



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

CalAIM Advisory Committee Meeting

Regular Meeting

November 15, 2023, 7:30AM – 9:00AM

Community Room at Gold Coast Health Plan

711 E. Daily Drive, Suite 106, Camarillo, CA 93010

Meeting held pursuant to AB 361

Conference Call Number: 1-805-324-7279

Conference ID Number: 878 908 133#

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

Due to the declared state of emergency wherein social distancing measures have been imposed or recommended, this meeting is being held pursuant to AB 361.

AGENDA

CALL TO ORDER

INTERPRETER ANNOUNCEMENT

ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address the CalAIM Advisory Committee. Persons wishing to address the Committee should complete and submit a Speaker Card.

Persons wishing to address the CalAIM Committee are limited to three (3) minutes. 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.

OPENING REMARKS – Erik Cho, Chief Program & Policy Officer

CONSENT

- 1. Approval of CalAIM Advisory Committee regular meeting minutes of September 20, 2023, special meeting minutes of October 18, 2023**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes as presented.

- 2. Approval of the 2024 CalAIM Committee Meeting Calendar**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the 2024 CalAIM meeting calendar as presented.

- 3. AB361 Information**

Staff: Scott Campbell, General Counsel

RECOMMENDATION: Receive and file the AB361 information as presented.

UPDATES

- 4. Student Behavioral Health Incentive Program (SBHIP) Update**

Staff: Lucy Marrero, Director of Behavioral Health & Social Programs

RECOMMENDATION: Receive and file the presentation

- 5. Birth Equity Population of Focus Update**

Staff: Rachel Lambert, Sr. Director of Care Management

RECOMMENDATION: Receive and file the presentation

COMMITTEE ROUNDTABLE

ADJOURNMENT

Date of the next meeting will be February 21, 2024, regular CalAIM Advisory Committee meeting. the location will be at the GCHP 711 E. Daily Drive building in the Community Room.

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.

AGENDA ITEM NO. 1

TO: CalAIM Advisory Committee

FROM: Maddie Gutierrez, MMC - Clerk to the Commission

DATE: November 15, 2023

SUBJECT: Approval of the Community Advisory Committee Regular Meeting Minutes of September 20, 2023, and Special Meeting Minutes of October 18, 2023.

RECOMMENDATION:

Approve the minutes as presented.

**Ventura County Medi-Cal Managed Care Commission (VCMMCC)
dba Gold Coast Health Plan
CalAIM Advisory Committee Meeting
Regular Meeting**

September 20, 2023

INTERPRETER ANNOUNCEMENT

Ana Rangel, Interpreter, made her announcement.

CALL TO ORDER

The clerk called the meeting to order at 7:38 a.m.

ROLL CALL

Present: Committee members: Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Emilio Ramirez

Absent: Committee member Dr. Linda McKenzie.

GCHP Staff in attendance: CEO Nick Liguori, CMO Felix Nunez, CIO Alan Torres, M.D., CPPO Erik Cho, Executive Director of Strategy & External Affairs, Marlen Torres, CCO Robert Franco, CFO Sara Dersch, Rachel Lambert, Adriana Sandoval, Lisbet Hernandez, David Tovar, Susana Enriquez-Euyoque, Margaret Leroy, Erin Slack, Corey Stevenson, and Shivani Pillay.

PUBLIC COMMENT

None.

WELCOME & OPENING REMARKS

CPPO Erik Cho welcomed the committee and staff to the meeting. He thanked them for their participation and gave a brief overview of the agenda. The focus is on the quality of care, as well as increasing scores and access to care for members.

CONSENT

- 1. Approval of CalAIM Advisory Committee regular meeting minutes of June 21, 2023, special meeting minutes of July 19, 2023, August 16, 2023, and September 6, 2023.**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes as presented.

- 2. Findings to Hold Remote Teleconference/Virtual CalAIM Advisory AdHoc Committee Meetings Pursuant to Assembly Bill 361**

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

RECOMMENDATION: It is recommended that the Committee adopt the findings to meet remotely.

Committee member Emilio Ramirez motioned to approve Consent items 1 & 2. Committee member Carolina Gallardo seconded the motion.

Roll Call vote as follows:

AYES: Committee members Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Emilio Ramirez

NOES: None.

ABSENT: Committee member Dr. Linda McKenzie.

The Clerk declared the motion carried.

UPDATES

- 3. Transportation Update**

Staff: Erik Cho, Chief Policy & Program Officer

RECOMMENDATION: Receive and file the presentation.

CPPO Erik Cho reviewed GCHP transportation. He reviewed the transportation program for non-emergency medical transportation (NEMT), noting the goal of promoting improved health outcomes and eliminating barriers of care.

CPPO Cho reviewed the need for growing services. Graphs on overall trips was reviewed and noted that there many trips for few members. Noting there is a positive trend with many more members beginning to use the rides instead of requesting rides from friends and/or family.

CPPO Cho noted that 74% of the rides are to dialysis centers. He stated that the number of members using the service is going up, but many more need rides. We need to have the capacity to provide this benefit and will need dedicated vehicles.

CPPO Cho reviewed the impact to quality and access. GCHP is held to minimum performance level for measurement year 2023. GCHP wants/will develop MCAS targeted transportation solutions as part of improving transportation access to members.

Committee member Dr. Linda McKenzie joined the meeting at 7:57 a.m.

