

**Notice of a
Regular Meeting of the
Ventura County Medi-Cal Managed
Care Commission (VCMCC) dba
Gold Coast Health Plan**

Consumer Advisory Committee Meeting

Wednesday, December 5, 2012
5:00 P.M.

2240 E. Gonzales Road, Suite 200
Oxnard, CA 93036

AGENDA

This agenda contains a brief, general description of each item to be considered. The Committee may take any action on all items listed. Except as otherwise provided by law, no action shall be taken on any item not appearing in the following agenda.

Information related to this agenda may be obtained by contacting the Gold Coast Health Plan Clerk of the Board at (805) 981-5340, or by visiting our website at www.goldcoasthealthplan.org. In compliance with the Americans with Disabilities Act, those requiring special accommodations for this meeting should notify the Clerk of the Board's office at (805) 981-5340. Notification at least 72 hours prior to the meeting will allow time to make reasonable arrangement.

- I. Call to Order**
- II. Pledge of Allegiance**
- III. Establish Quorum**
- IV. Approve Minutes**
 - A. Approve Minutes of the September 5, 2012 Meeting
- V. Public Comment**
- VI. Approval of Consumer Advisory Committee Charter**
- VII. Goals and Objectives**
- VIII. GCHP Updates**
 - A. Non-Emergency Medical Transportation Vendor
 - B. Newsletter
 - C. Resource Fair report
 - D. CBAS Update
 - E. Health Education Update
 - F. Cultural and Linguistics Update
- IX. Committee Member Comments**
- X. Adjournment**

Unless otherwise determined by GCHP, the next regular meeting will be held on March 6, 2013 at 5:00 p.m. at 2240 E. Gonzales Road, Suite 280, Oxnard, CA 93036.

**Ventura County Medi-Cal Managed Care Commission
(VCOMMCC) dba Gold Coast Health Plan (GCHP)
Consumer Advisory Committee Minutes
September 5, 2012
(Not official until approved)**

CALL TO ORDER

Chair Andre Galvan called the meeting to order at 5:00 p.m. in Suite 200 located at 2240 E. Gonzales Road, Oxnard, CA 93036.

ROLL CALL

COMMITTEE MEMBERS IN ATTENDANCE

Joseph Buchroeder
Robert Dennis
Julianna Fjeld
Ruben Juarez
Frisa Herrera
Katharine Raley
Linda Smith

EXCUSED / ABSENT COMMITTEE MEMBERS

Curtis Updike
Norma Gomez
Edie Brown

COMMITTEE STAFF IN ATTENDANCE

Andre Galvan, Committee Chair
Sonji Lopez, Grievance and Appeals Coordinator
Blanca Robles, Member Services
Connie Harden, Member Services
Rose Gonzalez, Member Services
Paula Cabral, Administrative Assistant

OTHER STAFF IN ATTENDANCE

Michael Engelhard, CEO
Guillermo Gonzalez, Government Affairs Director
Lupe Gonzalez, Health Educator
Steve Lalich, Communications Manager

The Pledge of Allegiance was recited.

Norma Cahue in attendance for Curtis Updike.

Language Interpreting and Translating services provided by GCHP from Lourdes González Campbell and Associates.

Signing interpretation provided by Mark Robinson and Kelly Johnson of Tri-County Glad.

PUBLIC COMMENT / CORRESPONDENCE

None

1. APPROVAL OF MINUTES – DECEMBER 8, 2011

Minutes from December 8, 2011. Member Raley motioned to approve the minutes. Member Dennis seconded. **Motion carried 7-0.**

Minutes from June 6, 2012. Corrections:

Signing interpretation provided by Mark Robinson and Margie Massar.

CEO Update. Second paragraph. *As the TTY is becoming obsolete or VRI (Video Remote Interpreting).*

2. UPDATE TO MEMBERS FROM GCHP

a. CEO Update

CEO Michael Engelhard introduced himself to the Committee. He stated that he has worked in managed healthcare organizations for about 12-13 years. County organized health systems normally have the highest quality scores across the State which is great for our Members. He added that he is very excited to be here and add some more experience to the Plan; this is a very important committee and you are the voice of the community.

We are open for ideas and want feedback on things you want accomplished. This is a benefit to the people we serve.

Each Committee member gave a brief introduction.

b. Health Education Update

Health Educator Gonzalez reviewed the Community Based Adult Services (CBAS) Program. This program will begin on October 1, 2012. Packets were emailed and contracts will be sent out. We have five centers in the county and two out of the county. Beginning October 1st Gold Coast Health Plan will be doing the face-to-face assessments once the referral has been made. There were an estimated 1,040 on our enrollment list. Gold Coast is meeting with CBAS staff and providers as well as conducting outreach to members on-site. The Call Center will be trained to answer questions.

Member Dennis wanted to know who would be doing the authorization process. Health Educator Gonzalez said our medical team would be doing the assessment because the criterion is very health based. Member Dennis also requested a list of the CBAS centers; they will be forwarded to Andre Galvin.

