

**Coordinated Care Initiative**  
**Santa Clara County Stakeholder Advisory Committee**  
 Summary Notes for **January 21, 2015** Meeting

| <b>Members Present</b>                             | <b>Members Unable to Attend</b>   |
|--|---|
| Marilou Cristina, ASC & Harbage Consulting         | <i>Sourcewise</i> : Steve Schmoll, Manuel Altamiro, Edith Gong, Mary Tinker |
| Susan Fent, Institute on Aging                     | <i>Rockport</i> : Marie Beebe, Moira Martinez                               |
| Grace-Sonia Melanio, Community Health Partnerships | <i>MidPen Housing</i> : Dominique Cohen, Roosevelt Jordan, Mariia Ivanchuk  |
| Laura Luna, SC County Mental Health Department     | <i>DAAS</i> : Terri Possley, James Ramoni                                   |
| Pauline Martinez, Alzheimer's Assoc.               | <i>AACI</i> : Laurie Leung, Kelly Chau                                      |
| Dr. Gary Steinke                                   | <i>Anthem Blue Cross</i> : Matt Woodruff, David Nolan                       |
| Kingston Lum, IHSS                                 | Robert Venable, MD, Clinicare LLC   |
| John Arnold, AGents for Change                     | Dolores Alvarado, Community Health Partnership                              |
| Tiffany Huyenh-Cho, Bay Area Legal Aid             | Bruce Copley, SC County Drug & Alcohol (DADS)                               |
| John Sink, Avenidas Adult Day Health               | Rosa Di Manto, Catholic Charities   |
| Cassandra Chan, OnLok Lifeways                     | Colleen Hudgen, Live Oak Adult Day Services                                 |
| Katherine Kelly, On Lok                            | Dean Didich, MD, Daughters of Charity Health                                |
| Sonali Parnami, The Health Trust; ASC              | Nayana Shah, Silicon Valley Independent Living Center                       |
| Janie Whiteford, IHSS Advisory Council             | Paul Tatsuda, OUTREACH  |
| <b>Health Plan participants:</b>                   | Mary Ann Nickle, San Jose Healthcare  |
| Lori Andersen, SCFHP                               | Shelly Grimaldi, Harbage Consulting   |
| Laura Watkins, SCFHP                               | Mary Scheifels, EAH Housing   |
| Tammie Pitkin, Anthem Blue Cross                   |   |
| Christina Lopez-Pollard, Anthem Blue Cross         |   |

**Agenda & Summary of Meeting:**

1. **Welcome & Introductions**
2. **Health Plans Update:**

**SCFHP Updates:** Lori Andersen shared information on the Cal MediConnect enrollment at SCFHP. Currently, about 5600 have enrolled with an opt-out rate of 39-40%. The State CMC Enrollment Dashboard as of 1/1/15 was shared with the group reflecting more detail on enrollment and opt-outs in other CCI counties and the HCO Call Center Statistics. The opt-out rates in Santa Clara County, as in other counties are higher for the IHSS population. SCFHP has experienced a high call volume with up to 500 calls per day. This includes calls from members and providers mostly seeking clarity on CMC benefits and eligibility. SCFHP is engaged in daily and weekly reporting to CMS and DHCS, is continuing provider education and network expansion as needed. They are conducting Health Risk Assessments (HRAs) for CMC members and the rate of “unable to contact” so far is about 20%.

**Anthem Blue Cross:** Christina Lopez-Pollard provided updates for the Anthem CMC enrollment in SCC. 2300 are enrolled and they are experiencing a high opt-out rate among the Asian/Pacific Islander population, particularly the Vietnamese. In some cases, providers have told patients to opt-out and there is a perception that CMC is complicated and it's easier to stay with fee-for-service. The call center volume has been high with most calls focused on eligibility related issues. There have been problems with the State Medi-Cal (AEVS) eligibility database NOT showing CMC status. In response to questions about the HRA and risk status, Christina shared that there is criteria for follow-up with the member following completion of an HRA and that the risk level can change following the HRA or home visit. This is a critical component for payment to the plans.

**On Lok:** Katharine Kelly shared that they had experienced a glitch on the state site which hindered the OnLok from receiving the referrals. Marketing/Enrollment teams have reached out to interested beneficiaries and are responding to the backlog inquiries. They are currently receiving referrals now. OnLok is experiencing about a 30% wrong contact information for these referrals which is similar to what the PACE programs in Southern CA are experiencing as well.

**CMC Consumer Advisory Board** – Tammie and Lori reported on the status of recruitment for the CMC CAB scheduled to meet for the first time on January 28<sup>th</sup>. Anthem has recruited 16 members and/or family caregivers and SCFHP has 9 interested members. Presentations will be given by Shelly (Harbage Consulting) and the CCI Ombudsman (Tiffany) at the first meeting. There was a discussion regarding continuous education required for these members to comprehend the complexity of CCI in order for them to engage and provide suggestions. It was asked whether advocates could participate and it was encouraged that advocates to participate in this Stakeholder’s meeting forum instead.