GCHP is currently working with a consultant (Aarete) who understands the Medi-Cal industry and understands transportation. They are working with us to get build a solid foundation for transportation.

CPPO Cho stated that GCHP wanted to pursue dedicated vehicles to supplement the current fleet. He reviewed the types of vehicles used and needed.

Committee member Dr. Linda McKenzie asked about the use of electric vehicles. She noted that carbon emissions could be a concern. Dr. McKenzie also asked bout well-child visits being done at schools through portals. CPPO Cho stated he will gather more information on these concerns.

4. Redetermination Update

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

RECOMMENDATION: Receive and file the update.

Executive Director of Strategy & External Affairs, Marlen Torres reviewed strategic initiatives for membership redetermination. She noted that in June members began their paperwork to continue coverage. She also noted there has been a loss of coverage. Some will no longer qualify now that the PHE is over. Other members have a 90-day cure period because they did not complete their paperwork on time and now must wait to be reinstated. Ms. Torres stated that DHCS release a Continuous Coverage Dashboard. This dashboard tells us who is covered and for whom we are

getting capitation. It allows us to see how the bigger picture is unfolding on membership.

GCHP is experiencing redetermination trends in-line with that is occurring statewide. The dashboard will help us determine how many members we have lost, how many remain, and the impact on the member as well as the health plan.

Ms. Torres reviewed the media campaign. We continue to promote to get members to complete their paperwork. There are several billboards throughout the City of Oxnard, which helps spread the word. There are also TV and radio commercials, as well as printed ads. All these ads are in both English and Spanish.

Committee member Vanessa Frank stated she would like to see that GCHP reaches out to Radio Indigena, which has programs in Spanish, and Mixteco. Ms. Torres stated that although not listed in the presentation, Radio Indigena has done segments regarding Redetermination.

Ms. Torres reviewed direct outreach to members throughout the community. Staff has participated in community events, canvassing, Community presentations, as well as office hours and workshops. During the months of June, July, and August, we have reached over 5,000 members.

Committee member Vanessa Frank asked if staff could assist in enrolling people at these events. Ms. Torres stated they are looking at several other locations where they can continue community outreach.

Ms. Torres stated that automated calls to remind members of renewal continues to be done. Dedicated staff conduct calls to members within their redetermination period to assist with completing renewal forms, scheduling in-person assistance, and BenefitsCal portal registration. Calls are also made to members who were discontinued but are within the 90-day cure period.

Ms. Torres then reviewed Community Organizations Grants Program. She noted that we are currently accepting applications and there will be an online seminar in early October. The Commission will approve, and the grant will be awarded.

There has been a launch at various provider sites for member assistance. Ms. Torres reviewed the locations and dates. More will be added.

Committee member Linda McKenzie noted that it was great data. She asked if applicants are discontinued, do they need to go through the entire process again. Ms. Torres stated that the goal through the Cure Period gives the member 90 days to complete their form. If they go past the 90-day period, then they must do the entire

application again. Ms. McKenzie asked if there has been outreach at soccer fields, parent nights at school sites, and work with pharmacies.

Committee member Carolina Gallardo invited staff to share information during her food distribution which is held on the second and fourth Saturdays of the month.

5. CalAIM Update

Staff: Erik Cho, Chief Policy & Program Officer

RECOMMENDATION: Receive and file the update.

Rachel Lambert, Sr. Director of Clinical Care Management, reviewed a graph showing the number of Enhanced Care Management (ECM) members served monthly. She noted there is an increase, but not as high as staff would like to see. Staff is currently working on strategies they will put in place. Ms. Lambert then reviewed a graph showing Telehealth versus In-Person visits. Approximately half of the interactions are done via telehealth which meets the requirements provided to us by the State.

Ms. Lambert then reviewed the Community Support Services – Housing Suite. She reviewed the graph demonstrating housing navigation and noted that since August of 2022, 431 members have been served. GCHP works with the County and their HSA services. Members served for medically supportive foods is approximately 821. We are focusing on members with diabetes and hyper-tension. Any member with chronic conditions, pregnant, or hospital discharge are supported with this program. Staff is working to increase services to as many members as possible. CPPO Cho stated that numbers are low, but staff is connecting with members to expand services.

Chief Medical Officer, Felix Nunez, M.D. stated that this is an opportunity to bridge members with medically supportive foods, which is time limited, but can give us a connection with members to expand to other services.

In recuperative care and short-term housing currently has a limit of fifty beds, but we are working on strategies to help increase the number of beds, and we will be putting funding forward to work with the County on two new locations.

David Tovar reviewed justice involved population of focus. Mr. Tovar stated that we were recently approved for a pilot program to provide 90-day pre-release services covered by Medi-Cal. We are currently in process of developing this system in Ventura County. Our members will receive appropriate services while incarcerated and will also continue to receive the services they need once released. They will receive linkages to behavioral health services as well as other community support services. DCHS is still finalizing their rules for this service. It will be finalized in the next year. By January 1, 2024, Managed care Plans must be prepared to go-live with

ECM for individuals transitioning from incarceration. By April 1, 2024 Managed Care Plans must be prepared to coordinate with correctional facilities to support members as they return to the community.

Committee member Dr. Linda McKenzie noted that in the juvenile plan mental health services did not benefit repeated offenders. Juvenile offenders need to be re-directed to mentors and higher education services. They need to be informed on how to get the assistance they need.