Member Raley asked why we have out of county centers and how is transportation being handled relevant to the budget. A small number of centers and providers that are out of the county are for Korean-American speaking members. Health Educator Gonzalez said the State has a budget for meals, physical/occupational therapy, speech pathologist and transportation. Member Dennis asked what measure of accreditation the centers are going through to confirm quality of care and are they regularly assessed. Health Educator Gonzalez noted that the State has done a very diligent job in going out and doing the certifications and assessments for the centers to make sure they have insurance and licensing; if they meet those requirements, they will get a certification for an application to provide service. CEO Engelhard stated that a facility site review should be performed periodically for CBAS centers. Health Educator Gonzalez said that may still be a State responsibility but will look into it. Chair Galvin said all facilities are longstanding adult daycare centers. Member Raley stated that Gold Coast should periodically look into the centers and make sure Members are getting quality service.

The Medi-Cal Incentive to Quit Smoking Program (MIQS) was reviewed. Medi-Cal members are encouraged to participate in free counseling. There is a \$20 incentive program to participate and up to \$60 if they continue and complete the program. The nicotine patch is available for Members. There is an 800 number available. Treatment to quit smoking is a covered benefit. Group counseling is also available. This program is a State initiative funded by VCC and by the CDC through a grant administered by the California Diabetes Association.

As part of our contract with the State, we must provide Cultural and Linguistic Services to our Members and staff. We heard from one Provider that felt they were not given all the information. We met with this Provider directly. We are developing a checklist for the Providers since there is a high turnover with staff. Need to make sure that our Providers are aware of all our services. We have contracted with Pacific Interpreters and Life Signs. Met with over 50 Providers on a one-on-one basis providing Cultural and Linguistic training. Information was provided in our newsletter.

Member Dennis asked if total membership varies month to month due to migration into the county or with people who have lost coverage. Health Educator Gonzalez said it is a combination of both enrollment and eligibility and some members drop their coverage or move out of the area. On average we get about 5,000 new Members. Norma Cahue stated as far as breakdown, Medi-Cal beneficiaries may not continue to be eligible due to property, income or failure to provide their renewal packet. Member Fjeld is concerned about the numbers for deaf in receiving a packet for interpreting; need to expand on that more. Member Dennis asked if there was a breakdown between regular or partial coverage and if the 5,000 is associated with people losing, transitioning, etc.; would like to get a breakdown. Chair Galvin stated there is currently no way to show if the Member is no longer eligible. Rose Gonzalez, Member Services, is a benefits specialist, who will be identifying members who fall off and get them back into the program. Member Dennis added that there needs to be an outreach program to fill in.

Member Raley suggested that it would be helpful if an envelope be used that is labeled "important" so that the Members know it is regarding their eligibility or redetermination. They receive so many pieces of mail they do not know what is important.

A review of surveys was given. A total of 10,000 surveys sent out; 5,000 in English and 5,000 in Spanish with an additional 150 conducted in Mixteco. There were 1,436 responses. A majority said that their doctor speaks their language and about 21% said their doctor did not speak their language. Member Fjeld suggested that a DVD be prepared for the deaf Members. Member Dennis also suggested that surveys be conducted with the local community colleges, the no-smoking campaign, enrollment, etc.

Member Juarez would like to go out to the schools with Health Educator Gonzalez for the anti-smoking campaign. Member Dennis would also like a visit for his group. Member Herrera stated that a lot of kids are referred to this program; minimum age for the program is 18. Two groups to add are PAC and the ACE program. Guillermo Gonzalez and his outreach team are available to go out to the community.

A break was provided from 6:15 pm to 6:25 pm.

c. Member Services Update

Call Center Update

The Call Center update was given by Chair Galvin. We have Spanish call agents and a couple of issues have come up related to cultural dialect. This may bring up some confusion and we are trying to look into this and come up with a solution.

Member Buchroeder suggested bringing the Call Center to California and has encountered problems in contacting the Call Center. Member Raley said one of the problems reported from seniors is that the Call Center is not helpful or friendly and the process is not user-friendly. Steve Lalich, Communications Manager, asked if the push button system was working. Member Raley said it was the entire process. Mr. Lalich suggested she contact someone at the Plan immediately when a problem is encountered. Member Raley said she also has problems in contacting staff at Gold Coast. The calls are listened to on a monthly basis but we can listen to problem calls if we are aware. Member Raley said something needs to be done and leaving it with the Call Center is not an option. Need to have a contact with a direct line so when a client has an issue it will be handled. Chair Galvin said we try to get back to the Member within thirty (30) days.

Member Raley said that all subsidiaries of AMR (ambulance services) are not using codes for Medicare (dual eligible) billing (no general symptoms) and Medicare is not paying the claims. They will not be billed. Ten (10) cases have been sent to the Office of Inspector General. This is a serious nationwide problem. Laura Riggs, Social Worker, suggested that a service form be sent in with the Member ID and the Provider ID so that complaints can be tracked to see if calls have been sent into the Call Center.

We need data for the video relay service. More people are using this system and it needs to be documented.

LTC / SNF – Senior Issues

Blanca Robles, Member Services, identifies members that are in the long-term care and skilled nursing facilities. Her job is to ensure the Members are living in Ventura County. Works with nurses to create and approve eligibility issues. An Inter-County Transfer (ICT) usually takes 30-60 days to process. Identified 67 Members with eligibility issues and transferred 40. Problem is getting information from other agencies.

