

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
Meeting minutes for February 15, 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 - Tribute to John Arnold
Ken Satrom, Anthem Blue Cross – Welcome

Introduction of Attendees

2. CCI Program Implementation-Health Plans Updates:

Cal MediConnect enrollment is at approximately 7600 for SCFHP and 3100 for Anthem. Both plans indicated that these appear to be more stable numbers with fewer opt-outs or terminations. Other data for both health plans, such as HRA numbers can be found on the Cal Duals website

Anthem Blue Cross (Anthem):

Anthem reported on several programs they have been engaged in that focus on complex members and transitional care.

Homeless Initiative to locate homeless members through outreach at health fairs and by partnering and attending meetings with Downtown Streets Team, creating resource information materials for their homeless members and participating in the HMIS database. HMIS now allows for sharing PCP and other information with the member. Outreach efforts have reduced the numbers of homeless “unable to contact” from 80 to 30. The numbers have also gone down (1500 to 300) of people Anthem has been unable to reach. Designated Nurse Case Managers are working on community education efforts including various community partnerships that assist with locating the homeless.

Santa Clara Family Health Plan (SCFHP):

SCFHP has submitted a 2017 Model of Care (MOC) for Cal MediConnect with some revisions. In addition, they are exploring an expansion proposal in partnership with Santa Clara County Health & Hospital for Whole Person Care (WPC) that would focus on intensive case management services and housing assistance to help transition members from nursing facilities back to the community and free up SNF beds.

SCFHP is also exploring a partnership with LifeSTEPS through an MOU (Memorandum of Understanding) that outlines a pilot at four designated low income senior housing communities where they are providing care coordination and SCFHP has significant number of members.

On Lok Lifeways:

Katherine Kelly PACE updates:

PACE continues to be involved with the CCI Stakeholder Advisory Communications Committee, working on different outreach initiatives. The conversion of the East San Jose Center into a full PACE Center is still in process and will increase their capacity. They are also monitoring the CCI trailer bill language which will come out to ensure that PACE is kept in as an option.

On Lok will be hosting their annual Senior Health Policy Forum on December 6, 2017, to be held at the South San Francisco Conference Center. The topics will include health, housing and age-friendly communities.

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

Kathryn Duarte, Anthem/Blue Cross

DHCS:

The Deeming period for Medi-Cal member re-enrollment has been increased from 1 month to 2 months by DHCS. There is ongoing communication with DHCS to get some clarification. Once plans receive clarification from DHCS, they will need to send notification to members.

Sheri, Silicon Valley Independent Living Center, asked about an estimated date when the new change for deemed eligibility will go into effect for two months? This decision on the deeming period also impacts member materials and changes that would be required with certain notices sent to members. Plans will not be making any changes until in writing confirmation comes from DHCS.

4. *CCI Updates:*

Information was reviewed about the California Department of Finance Budget release on CCI that included removing IHSS for 2018-2019. Information on this has been released through the CalDuals website. Colleen Hudgen, Live Oak Adult Day Services, asked how the changes with IHSS support will affect the plans in terms of fewer services or cut backs in staffing hours for the CCI Team. Kingston Lum, IHSS, shared that cut backs in hours or services are not anticipated and that Santa Clara County is continuing services as is and maintaining staff for the foreseeable future with no lay-offs or changes in the processes in place. It could be problematic as the County is going to have to assume those expenses now paid for by the State. Kingston stated that IHSS – Santa Clara is fortunate that they anticipate that the County will be able to continue to support the staffing when the changes come in July. He shared that while a shifting in County funds to compensate for the increased cost may occur, it is still way too early in the process to discuss. Kingston told the stakeholder group that they can reassure their clients that the IHSS CCI Team is not leaving and the end users-seniors, disabled clients won't lose. As a reminder, the health plans were never responsible under CCI for authorizing IHSS services, since this stayed with the County.

Several stakeholders expressed that they have seen a tremendous change under CCI due to the increased commitment by the plans and the IHSS office to coordination and increased staff capacity. For many years, the County was out of compliance with regards to how long it took to get people into the IHSS system and this has improved tremendously under CCI. The plans, case coordinators and the County are invested in maintaining the current level of service and coordination. Lori expressed support for the County IHSS Team and the improvements made to improve coordination with the plans and other providers as well as to reduce the turn-around-time for IHSS applications.

Marilou Cristina asked if and how the plans might communicate to members about CCI changes. Laura Watkins, SCFHP, responded that SCFHP communication with members is the same as with Affordable Care Act (ACA) and based on what we know now, nothing is changing. We

understand that providers are also concerned about possible changes and that members are fearful ACA or CCI will end. Until we know what is actually changing, we will not be communicating with members about them. Anthem confirmed that they view this the same way.

5. Dashboard

Tammie shared that the Committee received no comments on the dashboard this time and pointed out that much of the data included on the dashboard for the plans is already in the reports shared by the State for all plans.

She suggested that going forward; issues or concerns about CCI should be communicated prior to the meeting and will be added to the agenda for discussions.

Pauline, Alzheimer's Association, shared information about their receipt of additional funding to provide more dementia training for health plan case managers. Each plan is required to have an identified Dementia Specialist on the case management team. The Alzheimer's Association is offering additional training for Case Managers and others starting in February/March. The group was asked if other case managers may want to also participate and the following groups indicated that they would like to be included: IHSS, SVILC and Live Oak Adult Day Care. The training can accommodate 15-20 case managers. Pauline will work with the plans to set up training and follow up with others who are interested, space permitting.