CCO Robert Franco stated that if there might be a positive way to connect through a church/chaplain connection for rehabilitation services.

Margaret Leroy, Dietician, reviewed a guide for Enhanced Care Management and Community Supports. There is also a brochure for medically supportive foods, what the member gets, and who is eligible. Both items will be created in both English and Spanish.

Erin Slack, Sr. Manager for Population Health introduced a new population of focus. Which is the Birth Equity Population, she reviewed the current DHCS definition. She reviewed the monitoring report. We want to ensure that a healthy mom has a healthy baby and becomes a successful parent. Services will be for both pregnant and post-partum members. We want to know the needs of our members, in order to provide the services they need. This also helps us provide access to preventative services in order to keep members out of the emergency room.

Ms. Slack also reviewed additional Key Performance Indicators (KPIs) and the overall rate of assessment. There is much work to be done in the transition of care for our members.

Committee member Vanessa Frank motioned to approve Updates 3, 4, & 5. Committee member Emilio Ramirez seconded the motion.

Roll Call vote as follows:

AYES: Committee members Vanessa Frank, Carolina Gallardo, Maria Jimenez, Dr. Linda McKenzie, and Emilio Ramirez

NOES: None.

COMMITTEE ROUNDTABLE

None.

ADJOURNMENT

With no further business to discuss, the Clerk adjourned the meeting at 9:11 a.m.

Approved:

Maddie Gutierrez, MMC
Clerk to the Commission

**Ventura County Medi-Cal Managed Care Commission (VCMMCC)
dba Gold Coast Health Plan
CalAIM Advisory Committee Meeting
Special Meeting
October 18, 2023**

INTERPRETER ANNOUNCEMENT

The interpreter made the announcement.

CALL TO ORDER

The Clerk called the meeting to order at 7:33 a.m.

ROLL CALL

Present: Committee members: Vanessa Frank, Maria Jimenez, Dr. Linda McKenzie, and Emilio Ramirez

Absent: Carolina Gallardo.

GCHP Staff in attendance: Chief Executive Officer, Nick Liguori, Chief Compliance Officer, Robert Franco, Chief Policy & Program Officer, Erik Cho, Chief Medical Officer, Felix Nunez, M.D., Chief of Human Resources, Paul Aguilar, Susana Enriquez-Euyoque, and Lisbet Hernandez.

PUBLIC COMMENT

None.

CONSENT

1. Findings to Hold Remote Teleconference/Virtual CalAIM Advisory AdHoc Committee Meetings Pursuant to Assembly Bill 361

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

RECOMMENDATION: It is recommended that the Committee adopt the findings to meet remotely.

Committee member Vanessa Frank motioned to approve Consent items 1. Committee member Dr. Linda McKenzie seconded the motion.

Roll Call vote as follows:

AYES: Committee members Vanessa Frank, Maria Jimenez, Dr. Linda McKenzie and Emilio Ramirez.

NOES: Carolina Gallardo.

The Clerk declared the motion carried.

COMMITTEE ROUNDTABLE

No discussion.

ADJOURNMENT

With no further business to discuss, the clerk adjourned the meeting at 7:36 a.m.

Approved:

Maddie Gutierrez, MMC
Clerk to the Commission

AGENDA ITEM NO. 2

TO: CalAIM Advisory Committee
FROM: Maddie Gutierrez, MMC, Clerk to the Commission
DATE: November 15, 2023
SUBJECT: Approval of the 2024 CalAIM Committee Meeting Calendar

SUMMARY:

This item will establish dates for the CalAIM Committee meetings for 2024. The meetings will be held quarterly.

Regular CalAIM Committee Meetings

Time: 7:30am – 9:00 am

Dates: Wednesday, February 121 2024
Wednesday, May 15, 2024
Wednesday, August 21, 2024
Wednesday, November 13, 2024

RECOMMENDATION:

Approve the 2024 CalAIM Committee meeting calendar as presented.

ATTACHMENTS:

Copy of the 2024 CalAIM Committee Meeting Calendar.



2024
CAIAIM Advisory Committee Meetings

January							February							March							April							
Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	Su	M	Tu	W	Th	F	Sa	
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May							June							July							August						
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September							October							November							December						
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29	30						27	28	29	30	31			24	25	26	27	28	29	30	29	30	31				



AGENDA ITEM NO. 3

TO: CalAIM Advisory Committee
FROM: Scott Campbell, General Counsel
DATE: November 15, 2023
SUBJECT: AB361 Information

VERBAL PRESENTATION



AGENDA ITEM NO. 4

TO: CalAIM Advisory Committee
FROM: Lucy Marrero, Director of Behavioral Health
DATE: November 15, 2023
SUBJECT: Student Behavioral Health Incentive Program (SBHIP) Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

