

**Ventura County Medi-Cal Managed Care Commission (VCOMMCC)
dba Gold Coast Health Plan**

Community Advisory Committee (CAC) Meeting

Regular Meeting

Wednesday, January 17, 2024, 4:00 p.m. – 6:00 p.m.

Gold Coast Health Plan,

Bell Canyon Conference Room

770 Paseo Camarillo, Second Floor, Camarillo, CA 93010

Conference Call Number: 1-805-324-7279

Conference ID Number: 808 037 574 #

Para interpretación al español, por favor llame al: 1-805-322-1542 clave: 1234

1151 Camelot Way
Oxnard, Ca 93030

855 Partridge Drive
Ventura CA 93003

1721 Saratoga Street
Oxnard Ca 93035

1901 N. Rice Ave Suite 325
Oxnard CA 93030

AGENDA

INTERPRETER ANNOUNCEMENT

CALL TO ORDER

ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address the Community Advisory Committee (CAC). Persons wishing to address the Committee should complete and submit a Speaker Card.

Persons wishing to address the CAC are limited to three (3) minutes unless the Chair of the Committee extends time for good cause shown. Comments regarding items not on the agenda must be within the subject jurisdiction of the Committee.

Members of the public may call in, using the numbers above, or can submit public comments to the Committee via email by sending an email to ask@goldchp.org. If members of the public want to speak on a particular agenda item, please identify the agenda item number. Public comments submitted by email should be under 300 words.

Welcoming Remarks

Marlen Torres, Executive Director of Strategy & External Affairs

CONSENT

1. Approval of Community Advisory Committee Regular Meeting Minutes of October 18, 2023.

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes as presented.

PRESENTATIONS

2. Brown Act Update

Staff: Scott Campbell, General Counsel

RECOMMENDATION: Receive and file the presentation.

3. 2024 Member Incentive Programs

Staff: Felix L. Nuñez, MD, MPH, Chief Medical Officer
Kim Timmerman, Sr. Director of Quality Improvement
April Whetsell, QI Program Manager I

RECOMMENDATION: Receive and file the presentation.

4. Interdisciplinary Teams

Staff: Felix L. Nuñez, MD, MPH, Chief Medical Officer
Rachel Lambert, Sr. Director, Clinical Care Management

RECOMMENDATION: Receive and file the presentation.

UPDATES

5. Breast Cancer Screening Quality Measure Update

Staff: James Cruz, MD, Sr. Medical Director
Eve Gelb, Chief Innovation Officer

RECOMMENDATION: Receive and file the update.

6. Implementation Update: Justice Service

Staff: Pauline Preciado, Exec. Director of Population Health
David Tovar, Incentive Strategy Manager

RECOMMENDATION: Receive and file the update.

7. Redetermination Update

Staff: Marlen Torres, Executive Director of Strategy & External Affairs

RECOMMENDATION: Receive and file the update.

COMMENTS FROM COMMITTEE MEMBERS

CAC Feedback / Roundtable Discussion

PUBLIC COMMENT

ADJOURNMENT

Unless otherwise determined by the Committee, the next regular CAC meeting will be held on April 17, 2024, from 4PM – 6PM in the Community Room located at Gold Coast Health Plan, 711 E. Daily Drive, Suite 110, Camarillo CA 93010.

Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California, during normal business hours and on <http://goldcoasthealthplan.org>. Materials related to an agenda item submitted to the Committee after distribution of the agenda packet are available for public review during normal business hours at the office of the Clerk of the Commission.

In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact (805) 437-5512. Notification for accommodation must be made by the Monday prior to the meeting by 1:00 p.m. to enable the Clerk of the Commission to make reasonable arrangements for accessibility to this meeting.

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AGENDA ITEM NO. 1

TO: Community Advisory Committee (CAC)
FROM: Maddie Gutierrez, MMC - Clerk to the Commission
DATE: January 17, 2024
SUBJECT: Approval of the Community Advisory Committee regular meeting minutes of October 18, 2023 .

RECOMMENDATION:

Approve the minutes as presented.

**Ventura County Medi-Cal Managed Care Commission (VCMCC)
dba Gold Coast Health Plan (GCHP)**

**Community Advisory Committee (CAC) Minutes
Regular Meeting
October 18, 2023**

CALL TO ORDER

Committee Vice Chair, Dr. Pablo Velez, called the meeting to order at 4:03 p.m. via teleconference. The Clerk was in the Community Room located at Gold Coast Health Plan, 711 E. Daily Drive, Camarillo, California.

INTERPRETER ANNOUNCEMENT

The interpreter made her announcement.

ROLL CALL

Present: Committee members Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Rose MacKay, Elaine Martinez Rafael Stoneman, and Pablo Velez.

Absent: Committee members Ruben Juarez, and Juana Quintal.

Attending the meeting for GCHP Executive Team were Marlen Torres, CEO Nick Liguori, CPPO Erik Cho, CIO Alan Torres, Paul Aguilar, Exec. Director of HR, Eve Gelb, Chief Innovation Officer, CCO Robert Franco, Luis Aguilar, Susana Enriquez-Euyoque, Veronica Estrada, James Cruz, M.D., Veronica Estrada, David Tovar, Netra Desi, Erin Slack, Jesus Fernandez, Corey Stephenson, Sergio Cendejas, Lubna Adnan Alison Armstrong, Shivany Pillay, and General Counsel, Scott Campbell.

PUBLIC COMMENT

None.

WELCOMING REMARKS

CONSENT

1. Approval of Community Advisory Committee Regular Meeting Minutes of July 26, 2023, Special Meeting Minutes of August 23, 2023, and September 20, 2023.

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes as presented

2. Approval of the 2024 Community Advisory Committee Meeting Calendar

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the 2024 Community Advisory Committee (CAC) calendar as presented.

Committee member Victoria Jump motioned to approve consent items 1 & 2. Committee member Martha Johnson seconded.

Roll Call vote as follows:

AYES: Committee members Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Rose MacKay, Elaine Martinez Rafael Stoneman, and Pablo Velez

NOES: None.

ABSENT: Committee members. Ruben Juarez and Juana Quintal

The motion carries.

UPDATES

3. AB361 General Counsel Update

Staff: Scott Campbell, General Counsel

RECOMMENDATION: Receive and file the update.

General Counsel, Scott Campbell, advised the committee that the legislature has determined that the Public Health Emergency is over. Brown Act meetings will be held in person. If a member of the committee cannot attend in person, the address from where they will be participating in the meeting must be posted on the agenda

and the committee member must allow a member of the public to attend at the listed location. We will be going back to regular in-person meetings beginning January 2024. Committee member Rafael Stoneman asked if driving was allowed. Mr. Campbell stated the committee member must be at a fixed location. Mr. Stoneman stated that he works with homeless veterans and often has crisis calls. Mr. Campbell stated that Mr. Stoneman would not be able to vote. Committee member Dr. Pablo Velez asked if he could share his location with Mr. Stoneman so that he can continue to participate. Committee member Paula Johnson asked if there was an option for Zoom or Teams. Mr. Campbell stated it will be determined what program will be used. Committee member Laurie Jordan stated she does not like Zoom. Zoom has given people the ability to hack into and take over meetings.

Committee Chair, Ruben Juarez arrived at 4:16 p.m.

Ms. Marlen Torres stated that the committee will no longer need to meet monthly. The next meeting is scheduled for January 17, 2024. Committee Chair, Ruben Juarez asked if there was a limit of staff or members to choose an option. Mr. Campbell responded no. Mr. Campbell requested committee members to notify the clerk about posting locations if not attending in person.

