

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
Meeting minutes for May 17, 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 & Tammie Pitkin, Anthem Blue Cross
2. **CCI Program Implementation – Health Plan Updates**

SCFHP, Lori Andersen

Governor May Revise for FY2018 Budget -- Changes were made to the State's January budget release regarding the CCI and specific to IHSS. Excerpts from the May Revise are below as well as a link to the PDF document.

Coordinated Care Initiative (CCI) is discontinued in 2017-18; however, the Governor's Budget proposed reinstating three programmatic components of the CCI. Based on the lessons learned from CCI, the May Revision continues: (1) extension of the Cal MediConnect program, (2) mandatory enrollment of dual eligibles, and (3) long-term services and supports integration into managed care, except IHSS. The May Revision includes savings of approximately \$8 million General Fund based on the proposed continuation of the Cal MediConnect duals demonstration pilot. <http://www.ebudget.ca.gov/FullBudgetSummary.pdf>

Anthem Blue Cross, Tammie Pitkin

Tammie shared programs that Anthem is currently engaged in for its members including providing Meals on Wheels to members recently discharged from a hospital for up to 7 days and providing Personal Emergency Response systems to eligible LTSS members through the Cal MediConnect Care Plan Options benefit.

On Lok Lifeways, Katherine Kelly

The PACE East San Jose center will have its grand re-opening this summer. 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.

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

DHCS:

There are new rules around certification of all reporting information submitted by plans to the State. A monthly attestation from plans is now required verifying that all information submitted is correct

4. **CCI Updates:**

All Plan Letters (APLs) released by the State Department of Health Services include:

- Care Coordination Requirements for Medi-Cal Seniors and Persons with Disabilities this draft includes general updates from the same APL issued in 2014 and includes an attachment with LTSS Referral Questions. These are suggested questions that the state is recommending be added to the plan's Health Risk Assessment (HRA) to better align and guide the care plan goals towards LTSS referrals. For many plans, these questions are already part of their approved HRA questionnaire.
- Care Coordination Guidelines for MLTSS – this APL has also been updated. All APLs are on the DHCS website.

5. **Cal MediConnect – Ombudsman Report**

Bay Area Legal Aid, Andy Le

Andy reported that there are a fewer number of issues raised now on the Ombudsman calls. Some of the issues have included:

- transportation to dialysis centers,
- balanced billing by independent providers – seeing less of this now
- Share of cost and not being able to meet it and access benefits
- Help navigating Cal MediConnect; explaining benefits
- Denials (e.g. Botox for nerve pain).

There was a longer discussion about Medi-Cal members who see a particular PCP in Santa Clara County and have become disenrolled from their plan because they were approached by staff in the PCPs office who convince the member to sign up for Care1st Plan. They are incentivized and “coerced” to do so by a promise of compensation, but are also left without coverage until the new plan kicks in and experience gaps in service while waiting for the reinstatement of benefits. This is a problem that has been occurring for a while and Marta Avilar shared that HICAP has seen this happening and tried to address it. A suggestion was made to enlist Justice in Aging on this issue. Andy shared that while the Ombudsman can advise members on their rights, they can assist clients with filing grievances/complaints with regulating agencies if client required assistance due to barriers, but they do not file lawsuits against the physician. With egregious cases, they can bring the issues to our team and determine on a case-by-case basis. Gayle offered to contact this PCP and look at what is happening.

6. **Outreach and Communication**

Harbage Consulting, Gayle Akins

The Santa Clara County Outreach & Education Committee has disbanded after acknowledging that much of their work is now done or addressed by Harbage Consulting through their contract with DHCS to educate consumers and providers on the CCI. Members of the Committee and Gayle will bring future issues related to outreach and education to this Stakeholder's Meeting, as needed.

Gayle shared that there is a new CalDuals website that includes information provided by Harbage Consulting. This website is more user-friendly for both providers and

stakeholders with language that is easier to understand. Other materials on the site include the new Case Manager Toolkit and Presentations for providers and stakeholders.