Connie Harden, Member Services, Medicare Part A Project. Currently, we have identified 1,300 of our Members who are Medicare eligible; they have Part B, not Part A. If they do not apply for Part A, they can lose their Medi-Cal benefits. We are waiting on final confirmation from the State but will be sending out letters to these people explaining what is needed. The State only requires that they apply for Medicare Part A. We are trying to make the process very easy.

Sonji Lopez, Member Services is working on the Balance Billing project under Title 22. Providers should not be billing Members. There is a misunderstanding among Administrative Members that they can go anywhere and their services will be covered. There needs to be more outreach into the community. Guillermo Gonzalez said that the information from Title 22 would be incorporated into the next mailing as well as the Provider newsletter. It was suggested that the information be sent directly to the billing department of our Providers.

d. Communications and Outreach Update

Member Newsletter. Steve Lalach, Communications Manager, noted that 45,000 newsletters had been mailed to unique households. The theme for the newsletter was "back to school time." The majority of the stories came from a health library. We have the ability to localize stories. Would like suggestions from the Committee for topics; in addition to the 45,000 that were distributed, if your organization would like some made available, please let him know. We could publish more, suggestion to team up with the VC Reporter or Ventura County Star for individuals who may not receive mail. Announce on the TTY Relay Services. Possibly email committee members to see if there are announcements needed to be included in future newsletters. Member Dennis suggested highlighting an individual or agency within the county (i.e. Clinicas), and use more pictures of diversity. Steve Lalach said that we would include as much as possible.

Website. The website went live on June 18, 2012. In July, we have had 6,100 total views on the site; 3,700 were new visitors and 2,400 return visitors.

Approval of October 21st Resource Fair Flyer. We are currently in the planning stages. Would like to receive comments back as soon as possible. Please contact Erika Reyes if you would like to participate. Contact Life Signs for interpreters (2-3) for signing to the deaf. Will put a local contact number on the flyer for questions or attendance or the 888 number. Member Raley will put on her radio program.

Motion to approve 7-0.

e. Government Relations Update

Health Care Reform and Medicaid Expansion. CBAS benefit will be coming to Gold Coast on October 1st.

Healthy Families Program Transition. Program will begin January 2013. Healthy Families will be coming to Gold Coast during the third phase, August 2013. 20,000 kids in the program in Ventura County and Gold Coast will be responsible for all the children. Kaiser has struck a deal with the State to keep their Healthy Families (3,600). There will be no premiums for families at 150% of the poverty level and those children at 150% and above there will be some premium.

Expansion of Medicaid will be done in 2014; approximately 30,500 families. Member Juarez said Healthy Families are still accepting applications and Ventura County has about 22,000. Healthy Benefits exchange will take place in October 2013 and Gold Coast will not participate. We think the asset test goes away but we will confirm. Most PCP's but not all. Will be required to select a PCP once a decision is made. Co-pays are back on the table. Co-pays - CMS has to approve whatever the State proposes.

3. Committee Functions

a. Discussion of Goals and Objectives

Will be discussed at the next meeting.

b. Amend CAC Charter

Will be discussed at the next meeting.

Member Dennis motioned to move a and b to the next meeting. Member Fjeld seconded. **Motion carried 7-0.**

c. Comments

Norma Cahue said when their clients go to a medical provider to pick up a prescription, the providers will not see them. Clients are being turned away. Were the Providers notified of the change of what to do? We need to educate our Providers. Steve Lulich said there are some collateral pieces left in various areas. When we get the answer from the State, we will let you know.

Member Raley stated that she will be attending the Fraud Prevention Summit for 2012 on Thursday, September 13. The District Attorney and Sheriff will be in attendance as well as the special guest speaker, Inspector General for Medicare. The FBI will be there and other great panelists. It is posted on the website. There will be another one in February.

The next meeting will be held on December 5, 2012.

ADJOURNMENT

The meeting adjourned at 7:45 p.m.

APPROVED:

Member Services



CONSUMER ADVISORY COMMITTEE CHARTER

(Not official until approved)

Purpose

The Ventura County Medi-Cal Managed Care Commission (VCMCC) enabling ordinance 4409 (April 2010) and the California Department of Health Care Services, Medi-Cal Managed Care Division, both require the establishment of a Consumer Advisory Committee. The ordinance requires, at a minimum, that this committee meets quarterly and makes recommendations, reviews policies and programs, explores issues and discusses how the plan may best fulfill its mission.

The creation of the Consumer Advisory Committee gives members a voice at Gold Coast Health Plan. The CAC gives GCHP information about important issues that affect Medi-Cal members in Ventura County to further enhance the quality of the experience between the members and the Plan. ~~The CAC makes decisions from information they receive from the community about GCHP issues and community and member priorities.~~

Duties and Responsibilities

~~To be determined by committee.~~ To ensure a member centered delivery system that promotes optimal health outcomes and member experiences. Through CAC input, we will inform the Plan of member needs by engaging our members to communicate their needs to the Plan.