4. CalAIM Update

Staff: Erik Cho, Chief Policy & Program Officer

RECOMMENDATION: Receive and file the presentation

Chief Policy & Program Officer, Erik Cho stated staff is working to serve members. He noted that connecting with members is a major focus. CPPO Cho noted that several staff members will be participating/presenting on the member and stakeholder engagement strategies for the CalAIM Update.

David Tovar, Incentive Strategy Manager, reviewed the Justice Involved Population of Focus. He noted that this is a pilot program for the state. He reviewed the 1115 Waiver which is 90-day pre-release Medi-Cal services which will begin January 1, 2024. Medi-Cal services would begin 90 days prior to release. There will be partnerships with parole, probation, and the sheriff department. We want to ensure that once released from incarceration, members will get the services needed. These services include transportation, behavioral health, medications, and connections to housing. Upon release the facility will provide referrals for post-release, which is not limited to just the county but will be throughout the state. The goal is to have a smooth transition back into the community. Meetings with care managers will be provided. We will need coordination between the health plan and facilities to ensure we meet the needs of these members.

Mr. Tovar stated the program will go-live January 1, 2024. Committee member Laurie Jordan asked where funding will come from. She asked if the incarcerated agree with this program. Mr. Tovar stated that prior to release, fee for services will be paid by the state. CPPO Cho stated this program is being developed across the state. Ms. Jordan stated she was concerned about how smoothly this program will go. CPPO Cho stated there are incentives for doing well.

Committee member Rose MacKay asked about the safety of the case manager. CPPO Cho stated this is a concern. There will be a protocol for safety situations. We do not want to put case managers in danger, and we will be working with the County for extra resources. Ms. MacKay asked what the case load will be. CPPO Cho stated the case load will be higher and the state knows this. Mr. Tovar stated that the state is aware that this is a different population.

Committee member Dr. Pablo Velez stated that it is great to lead a pilot. The earlier the services are provided, the better. We must try to minimize these individuals going back to jail/prison. We need to ensure success. Dr. Velez asked about family members of these individuals – family members need to be supportive, not just the inmate. Mr. Tovar stated there will be support for family members too. They need to be connected with other support services, housing, mental health etc. We will need to adjust and modify.

Committee Chair Ruben Juarez asked about inmates in other counties – they also need to be connected with services. Mr. Tovar stated members can be incarcerated anywhere in the state, and there will be a justice involved liaison who will meet with the facility's internal case managers, and this will make the transition easier.

Moving on in the presentation, CPPO Cho introduced Erin Slack, Sr. Manager of Population Health reviewed Member and Stakeholder materials. She reviewed medically supportive foods, delivery services, and who is eligible.

Ms. Slack reviewed the current definition of Birth Equity Population of Focus which will go live January 1, 2024. She noted that we are expanding beyond DHCS guidelines, and including the Mixteco population to provide services for adults and youth who are pregnant or are postpartum and have been subject to racial and ethnic disparities.

Ms. Slack reviewed the Population Health Management monitoring report. She noted that MCPs are required to report the five new key performance indicators, which are monitored monthly and are reported to DHCS on a quarterly basis. Dashboards were also reviewed, and Ms. Slack noted that the dashboards are reviewed and monitored monthly. Committee member Dr. Pablo Velez asked about the use of Urgent care. Ms. Slack stated members need to have more access to primary care instead of going to the ER or Urgent Care.

Committee member Paula Johnson asked if there were handouts/brochures that she could share with her ARC participants. Marlen Torres stated materials will be provided to her. Committed member Rose MacKay asked about tailored foods for Muslims or vegetarians. Ms. Slack stated that foods can be tailored.

Committee member Laurie Jordan motioned to approve Update item 4. Committee member Paula Johnson seconded.

Roll Call vote as follows:

AYES: Committee members Martha Johnson, Paula Johnson, Laurie Jordan, Ruben Juarez, Rose MacKay, Elaine Martinez Rafael Stoneman, and Pablo Velez

ABSTAIN: Committee member Victoria Jump

NOES: None.

ABSENT: Committee member Juana Quintal

The motion carries.

PRESENTATIONS

5. Deep Dive on Breast Cancer Screening Quality Measure

Staff: Eve Gelb, Chief Innovation Officer
James Cruz, M.D., Sr. Medical Director

Eve Gelb, Chief Innovation Officer stated that GCHP monitors and reports MCAS performance measures to assess and improve clinical quality of care.

James Cruz, M.D., Sr. Medical Director reviewed the MCAS program and its purpose.

Dr. Cruz noted that October is Breast Cancer Awareness month. He reviewed statistics and noted that if caught early, survival rate is 99%. He noted that survival rates can still be improved. GCHP wants input on how to engage members and promote breast cancer screenings. Committee Chair, Ruben Juarez stated that advertising is important, social media, public service announcements. We need to get the word out. Committee member Martha Johnson stated that mobile units are important. We need to find funding for these units, and be available at Swap meet Justice, Santa Paula, and other locations within the county. Committee member Paula Jonson stated that mobile units work well. She suggested information showing

what it takes for a mammogram. Members need to be educated before going for a screening. Committee member Victoria Jump noted that access is key. There is no preventative care being done if members are only going to the ER. Committee member Laurie Jordan stated that there was a Rainbow Event on October 16 – Every Woman Counts- which would give information on what to look for when doing self-exams.

Committee member Rose MacKay stated that flyers should be included in the intake/assessment packets. She suggested incentives, such as \$40 gift cards. Case managers could hand out the gift card if the member gives proof of a screening.

Committee Chair Juarez asked how often screenings need to be done. CIO Gelb stated screenings should be every 2 years for ages 50 -74. Committee Chair Juarez stated that having a site versus having a questionnaire. A site works better – people hesitate to take the time to complete a questionnaire. Mr. Juarez also suggested adding information for new members in the new member packet.

The message needs to be clear for both males and females. Offer mobile screening services, inform members, and prepare them for the screening – offer tours so they can see the machines used.

Dr. Cruz and CIO Gelb thanked the committee for all their suggestions.

RECOMMENDATION: Receive and file the presentation

6. Respiratory Virus Vaccine / Health Promotion Campaign

Staff: James Cruz, M.D., Sr. Medical Director

RECOMMENDATION: Receive and file the presentation

Sr. Medical Director, James Cruz, M.D. reviewed the respiratory Virus Vaccine promotion campaign. The vaccines are for Covid 19, Flu, and RSV. He stated that DHCS anticipates a surge in these viruses. We need to inform and guide members for vaccinations. There is a lot of misinformation which needs to be cleared up. There needs to be access to vaccines. Dr. Cruz stated that the flu and Covid vaccine can now be done at one time. He noted that information will be provided on the website, along with materials. He also stated that public health clinics provide vaccines.

Committee member Dr. Pablo Velez invited Dr. Cruz to attend one of the Amigo Baby Facebook live events to share information.

Committee member Laurie Jordan motioned to approve presentation items 5 & 6. Committee member Rose MacKay seconded.

Roll Call vote as follows:

AYES: Committee members Martha Johnson, Paula Johnson, Laurie Jordan, Ruben Juarez, Victoria Jump, Rose MacKay, Elaine Martinez Rafael Stoneman, and Pablo Velez

NOES: None.

ABSENT: Committee members Juana Quintal

The motion carries.

COMMENTS FROM COMMITTEE MEMBERS

Executive Director of Strategy & External Affairs, Marlen Torres, introduced GCHP's new Chief Financial Officer, Sara Dersch. CFO Dersch gave a brief professional background on herself. She stated she was happy to join the GCHP team and work with the community.

PUBLIC COMMENT

None

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 6:00 p.m.

