

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
Meeting minutes for September 20, 2017
12:15 pm – 2:00 pm

Santa Clara County Coordinated Care Initiative Advisory Committee
Meeting Agenda and Summary of Discussion

1. ***Welcome & Introductions*** - Lori Andersen, SCFHP & Frances Shockley, Anthem Blue Cross
2. ***CCI Program Implementation – Health Plan Updates***

SCFHP, Lori Andersen:

SCFHP passed its first stage onsite NCQA accreditation review for complex case management under Cal MediConnect. SCFHP's vendor, Focus Care conducts face-to-face Health Risk Assessments as requested by members.

They are also engaged with a program under the County's Whole Person Care initiative for Nursing Home Diversions. This program is a partnership between the County, SCFHP and Institute on Aging to replicate a model program implemented in San Mateo County that combines intensive case management with housing services to assist Long Term Care residents able to transition back to the community. The program is currently awaiting final contracts.

SCFHP now has a Medicare Outreach team that will be outreaching to SCFHP members enrolled in Medi-Cal with the plan and sharing information about enrollment into CMC. This will also involve meeting with providers who are dis-enrolling CMC members. The Outreach team will be providing member and provider education.

Anthem Blue Cross, Frances Shockley:

Anthem no longer works with Beacon Health Options and has hired 3 care coordinators to manage the Behavioral Health (BH) population. Specialty BH members will be referred to Santa Clara County BH. County contact for BH is Roxanna. Anthem Blue cross will incorporate new cognition questions into the HRA to be better suited for BH members.

Both plans are placing more emphasis on the "unable to contact" members; those that could not be reached through the outreach process for Health Risk Assessments. Anthem has been doing outreach as well, and it was suggested that some joint messaging by both plans would be better.

On Lok Lifeways, Katherine Kelly

Due to delays with licensing, the PACE East San Jose center will have its grand re-opening in November. This was a conversion to a full PACE Center by adding a clinic to it. On Lok will also be hosting the Bay Area Health Policy Forum conference on December 6, 2017, at

the S. San Francisco Conference Center. Topics will include aging policy and the stigma around aging, and age-friendly communities. Tammie Pitkin, formerly with Anthem is now with On Lok; their Director of Health Plan Services.

3. ***Review Regulatory Updates (DHCS/CMS Key Guidance):***

IHSS will be no longer funded as a managed care benefit through the health plans after December, but it will remain a Medi-Cal benefit. The care coordination requirements between the plans and IHSS will not change. HRA changes to include LTSS questions will go into effect on 1/1/18. Regulatory changes related to the Medi-Cal transportation benefits have gone into effect and members will be notified about them. Laura Watkins agreed to share the member communication with the CCI Committee when it's completed.

4. ***Cal MediConnect – Ombudsman Report – not present***

5. ***Outreach and Communication***

Harbage Consulting, Gayle Akins

Gayle shared that the Harbage team is looking at physician opt-out rates and visiting them to serve as a resource for them regarding any questions about CMC. Harbage provides a neutral perspective and viewpoint and visit providers at intervals.

6. ***LTSS & Behavioral Health Updates***

IHSS: - Kingston Lum reported that the role of the CCI Unit is currently under review and that the social workers in that unit may be incorporated into the larger social work pool rather than staying in a specialized CCI Team.

MSSP: Elisa Alarcon shared that Sourcewise is operating at 100% and the MSSP census currently has 3% fee-for-service members. They noted that they cannot take referrals for members that have dementia but no caregiver.

CBAS: John Sink, Avenidas did not have any updates regarding CBAS.

LTC: Not in attendance

County Behavioral Health: Laura Luna joined by phone. They continue with the monthly BH meetings with plans and will be opening up and expanding to Cal MediConnect contracted community based organizations (CBOs) providing case management to BH members.

Members in Attendance on attached sheet.

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Stakeholder Advisory Committee
Anthem & Santa Clara Family Health Plan

Meeting Attendees – September 20, 2017 – X indicates person was in attendance			
X	Gayle Akin, Harbage Consulting		Tiffany Huyenh-Cho, Bay Area Legal Aid
X	Elisa Alarcon, Sourcewise MSSP		Andy Le, Bay Area Legal Aid
X	Lori Andersen, SCFHP	X	Kingston Lum, IHSS
	Marta Avilar, HICAP	X	Laura Luna, County Behavioral Health (PHONE)
	Sheri Burns, SVILC	X	Pauline Martinez, Alzheimer’s Association (phone)
	Chelsea Byom, SCFHP		Maria Nicolacoudis, Alzheimer’s Activity Center
	Kelly Chau, AACI		Sonali Parnami, The Health Trust and ASC
	Marilou Cristina, Aging Services Collaborative		James Ramoni, DAAS
	Kathryn Duarte, Anthem Blue Cross		Ellen Rollins, IHSS
	Marcelo Espiritu, Sourcewise HICAP		Ken Satrom, Anthem Blue Cross (phone)
	Susan Frazer, Institute on Aging		Gurpreet Singh, Anthem
X	Katharine Kreil, IHSS		John Sink, Avenidas, CBAS (phone)
X	Katherine Kelly, On Lok		Gary Steinke, Geriatrician
	Wendy Ho, SVCN, Aging Services Collaborative		Mary Tinker, IHSS Public Authority
	Colleen Hudgen, Live Oak Adult Day Services	X	Laura Watkins, SCFHP