Gayle also shared a barrier she's experienced in trying to schedule and conduct outreach in senior and community centers in San Jose. They have strict rules about any presentation that may be trying to sell health insurance to their members and are sometimes reluctant to let her come speak.

7. ***LTSS & Behavioral Health Updates***

IHSS: - Kingston Lum reported that the CA May Budget Revises addresses the fact that Counties would have lost significant funding with the changes to IHSS under the CCI. 1.1 billion has been put back into the IHSS program over the next two (2) years. No change is anticipated in terms of the working relationship between IHSS and the health plans going forward with regards to MLTSS. The IHSS program has no intention of cutting services or staff and feel that Santa Clara County is in a good place with IHSS collaboration.

MSSP: Elisa Alarcon shared that the MSSP census is currently at 100% and that there have been a number of recent terminations with members expiring, and/or moving into nursing facilities. MSSP program is currently recruiting for a Social Work Care Manager and an R.N. Care Manager. Challenges continue with some DME issues.

CBAS: John Sink, Avenidas, conveyed that he does not have anything to share on the macro-level for CBAS, but did provide updates about the Avenidas Nurse Navigator program which now has a quarter's worth of data that is being reviewed. It shows that this program extends the length of stay for CBAS members. Avenidas is also revamping its data systems and hope to have improved capacity to evaluate program effectiveness.

LTC: Not in attendance

County Behavioral Health: Not in attendance

8. ***Stakeholder's Roundtable***

Pauline, Alzheimer's Association shared information about an upcoming training they will provide for case managers in CCI. This is a Tier 2 training on Dementia and will be held on July 10 and July 17, in Palo Alto. Plan representatives will follow up with identifying care managers that may participate.

Members in Attendance on attached sheet.

Coordinated Care Initiative

Stakeholder Advisory Committee

Anthem & Santa Clara Family Health Plan

Meeting Attendees – May 17, 2017 – X indicates person was in attendance			
X	Gayle Atkin, Harbage Consulting	X	Andy Le, Bay Area Legal Aid
X	Elisa Alarcon, Sourcewise MSSP	X	Kingston Lum, IHSS
	Dolores Alvarado, CHPSCC	X	Thien Ly, SCFHP
X	Lori Andersen, SCFHP		Laura Luna, County Behavioral Health
	Amy Andonian, Avenidas	X	Pauline Martinez, Alzheimer’s Association (phone)
	Marc Argabright, Covenant Care		Maria Nicolacoudis, Alzheimer’s Activity Center
X	Marta Avilar, HICAP		Sonali Parnami, The Health Trust and ASC
	Marie Beebe, Rockport	X	Tammie Pitkin, Anthem Blue Cross
	Sheri Burns, SVILC		James Ramoni, DAAS
X	Chelsea Byom, SCFHP		Ellen Rollins, IHSS
	Kelly Chau, AACI		Ken Satrom, Anthem Blue Cross (phone)
	Steve Church, Willow Glen Convalescent		Mary Scheifels, EAH Housing
X	Marilou Cristina, Harbage Consulting & Alzheimer’s Activity Center		Steve Schmoll, Sourcewise
	Dean Didich, MD, Daughters of Charity Health	X	John Sink, Avenidas, CBAS
	Rosa Di Manto, Catholic Charities		Grace Sonia Melanio, CHP
	Kathryn Duarte, Anthem Blue Cross		Gary Steinke, Geriatrician
	Marcelo Espiritu, Sourcewise HICAP		Raquel Tablang, Anthem Blue Cross
	Susan Fent, Institute on Aging		Mary Tinker, IHSS Public Authority
	Marilyn Graham, MCPSCC	X	Laura Watkins, SCFHP
	Wendy Ho, SVCN, Aging Services Collaborative		Janie Whiteford, IHSS Advisory Council
	Colleen Hudgen, Live Oak Adult Day Services		
	Tiffany Huyenh-Cho, Bay Area Legal Aid		
X	Katherine Kelly, On Lok		
	Katharine Kreil, IHSS		
	Eileen Kunz, On Lok		