Approved:

Maddie Gutierrez, MMC Clerk to the Commission



AGENDA ITEM NO. 2

TO: Community Advisory Committee (CAC)
FROM: Scott Campbell, General Counsel
DATE: January 17, 2024
SUBJECT: Brown Act Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Brown Act Update – Continued Remote Meeting

Brown Act Update Continued Remote Meetings

January 17, 2024

Scott Campbell – General Counsel

Integrity

Accountability

Collaboration

Trust

Respect

Teleconferencing Rules: Where are we now?

- AB 361 streamlined the requirements for teleconferencing/virtual meetings under the Brown Act during times of local emergency.
- AB 361 expired on January 1, 2024
- Traditional teleconferencing/virtual meeting rules still apply;
 - At least a quorum of the Members must participate from teleconferencing locations within the District’s jurisdiction.
 - Each teleconference location must be identified in the notice and agenda of the meeting.
 - Agendas must be posted at each teleconferencing location.
 - Each location must be accessible to the public.
 - The agenda must provide the opportunity for the public to address the legislative body directly at each teleconferencing location.
 - All votes must be by rollcall.

Teleconferencing Rules: Where are we now?

- If agenda is not posted at meeting location or a member does not participate from meeting location, member is not considered part of the quorum and cannot vote
- Once an alternative location has been posted, it must remain available to the public, even if member decides to participate from main location



AGENDA ITEM NO. 3

TO: Community Advisory Committee (CAC)

FROM: Felix L. Nuñez, MD, MPH, Chief Medical Officer
Kimberly Timmerman, Sr. Director, Quality Improvement
April Whetsell, Quality Improvement Program Manager, I

DATE: January 17, 2024

SUBJECT: 2024 Member Incentive Programs

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

2024 Member Incentive Programs

2024 Member Incentive Programs

January 17, 2024

Felix L. Nuñez, MD, MPH – Chief Medical Officer
Kim Timmerman – Sr. Director, Quality Improvement
April Whetsell – QI Program Manager I

Integrity

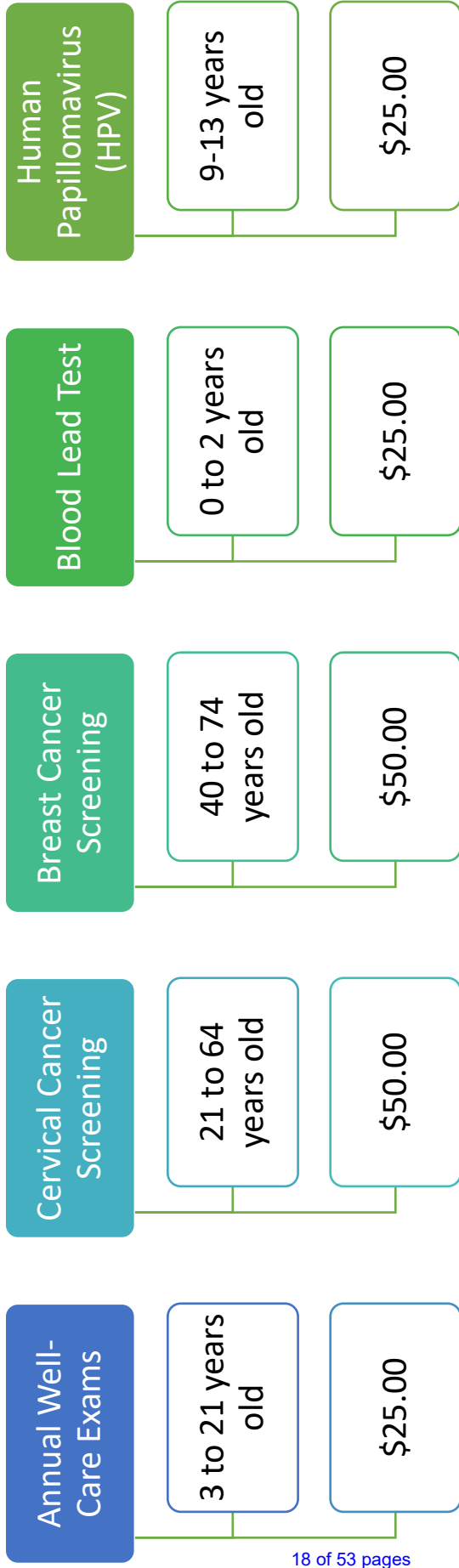
Accountability

Collaboration

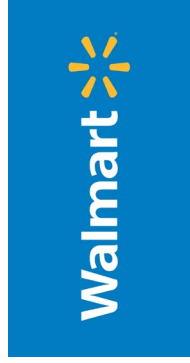
Trust

Respect

2024 Member Incentive Programs



- All 2024 GCHP member incentives are rewarding services completed between January 1, 2024, and December 31, 2024.
- Each incentive offers members the choice of a Target, Walmart or Amazon gift card in the denomination for that program.



GCHP Member Incentive Program

In-House Member Incentives

- Members send in their completed forms via mail, fax or email to GCHP offices and GCHP will mail awarded gift cards to members.
- All member incentive programs offer a gift card through the In-House incentive structure.

Point-of-Care (POC) Member Incentives

- Members will walk away with their gift card at the clinic after completing an eligible incentive screening.
- The POC program has demonstrated decrease in no show rates and more immediate rewards to members for completing preventive care services.

Member Incentive Program Changes from 2023

Program End	<ul style="list-style-type: none">• Postpartum Care Visit & Diabetes HbA1c Test• End date was 12/31/2023• Will be accepting valid forms until 1/31/2024
Dollar Increase	<ul style="list-style-type: none">• Breast Cancer Screening Incentive• \$40 -> \$50
Dollar Increase	<ul style="list-style-type: none">• Cervical Cancer Screening Incentive• \$25 -> \$50
NEW!	<ul style="list-style-type: none">• HPV Vaccine Incentive• \$25.00 gift card• 9- to 13-year-olds who complete second dose

Clinics Offering POC Gift Cards for Well-Care Visits

Ventura County Health Care Agency (VCHCA)

- Mandalay Bay Pediatric Diagnostic Center
- Pediatric Diagnostics
- Las Islas Family Medical
- Conejo Family Medical
- Moorpark Family Medical
- Sierra Vista Family Medical
- West Ventura Family Medical
- Las Posas Family Medical
- Santa Paula West Academic Family Medical Clinic
- Magnolia Family Medical
- Fillmore Clinic

Clinicas Del Camino Real

- Karen R Burnham
- Meta St. Oxnard
- Roberto Juarez
- Simi Valley – Madera
- Simi Valley – East
- Newbury Park
- Paseo Camarillo
- Santa Paula
- Oceanview
- Maravilla
- El Rio
- Fillmore
- Moorpark
- Ventura
- Ojai

Community Memorial Health

- Vineyard
- Camarillo
- Airport Marina
- Ashwood

Clinics Offering POC Gift Cards for Cervical Cancer Screening

Ventura County Health Care Agency (VCHCA)

- Las Islas Family Medical
- Conejo Family Medical
- Moorpark Family Medical
- Sierra Vista Family Medical
- West Ventura Family Medical
- Las Posas Family Medical
- Santa Paula West
- Academic Family Medical Clinic
- Magnolia Family Medical
- Fillmore Clinic

Clinicas Del Camino Real

- Karen R Burnham
- Meta St. Oxnard
- Roberto Juarez
- Simi Valley – Madera
- Simi Valley – East
- Newbury Park
- Paseo Camarillo
- Santa Paula
- Oceanview
- Maravilla
- El Rio
- Fillmore
- Moorpark
- Ventura
- Ojai

Clinics Offering POC Gift Cards for Breast Cancer Screening

Ventura County Health Care Agency (VCHCA)

- Santa Paula Hospital
- Ventura County Medical Center

Community Memorial Health

- CMH Breast Center

Nancy Reagan Breast Center

Child and Adolescent Well-Care Exam

Members 3-21 years old can earn a **\$25 gift card** for completing a well-care exam.

