

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
 Summary Notes for **September 17, 2014** Meeting

Members Present	Sonali Parnami, The Health Trust; ASC
Dean Didich, MD, Daughters of Charity Health	Mary Ann Nickle, San Jose Healthcare
Susan Fent, Institute on Aging	Terri Possley, IHSS
Kingston Lum, IHSS	Mary Scheifels, EAH Housing
Laura Luna, SC County Mental Health Department	Steve Schmoll, Sourcewise
Pauline Martinez, Alzheimer's Assoc.	John Sink, Avenidas Adult Day Health
Dr. Gary Steinke	Crystal Shafiabady, Sourcewise
Laurie Leung, AACI	Marie Beebe, Rockport
John Arnold, AGents for Change	Mary Tinker, IHSS Public Authority
Tiffany Huyenh-Cho, Bay Area Legal Aid	Robert Venable, MD, Clinicare LLC
Janie Whiteford, IHSS Advisory Council	Manuel Altamiro, Sourcewise
James Ramoni, SCC DAAS	Shelly Grimaldi, Harbage Consulting
	Mariia Ivanchuk, Midpen Housing
Members Unable to Attend	Katherine Kelly, On Lok
Marc Argabright, Covenant Care	Moira Martinez, Rockport
Marina Benkhim, Midpen Housing	
Cassandra Chan, OnLok Lifeways	Health Plan participants:
Kelly Chau, AACI	Lori Andersen, SCFHP
Dominique Cohen, Midpen Housing	Laura Watkins, SCFHP
Bruce Copley, SC County Drug & Alcohol (DADS)	Tammie Pitkin, Anthem Blue Cross
Marilou Cristina, ASC & Harbage Consulting	Janice McCormick, Wellpoint
Elizabeth Darrow, SCFHP	Karin Ferguson, Amerigroup
Rosa Di Manto, Catholic Charities	Christina Lopez-Pollard, Anthem Blue Cross
Colleen Hudgen, Live Oak Adult Day Services	
Roosevelt Jordan, Midpen Housing	
David Lee, Midpen Housing	
Jenny Niklaus, EHC Life Builders	

Agenda & Summary of Meeting:

1. Welcome & Introductions

2. Review Regulatory Updates & Timeline for CCI (DHCS/CMS Key Guidance)

Lori Andersen shared highlights from CMS and DHCS guidance and requirements during July and August including Duals Plan Letters (DPLs) and All Plan Letters (APLs) for threshold Languages, Care Coordination, Continuity of Care and the Medi-Cal Contract Amendments finalized last week. Still pending are requirements for CA Reporting, MSSP Appeals and Grievances, Reporting Guidelines for Care Plan Options (CPO) and the CMS-3-Way Agreement Amendment.

3. CCI Program Implementation Update: Health Plans – MLTSS and Cal MediConnect

Lori and Christina shared implementation updates for both SCFHP and Anthem Blue Cross. These include the ongoing transition of members in nursing facilities to managed care and the plans increased engagement with skilled nursing facilities. Planning continues for the launch of Cal MediConnect on January 1, 2015 including finalizing content and materials for websites, member and provider manuals and case management coordination. Plans are discussing the Care Plan Options under CMC and meeting with representatives from MSSP and IHSS. Tammie reported on the plans for the CCI Consumer Advisory Committee (CAC); a shared group for both plans that is expected to meet for the first time in December following recruitment. MSSP comes under managed care on October 1.

4. CCI Ombudsman

Tiffany Huyenh-Cho presented on the role of the CCI Ombudsman and explained how their organization – Bay Area Legal Aid will support beneficiaries in Santa Clara County. They have a sophisticated call center with a call-back option and good language access. In Los Angeles and San Diego where CMC has been underway since April, they have received about 60-70 calls per day. The Ombudsman is required to report to the Department of Health Services (DHCS) both monthly and quarterly. The group asked if any data could be shared with the Stakeholder Committee and Tiffany indicated that she believed the aggregate data and categories of complaints could be shared. Areas of complaints in other counties have included issues related to grievance and appeals, enrollment and dis-enrollment and continuity of care. Tiffany, while based in Alameda County, expects to be in Santa Clara County on a weekly basis.

5. In-Home Supportive Services (IHSS) Coordination with Health Plans including recommendations to: develop process for expedited IHSS application and replicate “San Diego IHSS Coordination Guide for Managed Care”

Kingston Lum, IHSS Social Worker Supervisor shared the work and progress of the IHSS Task Force formed to develop a coordination guide with the health plans. A good deal of progress has been made and another meeting will be held in October. The guide is expected to be completed by the end of the year or sooner.

6. Communications Committee: Outreach and Events

Laura Watkins shared the work of the CCI Communications Committee including: plans to distribute and inform recipients at select Brown Bag Sites in Santa Clara County; presentations at senior housing communities, sharing of information with skilled nursing facilities in SCC and a recent meeting with the IHSS Provider Union. She distributed copies of the information about CMC that will be included in the October IHSS Provider newsletter.

7. Behavioral Health Committee

Laura Luna shared the date of the upcoming Care Coordination Committee presentation on October 2. This will be hosted by the **Santa Clara County Mental/Behavioral Health Department** for specialty and community-based behavioral health service providers. She also shared the CCI trainings in October that will be presented by Shelly Grimaldi from Harbage Consulting to the Behavioral Health staff and teams. Laura indicated that they are currently working with Beacon, contractor for Anthem, for the Behavioral Health component for Cal MediConnect.

8. 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.

8. Meeting Schedule – Set Next Meeting

The Committee will begin meeting every other month on the 3rd Wednesday. **Upcoming meetings: November 19th, and January 21st.**