SBHIP Update

Gold Coast Health Plan

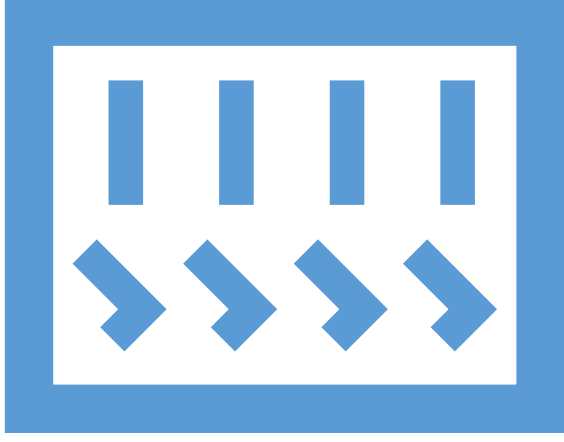
CalAIM Advisory Committee SBHIP Update

November 15, 2023

Lucy E. Marrero, MA LMFT CPHQ
Director, Behavioral Health

Agenda

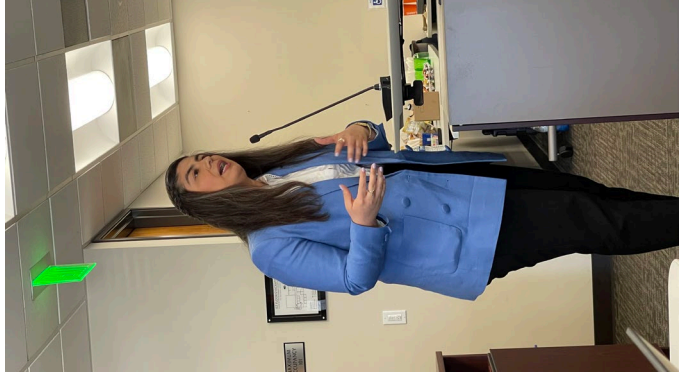
- Overview
- Selected accomplishments
- Next steps
- Feedback from the Committee



