

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
Meeting minutes for **September 16, 2015**
12:15 pm – 2:00 pm

Santa Clara County Coordinated Care Initiative Advisory Committee
Meeting Agenda and Summary of Discussion -- September 16, 2015

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

Anthem Blue Cross (Anthem): David Nolan shared that the State has submitted a non-binding letter of intent to extend the CCI demonstration for two years. An update with the following numbers was shared by Anthem for the month of August:

- **Enrollment:** 3100 active. 47% (cancellation/disenrollment – before effective)
4.8% after effective
- **LTSS:** NF (custodial only) – 213, IHSS – 1050 (members receiving > 195hrs = 56),
 - CBAS -16, MSSP -- 11
- **Member Services calls:** 860 (August) *Calls for Provider Find/Change/Verify PCP, Disenrollment and Claim Billing Issues*

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

- **CMC Enrollment** – 7912; *Opt-out were around 36-40%.*
- **MLTSS Enrollment** (*will have broken out by CMC next meeting*)
 - MSSP – 214 members
 - CBAS – 500+
 - SNF – 800
 - IHSS – 5000
- **Member Services Calls** : 713 CMC calls per week; inquiries about benefit questions and provider/network inquiries.

Health plan numbers as reported were recommended to be included in the Santa Clara County CCI quarterly dashboard collected by The Health Trust.

OnLok Lifeways: Katherine Kelly reported that Maximus system is currently sending referrals on a weekly basis. There are still challenges due to wrong contact information being provided by the State.

3. ***Issues from Last Meeting***

- **Cal MediConnect Consumer Advisory Board:** Lori indicated that there was an interest to identify a Stakeholder Committee member to attend the Consumer Advisory Board and report out to the Stakeholder group. John Arnold agreed to volunteer for this assignment.
- **Deeming:** SCFHP will be implementing the recertification of Medi-Cal deeming process on October 1, 2015. The deeming will be for a one month period. (*Note: DHCS subsequently moved the implementation date to November 1st*)

A question was raised by a Stakeholder committee member as to how the health plans will be outreaching to members about the recertification. Anthem has begun to do telephone

outbound calls to remind members about the process and redirect to the local resources for assistance. SCFHP won't begin deeming until November. Bay Area Legal Aid and HICAP are currently assisting members through this process as well and Bay Area Legal Aid has reached out to both plans to extend support for assistance to beneficiaries. The group discussed the need to bring together the collective resources of the Stakeholder's group as well as identify community resources as it appears that different entities are currently doing outreach or facilitating this process for the beneficiaries already.

Follow Up: SCFHP will report on what they are doing in this area at future meetings.

4. Regulatory Review:

Kathryn Duarte provided a timeline for DHCS and CMS regulatory updates:

State

- **Received 8/27/15:** Cal MediConnect non-binding letter of interest to CMS on continuation of the demo
- **9/1/15:** Santa Clara Deemed Continued Eligibility for Anthem
- **Due 9/10/15:** CCI Contract Adequacy Reporting 2015 Q2
- **10/5-11/2/15:** DMHC Medical Survey Audit

CMS

- **Due 9/17/15:** Final Medicare Network submission in the HPMS/NMM
- **Due 9/30/15:** 2016 Marketing Materials to be received in-home by all current members; 2016 benefit and copay information to be posted on plan websites
- **Due 10/5-9/15:** Network Exception Request submission in the HPMS/NMM
- **Due 11/30/15:** Jan 2015-May 2015 Encounter submissions to CMS

5. **Stakeholder Committee Engagement** – Stakeholder committee's purpose and roles were discussed. A recommendation was to provide any follow-up task items and assignments to be reported out at the following Stakeholder's meeting. There was a suggestion to provide a presentation regarding Care Coordination to group.

Follow Up: Lori and Tammie will provide information at the next meeting on how care coordination works at their plans.

6. **CMC Ombudsman** – Tiffany Huyenh-Cho reported that the Cal MediConnect Ombudsman is still reaching out to resolve issues around balance billing, mainly from Palo Alto Medical Foundation providers. There were issues with Durable Medical Equipment (DME) providers but they were able to successfully resolve when reaching out to the health plans. There have been fewer disenrollment/opt-out calls that they have been receiving.

7. **Communications (Workgroup/Outreach)**–Sonal Parnami reported that the Communications Committee has had discussion on ways to address the “unable to contact” due to wrong contact information that is provided. Some ideas were to:

- a. Continue to provide campaign around the “update your address” using the flyers that the committee had circulated.
- b. Information about updating the address on the County website or during the on hold period when beneficiaries call in to the County
- c. Disseminate the information to County Health and Hospital system
- d. Provide MYTH cards
- e. Educate Providers to help disseminate to their patients the importance of keeping contact information current

8. **Behavioral Health** – Roxanna reported that there are ongoing monthly meetings with Beacon (Anthem) and SCFHP. Trainings were provided to the mental health departments and community based organizations (CBOs.) There have been ICT/ICP and care

coordination with the health plans. The County has finalized contracts and credentialing with Beacon, and SCFHP has amendments to serve the Mild/Moderate.

9. ***In-Home Supportive Services Update:*** – Kingston Lum reported that the Social Workers for the CCI unit have been hired and are slated to come on board on 10/5/15. This unit will help with expedited cases and work with both health plans. There will be a meeting set with Health Plan of San Mateo to leverage best practices related to coordination between IHSS and managed care plans. Care Coordination Plan will be updated and provided to the health plans.

10. Stakeholder Input – Roundtable - Questions, Comments, New Initiatives

Homeless Initiative – discussion of bringing together Stakeholders and community based organizations to discuss homeless initiative strategies.

Follow UP: Laura agreed to share successful Member stories from SCFHP at the next meeting.

Lori agreed to convene a group of interested members to come up with some strategies for reaching the “unable to contact” and homeless initiative strategies. Please contact Lori to participate.

11. Meeting Adjourned

Summary Notes prepared by Tammie Pitkin and Lori Andersen