Composition and Qualifications

The Commission decided that the Consumer Advisory Committee would consist of ten members with two permanent seats; one for the Ventura County Health Care Agency (VCHCA) and one for the Ventura County Human Services Agency. The other members would represent the following populations: Foster Children, Medi-Cal Beneficiaries, Beneficiaries with Chronic Medical Conditions, Persons with Disabilities, Persons with Special Needs, and Seniors. Each of the appointed members, with the exception of permanent seats, would serve a two-year term, and individuals could apply for re-appointment as there are no term limits.

Mission

To improve the health of our members through the provision of the best possible quality care and services.

Vision

Improve access to primary, specialty and ancillary services.

Values

- Medical care provided will meet appropriate quality of care standards.
- Long term viability of a locally operated Medi-Cal managed care system inclusive of the existing participating provider networks of “Safety Net” providers.
- Expand access, improve benefits and augment provider reimbursement.
- Focus on prevention, education, early intervention services and case management.
- Programs will ensure a high level of member satisfaction.

Member/Consumer Committee

The ten voting members represent various constituencies served by the plan. They include:

- Beneficiaries with Chronic Medical Conditions
- County Health Care Agency
- County Human Services Agency
- Foster Children
- Medi-Cal Beneficiaries
- Persons with Disabilities
- Persons with Special Needs
- Seniors

Current Consumer Advisory Committee

1. County Human Service Agency: Curtis S. Updike, Deputy Director of Ventura County HSA.
2. County Health Care Agency: Ruben Juarez, Community Service Worker Public Health Agency.
3. Person with Disabilities: Robert Dennis, Medicare & Medi-Cal Beneficiary, The Arc Program.
4. Person with Disabilities: Julianna Fjeld, Regional Director of Tri-County GLAD.
5. Foster Children: Frisa Herrera, Casa Pacifica Clinic Administrator and Medi-Cal Biller.
6. Children with Special Needs: Linda Smith, The Arc of Ventura
7. Chronic Medical Conditions: Joseph L. Buchroeder, Tri-Counties Regional Center
8. Seniors: Edie Brown Regional Chair of California Congress of Seniors.
9. Seniors: Katharine Raley HICAP Program Manager, County of Ventura Area Agency on Aging.
10. Medi-Cal Beneficiaries: Norma Gomez, Mixteco/Indigena Community Organization Project.

CONSUMER ADVISORY COMMITTEE

Curtis S. Updike - Mr. Updike currently serves as the Deputy Director of the Ventura County Human Services Agency where he oversees Medi-Cal and CalFresh (formerly known as Food Stamps) eligibility determination. Prior to his selection as Deputy Director in 2005, he served as manager of the County's East County Intake and Eligibility Center from 2002 to 2005. The East County IEC processes intake and continuing cases in Medi-Cal and CalFresh. Before joining HSA, he served as Chief of Staff for County Supervisor Kathy Long and Field Deputy for Supervisor Maggie Kildee. Mr. Updike holds an Associate's Degree in Business Administration, a Bachelor's Degree in Mass Communications, and a Master's Degree in Public Administration.

Ruben Juarez - Mr. Juarez works as a Community Service Worker in the County of Ventura Public Health Agency. His Primary responsibilities include facilitating monthly parent meetings at schools and agriculture farms in Oxnard, Camarillo, Somis, and other rural regions. Mr. Juarez interviews, translates and assists Spanish monolingual parents with completing applications for health care coverage. Mr. Juarez is a member of the Ventura County Head Start Health Advisory Committee. A long-time resident of Oxnard, Mr. Juarez has a unique understanding of the challenges parents face in accessing and using the Medi-Cal Program.

Robert Dennis - Mr. Dennis, a Medicare and Medi-Cal beneficiary, currently works with the ARC of Ventura County Programs. Despite his paralytic status, he has served as a track coach for the Port Hueneme School District's After School Program and Supervisor for the ARC of Ventura's After School program in Newbury Park. Mr. Dennis has experience developing education programs for low-income families with disabled family members. His area of focus includes Medicare and Medi-Cal coverage, job placement and child services for people with disabilities. Disability issues are important to Mr. Dennis; he is committed to help find answers and resources for persons with disabilities.

CONSUMER ADVISORY COMMITTEE (continued)

Julianna Fjeld - Ms. Fjeld is a **hearing-impaired** deaf individual who serves as Regional Director of TRI-County GLAD, a Subsidiary of the Greater Los Angeles Agency on Deafness, Inc. The agency provides communication services, advocacy, peer counseling, employment referral, independent living skills, information and referral and community education for deaf and hard of hearing in Ventura, Santa Barbara and San Luis Obispo. Before joining Tri-County GLAD, Ms. Fjeld was in the entertainment industry as an actress, director and Emmy winning Executive Producer. She holds a B.A in English Literature from Gallaudet University in Washington, D.C. It is Ms. Fjeld's desire to give back to the community by working with the deaf and hard of hearing community.

Frisa Herrera - Ms. Herrera has been employed at Casa Pacifica since March 1999 as both the Clinic Administrator and Medi-Cal Biller. Casa Pacifica serves abused, neglected, and severely emotionally disturbed children and adolescents from the tri-county regions of Southern California. Ms. Herrera has a unique understanding and familiarity with the needs of foster children. She is deeply committed to serving the needs of foster children and it is her stated goal to "be the voice for the foster community in Ventura County."