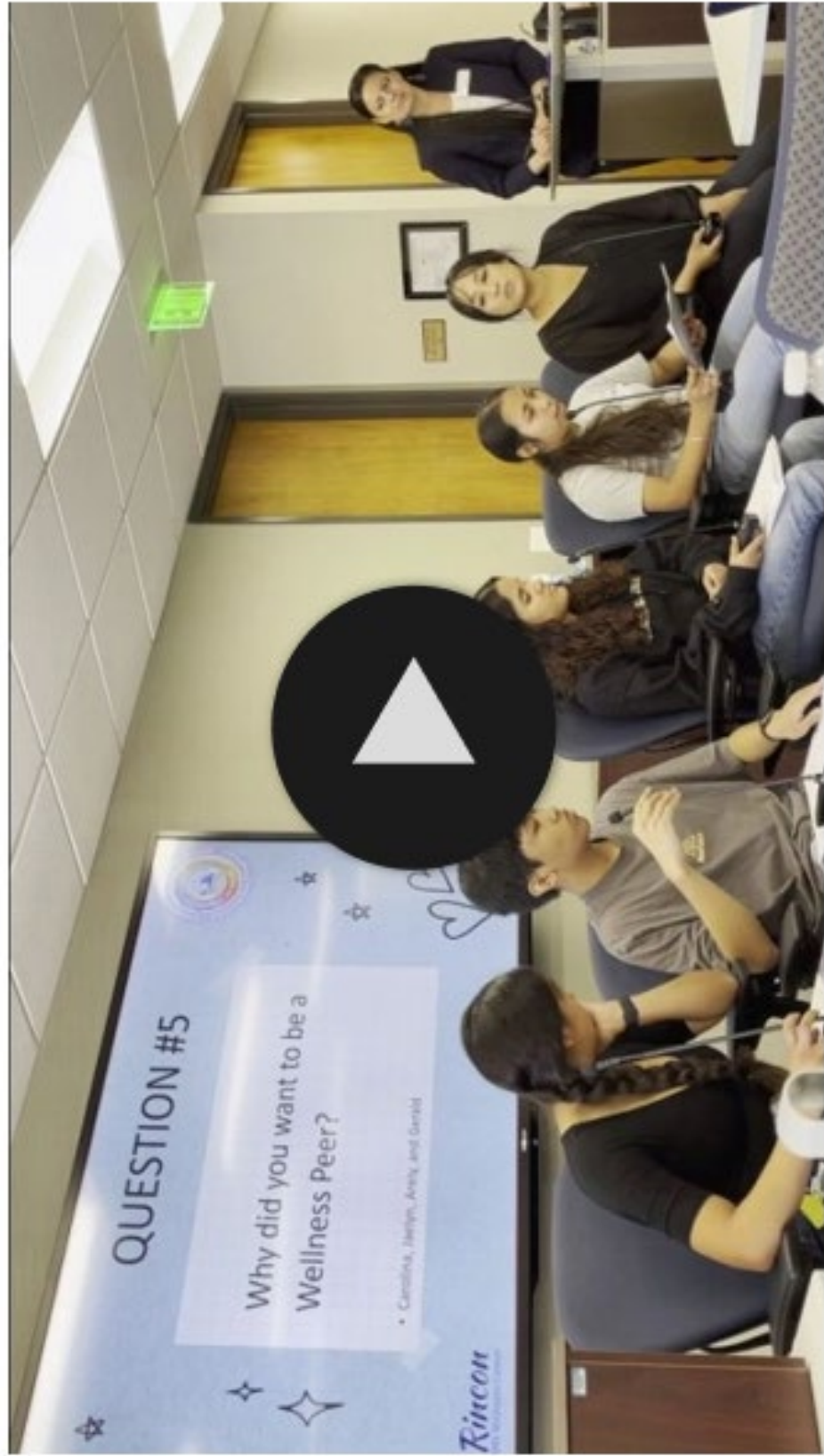
Targeted Interventions

Behavioral Health Wellness Programs	Building Stronger Partnerships to Increase Access to Medi-Cal Services	Culturally Appropriate and Targeted Populations	Expand Behavioral Health Workforce
<ul style="list-style-type: none"> • Open new Wellness Centers <ul style="list-style-type: none"> ◦ <i>Piru Elementary</i> ◦ <i>Blackstock Jr. High</i> ◦ <i>EO Green Jr. High</i> ◦ <i>Rio Vista Jr. High</i> ◦ <i>Rio del Valle Jr. High</i> • Expand capacity of existing Wellness Centers (e.g., add behavioral health clinicians) • Integrate cultural responsiveness and equity 	<ul style="list-style-type: none"> • Implement closed-loop referral solution • Operationalize data sharing to improve care coordination • Strengthen understanding and partnership between participating entities 	<ul style="list-style-type: none"> • Conduct outreach to families, provide referrals, increase BH awareness, and provide education • Integrate indigenous healing practices into Wellness Center programming 	<ul style="list-style-type: none"> • Mentor, train and recruit wellness peers for participation in Mental Health Career pathways • Partner with external agencies to create internships for students exploring BH careers • Explore how new BH providers fit into school-based BH care team
<ul style="list-style-type: none"> • <i>Oxnard Union High</i> • <i>Hueneme Elementary</i> • <i>Rio</i> • <i>Fillmore Unified</i> • <i>Santa Paula Unified</i> 	<ul style="list-style-type: none"> • <i>GCHP (lead)</i> • <i>Oxnard Union High</i> • <i>Hueneme Elementary</i> • <i>Rio</i> • <i>Fillmore Unified</i> • <i>Santa Paula Unified</i> 	<ul style="list-style-type: none"> • <i>Oxnard Union High</i> • <i>Hueneme Elementary</i> • <i>Rio</i> 	<ul style="list-style-type: none"> • <i>Oxnard Union High</i> • <i>Santa Paula Unified</i>

June Advisory Committee Event



Wellness Peer Panel-June Event



What is a Community Information Exchange?

A Community Information Exchange (CIE) is an ecosystem comprised of **multidisciplinary network partners** that use a **shared language**, a **resource database**, and an **integrated technology platform** to deliver enhanced **community care planning**. Care planning tools enable partners to integrate data from multiple sources and make **bi-directional referrals** to create a shared longitudinal record.

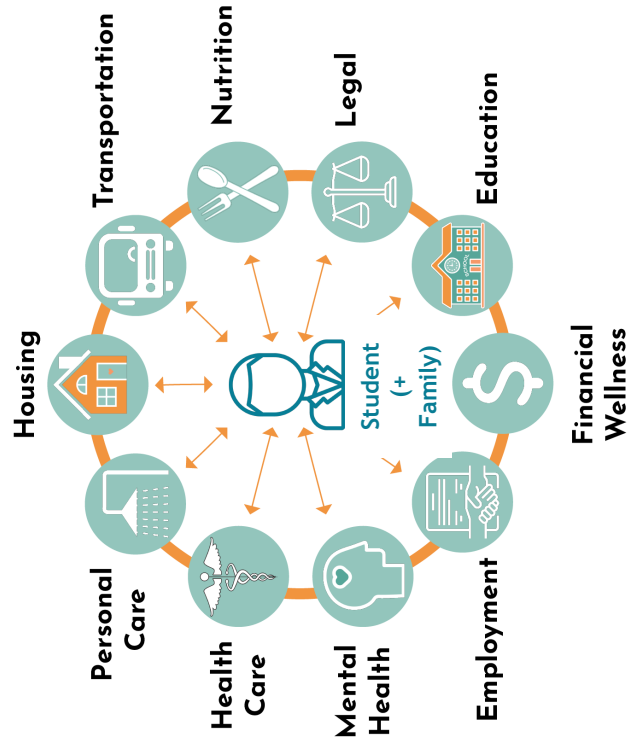
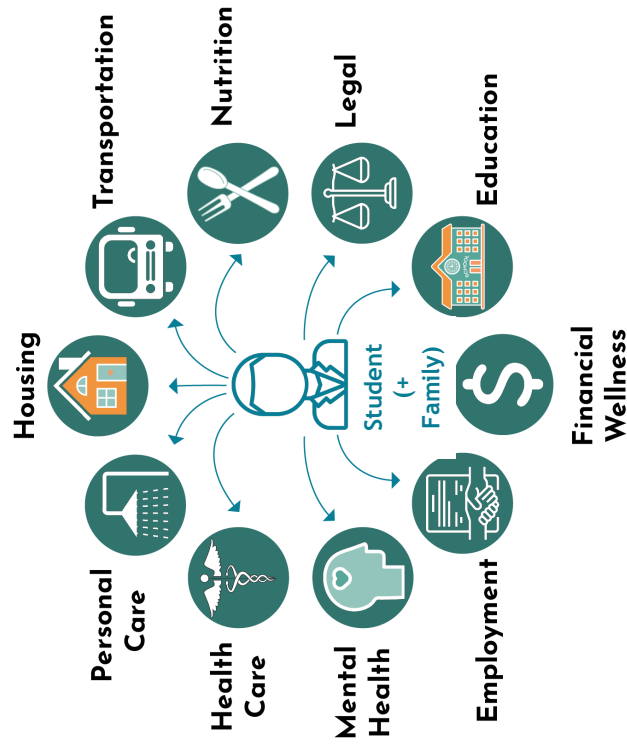
By focusing on these core components, a CIE enables communities to shift away from a reactive approach to providing care toward proactive, holistic, person-centered care. Ventura County CIE is hereinafter referred to as VCCIE.

