

Cal MediConnect
Stakeholder Advisory Committee
Anthem Blue Cross/CareMore & SCFHP
Summary Notes for April 15, 2014 Meeting

Members Attended:

Cassandra Chan, OnLok
Edith Gong, SourceWise
Grace Sonia Melanio, Community Health Partnership
James Jurado, Catholic Charities
Jim Ramoni, Dept of Aging and Adult Services
John Sink, Avenidas
Laura Luna, County of SC – Mental Health
Manuel Altamiro, SourceWise
Maria Ivanchuk, MidPen Housing
Marilou Cristina, Aging Services Collaborative
Nancy Hayward, CAHF
Pauline Martinez, Alzheimer’s Association
Rosa DeMalto, Catholic Charities
Shelly Grimaldi, Harbage Consulting
Tita Das, SV Independent Living Center
Todd Hansen, Health Trust
Thuy Ho, MidPen Housing

Health Plan participants:

Cristina Lopez-Pollard, Anthem/CareMore
Laura Watkins, SCFHP
Lori Andersen, SCFHP
Matt Woodruff, SCFHP
Mike Montoya, Anthem/CareMore
Mark Schnose, Anthem/CareMore
Pat McClelland, SCFHP
Tammie Pitkin, Anthem/CareMore

Overview of agenda:

Introduction and Health Plan Updates:

Mike Montoya (Anthem/CareMore) and Matt Woodruff (SCFHP) welcomed all attendees to the fourth Santa Clara County – Stakeholders Committee Meeting. Mike welcomed special guest

Anthem Blue Cross is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Anthem Blue Cross is the trade name of Blue Cross of California and Anthem Blue Cross Partnership Plan is the trade name of Blue Cross of California Partnership Plan, Inc. Independent licensees of the Blue Cross Association. © ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

speaker, Jane Ogle, former Deputy Director of DCHS who is currently serving as a consultant for the State.

Review CCI timeline

Laura Watkins, SCFHP, provided Stakeholders with a snapshot of the Enrollment Timeline showing dates specific to Santa Clara County only. The document shows the distinction of the timeline changes and notices for beneficiaries with Medi-Cal only or with both Medicare and Medi-Cal.

CCI Program Updates

Jane Ogle provided updates of CCI as other participating counties are beginning the process of implementation and notifications to beneficiaries. Jane stated that enrollment packets are being sent around the same time as the 60-day notices. Jane stated that other states are in the process of exploring the integrating of LTSS into their Medicaid system. In Home Supportive Services is an expensive program and the implementation has allowed for communication with Dept. of Health Care Services and Dept. of Social Services. Advocacy for IHSS has been continuously heard from the younger disabled groups as well as concerns surrounding the dementia care communities. IHSS consists of more than 70% of family members as Care Providers and the revenue as source of income for families are crucial so as not to be tampered with.

Grievances and appeals will still be managed through the same channels of Medicare and Medi-Cal as appropriate. There is development of a Contract Management Team that will comprise of CMS, State, and Health Plan Representatives who will be responsible for identifying requirements adherence as it relates to enrollment process and HRAs. The CBAS Stakeholder process has been completed and the Amendment waiver is expected to go live in September 2104. Some CBAS centers in Southern California are receiving a slight difference for higher levels of care. Questions about licensing restrictions for these higher levels of care was raised and further information will be gathered upon exploring this issue.

Nursing facilities have a policy of non-interference and facilities can expect to receive Medicare rates and Medi-Cal rates as standard for payments. People who are currently in SNF will not be moved during the demonstration. Health plans will continue to work with the facilities to negotiate contracts to ensure that there will not be disruption in services.

Jane noted that San Mateo County went live on April 1, 2014 with enrollment of beneficiaries to the Health Plan of San Mateo. There were an estimated total of 4,500 Dual eligibles and 3500 enrolled and the transition went relatively smoothly. In Southern CA counties – (Riverside, Los Angeles, San Diego) there have been an approximate 300 who have actively enrolled into Cal MediConnect. Cal MediConnect Ombudsman has launched on April 1, 2014.

Jane also stated that the State has been ahead of the curve in getting data to plan.

Anthem Blue Cross is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Anthem Blue Cross is the trade name of Blue Cross of California and Anthem Blue Cross Partnership Plan is the trade name of Blue Cross of California Partnership Plan, Inc. Independent licensees of the Blue Cross Association. © ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

Updates:

IHSS, MSSP, and County Mental Health representatives were asked to provide updates as it relates to CCI and how each of these organizations have or are preparing for the launch of CCI.

IHSS – Terri Possley, Program Manager, stated that training for Health Plans occurred a few weeks ago to both health plan representatives. Department of Aging and Adult Services (DAAS) has secured 21 new positions: 2 Supervisors, 16 Social Workers, and 3 Clerical and the recruitment processes have begun. They are hoping that by July 2014, new staff will be in place. The MOU has also been signed by the Board of Supervisors. They are also piloting a program for Remote Access for social workers to access CMIP2 out in the field which would allow for Social workers to enter in data remotely vs. coming to the office. The program pilot will begin on June 1, 2014 with 8 IHSS staff members (5 SW, 1 Supervisor, 1 coordinator.) One of the pending factor that is still being explored is data exchange with health plans. Terri noted that on a given month, IHSS is receiving 500 new inquiries and 200-300 new cases per month.

MSSP – Manuel Altamarino, COO of SourceWise, provided an updated for the MSSP incorporation for CCI. He stated that meetings with the health plans occurred earlier along with ongoing individual meetings with each health plans. SourceWise has their own Care Access system which is used by 50% of MSSP sites in CA. The data process system captures data that is required to create strong infrastructure for the program. Edith Gong, Director of Care Access, noted that SourceWise provided a demonstration of their Q system and that they had an initial test data file sharing with SCFHP. The next steps would be to work on HRA data and how often data will need to be exchanged.

County Mental Health – Laura Luna reported that there have been three workgroups that have been formed from the Cal MediConnect Mental Health Leadership group. The workgroups consists of subject matter experts to help identify and resolve processes as it relates to Care Coordination, Contract and Data Sharing. Laura also noted that Anthem introduced Beacon as the service delivery model who are also supporting other counties with behavioral health. County Mental Health department is currently recruiting for a Health Plan Care Coordinator position whose primary role will be the liaison between the health plans and County Mental Health for CCI.

Skilled Nursing: Matt Woodruff, SCFHP, reported that they have convened a small workgroup of subject matter experts to understand process, flows, billings, etc. as it relates to SNF. Currently SCFHP has 29 out of the 57 SNF under contract. Mike Montoya, Anthem/CareMore, reported that Anthem is currently building the network with SNF in the county.

Communications/Outreach

Cristina Lopez-Pollard, Anthem/CareMore, reported outreach efforts and engagement in the County. SourceWise will be hosting a forum at Santa Clara Convention Center on April 16, 2014 and they currently have 466 RSVPs.

The discussion of reaching IHSS providers and beneficiaries were discussed and the Stakeholders supported the idea of a teletown hall option was an agreeable option to explore as an alternative to the large forum at a Convention Center. Jane Ogle stated that Los Angeles County conducted a teletown hall for IHSS providers and had great success with the numbers of participants.

Next Meeting: TBD