Linda Smith - Ms. Smith works as a nurse for The Arc of Ventura, an agency that works to improve the quality of life for individuals with developmental disabilities. Equally important, is her role as a mother, caring and advocating for her daughter, Katy who has Down syndrome and is a Medi-Cal beneficiary. As a parent-advocate, Ms. Smith has worked tirelessly to provide services to meet her daughter's health, social and educational needs. Ms. Smith intends to serve as an advocate for Med-Cal beneficiaries to ensure they have choice and the ability to maintain established patient-physician relationships.

Joseph L. Buchroeder - Mr. Buchroeder has been employed by the Tri-Counties Regional Center since 2000 and has been an advocate for persons with disabilities since 1998. Mr. Buchroeder has testified before the Health and Human Services Committee at the State Legislature regarding issues of concern to consumers with disabilities. He was actively involved in work groups to implement state provisions to comply with the U.S Supreme County's 1999 decision, *Olmstead v. L.C.*, which ruled that states must ensure that Medicaid-eligible persons do not experience discrimination by being institutionalized when they could be served in the community setting. In 2001, he was awarded the Volunteer of the Year Award by ARC of Ventura for building a computer lab at Wagon Wheel Facility in Oxnard.

CONSUMER ADVISORY COMMITTEE (continued)

Edie Brown - Ms. Brown serves as Regional Chair of the California Congress of Seniors. She lives in a senior (55+) mobile home park where she has helped start Senior Watch Circles to link individuals living alone with others via telephone for a daily wellness check. She works with mid-to-low-level income senior residents of several mobile home parks in the Conjeo Valley to assist them with access to healthcare. Ms. Brown is a committed advocate for seniors and is actively involved in educating seniors about abuse and neglect.

Katharine Raley - Ms. Raley is a single grandmother raising three grandchildren. Currently she is the HICAP Program Manager for the County of Ventura Area Agency on Aging. Ms. Raley holds an AA degree in Liberal arts with emphasis on healthcare and psychology. She has over forty years of experience working in healthcare, as a medical office manager, and medical assistant for family and specialty medical practices. In September of 2006, she was awarded the Social Security Administration Regional Commissioner's Citation for providing community education on the new Medicare Prescription Part D Plans and Low Income Subsidy Program to Ventura County Medicare and Medi-Cal beneficiaries. She states, "I always make time for projects that help our senior population."

Norma Gomez - Ms. Gomez has worked as an interpreter, educator, and case manager with the Mixteco/Indigena Community Organization Project (MICOP) in Oxnard since 2000. As an educator to the Mixteco Community, She leads workshops and group activities to provide information on nutrition, health, and parenting. Ms. Gomez also provides case management and conducts follow-up home visits with the Mixteco Community. She assists Mixteco residents with completing applications for disability, unemployment, school, Medi-Cal, Food Stamps, passport applications, etc. Ms. Gomez facilitates "Aprendiendo con Mama y Papa" (learning with mother and father), educational workshops for Mixteco and Latino/migrant farm worker children.



**Consumer Advisory Committee
2013 Goals and Objectives**

CAC Mission Statement: To improve the health of our members through the provision of the best possible quality care and services.

GCHP Goal	CAC Objective	CAC Action Steps	CAC Results
<p>1. Ensure a member centered delivery system that promotes optimal health outcomes and member experiences.</p>	<p>1A. Support GCHP's efforts to promote quality programs and initiatives for members.</p> <p>1B. Advise GCHP on barriers to members accessing services, which require physician authorization/approval.</p> <p>1C. Advise GCHP on Cultural and Linguistics Programs.</p>	<p>1A. Provide input and recommendations on interventions aimed at improving member satisfaction.</p> <p>1B. Provide input on ways to ensure and/or improve access to services, including, but not limited to EPSDT, In Home Supportive Services, and therapy services.</p> <p>1C. Provide input and recommendations on how to improve the health status of culturally defined populations; discuss health care disparities and cultural and linguistic competency.</p>	

GCHP Goal	CAC Objective	CAC Action Steps	CAC Results
<p>2. Be a dynamic organization that is prepared for growth, responsive and flexible, and encourages creativity and innovation.</p>	<p>2A. Advise GCHP on programs and services for members with special needs.</p> <p>2B. Support GCHP's efforts to increase efficient operations by optimizing clinical and business processes, including telehealth, web portal and other innovative solutions.</p>	<p>2A. Provide input and recommendations on how to improve the health status of members with disabilities; discuss barriers presented to them and how to overcome them.</p> <p>2B. Provide input and recommendations to GCHP on implementation of strategies that takes advantage of innovative opportunities.</p>	
<p>3. Influence GCHP's role to promote a healthier community.</p>	<p>3A. Provide recommendations regarding influencing existing opportunities that are responsive to and benefits the community.</p>	<p>3A. Provide input as GCHP introduces and implements integration strategies and programs.</p>	



**Notice: Gold Coast Health Plan Has a New Contract with
Ventura Transit System, Inc. for Non-Emergency Transportation
Services for Member's Medical Needs**

January 1, 2013

Dear Member,

Gold Coast Health Plan now has a contract with Ventura Transit System for your non-emergency medical transportation needs. Ventura Transit System's contract with Gold Coast Health Plan covers Ventura County and nearby counties.

