

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
Meeting minutes for **December 07, 2016**
12:15 pm – 2:00 pm

Santa Clara County Coordinated Care Initiative Advisory Committee
Meeting Agenda and Summary of Discussion – December 07, 2016

1. Welcome & Introductions

2. Health Plans Update and CCI Implementation Issues:

Anthem Blue Cross (Anthem): Ken Satrom introduced himself as the new General Manager. He also serves as the General Manager in Texas. He plans to attend the next meeting. Other updates shared by Anthem Blue Cross:

- a.** Streamlined enrollment is in place and has started in October. Anthem Nurse Case Managers are assisting with conducting calls to existing Anthem Medi-Cal members and facilitating any referrals.
- b.** In collaboration with SCFHP and Harbage Consulting, the Vietnamese Campaigns for Cal MediConnect are taking place including a segment on care coordination, IHSS and general benefits. Campaign will last 3 months. Have conducted several radio and TV campaigns and thanked Kingston Lum for participating with IHSS information.
- c.** Working with a delegated group; the Wellness Center assessments and PCP for homebound seniors.
- d.** Working with Downtown Streets Team coordinating with homeless members as part of the homeless initiative.

Santa Clara Family Health Plan (SCFHP): Lori Andersen shared updates for SCFHP:

- a.** Statewide MLTSS enrollment of those not yet enrolled in a Managed Care Plan will begin with notices going out this month and next month regarding enrollment in a health plan for LTSS. This applies to both Anthem and SCFHP.
- b.** MSSP transition timeline and process must be completed by December 2017. Guidelines and criteria are being developed by the state and a Grandfathering requirement has already been created that assures those in MSSP by December 2017 will continue to receive the same services for the next year. Health plans have the option to contract with the MSSP provider or not depending on their case management needs and existing services. San Mateo County has already transitioned their MSSP program by integrating it into their existing CM programs.
- c.** Laura Watkins shared an update on CMC streamlined enrollment for those Medi-Cal members already in a health plan. The health plans are now able to assist directly with CMC enrollment for these members. The Medi-Cal member can call their health plan and request information about CMC enrollment from the health plan, rather than contacting Health Care Options (HCO). If the member confirms that they want to enroll in CMC and the plan verifies eligibility, the plan then sends a file to HCO with the member's enrollment request. If HCO confirms the member as eligible, the member is enrolled the first of the following month.
- d.** SCFHP is starting outreach to members and will be doing active lead generation in the future.
- e.** SCFHP and Anthem have been partnering with SEIU and just completed a Teletown Hall for 1700 IHSS providers. This was a 10% pick up rate, with most staying on the call the whole time.

On Lok Lifeways: Katherine Kelly updates:

David Nolan (formerly with Anthem) has taken the position of COO and started with On Lok in November. They are planning to expand their East San Jose ADHC site to a full PACE Center. Construction is starting this month and they hope to have it up and running by this summer. This new PACE Center will help serve more seniors in Santa Clara County. They participated in a Cal MediConnect event at El Camino Hospital with other health plans in September to discuss coordination between plans and county hospitals.

3. Review Regulatory Updates (DHCS/CMS Key Guidance) CCI Sustainability-Deferred discussion.

4. Review Dashboard-Reviewed Dashboard briefly.

5. Cal MediConnect Ombudsman Report- Andy Le expressed that their call volume declined last month, but has gone up again recently. There continue to be some enrollment issues with Cal MediConnect including delays in the enrollment effective date. Will contact Health Care Options to follow up. Palo Alto Medical Foundation continues to need follow up regarding balanced billing but Andy indicated that the plans have been helpful in continuing to work with providers to stop this and to ensure that members are reimbursed.

6. Health Homes Initiative- The group agreed to further delay this presentation given the potential changes post –election and the lack of new information from the state on the details of the program. It will be added to a future meeting agenda.

7. Outreach and Communication- Gayle Akins shared that Harbage is working on improving the CalDuals website to be more user friendly. There is a new Beneficiary Toolkit that was developed and is available on the CalDuals website. Multiple copies can also be ordered; just contact her. She is working on community outreach with the outreach coordinator at Anthem targeted to the Chinese population. She has held presentations at Health Fairs and is planning resource fairs for the Russian, Chinese, Spanish and Vietnamese speaking communities. She's also provided trainings to new IHSS providers. Best practices meetings have included topics such as Marketing and Provider Outreach. Stakeholders can submit topic ideas for future meetings at the Cal Duals website. The SCAN Foundation has released new data on beneficiary experience in CMC. It indicates a stable, high satisfaction rate and reduced hospitalization rates.