**CCI State Stakeholder Call on 1/16/15** – members shared what they heard on the recent Stakeholder Call and Laura Watkins suggested that members read the Health and Human Services and CCI section of the Governor’s Budget message.

**3. Regulatory Review Updates:** Lori reported on the following regulatory updates:

DHCS:

- Updates to the Automatic Eligibility Verification System (AEVS) Effective 2/2015, providers can view beneficiaries pending Medi-Cal Managed Care enrollment 1 month prior to plan enrollment. Only for FFS to Medi-Cal Managed Care members.
- HRA DPL Update (January for stakeholder input)
- Continuity of Care (COC) DPL Revised

Pending – In Process

- Revised CA-Specific Reporting Requirements (January)
- MSSP appeals and grievances (January 26 to health plans and MSSP sites)
- Encounter Reporting Guidelines for Care Plan Options and Supplemental benefits

4. **CMC Ombudsman** – Tiffany Huyenh-Cho reported that the Ombudsman has taken a number of calls in the last few months, mostly about: continuity of care, eligibility or how to dis-enroll. Some members have called about not receiving plan materials such as ID cards and there have been delays for some in obtaining prescription medications due to errors with eligibility dates. For those who are on chemo, there was assistance with urgent disenrollment in order to continue to receive ongoing treatment.

5. **Behavioral Health Report:** Laura Luna reported that the County Mental Health Department has now been officially merged with Drug and Alcohol Services to become the Behavioral Health Services. The CCI BH Care Management Group continues to meet twice a month and has worked on: finalizing a care coordination policy, identifying clinics providing services under Cal MediConnect as well as developing educational tools for providers and addressing needs for data-sharing. Shelly is scheduled to give another CMC presentation to BH providers on Feb. 2<sup>nd</sup>.

6. **In-Home Supportive Services Update:** – Kingston Lum reported on the recent decision at the federal level related to overtime and travel time for IHSS providers. In the past year, in conjunction with SB 855 and SB 873, the FLSA (the Fair Labor Standards Act) was expanded by the Department of Labor (DOL) to permit IHSS caretakers to claim overtime, travel time from one client’s home to another and wait time when the caretaker accompanied a member to a medical appointment. The implementation of FLSA was to start on 1/1/15. In preparation,

IHSS (statewide) developed new guidelines/protocols, and offered training to caretakers on how to complete the new timecards, etc. On 12/31/14, Judge Richard Leon, US District Court, District of Columbia, vacated the DOL's rule. CA Department of Social Services (CDSS) has since instructed all IHSS programs to continue to operate the program as if FLSA never existed. The majority of the inquiries into the Santa Clara County office were related to FLSA as it would have had the most significant impact upon the day to day lives of members and caretakers.

Santa Clara County's IHSS will continue to work on addressing the needs of our mutual clients who are participating in the Coordinated Care Initiative and Cal MediConnect. To that end, IHSS will petition the Board of Supervisor on 2/24/15 for addition position to support this effort. We will be asking the Board to approve the following positions: 1 Social Services Program Manager, 1 Social Work Coordinators and 4 Social Workers. We anticipate that the staff will be in place by late July/early August barring no complications.

7. ***MSSP Program Updates*** –A Sourcewise representative was not present, so Lori reported on topics from the weekly State-led MSSP calls including all MSSP sites and health plans in CCI counties. Claims and reconciliation continues in some counties but not here in SCC. The State is requiring plans to submit MSSP transition plans in March or April in order for them to meet the deadline for their statewide transition plan report to the CA Legislature in May. Guidance is being developed.
8. ***Communications (Workgroup/Outreach)*** – Marilou Cristina shared information about how other counties are gathering, summarizing and sharing CCI information with stakeholders. Copies of the San Diego and Los Angeles county summaries were shared and Marilou led a brainstorm session on how we might do something similar here in SCC. There was consensus that we want to reach out to key stakeholders that regularly interact with consumers and others participating in CCI and ask them to share information they are already collecting. This might include HICAP, CCI Ombudsman, health plans, LTSS providers, PACE and others. As part of a SCAN grant to the Aging Services Collaborative, Sonali Parnami will be contacting these organizations for their data, and will prepare a monthly report to be shared with the Stakeholder Committee? These data may prove to be useful in Consumer Advisory groups and to target specific areas.
9. ***Stakeholder Input – Roundtable - Questions, Comments, New Initiatives***  
Questions were raised about how the group will learn about the quality indicators for CMC. This is information that will be shared with the stakeholder committee as well as the Consumer Advisory Committee. A question was raised as to whether the Delegates/Provider Network were gathering data to compare financials as to cost and benefits of participating in CCI. This information is currently not collected yet.

#### ***10. Meeting Schedule – Set Next Meeting***

The Committee meets every other month on the 3<sup>rd</sup> Wednesday. **Upcoming meeting: March 18, 2015**