

**Coordinated Care Initiative**  
**Santa Clara County Stakeholder Advisory Committee**  
Meeting minutes for **May 25, 2016**  
12:15 pm – 2:00 pm

**Santa Clara County Coordinated Care Initiative Advisory Committee**  
**Meeting Agenda and Summary of Discussion -- May 25, 2016**

**1. Welcome & Introductions**

**2. Health Plans Update and CCI Implementation Issues:**

**Anthem Blue Cross (Anthem):** David Nolan shared update for Anthem Blue Cross: There has been a complete restructuring of Case Management to focus resources more effectively. This includes a regional team that will manage the 'low touch' and a local team that will work with the 'high touch' populations. Anthem is currently recruiting for Nurse Case Managers. Anthem has also added a Community Advocate position to work on community outreach, and assist with beneficiary questions and concerns as well as those from stakeholders and providers. Anthem has also recently completed an audit by Department of Health Care Services.

**Santa Clara Family Health Plan (SCFHP):** Lori Andersen shared update for SCFHP: SCFHP recently completed an audit with Department of Managed Health Care (DMHC) and Department of Health Care Services (DHCS) for Medi-Cal including the Medi-Cal services provided to Cal MediConnect members. Lori reported that the audit went well. Other activities that SCFHP is currently engaged in include: budget planning, working with the County on the Whole Person Care proposal for Medi-Cal 2020, NCQA Accreditation for Cal MediConnect case management and Health Homes planning.

**Follow up: Health Homes for future meeting. Lori will connect with Anthem about this.**

**OnLok Lifeways:** Katherine Kelly shared update for PACE: Dashboard has been updated. Working with communications to make edits to materials being passed out. Recently celebrated 45<sup>th</sup> anniversary of program. New CEO is in place. Previous CEO, Bob Edmundson, has retired.

- 3. Dashboard Discussion-**John Arnold requested action items that have come out of discussion.
- a) Financial model in place-needs greater visibility in order to sustain this
  - b) Communication: Best way to engage client; identify couple of scenarios (IHSS)
  - c) Are there other options in terms of providers and how that will work (How do they get paid etc?)
- 4. Cal MediConnect-Ombudsman Report-Deferred**  
No report given.
- 5. Review Regulatory Updates (DHCS/CMS Key Guidance)-** Laura Watkins reported on new DHCS program QI Strategies focused on: changes in the Continuity of Care requirement for Medi-Cal, additional reporting requirements for MLTSS, and Cal MediConnect Sustainable Enrollment strategies including passive enrollment. DHCS had originally proposed a

package deal to plans that included all of these, but has since eliminated passive enrollment component due to significant objections from a number of statewide advocacy groups.

QI Strategies: strengthen LTSS referrals and Care Coordination. Standardized HRA questions were sent out for review and due May 20<sup>th</sup>. Data collection is being extended to make sure all data is captured by plans, as well as tracked and trended (IHSS referrals, LTC, CBASS referrals/enrollment).

Sustainable Enrollment: Data from the “Evaluation of CMC: Beneficiary Perspective” by UC Berkeley produced data that included specific health plan information on CMC member enrollment. For SCFHP, we learned that 43% of those who opted out did not know that they had, while 23% opted out because a physician told them to do so or facilitated it. Inland Empire Health Plan has been very successful with Cal MediConnect. Will look to them for best practices. Medicare Advantage benefits are the largest competition for duals.

The group discussed the stakeholder comments related to passive enrollment and plan representatives shared how the absence of passive enrollment impacts the viability and success of CMC. Proposals for follow up are listed below.

**Follow up:**

**1. Laura Watkins and David Nolan will connect to discuss follow up on these items that may include:**

- Identifying and outreaching to providers that have encouraged or told members to opt out of Cal MediConnect and go to Fee for Service Medicare
- Invite DHCS to meet with Santa Clara County stakeholders in person to discuss program and to hear directly from plans and stakeholders who want to work together to make CMC work for members as well as for plans. Laura Watkins and David Nolan will reach out to set up meeting for the purpose of brainstorming on how to make program succeed including proposing a modified passive enrollment plan. Members that expressed interest in working on this included: Pauline, Sheri, Marcelo, John, Wendy and Marilou. Other suggestions for people to include: Mary Tinker and Colleen Prather, from the IHSS Public Authority

**2. The CCI Communication Committee will revisit provider education on CMC by sharing success stories on how Case Management has assisted members and families and by setting up Gayle Akins presentations on CMC.**

**6. *Upcoming Meetings and Potential Topics***

Care Plan Options; “Unable to Contact” outreach efforts, and/or Health Home Initiatives  
Next Meeting: August 17 at Anthem offices.

**7. *Meeting Adjourned***

***Members Present: Sign In Sheet attached***

***Summary Notes prepared by Caroline Alexander, SCFHP***

# Coordinated Care Initiative

## Stakeholder Advisory Committee

### Anthem & Santa Clara Family Health Plan

Meeting Attendees – May 25, 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		Eileen Kunz, On Lok
X	Lori Andersen, SCFHP	X	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
X	Sheri Burns, SVILC	X	David Nolan, Anthem Blue Cross
	Ted Chigaros, Rockport Health	x	Sonali Parnami, THT and ASC
	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
X	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
	Colleen Hudgen, Live Oak Adult Day Services	X	Laura Watkins, SCFHP
	Tiffany Huyenh-Cho, Bay Area Legal Aid		Janie Whiteford, IHSS Advisory Council