When you need non-emergency medical transportation, make an appointment with Ventura Transit System at least 48 hours in advance. You can make an appointment by calling 1-855-628-RIDE or 1-855-628-7433. They will need to know:

- Your GCHP ID number
- Address where you are going
- Time of your appointment
- Type of transportation you need

If you have to cancel your appointment for transportation with Ventura Transit System, call them at least two hours before the time they were going to pick you up.

If you have any questions, call Ventura Transit System at 1-855-628-RIDE or 1-855-628-7433.

Wishing you good health,

Member Services
Gold Coast Health Plan



Gold Coast Health Plan Community Resource Fair 2012

October 21, 2012

10:00am-3:00pm

Del Sol Park

1500 Camino Del Sol, Oxnard, CA 93030

Media and Flyer

GCHP Community
Resource Fair
Announcement 2012



List of Media Contacts Flyer Distribution:

Radio Station's

- KLJR-FM 96.7
- KUNX-AM 1590
- KMLA-FM 103.7
- KVTA-AM 1520

News Paper

- Vida (newsprint)
- Amigos805 (web/newsprint)
- Web GCHP (web)

Flyer Distribution

- Oxnard Housing Authority In Oxnard
- City Impact Homeless Site Oxnard
- Oxnard Public Library
- Oxnard Mexican Consulate
- El Concilio in Oxnard
- Catholic Charities Food Share
- Human Service Agency Resource Office In Oxnard
- Community Action Food Share
- La Hermandad

**Join us for
A Day Of Fun!**

Free Health Screenings

Gold Coast Health Plan

Community Resource Fair

Sunday, October 21, 2012
10:00am-3:00pm
Del Sol Park
1500 Camino Del Sol, Oxnard CA 93030

Free Health Screening Will Be Available!