Monthly Birthday Mailing:
Starting March 2024, members will be mailed a member incentive form within their birthday month.

Get a Free Gift Card!

¡Reciba una Tarjeta de Regalo Gratis!



Gold Coast Health Plan (GCHP) values your health. A once-a-year well-care check-up can help you (or your child) stay healthy. A well-care visit is a routine check-up. Your doctor checks the health and development of you or your child. The doctor also answers any questions you may have.

To get your \$25 gift card, you must meet these requirements:

- 1 Be a GCHP member with full-scope Medi-Cal benefits between 3 to 21 years of age.
- 2 Get a well-care check-up with your doctor between January 1, 2024, and December 31, 2024.
- 3 Fill out this form and have your doctor or their staff sign or stamp it during the office visit.
- 4 Send the form to GCHP by January 31, 2025.

Limit one card per member per year. It may take up to 6-8 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have any questions, call GCHP at 1-888-301-1228, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711.

Gold Coast Health Plan (GCHP) valora su salud. Un chequeo de rutina una vez al año puede ayudarle a usted (o a su hijo/hija) a mantenerse sano. Una visita de bienestar es un chequeo de rutina. Su médico examina la salud y el desarrollo de usted o su hijo/hija. El médico también responde cualquier pregunta que pueda tener.

Para recibir su tarjeta de regalo de \$25, usted debe cumplir estos requisitos:

- 1 Ser miembro de GCHP con beneficios de Medi-Cal completos, entre 3 y 21 años de edad.
- 2 Hacerse un chequeo médico con su médico entre el 1 de enero de 2024 y el 31 de diciembre de 2024.
- 3 Completar este formulario y hacer que su médico o su personal lo firmen o sellen durante su visita médica.
- 4 Enviar el formulario a GCHP antes del 31 de enero de 2025.

Límite de una sola tarjeta por miembro por año. Puede tomar hasta 6 a 8 semanas después de que GCHP reciba su formulario completo para que reciba su tarjeta de regalo por correo.

Si tiene alguna pregunta, llame a GCHP al 1-888-301-1228, de lunes a viernes, de 8 a.m. a 5 p.m. (excepto días festivos). Si usa un TTY, llame al 711.



Cervical Cancer Screening (Pap Test)

Members 21-64 years old can earn a **\$50 gift card** for completing a cervical cancer screening.

Monthly Birthday Mailing:
Starting March 2024, members will be mailed a member incentive form within their birthday month.



Get a Free Gift Card!
¡Reciba una Tarjeta de Regalo Gratis!



Gold Coast Health Plan (GCHP) values your health. Getting a cervical cancer screening (Pap Test) can help prevent or detect cervical cancer early and is an essential part of women's health care.

To get your \$50 gift card, you must meet these requirements:

- 1 Be a GCHP member with full-scope Medi-Cal benefits between 21 to 64 years of age.
- 2 Get a Pap test with your doctor between **January 1, 2024, and December 31, 2024.**
- 3 Fill out this form and have your doctor or their staff sign or stamp it during your office visit.
- 4 Send the form to GCHP by **January 31, 2025.**

Limit one card per member per year. It may take up to 6-8 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have any questions, call GCHP at **1-888-301-1228**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711.

Gold Coast Health Plan (GCHP) valora su salud. Hacerse un examen para detección de cáncer del cuello uterino (prueba de Papanicolaou) puede ayudar a evitar o detectar de forma temprana el cáncer del cuello uterino y es una parte importante del cuidado de la salud de las mujeres.

Para recibir su tarjeta de regalo de \$50, usted debe cumplir estos requisitos:

- 1 Ser miembro de GCHP con beneficios de Medi-Cal completos, entre 21 y 64 años de edad.
- 2 Hacerse una prueba de Papanicolaou con su médico entre el **1 de enero de 2024 y el 31 de diciembre de 2024.**
- 3 Completar este formulario y hacer que su médico o su personal lo firmen o sellen durante su visita médica.
- 4 Enviar el formulario a GCHP antes del **31 de enero de 2025.**

Límite de una sola tarjeta por miembro por año. Puede tomar hasta 6 a 8 semanas después de que GCHP reciba su formulario completo para que reciba su tarjeta de regalo por correo.

Si tiene alguna pregunta, llame a GCHP al **1-888-301-1228**, de lunes a viernes, de 8 a.m. a 5 p.m. (excepto días festivos). Si usa un TTY, llame al 711.



Breast Cancer Screening (Mammogram)

Members 40-74 years old can earn a **\$50 gift card** for completing a breast cancer screening (mammogram).

Monthly Birthday Mailing: Starting March 2024, members will be mailed a member incentive form within their birthday month.

Provider Section: The member will not need to have their provider sign the form as these services typically happen at an imaging center.

Get a Free Gift Card!
¡Reciba una Tarjeta de Regalo Gratis!



Women 40 years of age and older should have a mammogram (breast cancer screening) every two years. A routine mammogram is critical to early detection. Cancer is easier to treat if cancer is detected early.

To get your **\$50 gift card**, you must meet these requirements:

- 1 Be a female Gold Coast Health Plan (GCHP) member with full-scope Medi-Cal benefits between 40 to 74 years of age.
- 2 Get a mammogram between **January 1, 2024, and December 31, 2024.**
- 3 Fill out this form and have your doctor or their staff sign or stamp it during your office visit.
- 4 Send the form to GCHP by **January 31, 2025.**

Limit one card per member per year. It may take up to 6-8 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have questions, call GCHP at **1-888-301-1228**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call 711.

Las mujeres mayores de 40 años deben hacerse una mamografía (prueba de detección para cáncer de seno) cada dos años. Una mamografía de rutina es fundamental para la detección temprana. El cáncer es más fácil de tratar si el cáncer se detecta temprano.

Para recibir su tarjeta de regalo de \$50, usted debe cumplir estos requisitos:

- 1 Ser un miembro femenino de Gold Coast Health Plan (GCHP) con beneficios completos de Medi-Cal y tener entre 40 y 74 años.
- 2 Hacerse la mamografía entre el **1 de enero de 2024 y el 31 de diciembre de 2024.**
- 3 Completar este formulario y hacer que su médico o su personal lo firmen o sellen durante su visita médica.
- 4 Enviar el formulario a GCHP antes del **31 de enero de 2025.**

Límite de una sola tarjeta por miembro por año. Puede tomar hasta 6 a 8 semanas después de que GCHP reciba su formulario completo para que reciba su tarjeta de regalo por correo.

Si tiene preguntas, llame a GCHP al **1-888-301-1228**, de lunes a viernes, de 8 a.m. a 5 p.m. (excepto días festivos). Si usa un TTY, llame al **711**.



Please fill out | Por favor complete

Date of Mammogram | Fecha de la mamografía: _____

Location of Mammogram | Lugar de la mamografía: _____

Blood Lead Test

Members 0-2 years old can earn a **\$25 gift card** for completing a blood lead test on or before their second birthday.

Monthly Birthday Mailing: Starting March 2024, members will be mailed a member incentive form within their birthday month.

Provider Section: The member will not need to have their provider sign the form as these services typically happen within a lab.

Please fill out | Por favor complete

Date of Blood Lead Test | Fecha de la prueba de Plomo en Sangre: _____

Clinic or Doctor's Name | Nombre del Médico o Clínica: _____



Get a Free Gift Card!

¡Reciba una Tarjeta de Regalo Gratis!



Lead can hurt your child. Lead can harm a child's brain. It is vital to screen your child for lead with a blood test at least once before they turn 2 years old.

