



Consumer Advisory Board Meeting Minutes 4.29.15

1. **Welcome:** Tammie Pitkin, Anthem Blue Cross, welcomed Consumer Advisory Board members to the fourth Consumer Advisory Board meeting. Health plan representatives, SourceWise representatives and Consumer Advisory Board members introduced themselves to the group. Members were reminded about the confidentiality agreement and to not share personal health information in the open group forum and any individual health concerns can be addressed privately with health plan representatives after the meeting. Meeting minutes from the last Consumer Advisory Board meeting was distributed for review.

2. **Health Insurance Counseling Advocacy Program (HICAP)** Marcelo Espirtu, HICAP Product Analyst, provided a brief overview of SourceWise, formerly known as Council on Aging, and the many services that are offered. The mission of SourceWise is to help adults and caregivers with the various support and services. SourceWise has many in-house programs such as Meals on Wheels which is a program that delivers frozen meals weekly to homebound seniors, senior employment services for those over 55 years old to help transition into employment, HICAP and Multipurpose Senior Services Program (MSSP.)

HICAP has been in existence for over 25 years and is a federal program. HICAP is the local source for help for anyone with Medicare. In Santa Clara County, HICAP has 38 volunteers who are trained to provide unbiased counseling to beneficiaries to help look at the different options that they have for Medicare. The volunteers provide one on one counseling for free and are located in various senior centers throughout the county. Volunteers can assist with addressing questions about Medicare Part A, B and D and can help facilitate with assistance with finding extra saving programs.

With the rollout with the Coordinated Care Initiative – Cal MediConnect, HICAP volunteers talked to beneficiaries and informed them about the program and address the specific individual's health care needs. HICAP volunteers are also addressing questions such as why beneficiaries were issued blue envelopes and to counsel on whether the Cal MediConnect program is a right fit for them. What was most complicated for beneficiaries was transitioning from a Fee-for-service model to a managed care plan. Some of the things that is being addressed are beneficiaries were not aware that they were enrolled into the program and they would reach out to HICAP to help sort out these issues.

3. **Multipurpose Senior Services Program (MSSP)** Elisa Alarcon, Director of MSSP, provided an overview of the MSSP program which helps frail seniors with services and supports to help them to remain in their homes safely. MSSP started as a pilot program and in 1983 became a permanent program with 41 sites throughout California serving over 11,000. In Santa Clara County, 375 beneficiaries are served through MSSP. MSSP currently has 8 Social Workers and 2 nurses who goes out to the home and conducts a comprehensive assessment to help identify what the beneficiaries need to help them remain safely in the home. MSSP clients are connected with community resources, Durable medical equipment, In Home Supportive Services, Meals on Wheels, transportation and any other resources that they may need.

MSSP eligibility must be 65+ years and older, Medi-Cal eligible, at risk of being institutionalized, and needs assistance with 2 or more activities of daily living.

MSSP is part of the CCI and are working with both of the health plans to coordinate the services for the members.

Questions/Answers for HICAP/MSSP

Q: How would HICAP guide a beneficiary to help make the decision about joining Cal MediConnect?

A: Each case is very different but the first step is to find out if their doctors are in the network and how important is it to continue to see these doctors and to understand Continuity of Care. Also, to explain the extra benefits that Cal MediConnect offers such as vision and care coordination.

Q: Where can I find the dentists to assist the seniors?

A: Dental benefits were reinstated back in May 2014 and beneficiaries will need to find Denti-Cal Providers. HICAP can assist with finding Providers who take Denti-Cal.

Q: What is the qualification for Meals on Wheels?

A: A person has to be home-bound and does not have the ability to prepare a meal for themselves. Anyone can call the SourceWise number at 408-350-3200 for further information.

Q: What kind of training does the Senior Employment provide and what is the cost?

A: The main training that SourceWise has is to be a home care provider. Call the main number at 408-350-3200 for further information.

Q: Are there any openings for MSSP at this time?

A: MSSP is currently taking referrals at this time as we terminate clients, new clients are continuously enrolled.

Q: Does a person need to be on full Medi-Cal or can they have share of cost to be eligible for MSSP?

A: MSSP beneficiaries will need to have full Medi-Cal or have been deemed to have met their share of costs requirements.

Q: What does the MSSP transportation consist of?

A: If members are with health plans, MSSP can help them get connected with their transportation services. MSSP may be able to pay for some of transportation needs based on a case by case situation.

Q: If you have a special diet need, can the IHSS provider help with the special care?

A: Yes, if the care is required for your safety and needs, it should be covered.

Q: What kind of legal services do you provide?

A: MSSP would refer to community based organizations that can assist with the beneficiaries' needs. In Santa Clara County, many seniors are referred to Seniors Advocate for Legal Assistance.

3. Sharing Stories and Ideas

- a. CAB Member shared that when she called the transportation vendor and was told that she was not in the system but she is a current member.
 - 1. Health Plan reps will further investigate of the situation and help identify if there is a system error
- b. CAB Member shared that he is having some issues with scheduling appointments with providers and specialists.
 - 1. Health Plan reps will assist with linking with member's care coordinators to help facilitate and reach out to the Providers' office regarding concerns.
- c. CAB Family Caregiver shared that prior to Cal MediConnect, it was hard to make contact with either Medicare for Medi-Cal for questions. Now with Cal MediConnect, there is a Nurse Case Manager who visits the home and family caregiver can raise any issues directly and health plan addresses issues directly with doctors and hospitals. Prior to Cal MediConnect, one of the prescription drugs was denied and did not know where to go and appeal took a lot of time. Now, prescription drugs and questions are made directly to the Nurse or health plan reps and my family member was able to get it all resolved in one day.
- d. CAB Member has expressed that she is very satisfied with Nurse Case Manager who has been helping her.

4. Questions/Feedback

Q: When we first joined CMC, we were asked about our health using a questionnaire, so would the Care Coordinators have that information?

A: Yes, this is the Health Risk Assessment or HRA that was conducted in the first 90 days of enrollment and is used as a baseline for the Care Coordinators to work with members to help develop the care plan and assess next steps for health care needs and resources.

5. Next Meeting:

May 27, 2015 @ 11 am at the same location.