

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
Meeting minutes for **August 17, 2016**
12:15 pm – 2:00 pm

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

1. ***Welcome & Introductions***
2. ***Health Plans Update and CCI Implementation Issues:***

Anthem Blue Cross (Anthem): David Nolan shared updates for Anthem Blue Cross: Focus is on State budget coming out. Will find out in November/December. Press release to show cost effectiveness of Cal MediConnect program. Streamlined enrollment can begin August 22st, whereby Anthem (as well as SCFHP) may approach their respective Medi-Cal members to discuss the Cal MediConnect program and ask if they want to enroll. Internal staff may speak to members one on one and share their information with Health Care Options for enrollment. We will need to wait and see how this impacts the Cal MediConnect census. Anthem is also engaged in an MLTSS Performance Improvement Project (PIP) related to CBAS centers.

Regulatory Updates: Kathryn Duarte shared the following updates:

- Revised Core reporting requirements for CCI plans
- Part C requirements to include annual provider payments, rewards and incentives
- Encounter guidance with priority for backlog encounter data to CMS
- Medi-Cal Continuity of Care extended to 12 months to align with the Medicare rules
- “new” End-of-Life benefit a fee-for-service benefit, not provided through managed care
- Affordable Care Act Section 1557 Nondiscrimination clause – changes to provider notifications

Santa Clara Family Health Plan (SCFHP): Lori Andersen shared updates for SCFHP: We are looking at the Long Term Care population data across all contracted skilled nursing facilities to determine an actual percentage of members that might transition and what the specific barriers are to a discharge to lower level of care. We also want to document the key barriers, although we know anecdotally that housing, income and absence of caregiver are often the primary reasons for inability to discharge successfully to the community. The SCFHP MLTSS PIP focuses on readmissions to hospitals from SNF’s and the impact of case management as an intervention.

OnLok Lifeways: Eileen Kunz shared update for PACE:

On Lok continues to work with the CCI Communications Committee on outreach efforts. Working through QI project on LTSS tracking data. Acupuncture benefit changes retroactive to July 1, 2016. CMS updates: Revised reporting requirements came out last week. Worked with CAL PACE group on comments regarding DHCS/CMS voluntary enrollment strategy.

3. ***Outreach to IHSS Providers on Cal MediConnect*** -Laura Watkins gave an update on plan outreach to IHSS Providers. Some preliminary discussions have been held between Anthem and SCFHP staff and State level IHSS SEIU representatives to see how we can jointly educate and inform the IHSS caregivers about Cal MediConnect (CMC). Statewide CMS evaluation data, stories and other input from CMC members has shown that when enrolled, members like the program. These materials can be shared with families and caregivers regarding how CMC has

helped members. Gayle Akins from Harbage Consulting is working with Ellen Rawlins, a member of the IHSS Advisory Council, who is willing to work on a presentation for the IHSS caregivers group. They have tried to work with Sourcewise without success and recommendations were made by the group to contact Mary Tinker, the Director of the IHSS Public Authority. Laura also shared that the plans are working with the California Association of Health Plans (CAHP) on these issues.

4. ***Outreach and Communication***-Gayle Akins gave an update on CCI Outreach and Communication Committee focus. On November 2nd she will conduct outreach presentations to the Vietnamese community and following that, she'll do the same with the Chinese community. All events are included in the CCI Updates also on the CalDuals.org website.
5. ***CCI Stakeholder Committee Dashboard***-Tammie Pitkin requested feedback on the dashboard. It currently includes Enrollment and HRA numbers for both Health Plans. A question was posed to the group regarding if we should keep building on what is already there or remove items that are no longer a focus for the group. Members suggested we only keep pressing issues and pull off things already discussed. Laura took the group through the list and agreement was reached on what to leave and what to remove. Will take discussion offline regarding metrics.

6. ***Other Items***

Health Homes: the presentation was postponed to the next meeting since we ran out of time discussing other items.

Housing Advocacy efforts: John Arnold shared a summary of work that the Aging Services Collaborative, AGENTS for Change and other advocates are engaged in around housing needs for seniors. This includes looking at zoning around accessory units in San Jose, shared housing options and the upcoming bond issue that indicates it will address senior housing issues, yet it is primarily targeted to the chronically homeless population.

Unable to Contact Members: Anthem shared that they are doing "drive-bys" to locate members that they have been unable to reach by phone. They will set up a meeting with SCFHP to discuss process for this.

MSSP: Elisa shared that they would like to see more DME (durable medical equipment) vendors through SCFHP. They find working with CHME difficult. They continue to help members transitioning from one plan to the other. In these cases, new prescriptions are required for DME, especially for nutrition supplies. Lori reiterated that several meetings have been held to share coordination protocols between case managers and CHME and SCFHP will continue to troubleshoot around these issues with MSSP.

Alzheimer's and Dementia Diagnoses: Pauline Martinez inquired about how the plan's dementia specialists are being used following the training provided to them by the Alzheimer's Association. ICD-10 diagnosis codes for dementia have been shared with the plans so that they can track the number of members receiving these diagnoses. David Nolan asked about future trainings given staff turnover at Anthem.

Community Resources: the group discussed options for sharing community resources with case managers in the county including both plans. This is already occurring but the question was raised as to whether we could do it more efficiently across providers.

7. ***Adjournment***

Summary Notes prepared by Caroline Alexander

Coordinated Care Initiative

Stakeholder Advisory Committee Anthem & Santa Clara Family Health Plan

Meeting Attendees – August 17, 2016 – X indicates person was in attendance			
X	Gayle Atkin, Harbage Consulting		Wendy Ho, SVCN, Aging Services Collaborative
	Manuel Altamiro, Sourcewise (AAA)		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	Pauline Martinez, Alzheimer's Association
	Sheri Burns, SVILC	X	David Nolan, Anthem Blue Cross
	Ted Chigaros, Rockport Health		Sonali Parnami, THT and ASC
X	Steve Church, Willow Glen Convalescent	X	Tammie Pitkin, Anthem Blue Cross
	Dominique Cohen – Midpen Housing		Terri Possley, IHSS
	Efrain Coria, Gardner Health Clinic		James Ramoni, DAAS
X	Marilou Cristina, Harbage Consulting & Alzheimer's Activity Center		Mary Scheifels, EAH Housing
	Dean Didich, MD, Daughters of Charity Health		John Sink, Avenidas CBAS
	Rosa Di Manto, Catholic Charities		Grace Sonia Melanio, CHP
	Marcelo Espiritu, Sourcewise HICAP		Lisa Stroud, VMC Case Mgmt
	Susan Fent, Institute on Aging		Steve Schmoll, Sourcewise
	Edith Gong, Sourcewise		Mary Tinker, IHSS Public Authority
X	Colleen Hudgen, Live Oak Adult Day Services	X	Laura Watkins, SCFHP
	Tiffany Huyenh-Cho, Bay Area Legal Aid		Janie Whiteford, IHSS Advisory Council
X	Kathryn Duarte, Anthem Blue Cross	X	Marta Avelar, HICAP