To get your \$25 gift card, you must meet these requirements:

- 1 Be a Gold Coast Health Plan (GCHP) member with full-scope Medi-Cal benefits between 0 and 2 years of age.
- 2 Get a blood lead test on or before the member's second birthday. Complete this test between **January 1, 2024, and December 31, 2024.**
- 3 Fill out this form and have your doctor or their staff sign or stamp it during your office visit.
- 4 Send the form to GCHP by **January 31, 2025.**

Limit one card per member per year. It may take up to 6-8 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have any questions, call GCHP at **1-888-301-1228**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**.



El plomo puede hacer daño a su hijo. El plomo puede dañar el cerebro de los niños. Es importante hacer una evaluación de plomo a su hijo con una prueba de sangre al menos una vez antes de que cumpla los 2 años.

Para recibir su tarjeta de regalo de \$25, usted debe cumplir estos requisitos:

- 1 Ser miembro de Gold Coast Health Plan (GCHP) con beneficios de Medi-Cal de alcance completo, entre 0 y 2 años de edad.
- 2 Hacerse una prueba de plomo en sangre el día que el miembro cumple 2 años, o antes. Complete esta prueba entre el **1 de enero de 2024 y el 31 de diciembre de 2024.**
- 3 Completar este formulario y hacer que su médico o su personal lo firmen o sellen durante su visita médica.
- 4 Enviar el formulario a GCHP antes del **31 de enero de 2025.**

Límite de una sola tarjeta por miembro por año. Puede tomar hasta 6 a 8 semanas después de que GCHP reciba su formulario completo para que reciba su tarjeta de regalo por correo.

Si tiene alguna pregunta, llame a GCHP al **1-888-301-1228**, de lunes a viernes, de 8 a.m. a 5 p.m. (excepto días festivos). Si usa un TTY, llame al **711**.

Human Papillomavirus Vaccine (HPV)

Members 9-13 years old can earn a **\$25 gift card** for completing the second dose of the HPV vaccine series.

Monthly Birthday Mailing: Starting March 2024, members will be mailed a member incentive form within their birthday month.



Get a Free Gift Card!

¡Reciba una Tarjeta de Regalo Gratis!



The Human Papillomavirus (HPV) vaccine can prevent certain types of cancers in both men and women caused by the HPV infection. The HPV series should be given between the ages of 9 and 13 when the immune system of a preteen responds best. It is also before most are sexually active.

To get your **\$25 gift card**, you must meet these requirements:

1. Be a Gold Coast Health Plan (GCHP) member with full-scope Medi-Cal benefits between 9 and 13 years of age.
2. Complete the second dose of the HPV vaccine series between **January 1, 2024, and December 31, 2024.**
3. Fill out this form and have your doctor or their staff sign or stamp it during your office visit.
4. Send the form to GCHP by **January 31, 2025.**

Limit one card per member per year. It may take up to 6-8 weeks after GCHP receives your completed form for you to get your gift card in the mail.

If you have any questions, call GCHP at **1-888-301-1228**, Monday through Friday, 8 a.m. to 5 p.m. (except holidays). If you use a TTY, call **711**.



La vacuna contra el Virus del Papiloma Humano (VPH) puede evitar ciertos tipos de cánceres, tanto en hombres como en mujeres, causados por la infección por VPH. La serie de vacunas contra el VPH debe administrarse entre las edades de 9 y 13 años, cuando el sistema inmunológico de un preadolescente responde mejor a la vacuna. También es antes de que la mayoría sea sexualmente activa.

Para recibir su tarjeta de regalo de **\$25**, usted debe cumplir estos requisitos:

1. Ser miembro de Gold Coast Health Plan (GCHP) con beneficios de Medi-Cal completos, entre 9 y 13 años de edad.
2. Completar la segunda dosis de la serie de la vacuna contra el VPH entre el **1 de enero de 2024 y el 31 de diciembre de 2024.**
3. Completar este formulario y hacer que su médico o su personal lo firmen o sellen durante su visita médica.
4. Enviar el formulario a GCHP antes del **31 de enero de 2025.**

Límite de una sola tarjeta por miembro por año. Puede tomar hasta 6 a 8 semanas después de que GCHP reciba su formulario completo para que reciba su tarjeta de regalo por correo.

Si tiene alguna pregunta, llame a GCHP al **1-888-301-1228**, de lunes a viernes, de 8 a.m. a 5 p.m. (excepto días festivos). Si usa un TTY, llame al **711**.

Member Incentive Forms

- Members, Community Organizations, Provider Offices can download the forms from the GCHP website at: <https://www.goldcoasthealthplan.org/for-members/member-resources/#memberrewards>
- If members lose the incentive form that was mailed to them, they are still able to apply to the program by downloading the form from the website. They can ask their provider offices to do it for them if they do not have a printer at home.
- Members can expect 6-8 weeks until they receive their gift card in the mail.

Feedback from CAC Members

1. Does your organization promote the member incentives to GCHP members?
2. Do you think community members are aware of the GCHP member incentive programs?
3. Are there opportunities to collaborate to better promote the programs within the community?
4. Do you have feedback that members have shared about their experience with the programs, and whether it impacted their decision to seek preventive care services?
5. How can we improve the member incentive programs overall?
 - Different gift card retailer options?
 - Gift card dollar amounts?
 - Other types of incentives?
 - Target different preventive measures?

Contact

- April Whetsell, MPH
- QI Program Manager
- Awhetsell@goldchp.org





AGENDA ITEM NO. 4

TO: Community Advisory Committee
FROM: Rachel Lambert, Senior Director Clinical Care Management
DATE: January 17, 2024
SUBJECT: Interdisciplinary Teams

