



**Cal MediConnect Consumer Advisory Board  
Meeting Minutes  
October 25, 2017**

**1. Welcome:** Consumer Advisory Board (CAB) members were welcomed by ThanhThuy Luu, Anthem Blue Cross (ABC). Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum. Nancy Shipman and Jeffry Sikes (Anthem Blue Cross, Nurse Case Managers) joined the meeting; Nancy was the speaker of the meeting topic. Lori Andersen, Santa Clara Family Health Plan (SCFHP) was also present.

**2. Presentation – Long Term Services and Supports (LTSS):** Nancy (Anthem Blue Cross) explained how Anthem Blue Cross LTSS staffing is structured and its responsibilities. The focus of Care Coordination and LTSS is on high risk members. Through the initial Health Risk Assessment conducted for all members, the health plans learn about medical needs of the member as well as the psycho-social needs and what is needed to continue living in the community independently or to transition from a hospital or nursing facility. Long Term Services and Supports are often what help these transitions succeed. The member’s caregiver is also engaged in this discussion about LTSS needs. Anthem Blue Cross provides information about health education programs and helps member transition to the community.

- Team structure: a manager, leads, registered nurses, licensed service coordinators, non-clinical service coordinators
  - Registered Nurses review/handle authorize custodial/intermediate care facilities, conduct face-to-face visits in nursing facilities, and provide transition coordination back to the community for members leaving skilled nursing facilities.
  - Service Coordinators outreach to high risk members and coordinates services including In Home Supportive Services (IHSS), Community-Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP), Long Term Care (LTC), and community resources using outside agencies.
  - Non-clinical staff answer phones, contact facilities for additional information, and create authorization for the nurses to review and send notification to facilities.
- LTSS Assessment Reviews
  - All active care plans from IHSS, CBAS, and MSSP,
  - Appropriate level of caregiver involvement, including preferences and back-up plans,
  - Current health status and treatment needs, and
  - Identifying activities and services for optimizing members’ health status.

Lori Andersen, SCFHP, shared that these activities are mostly the same for SCFHP members and reviewed the LTSS Medi-Cal benefits including IHSS, CBAS, MSSP, and LTC. One of the goals of Cal MediConnect and the coordination of LTSS benefits is to help beneficiaries live in the community as long as they choose.

The Q&A session for members asked about the services nurse case managers are providing.

### **3. Issues:**

- Two SCFHP members encountered some challenges using CBAS services: their language was not spoken at the CBAS near their homes, and the one without the language barrier was too far.

Lori and Nancy recommended Senior Centers as an option to look at since they do have socialization, a daily meal and is a good place for seniors to engage in activities.

- One of the SCFHP members shared that it is both a good and challenging thing when she gets so many calls from the health plan. While she is glad to be asked, she also stated that it seems very excessive with multiple calls in a week.
- One of the SCFHP members asked if SCFHP will provide free fitness services.

**4. Other Comments:** Members shared suggestions for the topics to be covered in meetings for 2018. Lori and ThanhThuy will put a calendar for the upcoming year together and share at an upcoming meeting. Suggestions included:

1. Benefits Review
2. Health Education and Wellness
3. Pharmacy
4. Transportation options in the community
5. Behavioral Health
6. Common Health Conditions
7. Housing
8. Falls Prevention Resources
9. Health Insurance Counseling and Advocacy Program (HICAP)

Members agreed to add more topics next meeting and come up with the final one.

**Next meeting:** November 29, 2017 @ 11 a.m.