BEFORE VCCIE

- Limited access to health and social services
- Siloed system of care
- No centralized data tracking

AFTER VCCIE

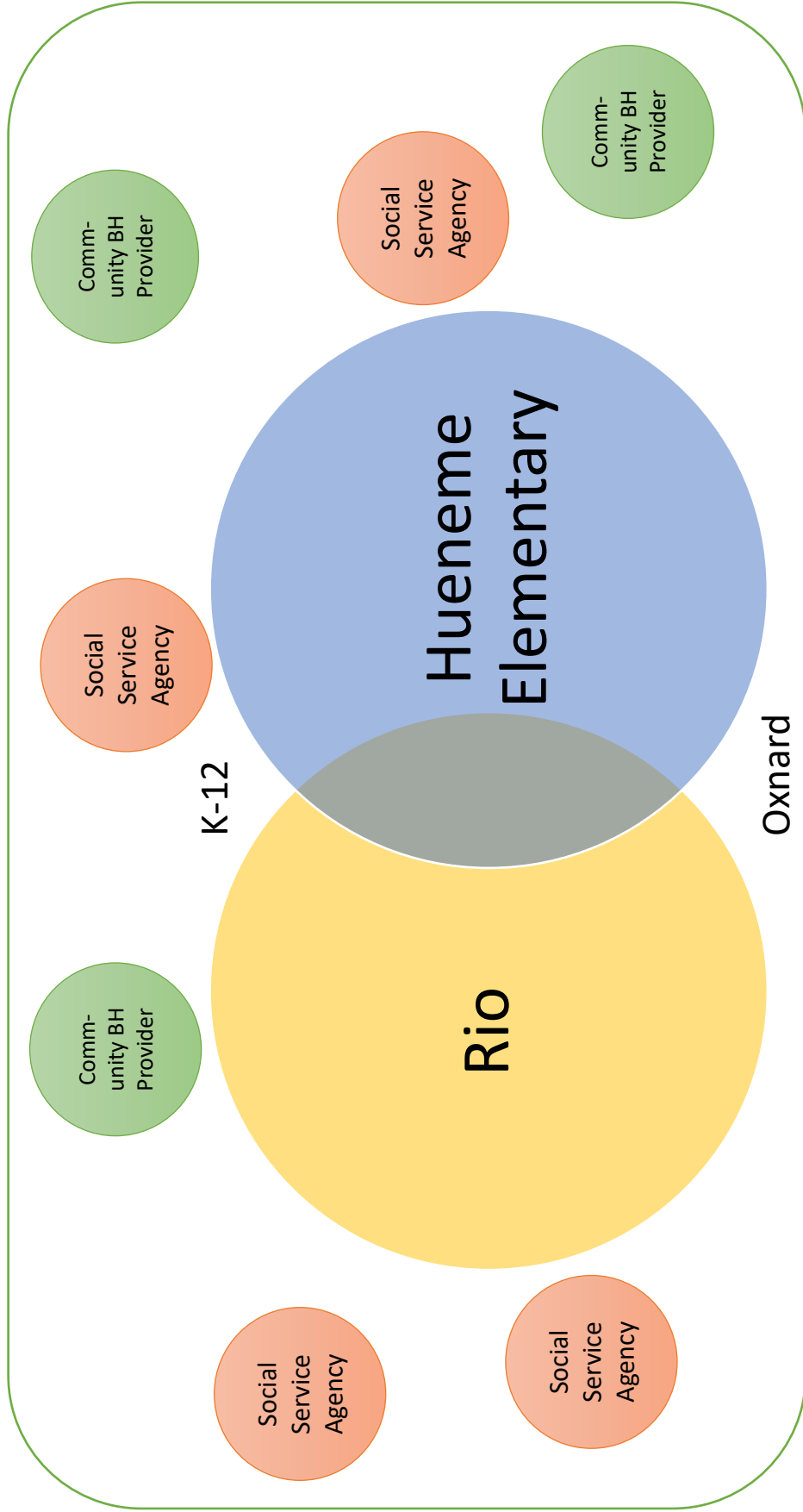
- Unified technology
- Agreements to work across sectors (nonprofit, healthcare, government)
- Client permission-based information sharing