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

GCHP CAC Presentation ICT

Gold Coast Health Plan Interdisciplinary Teams

January 17, 2024

Felix L. Nuñez, MD, MPH
Chief Medical Officer

Rachel Lambert, MBA-HCM, LMFT, CCM
Senior Director of Clinical Care Management

Integrity

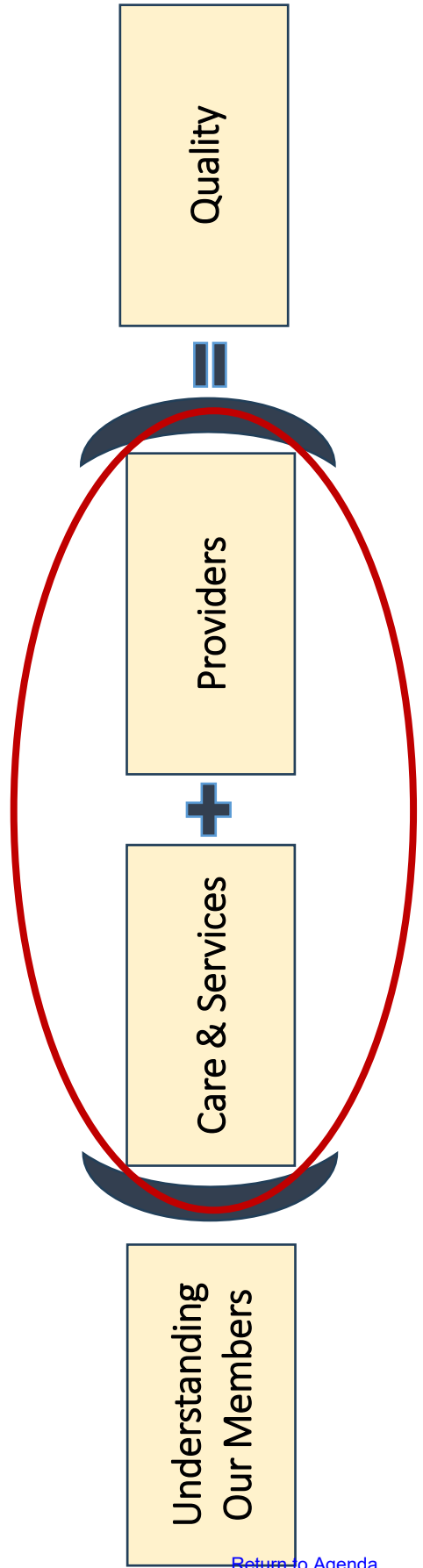
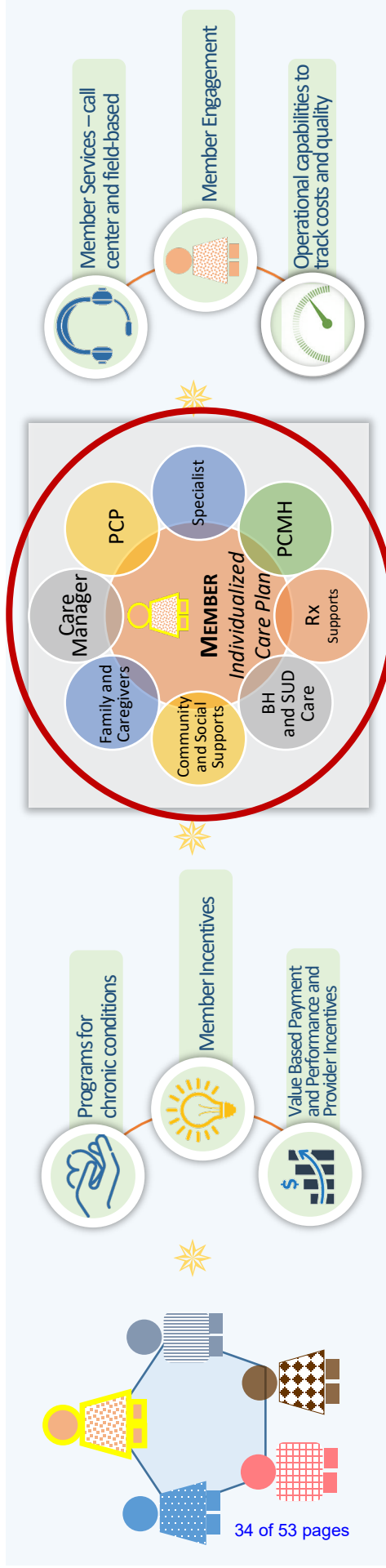
Accountability

Collaboration

Trust

Respect

Model of Care: Greater than the sum of its parts



Integrated Care

Interdisciplinary Care Teams (ICT)

A team of providers from different disciplines with demonstrated expertise and training

This team, in conjunction with the Member and caregiver, work together to address the Member's physical, psychological, and social needs

Individualized Care Plan (ICP)

Informed by the HRA

The Member's identified goals, objectives, and personal healthcare preferences

Role of the Member's caregiver(s)

Description of services specifically tailored to the enrollee's needs

Where do we want to go?

Gathering more data
(through Health Risk
Assessments) and actively
collaborating with
Community Partners and
providers

Beginning to proactively
identify members who
may need support as
well as referrals

Members get support
when need is
identified, and
member is referred

Where we've been

Where we are now

Where we're going

CAC Guidance

- What factors should we ensure we're covering in an ICP?
 - Is there a structure that you recommend to support a comprehensive plan?
- What guidance to you have for us about how best to do this collaboration,
 - What barriers exist?
 - How has this worked well in the past in our setting or other settings?
 - What guidance can you share with us to effectively engage caregivers, providers, and community partners in the ICP development process?
- How should we share information about a mutual member's care plan with community partners and/or providers?

AGENDA ITEM NO. 5

TO: Community Advisory Committee (CAC)

FROM: James Cruz, MD, Sr. Medical Director
Eve Gelb, Chief Innovation Officer

DATE: January 17, 2024

SUBJECT: Breast Cancer Screening Quality Measure Update

SUMMARY:

Gold Coast Health Plan (GCHP) is pleased to report good news. We are not quite where we need to be, however our hard work is showing results, and we are trending positively. There is more work to do in 2024 and we will do that work.

Our Q4 2023 push to close GCHP breast cancer screening gaps has resulted in meaningful improvement. GCHP breast cancer screening initiatives including internal/external outreach campaigns, member mailings, provider incentives and community sponsored events have resulted in a breast cancer screening rate of 57%, which is a 4% improvement compared to November 2022 and importantly, significantly above the 2023 Measurement Year (MY) Minimum Performance Level (MPL). Our work is not done. We still have a MY 2023 High Performance Level (HPL) gap of 5.33 % to bridge. There remains a significant amount of data for us to collect with December 2023 and January 2024 data runs, claims audits and supplemental data collections in progress. We are cautiously optimistic that at the conclusion of all data collection in June 2024, we will close this gap and meet the breast cancer screening HPL.

Lastly, community engagement and outreach works. Two December 2023 breast cancer screening community outreach events hosted at Ventura County Health Care Agency (VCHCA) clinics were objectively and subjectively huge successes. The events screened 34 patients at Las Islas Family Medical Group (Las Islas) on a Wednesday and 22 patients at Conejo Valley Family Medical Group on a Thursday, which was excellent considering it was the holiday week. Patients expressed deep gratitude for the convenience of the service, and many shared that it had been several years since their last mammogram. They were also grateful for the incentive gift cards. Several Las Islas patients said that they were immediately going across the parking lot to use their gift card at Walmart to buy groceries. There is a lesson learned here and a best practice for possible implementation.

RECOMMENDATION: Receive and file the update.

ATTACHMENT: None.



AGENDA ITEM NO. 6

TO: Community Advisory Committee (CAC)
FROM: Pauline Preciado, Exec. Director of Population Health
David Tovar, Incentive Strategy Manager
DATE: January 17, 2024
SUBJECT: Implementation Update: Justice Services

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Implementation Update: Justice Services

Implementation Update: Justice Services

January 17, 2024

Pauline Preciado
Executive Director, Population Health & Equity

David Tovar
Incentive Strategy Manager

Integrity

Accountability

Collaboration

Trust

Respect



Outreach and Engagement



Member and Family Supports



Comprehensive Assessment and Care Management Plan



Health Promotion



Enhanced Coordination of Care



Comprehensive Transitional Care



Coordination of and Referral to Community and Social Support Services



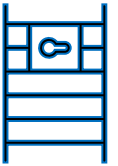
Develop and facilitate a care plan to help stabilize conditions prior to release



Maximize continuity of care management and access to services, as individuals transition between incarceration and reenter the community



Build trusted relationships between the individual who is incarcerated and the care manager, who will support the individual's transition back to the community



Create and implement a reentry care plan in consultation and collaboration with the individual and other providers

ECM Eligibility for Exiting Incarceration

Adults:

Transitioning from a correctional facility or transitioned from correctional facility within the past 12 months;

And have at least one of the following conditions:

(i) Mental illness;

(ii) SUD;

(iii) Chronic Condition/Significant Non-Chronic Clinical Condition;

(iv) Intellectual or Developmental Disability (I/DD);

(v) Traumatic Brain Injury (TBI);

