

**HEALTHY SAN DIEGO
 JOINT CONSUMER & PROFESSIONAL ADVISORY COMMITTEE
 MINUTES – July 11, 2019**

Members/Alternates Present: Diane Bucon, Michelle Darnelle, Kimberly Fritz, Molly Kintz, Greg Knoll (Co-Chair), Leonard Kornreich, MD (Co-Chair), Kathleen Lang, Sarah Legg, Valerie Martinez, Jennipher Ohmstede, Lisa Rabena, Nilanie Ramos, Krista Riganti, George Scolari, Harriet Seldin, DDS, Dean Sidelinger, MD, Kristen Smith, Janet Vadakkumcherry, Judith Yates

HSD Staff Present: Jamie Beam, Angela Galba-Davis, Jennifer Tuteur

Guests: Kevan Peck, Stan Shah, Caryn Sumek, Jill Webber

<i>ITEM</i>	<i>DISCUSSION</i>	<i>ACTION</i>
<i>I. Welcome and Introductions</i>		
	<ul style="list-style-type: none"> Meeting called to order at 3:00 p.m. by Greg Knoll Introductions were made 	
<i>II. Public Comment</i>		
	<ul style="list-style-type: none"> None 	
<i>III. Health Homes Roundtable Discussion</i>		
	<ul style="list-style-type: none"> The new Health Homes program started July 1st. The consumers being assisted by Health Homes and WPW are Medi-Cal managed care consumers. We are the oversight group this population. For WPW enrollees, we review San Diego data dashboards. The Health Homes population doesn't require as intensive services as do WPW enrollees. WPW is an 1152 waiver program managed by County staff with health plans participating in the committees. The Health Homes project is a health plan benefit, and thus completely health plan driven. The plans will present weekly reports to DHCS. The HSD co-chair requested that aggregate Health Homes reports be presented at monthly HSD meeting, to communicate information about Health Homes' progress. George Scolari stated that the health plans provide written updates weekly to DHCS. At this time, we are not reporting enrollment numbers. This will begin following the first month of enrollment and those numbers will be reported to the State. At a later date we are told that DHCS will begin publishing enrollment data. - George Scolari stated that the Health Homes Workgroup will be reported out at the HSD Joint Advisory meeting. The workgroup was suspended temporarily while the health plans finalized program contracts with the providers. The Health Homes Workgroup includes over 100 people. The workgroup will be meeting again in September. 	

	<ul style="list-style-type: none"> - HSD co-chair requested that a smaller group meet to discuss Health Homes as well. George responded that there is a Health Homes Plan Leadership Team which meets every two weeks for 2-6 hours. In that meeting, a universal health action plan, reporting grid and a referral form was created and adopted by the health plans. - Health plans need to update the HSD BHS MOAs to include Health Homes. The MOAs will be routed for review by Nick Macchione, once we receive the final two MOAs. - The Health Homes provider group is focusing on best practices and tracking of patients that fall on and off eligibility, change health plans, or might be assigned to other organizations. The provider group is working with CIE and leveraging the referral and eligibility systems to make sure that FQHCs and CB-CME's are all informed. Providers are reviewing process workflows and working with the Hospital Association for lessons learned from WPW and best practices with regards to discharges. One goal is to close the loop on referrals, so if the enrollee is readmitted, hospital staff will be aware if the person had already been engaged and who to contact. 	
<p>IV. Healthy San Diego (HSD) Subcommittee Reports</p>		
<p>Quality Improvement Subcommittee <i>(Krista Riganti)</i></p>	<ul style="list-style-type: none"> ● Health Education & Cultural/Linguistics (HE/CL) Workgroup <ul style="list-style-type: none"> - The HE/CL workgroup prepared an annual report that contains some of the highlights of 2018 accomplishments, activities implemented for quality improvement, provider trainings, and some ideas for 2019. We talked about posting the report on the Healthy San Diego Joint Advisory website. - The workgroup is preparing for a large provider training on trauma informed care. The training will be located at Rady Children's Hospital. Our goal is to have around 100 providers attend. The date for this free event is October 18th, 11:30 am - 2:30 pm. The workgroup is working on providing the CEUs. There will be a review of the Adverse Childhood Experience (ACES) screening tool. ● Facility Site Review (FSR) Workgroup <ul style="list-style-type: none"> - The FSR Workgroup agreed to send out a notification to our PCP networks regarding the upcoming changes to the DHCS policy letter and audit tools to communicate the anticipated impact. We will also let them know of our commitment to helping providers by providing trainings to help prepare them for the extensive criteria changes. As health plans, we will add this message onto any outgoing messages. A lot of the audit changes/revisions relate to HEDIS measures, so we will look at 	