Community Information Exchange



*First in state to include minors and school districts in a CIE**



**as far as anyone knows!*

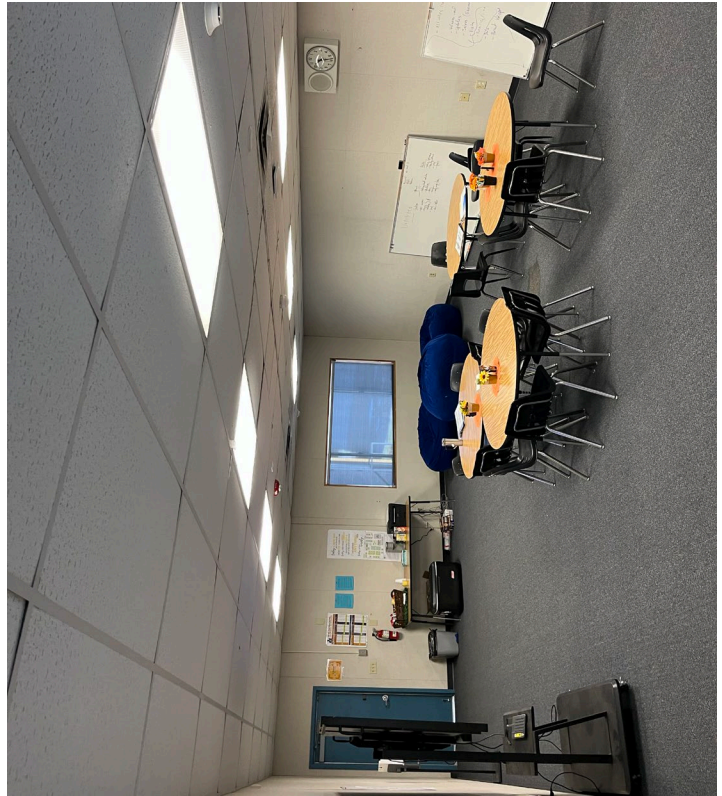
Wellness Center Construction

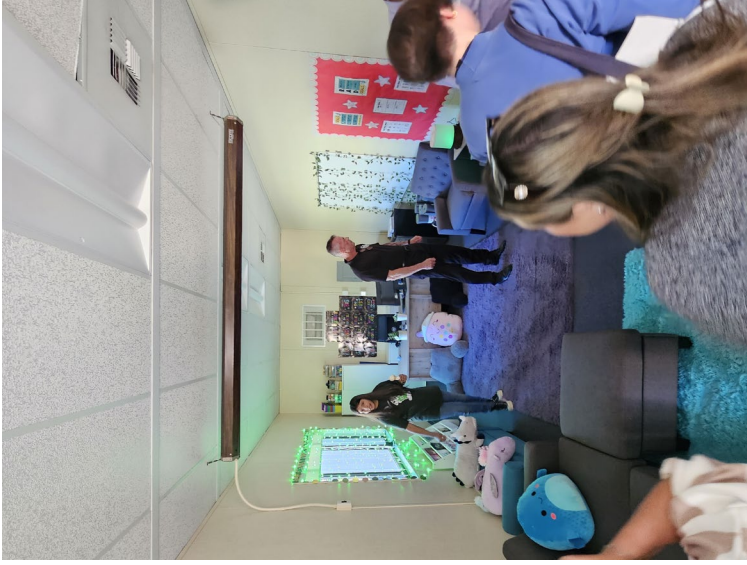
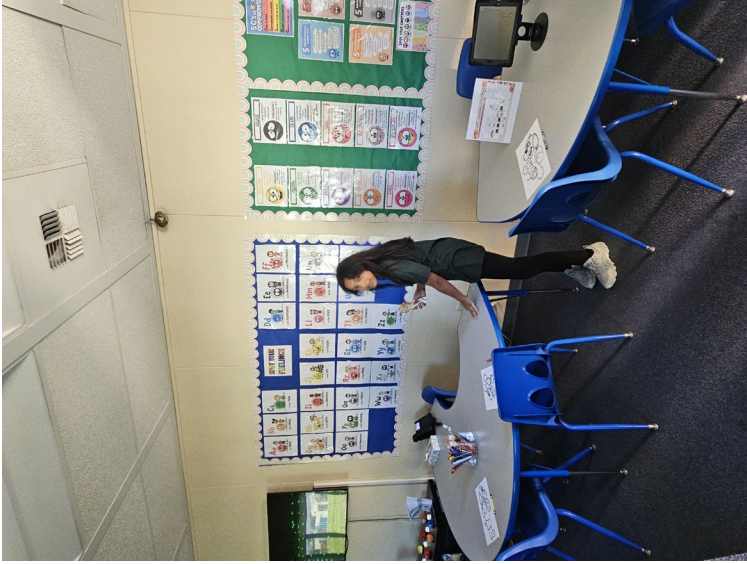
- Hueneme Elementary School District in construction for two new Wellness Centers at EO Green Jr. High and Blackstock Jr. High
- Both have private spaces for counseling/therapy



Wellness Center Construction

Rio School District in construction for a new Wellness Center at Rio del Valle Jr. High





Wellness Center Grand Opening

Santa Paula Unified School District opened their Blanchard
Elementary School Wellness Center

Progress for the First Reporting Period

Rio SD

hired a bilingual family liaison and mental health clinicians and started working on supports for students with low, moderate, and socioemotional intensive needs.

Oxnard Union High

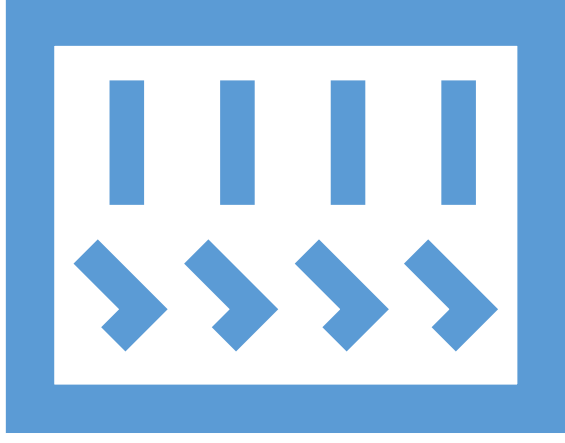
contracted with Daybreak Telehealth, Clínicas del Camino Real and Nate's Place for mental health and substance abuse prevention services
prepared space in all 10 Wellness Centers for these new providers.