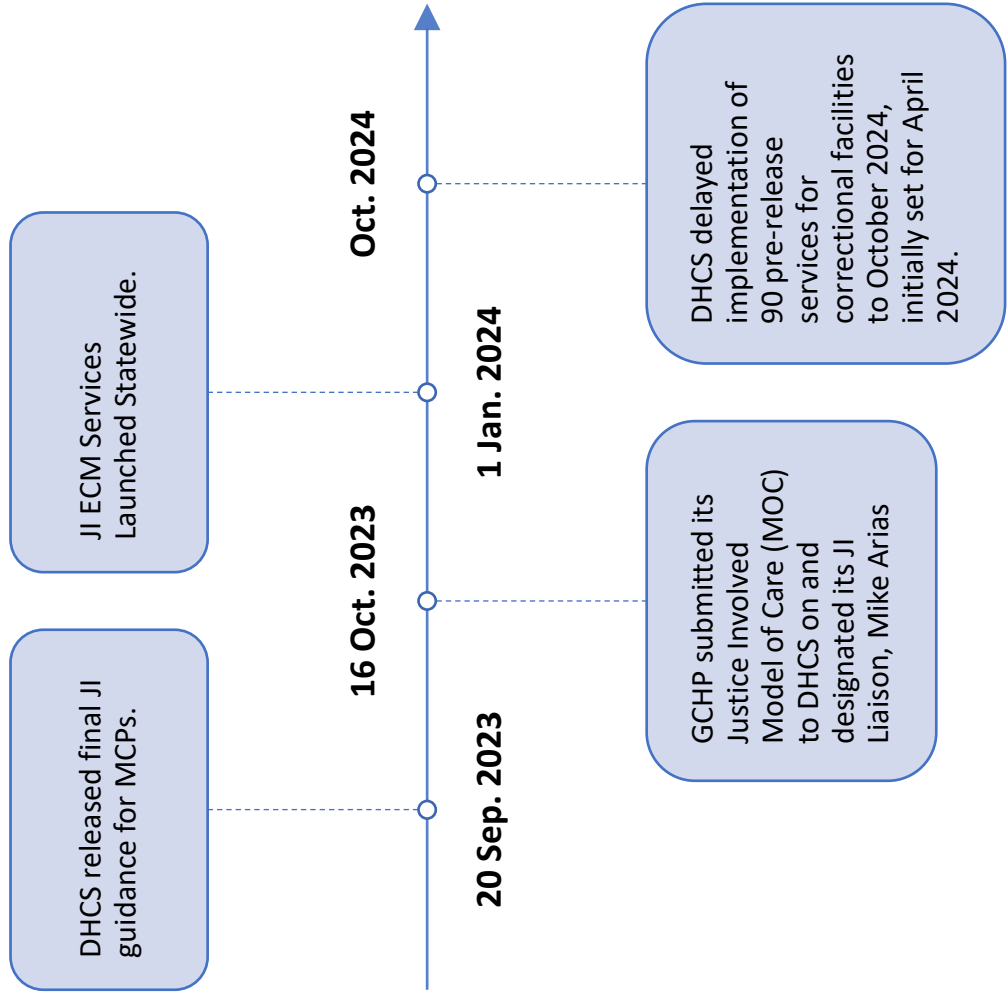
(vi) HIV/AIDS;

(vii) Pregnant or Postpartum.

Youth:

Transitioning from a youth correctional facility or transitioned from being in a youth correctional facility within the past 12 months.

Justice Services Update



Justice Services Next Steps

Data sharing with Correctional Facilities

Onboarding new JI ECM providers

Coordination with Correctional Facilities on pre-release services



AGENDA ITEM NO. 7

TO: Community Advisory Committee (CAC)
FROM: Marlen Torres, Executive Director of Strategy & External Affairs
DATE: January 17, 2024
SUBJECT: Redetermination Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Medi-Cal Continuous Coverage Update

Medi-Cal Continuous Coverage Update

Wednesday, January 17, 2024

Marlen Torres

Executive Director, Strategy and External
Affairs

Agenda

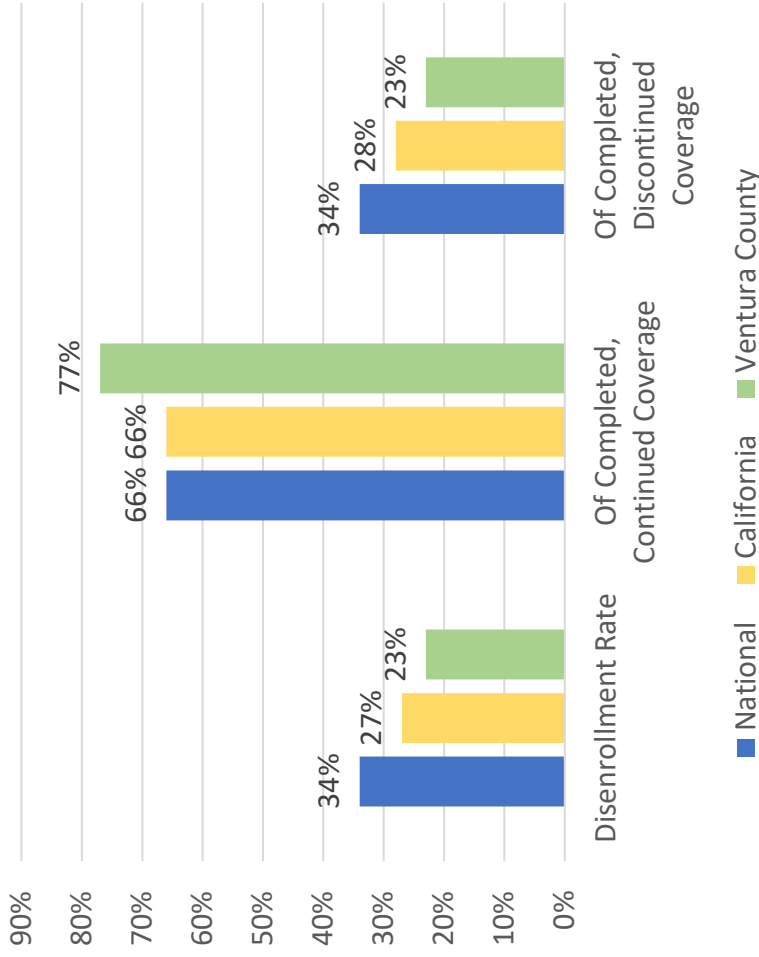
1. National, State, and County Indications
 - * Membership Redetermination
2. Continuous Coverage Media Campaign
3. Redetermination Outreach Efforts
 - * Provider Site Office Hours
 - * Community Organizations Grants
4. Feedback and Suggestions

National, State, County Indicators

- As of Jan. 9, 2024, at least 14.3 million Medicaid enrollees have been disenrolled from coverage nationwide
 - ❖ **1.1 million of those disenrollments occurring in California.**
 - ❖ **77% of completed redeterminations in Ventura County resulted in continued coverage in Oct. 2023**
 - ❖ **The KFF data shows that California's 27% disenrollment rate is lower than most states.**
 - ❖ **Ventura County's October disenrollment rate has dropped to 23% from 25% in earlier months**
 - ❖ **86% of disenrollments in Ventura County were due to procedural reasons.**

- Procedural reasons include not returning renewal packets on time or incomplete information.
- There is wide variation in disenrollment rates across reporting states, ranging from 62 percent in Texas to 13 percent in Maine.
- Variations are due to several factors including state approaches targeting enrollees the state anticipates are no longer eligible or those who did not respond to renewal requests during the pandemic and manual versus automated processes for redeterminations.