- ✓ Blood Pressure
- ✓ Blood Sugar
- ✓ Cholesterol
- ✓ Body Mass Index

CLINICAS
Health Services

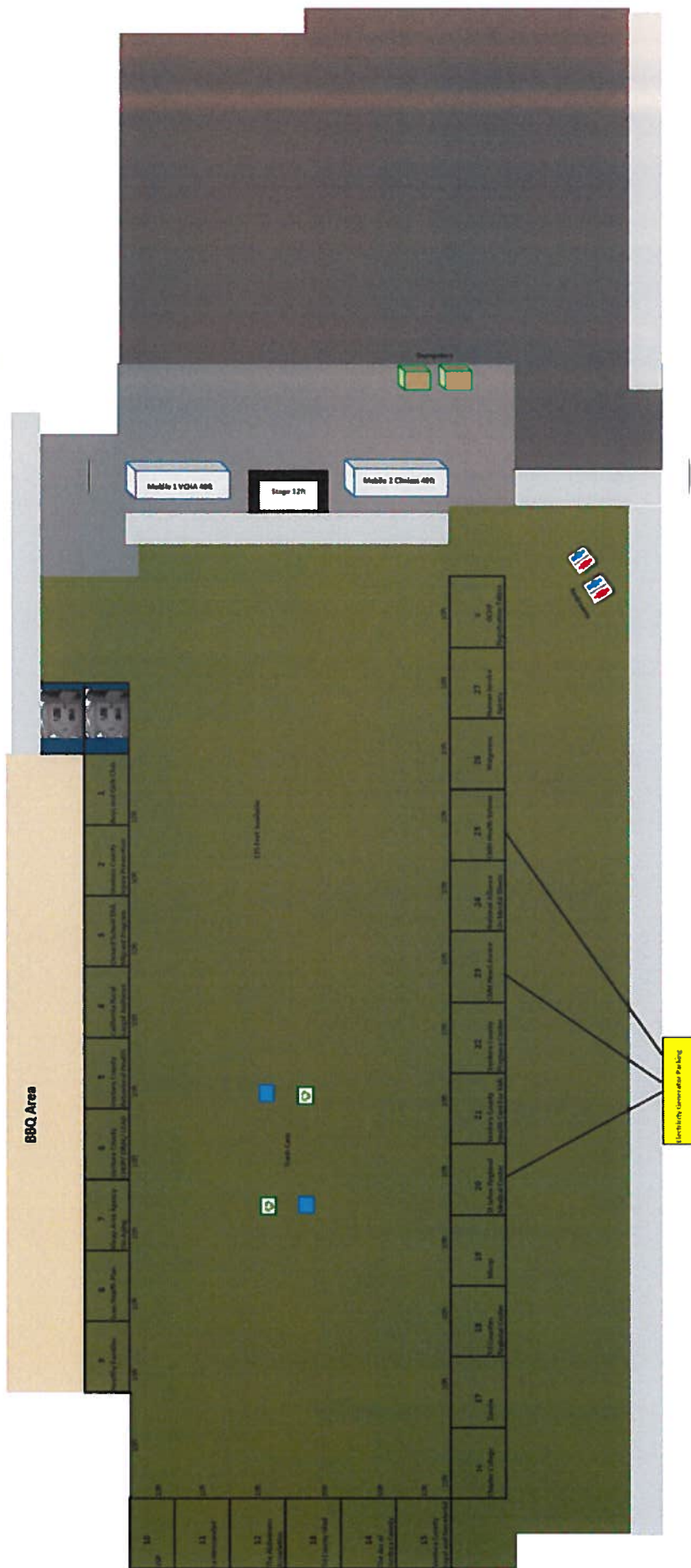
visp
Gold Coast Health Plan

HEALTHWAY
Health Services

Dignity Health
formerly Christ's Healthcare West

Annex - Suite 100, 1170
www.goldcoasthealthplan.org

Event Layout



Participating Agencies

Agencies that Participated

The Alzheimer Association
Ventura County Public Health (Health Care For Kids)
Tri County Glad
Clinicas Del Camino Real
Ventura County Behavioral Health
Ventura County CHDP/Lead Poisoning prevention/ Oral Health Program
Mixteco Indegena Community Organizing Project
Ventura County Medical Center Injury Prevention Program
Ventanilla De Salud
Healthy Families
The Arc of Ventura County
La Hermandad
Ventura County Legal and secretarial Services
The National Alliance on Mental Illness
Ventura County Health Care Agency
SCAN Health Plan
Human Service Agency Transitional Assistance Department
Community Memorial Systems- Centers for Family Health
St.Johns Regional Medical Center
Oxnard School District Migrant Program
Rainbow Connection
Walgreens

Community Resource Fair Agency Satisfaction Scores

Gold Coast Health Plan Community Resource Fair Agency Satisfaction Rate



Communication Regarding The Resource Fair
Accessibility Of Fair-Staff for Questions and Concerns
Location and Set up of Booths
Organization of Resource Fair

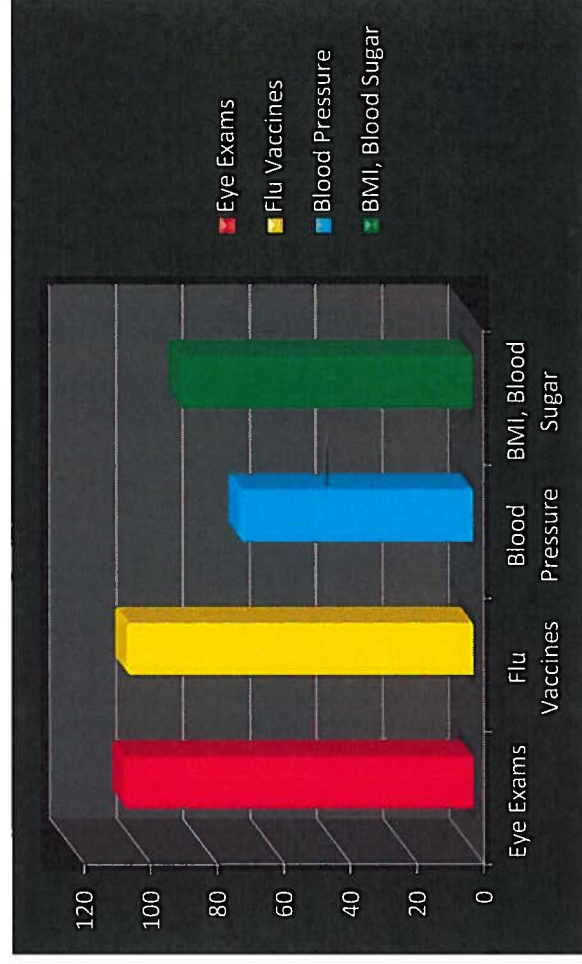
Event Pictures



Free Screening Data

Screenings Available

- Blood Pressure
- Blood Sugar/BMI
- Eye Exams
- Flu Vaccines



Observations For Next Year

Location in a concrete area

More Entertainment

Location in the east side of Ventura County



CBAS Information for the Handbook

Community Based Adult Services (CBAS)

CBAS is a service you can get if you need skilled nursing care, social services, meals, helpful therapies, or other services you may need in order to continue to live in your home. If you qualify to get CBAS, GCHP will send you to the center that best meets your needs. If there is no center near you, GCHP will make sure you get the same types of services from other providers.

At the CBAS center you can get different services. They include:

- Skilled nursing care
- Social services
- Meals
- Physical therapy
- Speech therapy
- Occupational therapy

CBAS centers also offer training and support to your family and/or caregiver.

You may qualify for CBAS if:

- You used to get these services from an Adult Day Health Care (ADHC) center and you were approved to get CBAS.
- Your primary care doctor refers you for CBAS and you are approved to get CBAS by GCHP.
- You are referred for CBAS by a hospital, skilled nursing facility or community agency and you are approved to get CBAS by GCHP.

Once GCHP gets the referral, we will do a face-to-face review with you to make sure you get the services you need.



November 30, 2012

Member Name
Member Address Line 1
Member Address Line 2
Member City, State, Zip

Dear

You are getting this letter because you are going to a Community Based Adult Services (CBAS) center.

Starting October 1, 2012, CBAS services will be managed by Gold Coast Health Plan. We are your Medi-Cal health plan.

Our nurses and social workers will work with you and the CBAS center staff to make sure you get the care you need. Your care needs may change because of a change in your health. Our staff will work with you, the CBAS center staff and your doctors to make sure you get the services you need.