8. Stakeholder Input-New Business-Discussed dashboard. Area on dashboard where issues can be posted for group to address. Agreed that if no issues to submit on your section, just indicate "Not at this time." Discussed CCI Sustainability. A lot of uncertainty at this time. With the State Department of Finance releasing a budget message on January 10, we may know more. There is a statewide CCI Sustainability Group meeting to provide data and information to DHCS and the legislature to support these decisions.

9. LTSS & Behavioral Health Updates

IHSS: Kingston Lum provided an update and shared that IHSS will now expand the access for their CCI IHSS Team to other providers including nursing homes, CBAS Centers and others. He provided this contact number for CCI IHSS team – 408 792-1605

MSSP: No update was provided as no MSSP was in attendance.

CBAS: John Sink shared some information about Avenidas; they are in their 10th month of providing intensive Case Management to a small group and coordinating with their PCPs and other providers. They have seen significant improvements and impressive therapy

benefits with this population. He will bring outcomes to the health plans. They are also participating in an 18 month program with the SCAN Foundation as part of their Linkages program. AACI is another provider in SCC participating.

LTC: Steve Church provided an update on the new “Requirements for Participation” in Medicare by SNFs. There will be 3 phases, rolled out over the next 3 years. They are good changes; mostly generic without a lot of specifics.

County Behavioral Health: Laura Luna provided update about continuing to hold Cal MediConnect and Behavioral Health Care Coordination meetings. They also participated in the CCI presentations hosted by El Camino Hospital. She indicated some fears around privacy breaches can result in a lack of sharing of member information. They are now participating in a Joint Operations Committee with SCFHP.

Summary Notes prepared by Caroline Alexander

Members in Attendance on attached sheet.

Coordinated Care Initiative

Stakeholder Advisory Committee Anthem & Santa Clara Family Health Plan

Meeting Attendees – December 7, 2016 – X indicates person was in attendance			
X	Gayle Atkin, Harbage Consulting	X	Wendy Ho, SVCN, Aging Services Collaborative
	Manuel Altamiro, Sourcewise (AAA)	X	Katherine Kelly, On Lok
	Dolores Alvarado, CHPSCC	X	Eileen Kunz, On Lok
X	Lori Andersen, SCFHP		Katharine Kreil, IHSS
	Marc Argabright, Covenant Care		Laurie Leung, AACI
X	John Arnold, AGEnts for Change	X	Kingston Lum, IHSS
	Marie Beebe, Rockport	X	Laura Luna, County Behavioral Health
X	Sheri Burns, SVILC	X	Pauline Martinez, Alzheimer's Association (phone)
X	Chelsea Byom, SCFHP	X	Sonali Parnami, THT and ASC
	Ted Chigaros, Rockport Health	X	Tammie Pitkin, Anthem Blue Cross
X	Steve Church, Willow Glen Convalescent		Terri Possley, IHSS
	Dominique Cohen – Midpen Housing		James Ramoni, DAAS
	Efrain Coria, Gardner Health Clinic		Ken Satrom, Anthem Blue Cross (phone)
X	Marilou Cristina, Harbage Consulting & Alzheimer's Activity Center	X	Mary Scheifels, EAH Housing
	Dean Didich, MD, Daughters of Charity Health	X	John Sink, Avenidas CBAS
	Rosa Di Manto, Catholic Charities		Grace Sonia Melanio, CHP
	Marcelo Espiritu, Sourcewise HICAP		Steve Schmoll, Sourcewise
	Susan Fent, Institute on Aging		Raquel Tablang, Anthem Blue Cross
	Edith Gong, Sourcewise		Mary Tinker, IHSS Public Authority
	Colleen Hudgen, Live Oak Adult Day Services	X	Laura Watkins, SCFHP
X	Andy Le, Bay Area Legal Aid	X	Janie Whiteford, IHSS Advisory Council
	Kathryn Duarte, Anthem Blue Cross		Marta Avelar, HICAP