October 2023 Redeterminations



Sources:

Kaiser Family Foundation: [Medicaid Enrollment and Unwinding Tracker](#)
 Department of Health Care Services: [Medi-Cal Continuous Coverage Unwinding Dashboard: October 2023](#)

Membership Redetermination

DHCS Statewide						
	Jun'23	Jul'23	Aug'23	Sep'23	Oct'23	
Redeterminations Due	1,054,833	1,082,242	1,041,859	1,072,795	1,060,414	
Of Completed, Continued in Coverage	511,513	466,731	517,597	457,362	466,074	
Of Completed, Discontinued	221,950	76,705	209,230	219,500	198,196	

DHCS Ventura County				
	Jun'23	Jul'23	Aug'23	Oct'23
Redeterminations Due	18,974	19,230	19,329	19,830
Of Completed, Continued in Coverage	10,800	7,978	9,857	8,797
Of Completed, Discontinued	3,208	887	3,365	3,101
				2,965

- Redeterminations are now in their seventh month.
- The tables depict redeterminations on a state and county level from July-Dec. 2023 based on what is reported on the statewide DHCS dashboard:
 - Ventura County / GCHP are experiencing higher redetermination rates than the state overall. For example, 78% of Medi-Cal members in Ventura County have continued being enrolled after their redetermination date versus 72% of Medi-Cal members statewide.
 - 22% of Medi-Cal members in Ventura County have been disenrolled versus 28% of Medi-Cal members statewide.
 - Ventura County is seeing a larger percentage of Medi-Cal members remaining enrolled, which confirms that the GCHP and community partnerships have been successful in keeping members enrolled in Medi-Cal.

Source: DHCS Continuous Coverage Unwinding Dashboard Oct. 2023
<https://www.dhcs.ca.gov/dataandstats/dashboards/Pages/Continuous-Coverage-Eligibility-Unwinding-Dashboard-October2023.aspx>

*These numbers reflect the totals at the time the report was created. These numbers change daily as renewal applications are processed.

*Discontinued: Members who have been disenrolled from Medi-Cal.

The following slides depict the work we are doing to keep members enrolled.



Gold Coast Health PlanSM
A Public Entity

Mantenga su Medi-Cal

- Actualice su información de contacto.
- Esté atento al paquete de renovación en el correo.
- Completelo y asegúrese de enviarlo antes del final del plazo.



Gold Coast Health Plan
1-888-301-3228
www.goldcoasthealthplan.org

REDETERMINATION CAMPAIGN

AUDIENCE REACH

JUNE - DECEMBER 2023

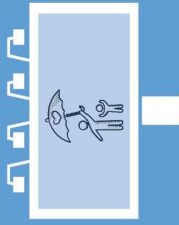
Keep Your Medi-Cal

- Update your contact information.
- Look for the renewal packet in the mail.
- Fill it out and be sure to return it before the due date.



Mantenga su Medi-Cal

Gold Coast Health Plan
1-888-301-3228
www.goldcoasthealthplan.org

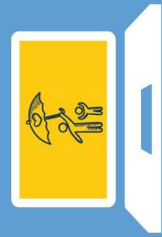


BILLBOARDS

2 Locations

WEEKLY IMPRESSIONS

383,979



SPECTRUM

TV AIRINGS

18,509

DIGITAL & STREAMING IMPRESSIONS

830,620



BUS SHELTERS

14 Locations

WEEKLY IMPRESSIONS

2.3 MILLION

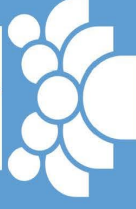


PRINT

4 Newspapers

READERSHIP REACH

700,000

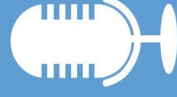


DMV

4 Locations

WEEKLY IMPRESSIONS

53,800



RADIO

7 Stations

LISTENER REACH

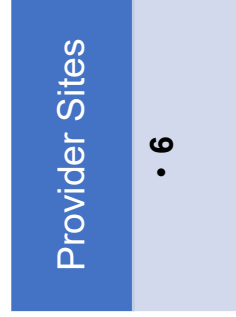
150,900

Redetermination Outreach Efforts

Over the last six months we have outreached to members in multiple modalities, such as:

1. Conducting outbound calls
2. Onsite representatives at provider sites
3. Leveraging community events
4. Partnering with five community-based organizations via our grants program

Redetermination Activity Jun'23 – Jan'24



Redetermination Advocacy



On Oct. 25, 2023, Gold Coast Health Plan (GCHP) participated in a collaborative discussion with the White House Special Assistant to the President of the United States and other Medicaid health plans to share redetermination experiences, the impact of flexibilities on renewal activities, and support making certain flexibilities permanent after the conclusion of the Public Health Emergency (PHE) unwinding period.



ACAP Plans Are Implementing Innovative Approaches During Medicaid Unwinding

What is Medicaid Unwinding?
In March 2020, Congress passed the Families First Coronavirus Response Act (FFCRA), which provided enhanced federal Medicaid funding to states that maintained Medicaid beneficiaries enrollment through the COVID-19 public health emergency (PHE). Medicaid enrollment grew from 71 million in February 2020 to 94 million in March 2023, mostly due to the FFCRA.

educate them about unwinding and share statistics about how many of their residents rely on Medicaid. CalOptima Health also created and shared a toolkit of resources for cities to reach residents. Here's an example of how the [City of Anaheim](#) used the material.

iCircle, a Managed Long-Term Care plan in New York, has been able to retain 99% of their members during the unwinding process due to their proactive approach and their coordination with Local District Social Services (LDSS). iCircle has taken advantage of the ability to report address updates to New York state and has partnered with providers to assist members with renewals. They have a dedicated team that does an initial outreach to members and daily follow ups at the end of their renewal month. They also do daily outreach to the LDSS to confirm submission of forms by members. If a member is hard to reach, iCircle has attempted home visits to assist with renewal forms.

Gold Coast Health Plan (GCHP), which serves Medi-Cal beneficiaries in Ventura County, California, has been blanketing the community with information about redeterminations via digital, TV, radio, and print ads, billboards and transit shelters, and participation in community events, including back-to-school nights and food distributions. GCHP is expanding its community outreach efforts by embedding support onsite at provider offices. Community Relations Specialists hold regular office hours in provider offices to answer member questions, check their redetermination status, and raise awareness of the need to submit renewal information.

GCHP is building on these efforts to include canvassing communities with door hangers and planning an educational health fair for the holiday season where they will educate members about the importance of completing their

In December 2022, the Consolidated Appropriations Act, 2023 (CAA) was signed into law and delinked the FFCRA continuous enrollment policy from the PHE, allowing states to start redeterminations beginning April 1, 2023. Known as the unwinding, data show that [at least 10 million people](#) have been disenrolled as of November 2023, with an alarmingly high rate of procedural disenrollments.

As states and managed care plans are navigating redeterminations for over 90 million individuals, ACAP health plans have been implementing innovative work to communicate with enrollees, minimize coverage losses, and ensure care continuity.

Outreach
Since redeterminations were last conducted in early 2020, enrollees may have moved and changed addresses or phone numbers, making outreach difficult. Even before the COVID-19 pandemic, reaching enrollees and confirming eligibility was a challenge.

In late 2022, before redeterminations began, **Neighborhood Health Plan of Rhode Island (Neighborhood)** partnered with the two other MCOs in the state to create a rack card with QR codes for each MCO. Distributed to hospitals, providers, and other community partners, the card allows enrollees to scan the code for their MCO to update contact information.

GCHP is highlighted in the Association for Community Affiliated Plans (ACAPs) [“Stay Covered” campaign](#) as an example of the innovative and extraordinary efforts managed care plans are taking to ensure members submit their redetermination information and retain coverage.



GCHP continues to advocate for and adopt flexibilities that have been approved by the Centers for Medicare and Medicaid Services (CMS). As of Jan. 4, 2024 CMS has approved 394 waivers in 52 states and territories; there have been 14 waivers approved in California according to the CMS Waiver Approvals tracker.



Feedback and Suggestions



What has been member feedback about redetermination?



What challenges have you heard members have experienced?



What else can we do for redetermination?



How can we partner together?