

Coordinated Care Initiative
Santa Clara County Stakeholder Advisory Committee
Summary Notes for July 16, 2014 Meeting

Members Present	Members Unable to Attend
Manuel Altamiro, Sourcewise	Marc Argabright, Covenant Care
Dolores Alvarado, Community Partnership of SCC	Marina Benkhim, Midpen Housing
Dean Didich, MD, Daughters of Charity Health	Cassandra Chan, OnLok Lifeways
Susan Fent, Institute on Aging	Kelly Chau, AACI
Shelly Grimaldi, Harbage Consulting	Dominique Cohen, Midpen Housing
Mariia Ivanchuk, Midpen Housing	Bruce Copley, SC County Drug & Alcohol (DADS)
Kingston Lum, IHSS	Marilou Cristina, ASC & Harbage Consulting
Laura Luna, SC County Mental Health Department	Elizabeth Darrow, SCFHP
Pauline Martinez, Alzheimer's Assoc. of No. CA/Nevada	Rosa Di Manto, Catholic Charities
Mary Ann Nickle, San Jose Healthcare	Colleen Hudgen, Live Oak Adult Day Services
Nancy Pena, SC County Mental health Department	Roosevelt Jordan, Midpen Housing
James Ramoni, SCC Dept. of Aging and Adult Services	David Lee, Midpen Housing
Nayana Shah, S.V. Independent Living Center	Laurie Leung, AACI
Dr. Gary Steinke	Jenny Niklaus, EHC Life Builders
Katherine Kelly, On Lok	Sonali Parnami, The Health Trust; ASC
Crystal Shafiabady, Sourcewise	Terri Possley, IHSS
Marie Beebe, Rockport	Mary Scheifels, EAH Housing
Edith Gong, Care Access	Steve Schmoll, Sourcewise
Moira Martinez, Rockport	John Sink, Avenidas Adult Day Health
Health Plan participants: Matthew Woodruff, Anthem Blue Cross Lori Andersen, SCFHP David Nolan, Anthem Blue Cross Laura Watkins, SCFHP Tammie Pitkin, Anthem Blue Cross Elizabeth Sharma, Wellpoint	Grace-Sonia Melanio, CHP
	Paul Tatsuta, OUTREACH
	Mary Tinker, IHSS Public Authority
	Robert Venable, MD, Clinicare LLC
	Janie Whiteford, IHSS Advisory Council

Agenda & Summary of Meeting:

1. Welcome & Introductions

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

Matt Woodruff reviewed highlights from CMS and DHCS guidance and requirements from May and June including Duals Plan Letters (DPLs) and All Plan Letters (APLs) for Dual Eligible Special Needs Plans, Care Coordination, Facility Site Reviews, HRAs and Requirements for Nursing Facility Services.

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

Matt Woodruff shared the experiences of Anthem Blue Cross with the CCI launch in Los Angeles since April 1. Beneficiaries were, in some cases improperly passively enrolled or erroneously disenrolled from Medi-Cal when they opted out of CMC. Some who opted out of CMC were passively enrolled anyway and some Duals received notices that they were eligible for CMC when they were not. Notices were received late by some Duals making it difficult to enroll or opt-out in a timely fashion while Duals in some zip codes where passive enrollment was prohibited were passively enrolled into CMC without receiving notices. Other issues involved continuity of care (COC) whereby some CMC beneficiaries were told by their fee-for-service physician that they were no longer 'covered' after enrollment in CMC when COC requirements do require payment. He shared that the average opt-out rate was 30%.

Matt Woodruff also shared the dates for CMC notices going out in Santa Clara County. The first 90 day notice goes on 9/26/14; 60 day notices go out on 10/29/14 and the 30 day notice is mailed on 11/24/14. Draft notices are posted on the state's calduals website: <http://www.calduals.org/implementation/cci-documents/notices>

Lori Andersen reviewed the different CCI components (MLTSS and CMC) and the relevant dates for Santa Clara County. Beginning July 1, all current members of Medi-Cal managed care plans now receive their LTSS benefits (IHSS or LTC) as part of their benefit package. (Note: CBAS services have been under Medi-Cal managed care for the past two years). In August, current fee-for-service (FFS) beneficiaries will need to be enrolled in a Medi-Cal managed care plan in order to continue receiving or to receive LTSS services. These beneficiaries will be enrolled by birth month. The revised date for MSSP participant enrollment in a Medi-Cal managed care is now October 1, 2014.

Lori Andersen reviewed SCFHP activities over the past two months related to CCI implementation including: enrollee and provider communications, pre-launch outbound calls to IHSS recipients, staff training and capacity building and provider and LTSS partner meetings.

4. 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"

Jim Ramoni, Director of the Santa Clara County Department of Aging & Adult Services presented on the activities of IHSS and CCI over the past month and their coordination with the health plans. He expressed support for the proposed recommendations and shared that an Ad Hoc Task Force will be formed to look at implementing them. An additional 20 staff have been added to the IHSS program and it is expected that this will reduce the caseload significantly for IHSS social workers.

5. Communications Committee: Outreach and Events

Shelly Grimaldi and Sonali Parnami shared the work of the CCI Communications Committee including: plans to distribute and inform recipients at select Brown Bag Sites in Santa Clara County (August and September); presentations at senior housing communities (June and July); partnering with National Senior Citizen's Law Center (NSCLC) for presentations at SVILC and ASC (July/September) and communicating with IHSS recipients and Providers. A great deal of time has been spent by the Committee on IHSS communications but efforts to try and replicate a TeleTown Hall (Los Angeles) and send letters to IHSS recipients or providers have met with challenges. The Committee will continue to try and find a vehicle for this communication.

6. Behavioral Health Committee - Beacon Role

Matt Woodruff presented the role of Beacon in Santa Clara County. Beacon is Anthem's Behavioral health vendor. Beacon will be holding kick off meetings with the County Mental Health Department and DADs during the month of August.

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

No additional items or questions were raised by the group.

8. Meeting Schedule – Set Next Meeting

The Committee will begin meeting every other month on the 3rd Wednesday. **Upcoming meetings: September 17th, November 18th, and January 21st.**