6. Cal MediConnect Ombudsman Report

Andy Le, Bay Area Legal Aid, shared that they received a few calls over the past quarter about passive enrollment even though it ended a year ago. These are most likely members who still have questions about it. The Ombudsman does share information about CMC on calls and some members then decide to join.

Some enrollees are unhappy with transportation delays under Cal MediConnect and one caller had a problem with getting to Dialysis appointments as the vendor/contractor cancelled two times. They have also received calls from members not sure how Cal MediConnect works and wanting more information about who their doctor is and where to go for care. The question was raised about if the Ombudsman program could sort issues and trends raised by members and share these inquiries with the plans on a monthly or quarterly basis? Andy will discuss this with the Ombudsman team and let the health plans know. In response to the question about if Santa Clara County has better or worse stats than others in the State, Andy shared that he is not aware of the differences among counties.

Calls to the Ombudsman about balanced billing continue but have subsided a great deal. Their experience is that this occurs mostly with independent providers and some doctor's offices that may be unhappy with what they perceive to be benefit delays. The group agreed that all need to educate members regarding CMC questions around access. While there is not currently a tracking system, the Ombudsman will create one so they can advise the plans when a member is having balanced billing issues. This is already occurring in many cases. The plans follow up with the provider(s) to remind them that no billing should occur with CMC members and if members are billed and pay, they must be refunded.

7. Outreach and Communication

Gayle Akins of Harbage Consulting reported that they are continuing to do outreach with senior care, community and faith-based groups. Several provider presentations are planned in late-April/May, 2017 including to the Public Guardian.

Gayle continues to attend the Stakeholder Advisory Communications Committee which meets every other month and is considering a newsletter to share and update stakeholders on what materials and tools they have available. The Cal Duals website is also being updated.

8. LTSS & Behavioral Health Updates

IHSS: Kate Kreil reiterated comments made about no changes expected as results of the CCI changes to IHSS. They are committed to maintaining the status quo with the CCI Coordination Team.

MSSP: *No representative was present from Sourcewise, the MSSP provider*

CBAS: *John Sink did not have issues to share related to CBAS sites.*

LTC: *No representative was present for the SNF provider group.*

Marcelo from HICAP raised the issue of plateauing in SNFs, when they will not pay for therapies with members/patients that are long term care. A discussion followed with input from both plans about how SNFs bill skilled services and manage members in place. Anthem has RNs assigned to SNFs that help with utilization management (UM) and coordination with the SNF.

County Behavioral Health: Roxana Alizadeh, M.A., LMFT, Ed.D attended the meeting on behalf of Laura Luna, representing Santa Clara County Behavioral Health Department. She reported that SCCBHD had continued to meet on a regular basis for Cal MediConnect Care Coordination meetings with SCFHP, Anthem and Beacon. She also reported on collaborative work and coordination among the County and health plans. Included was a recent meeting where SCFHP and Beacon's Care Coordinators met with Santa Clara County 24 hour care program and explored/discussed how to best coordinate care for members who are placed out of County skilled nursing facilities.

Members in Attendance on attached sheet.

Coordinated Care Initiative

Stakeholder Advisory Committee Anthem & Santa Clara Family Health Plan

Meeting Attendees – February 15, 2017 – X indicates person was in attendance			
X	Gayle Atkin, Harbage Consulting	X	Kingston Lum, IHSS
	Dolores Alvarado, CHPSCC		Laura Luna, County Behavioral Health
X	Lori Andersen, SCFHP	X	Pauline Martinez, Alzheimer's Association (phone)
	Marc Argabright, Covenant Care		Sonali Parnami, THT and ASC
	Marta Avelar, HICAP	X	Tammie Pitkin, Anthem Blue Cross
	Marie Beebe, Rockport		James Ramoni, DAAS
X	Sheri Burns, SVILC	X	Ken Satrom, Anthem Blue Cross (phone)
X	Chelsea Byom, SCFHP		Mary Scheifels, EAH Housing
	Steve Church, Willow Glen Convalescent	X	John Sink, Avenidas CBAS
X	Marilou Cristina, Harbage Consulting & Alzheimer's Activity Center		Grace Sonia Melanio, CHP
	Dean Didich, MD, Daughters of Charity Health		Steve Schmoll, Sourcewise
	Rosa Di Manto, Catholic Charities		Raquel Tablang, Anthem Blue Cross
X	Marcelo Espiritu, Sourcewise HICAP		Mary Tinker, IHSS Public Authority
	Susan Fent, Institute on Aging	X	Laura Watkins, SCFHP
X	Colleen Hudgen, Live Oak Adult Day Services	X	Janie Whiteford, IHSS Advisory Council
X	Andy Le, Bay Area Legal Aid		
X	Kathryn Duarte, Anthem Blue Cross		
X	Wendy Ho, SVCN, Aging Services Collaborative	X	Roxana Alizadeh, SCCBHD, on behalf of Laura Luna
X	Katherine Kelly, On Lok	X	Jeff Lesesue
	Eileen Kunz, On Lok	X	Fran Shockley – frances.shockley@anthem.com
X	KathErine Kreil, IHSS		