If you have any questions about this letter, please call us at 1-888-301-1228.

Gold Coast Health Plan



20 de agosto de 2012

Nombre del Miembro
Dirección del Miembro primera línea
Dirección del Miembro segunda línea
Ciudad, Estado, Código Postal del Miembro

Estimado(a):

Usted está recibiendo esta carta por que usted utiliza un centro de Servicios para Adultos Basados en la Comunidad (CBAS, por sus siglas en inglés).

A partir del 1° de octubre de 2012, los servicios de los centros CBAS serán manejados por el Plan de Salud Gold Coast. Nosotros somos su plan de salud de Medi-Cal.

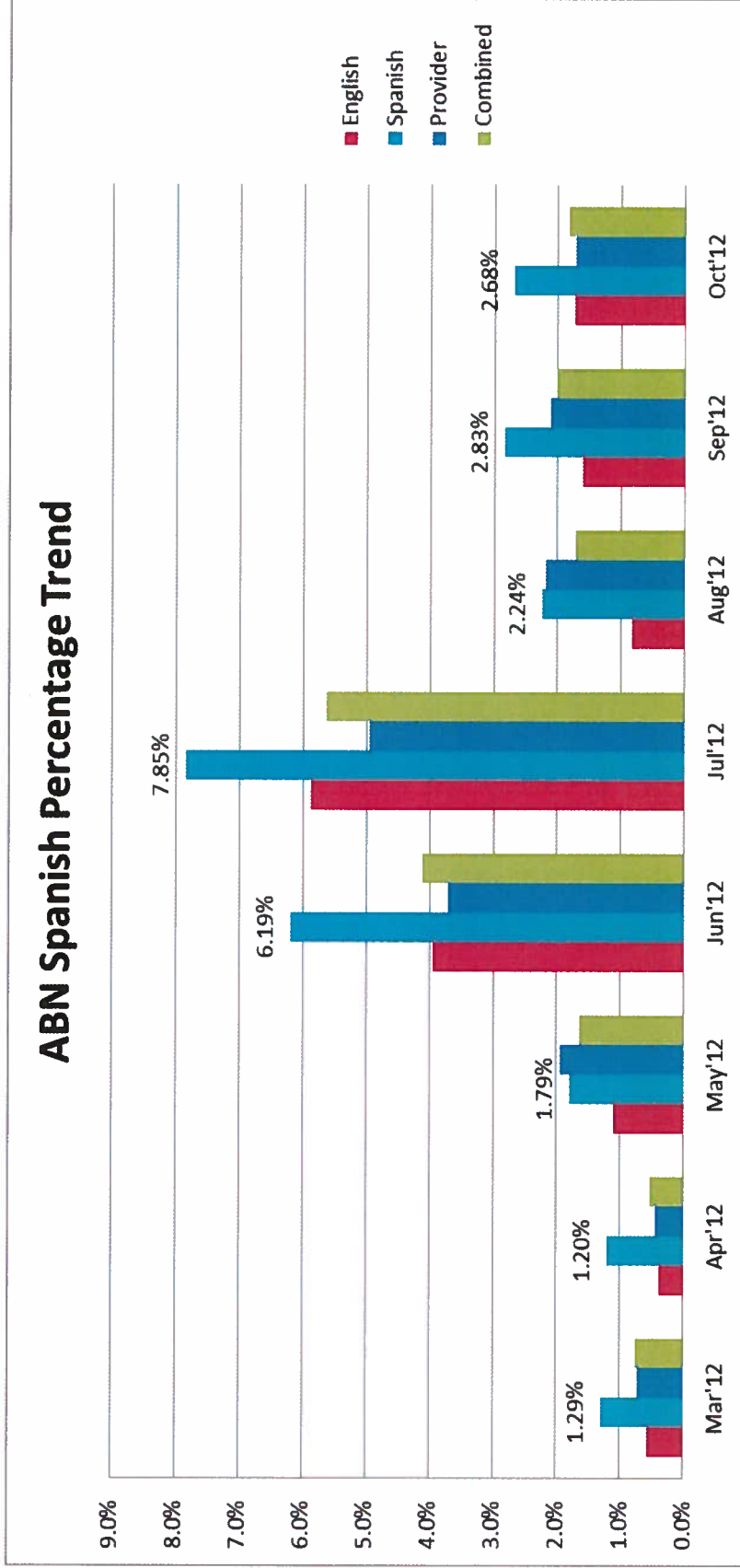
Nuestras enfermeras y trabajadores sociales trabajarán con usted y con el personal del centro CBAS para asegurar que usted reciba la atención que necesita. Sus necesidades de atención pueden cambiar debido a un cambio en su salud. Nuestro personal trabajará con usted, el personal del centro CBAS y sus médicos para asegurar que usted reciba los servicios que necesita.

Si usted tiene alguna pregunta acerca de esta carta, por favor, llámenos al 1-888-301-1228.

Plan de Salud Gold Coast



ABN Spanish Percentage Trend



Note: Spanish to English abandon percentage gap narrowed by 5.3%



Grievance and Appeals Monthly Trend Report

Total Grievances (Non Clinical) and Appeals (Clinical) Trend

