: none"> • The following issues were discussed at the BHWG meeting held on April 10, 2014: <ul style="list-style-type: none"> ○ Expanded Medi-Cal Behavioral Health (BH) benefits <ul style="list-style-type: none"> ▪ There is a possibility that Federally Qualified Health Centers (FQHCs) may no longer be able to bill the State directly for services provided to Seriously Mentally Ill (SMI) patients ▪ This change would require a waiver and no tentative implementation date has been issued ▪ The issue will be discussed further at future BHWG and Behavioral Health Ad Hoc Workgroup meetings ○ Behavioral Health Operations Workgroup will return its focus to Policies and Procedures, Memoranda of Understanding (MOU)/ Memoranda of Agreement (MOA), and Addendums only ○ Cal MediConnect update <ul style="list-style-type: none"> ▪ Dual demonstration project was implemented on April 1, 2014 ▪ Estimated enrollment is 125 voluntary members across four health plans in San Diego County 	

HSD JOINT CONSUMER & PROFESSIONAL ADVISORY COMMITTEE

MINUTES, April 10, 2014

Page 3 of 4

	<ul style="list-style-type: none"> ▪ Passive enrollment by birth month begins on 5/1/14 ▪ Discussions continue with County BH providers around billing and coordination of care ▪ Developing streamlined credentialing process tool • National Alliance on Mental Illness (NAMI) San Diego update <ul style="list-style-type: none"> ○ Shannon Jaccard, CEO of NAMI presented on current services provided 2014 NAMIWalk & 5K Run to be held on May 3, 2014 	
<p>VI. Information/Updates (Written or Oral)</p>		
<p>A. Healthy San Diego <i>(Debra Fitzgerald)</i></p>	<ul style="list-style-type: none"> • San Diego Medi-Cal enrollment February 2014 <ul style="list-style-type: none"> ○ Medi-Cal managed care: 403,441 ○ Total Medi-Cal: 461,601 • The default rate for February 2014 is currently under review by the State • Health Care Options (HCO) update February 2014 <ul style="list-style-type: none"> ○ 3,500 enrollments ○ 2,000+ enrollees attended orientation ○ 26,000 beneficiaries have enrolled via HCO this fiscal year (July 1, 2014 – February 28, 2014) ○ On target for a 12% increase in enrollment from the previous fiscal year • Healthy San Diego (HSD) Information Line & Telephone Logs – Phone calls related to Medi-Cal managed care continue to increase <ul style="list-style-type: none"> ○ March 2014 <ul style="list-style-type: none"> ▪ Nearly 2,300 total calls ▪ HSD Information Line – about 800 calls ▪ 10% of calls are related to Covered California and/or the Affordable Care Act (ACA) ▪ 65 calls related to Cal MediConnect ▪ Tracking capabilities have been enhanced in order to better track referrals 	
<p>B. Public Health Services <i>(Dr. Dean Sidelinger)</i></p>	<ul style="list-style-type: none"> • Influenza cases continue to decrease • Cases of Pertussis continue to increase <ul style="list-style-type: none"> ○ There have been 198 cases reported year-to-date versus 39 reported cases at this point in 2013 ○ There was a total of 143 Pertussis cases in 2013 • A California Health Alert Network (CAHAN) health alert was sent out to providers on April 9, 2014 <ul style="list-style-type: none"> ○ Eight cases of invasive meningococcal disease have been reported in Los Angeles, CA ○ There are three deaths due to the disease ○ No cases in San Diego have been reported in 2014 ○ Los Angeles County Public Health, in consultation with the Center for Disease Control (CDC), recommends the meningococcal conjugate vaccine (MCV4) to certain groups in the Los Angeles area 	

	<ul style="list-style-type: none"> ○ In San Diego, MCV4 should be considered for patients who travel to Los Angeles or Palm Springs for the White Party (April 25-28, 2014) 	
VII. Healthy San Diego Strategic Planning		
A. Training Coordination	<ul style="list-style-type: none"> ● HE/CL Workgroup to form an Ad Hoc workgroup that will focus specifically on the coordination of provider trainings in San Diego. Several items were discussed: <ul style="list-style-type: none"> ○ Proactively identify trends in the patient population ○ Develop trainings for Medi-Cal managed care providers as needs are identified ○ Minimize providers' time in training in order to maximize time treating patients ○ Leverage resources ○ Invite Council of Community Clinics, Medical Society ○ Ideas for workgroup may include: <ul style="list-style-type: none"> ▪ Have County provide a comprehensive database of trainings offered by HSD partners on the County/HSD website ▪ Create one streamlined portal for consumers and providers ▪ Create linkages to partner websites 	<i>Debra to present recommendation to the HE/CL Workgroup for approval</i>
VIII. Agenda Items for Future Meetings		
IX. Adjourn		
	<ul style="list-style-type: none"> ● Meeting adjourned by Greg Knoll at 4:15 p.m. 	

**THE NEXT HEALTHY SAN DIEGO JOINT CONSUMER & PROFESSIONAL
 ADVISORY COMMITTEE MEETING IS SCHEDULED**
 Thursday, May 8, 2014 from 3:00 p.m. to 5:00 p.m.
County Administration Center (CAC)
1600 Pacific Highway (Room 207 C/D)
San Diego, CA 92101