	<p>how we can send information out with our teams that are visiting our PCP offices.</p> <ul style="list-style-type: none">- We also discussed adding the training to the HE/CL work plan for 2020 and using some of the funds for the provider training. We want to focus on our large provider organizations such as the FQHCs. We would like the training in February or March 2020.- The FSR Workgroup is going to help to promote the registration and use of the San Diego immunization registry. Its use is a requirement for the FSR tool.- The San Diego Regional Immunization Registry (SDIR) collaborative would like someone from HSD come to give a presentation. The presentation would introduce HSD's structure and function and what we provide to our provider network that helps them meet their requirements/HEDIS measures. <ul style="list-style-type: none">● Consumer Center for Health Education & Advocacy<ul style="list-style-type: none">- We were awarded the County contract but have not received the new contract yet, but finally have an extension. We hope to have the new contract completed in August or September. We are excited that we will be getting new case managers, so we will now have a total five case managers. The case managers assist clients with items like their SSI application, DMV and Housing needs.● Health Plan Workgroup (HPWG)<ul style="list-style-type: none">- The HPWG discussed the facilities site review and the best way to approach the providers to prevent provider abrasion.- There was an AIS update. The expansion of Alzheimer's Team was approved. They are working on educating SSI recipients on CalFresh. Some SSI recipients are now eligible for CalFresh. There is an increase of the MSSP rate from the State.- The health plans are working on getting access to the Homeless Management Information System (HMIS).- Dr. Tuteur discussed a new HHS initiative called the Wellness Integrated Network (WIN). The goal of the WIN is to have interfaces with CWSD, CIE, and HIE. The vision is to support the availability of each person's clinical information at each clinical touchpoint with HHS and our authorized/contracted partners.● San Diego Regional Center Workgroup<ul style="list-style-type: none">- The meeting was focused on an issue with Medi-Cal managed care members that are admitted to an intermediate care facility for the developmentally delayed (ICF-DD). People	
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	<p>in an ICF-DD do not qualify to be in a Medi-Cal managed care plan. If we know someone is admitted, we are to initiate a Plan Initiated Disenrollment (PID) to DHCS and issue disenrollment in a Medi-Cal managed care plan with the State. We pay the ICF-DD with or without a contract for the month and the month after admission. The beneficiaries qualify for FFS Medi-Cal.</p> <ul style="list-style-type: none">● Community Based Adult Services (CBAS) Ad Hoc Workgroup<ul style="list-style-type: none">- The revised Individualized Plan of Care (IPC) is live. There are some centers that have the option of waiting if they don't have the software. They can still use the old version but need permission to do so.- The CalFresh applications are going great and the turnaround time is fast. Some of our SSI clients are getting less depending on how they fill out the application.- The State budget signed recently is restoring the previous rate reduction. Medi-Cal providers had received a 10% rate reduction. Since then, some providers have gotten some of that money back. The rate has been restored for CBAS providers. The money is from the general fund matched by federal funds from the prop 56 tobacco tax. This is a temporary increase and will suspend on 12/31/2021 if the Department of Finance determines that expenses are exceeding revenue. This new rate will be retroactive back to 7/1/2019.● Health Plan - AIS Workgroup<ul style="list-style-type: none">- At the next meeting we will discussed the MSSP agreement that expires 12/31/2019. The MSSP transition has been pushed back to 2023.● We have a structure change to our meeting. We discussed that we will report out on workgroups every other month. The non-report out months will be dedicated to quality improvement topics. Report outs will still be done at the HSD Joint Advisory Meeting. Each health plan will suggest a few QI measures for us to address this year. They will send them to Jamie Beam, who can communicate them to the entire QI committee to facilitate discussion. Possible QI topic ideas already discussed for this year:<ul style="list-style-type: none">- Selecting a HEDIS Measure- Collaborate on the registration and use of the SDIR- Defining benchmarks for our unique populations that we take care of, for example, the utilization rates, bed days, and readmission rates.	
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	<p>- Other State priority measures were suggested regarding Tdap utilization and dental care. Next month we will have a full meeting to discuss these topics and decide on one.</p> <p>- Access to care study-We discussed a shared vendor for the DMHC surveys to reduce provider abrasion and anticipating our results will be better. Most of the health plans attended the summit in May and met with the vendor. We have the Medi-Cal required questions on the table as well and being added to survey. The surveys are supposed to be done in the Fall.</p>	
<p>Behavioral Health Subcommittee (George Scolari)</p>	<ul style="list-style-type: none"> • The Workgroup discussed the Volunteer Inpatient Detox and the Drug Medi-Cal - Organized Delivery System. • There was a discussion regarding a new guide that we developed on eating disorders. For severe eating disorders BHS is responsible for the mental health piece and the health plans are responsible for the physical medical piece. • There was an WPW update. There have been over 800 people that have been touched and there are 278 clients currently enrolled. Over 200 clients have been housed; 170 have permanent housing. 	
<p>V. Action Items</p>		
<p>Approval of minutes from previous meeting</p>	<ul style="list-style-type: none"> • May 9, 2019 meeting minutes approved as amended 	
<p>VI. Chairs' Reports</p>		
<p>A. Health Services Advisory Board (HSAB) (Co-Chairs)</p>	<ul style="list-style-type: none"> • We had the HSAB Advance to discuss the direction of future meetings. We decided on one project regarding oral health for seniors as a major need in our community. We intend to bring that and other issues to the Board of Supervisors. • We concluded the final changes to the white paper regarding the rise of the STD rates in African American and Latino women. 	
<p>B. CCI/Cal MediConnect Advisory Committee Update (Greg Knoll)</p>	<ul style="list-style-type: none"> • The key parts of the Cal MediConnect dashboard were the grievance and appeals. The health plans reported 69% more grievances in 2018 than 2017. They reported 133% more appeals than in 2017. The real value of that it means they are making sure the consumers know about their rights to grieve and appeal. The biggest problem is people don't know who to call and how to do it. This really shows that the health plans and everyone involved in Cal MediConnect are pushing people to know where they can question a problem. • The Consumer Center had a total, including Cal MediConnect, of 1,280 calls in June; a total of 8,500 to date this year. The 	<p><i>Angela to send out the Cal MediConnect dashboard</i></p>

