



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

Wednesday, December 2, 2015

**Member Attendance:** James Beaubeaux, San Diego County Medical Society; Joe Diaz, California Association of Health Facilities (CAHF); Kim Fritz, Care1st; Joe Garbanzos, Harbage Consulting; Walter Hekimian, Edgemoor; Pam Hough, Light Bridge Hospice; Pam Hoye, IHSS Consumer; Carol Hubbard, Program of All-inclusive Care for the Elderly (PACE); Molly Kintz, Loving Care Adult Day Health Care; Greg Knoll, Consumer Center for Health Education and Advocacy (CCHEA); Rogelio Lopez, Health Net; Jenna MacRae, Elder Law and Advocacy-HiCAP; Sabra Matovsky, Molina Healthcare; Pamela Mokler, Care1st; Vickie Molzen, AIS In-Home Supportive Services; Lourdes Ramirez, AIS Aging Services and ADRC; Brenda Schmitthenner, Aging and Independence Services (AIS); George Scolari, Community Health Group; Mark Sellers, AIS In-Home Support Services & MSSP; Noah Solomon, Care1st; Ann Thompson, Kaiser Permanente; and Cheryl Wilson, San Diego Senior Alliance.

**Guest Attendance:** Brittany Bedoe, HHSA Health Care Policy; Luci Belcher, AIS Long-term Care Ombudsman; Megan Dankmyer, Molina Healthcare; Cameron Gordon, AIS; Terrance Henson, Molina Healthcare; Barbara Johnson, Molina Healthcare; Rick Mendlen, Light Bridge Hospice; and Kimberly Williams, IHSS Individual Provider.

### Welcome and Introductions

#### Additions to the Agenda

- The next Long Term Care Integration Project (LTCIP) meeting will focus on the Coordinated Care Initiative (CCI) program.
  - The meetings are webcast live
  - All committee members are invited to attend the next meeting

#### Review and Approval of Meeting Minutes

- The September 2, 2015 meeting minutes are approved with the correction identified below.
  - The last bullet on the second page under PACE should read “The Health Plans can refer to PACE”.

#### Community-based Care Transitions Program (CCTP) Video

- The program is a partnership between AIS, Palomar Health, Scripps Health, Sharp Health, and the UC San Diego Health System.
- It is the largest Community based Care Transition Program (CCTP) in the country.
- It coordinates care transitions for high risk Medicare patients.
- The focus is to wrap around social service supports to reduce hospital readmissions.
- The program video that was produced by the Centers for Medicare & Medicaid (CMS) was presented to the committee.
- There is an expedited referral process for social supports in place through the program.

#### CCI Consumer Feedback Updates

- Ombudsman

- In October there were 254 calls with a 23 second wait time. Year to date there have been 4,418 calls. Continuity of care and balance billing issues continue.
- In November there were 241 calls. There were 29 abandoned calls in November but that is attributed to the holidays in November.
- CCHEA is now averaging 8.5 hours on each Cal MediConnect case. The cases are becoming more complicated.
- CCHEA has submitted a program enhancement funding request for 2016.
- Gregg Knoll will research the feasibility of the Health Plans advocating for CCHEA's funding enhancement request.
- HICAP
  - Most HICAP calls are also concerning continuity of care issues.
- Long Term Care Ombudsman Presentation
  - Their mission is to advocate for the dignity, quality of life, and quality of care of all residents in long-term care facilities.
  - The program operates in all 50 states.
  - The next issue of Aging Today will have an article on the partnership between Care1st and the LA Long Term Care Ombudsman.
  - There are 89 skilled nursing facilities and 629 assisted living facilities in San Diego County.
  - It is a volunteer-based program (there are currently 75 volunteer Ombudsmen in San Diego and 11 full time staff members).
  - They receive, investigate, and resolve complaints in licensed care facilities, and have a regular presence in long term care facilities.
  - They work at the State level to advocate for the nursing home residents.
  - The Ombudsman Program also assists the long term care facilities to deal with residents' families.
  - Training for the Ombudsmen volunteers occurs each quarter.
  - Jewish Family Services has started to contract with facilities to be the Ombudsman for residents receiving behavioral health services.

## **CCI Updates**

- CCI Health Plans
  - Molina Healthcare
    - Sabra Matovsky will be leaving Molina at the end of the week. She has taken the Executive Vice President position at the Council of Community Clinics.
  - Care1st
    - Care1st is currently going through a DMHC audit.
  - CHG
    - CHG has completed their DMHC audit and are waiting any feedback.
  - HealthNet
    - HealthNet is still in the process of merging with Centene.

- They are working on submitting their quality of care measures by the end of the year.
  - They are continuing to address member disenrollments.
- Harbage Consulting
  - A draft beneficiary toolkit has been created and is posted on the Cal Duals website. Harbage asked that committee members review the toolkit and provide feedback.
  - Harbage coordinates with faith based organizations, community newspapers, Federally Qualified Health Clinics (FQHCs), Skilled Nursing Facilities, AIS events, community pharmacies, and durable medical equipment providers (DMEs) to provide outreach and education.
  - Harbage requested Cal MediConnect success stories from the committee.
  - They are continuing to educate providers about balanced billing.
- SNF AdHoc Workgroup
  - This meeting occurs as needed now, rather than on a monthly or quarterly basis.
  - Joe Diaz is in continued discussions with Judith Yates concerning delays in placement of patients to SNFs from hospitals.
- Healthy San Diego Behavioral Health Workgroup
  - The Operations Work Team is finishing a new contact card for the hospitals for specialty referrals.
  - A new Health and Housing Work Team has been created. It will focus on mental health, substance abuse, and homelessness.
- CBAS
  - Their last meeting focused on the ICPT-10 coding transition.
  - Referrals were also discussed. Referrals have increased.
  - The committee asked for an update on the draft CBAS quality measures. Molly will research and report out at the next meeting.
- Communication Workgroup
  - Cal MediConnect Enrollment Dashboard
    - The current opt-out rate is around 66%.
  - Member Testimonials – Care Coordination Success Stories
    - The Health Plans were asked to provide member success stories.
- Long Term Services and Supports
  - The MSSP retreat occurred in October.
  - The retreat focused on program transition challenges that will be occurring in the next few years.
- AIS Care Coordination Unit Update
  - Providers are receiving In Home Support Services (IHSS) overview presentations from AIS.

#### Open Discussion

- PACE is partnering with the housing community. Seventy homeless or near homeless have already been placed in housing.

- San Diego Medical Society has graciously offered to provide the same meeting space for the committee for all of 2016.

**Suggested Next Meeting Agenda Items**

- None.

**Next Meeting**

Next meeting will be on January 6, 2016 from 9:30am–11:30am at the San Diego County Medical Society.

*Meeting minutes transcribed by Harvest Pepper*