	<p>total Cal MediConnect Ombudsmen calls for San Diego were 113. Of those calls, 50% of the calls were regarding disenrollment and 38% regarding service delay or reduction.</p>	
<p>VII. Information/Updates (Written or Oral)</p>		
<p>A. Public Health Services (PHS) <i>(Dean Sidelinger, MD)</i></p>	<ul style="list-style-type: none"> ● Outbreak of Shiga toxin-producing E. coli associated with contact with animals at the San Diego County Fair: 11 cases through July 10th with three hospitalizations and one death; animal exhibits were closed to the public after June 8th with the fair ending July 4th; we expect additional cases over the next weeks. ● A health alert on rabies was issued in June, there have now been three rabid bats detected in the county so far this year. ● A health alert was issued in June due to Candida auris identified at several Southern California healthcare facilities with no San Diego cases. ● There have been no measles cases in San Diego this year. ● There were increased cases of influenza (and influenza-like illness) detected in the local migrant family shelter beginning in mid-May, coinciding with arrival of migrants from Texas; there have been no new cases of ILI in the local shelter in the last two weeks. ● HMA is convening a meeting on July 31st – Mother and Baby Substance Exposure Initiative; the flyer will be provided for distribution to HSD participants and can be shared with interested providers/partners. ● Dr. Susannah Graves, the Tuberculosis Control and Refugee Health Chief will be leaving San Diego at the end of the summer and will be recruiting for a replacement. 	
<p>B. Healthy San Diego <i>(Jennifer Tuteur, MD)</i></p>	<ul style="list-style-type: none"> ● The default rate is 38% for San Diego; the State-wide average is 35%. ● The managed care enrollment is around 690,000 and there are around 725,000 total enrollments. Both of those numbers have gone down. ● CalFresh is down from last year. The number of children served decreased, but seniors increased. ● CalWORKs enrollment is down. ● CMS has 38 recipients. ● General Relief is up 10%. 	<p><i>Angela will send the statistical reports to the committee</i></p>
<p>C. Medi-Cal Initiatives <i>(Jennifer Tuteur, MD)</i></p>	<ul style="list-style-type: none"> ● No Report 	

<p>D. Behavioral Health Services/Board Conference (Nilanie Ramos)</p>	<ul style="list-style-type: none"> • Approximately 55 additional long-term care beds have been added to the Behavioral Health Continuum. Crestwood Hummingbird Healing House has a capacity of 15. Lakeside Special Care Treatment Program has a capacity for up to 40 beds. It's a 24-hour locked facility. Referrals for both Hummingbird Healing House and Lakeside Special Care Treatment are managed through Optum. For patients on the long waitlist for state hospitals, Optum is reviewing to see if these patients can go to the Lakeside facility. • The last Behavioral Health Continuum of Care quarterly update to the Board of Supervisors was on June 25th. Focus was on North County and the resources for inpatient and the acute crisis population. Attention was also on the enhancements to our crisis stabilization services. Our next quarterly update is scheduled for September 24th. One of the goals of the Continuum of Care is not only to look at the North Region, but to look at all the regions. 	
<p>VIII. Health Care and Legislative Updates</p>		
	<ul style="list-style-type: none"> • Greg Knoll - There was an article in The Sacramento Bee from July 4th titled "Medi-Cal enrollment among immigrant children stalls, then falls. Is fear to blame?" One of the things it says is that when Governor Newsom signed the bill to expand coverage for 19-25 years old. They estimate 90,000 will join in the first year. We should watch to see if that happens. There are several reasons the enrollment goes down - aging out of eligibility, shift in immigration patterns, number of people coming in the country illegally is down. 	
<p>IX. Agenda Items For Next Meeting</p>		
	<ul style="list-style-type: none"> • None 	
<p>X. Adjourn</p>		
	<ul style="list-style-type: none"> • Meeting adjourned by Greg Knoll at 4:50 p.m. 	

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

Thursday, August 8, 2019 from 3:00 p.m. to 5:00 p.m.

Health and Human Services Complex

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

Minutes recorded and transcribed by Angela Galba-Davis