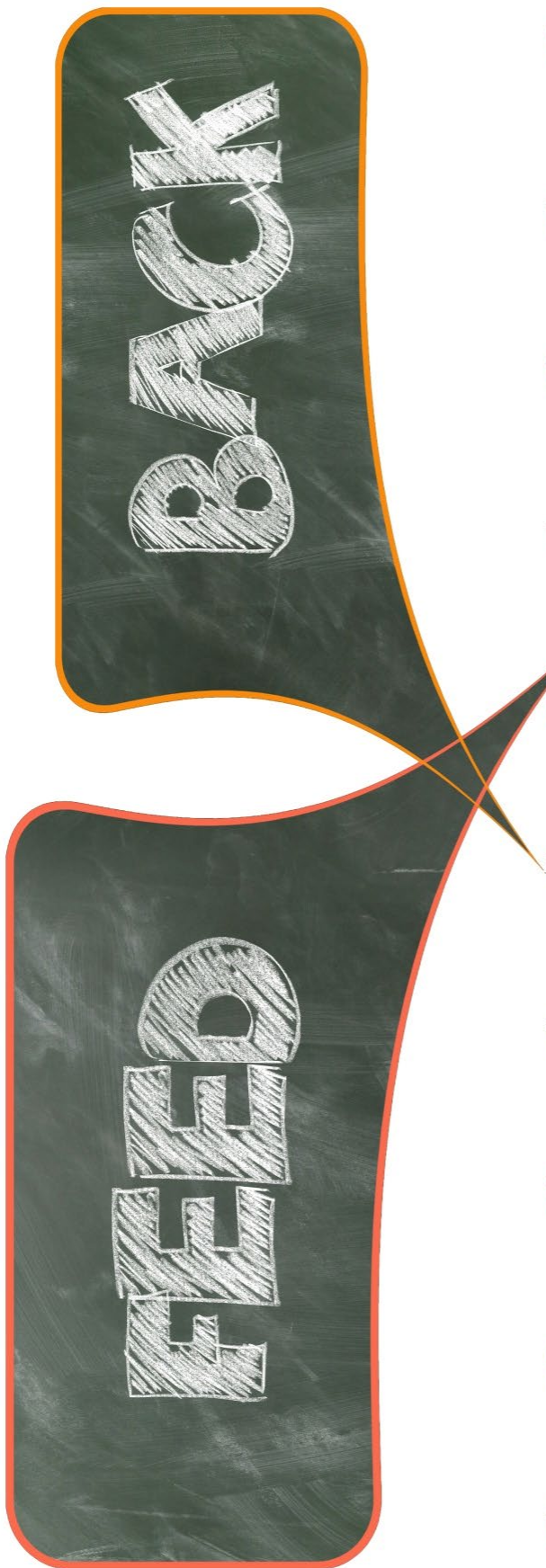
Santa Paula Unified

purchased furnishings and prepared space for their second elementary school Wellness Center.

Next Steps

- Continuing supporting districts and monitoring progress through Monthly Reports
- Collect data and prepare next Bi-Quarterly Report (December)
- Monitor State development of solution to sustainability through Statewide All Payer Fee Schedule and Provider Network
- Continue CIE development work with Public Health Institute







AGENDA ITEM NO. 5

TO: CalAIM Advisory Committee
FROM: Rachel Lambert, Sr. Director of Care Management
DATE: November 15, 2023
SUBJECT: Birth Equity Population of Focus Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Birth Equity Population of Focus

Birth Equity Population of Focus

November 15, 2023

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

Birth Equity Population of Focus

Current DHCS Definition

- Adults and youth who:
 - (1) Are pregnant OR are postpartum (through 12 months period); AND
 - (2) Are subject to racial and ethnic disparities (Black, American Indian and Alaska Native, and Pacific Islander) as defined by California public health data on maternal morbidity and mortality

Possible additional populations

Indigenous pregnant OR postpartum women that speak Mixteco

Current Engagement Data

All Complexities	Pregnant	Postpartum	Delivered but Baby Died or Was Terminated	Lost Baby Prior to Delivery	Total
Unknown Race, Unknown Ethnicity	597	556	47	64	1,264
American Indian and Alaska Native, Non-Hispanic	3	2	0	0	5
Asian, Non-Hispanic	27	18	3	0	48
Black or African American, Non-Hispanic	23	11	1	3	38
Native Hawaiian and Other Pacific Islander, Non-Hispanic	3	3	0	0	6
Some other race, Unknown Ethnicity	55	57	7	5	124
Two or More Races, Non-Hispanic	2	3	0	0	5
Two or More Races, Hispanic	1,302	1,434	93	147	2,976
White, Non-Hispanic	200	136	13	22	371
Total	2,212	2,220	164	241	4,837
Race/ethnicities part of the Birth Equity Cohort Definition					
	49				

Source: John's Hopkins ACG Patient Needs Group

Refresh = August 2023, 12 months of data

Ventura County Medi-Cal Births

2022/23	Grand Total
Births to Mothers on Medi-Cal	3,395
Hispanic	2,872
Not Hispanic	438
White	302
Black	28
Native American/ Alaskan Native	5
Asian	58
Hawaiian/ Pacific Islander	4
Other	0
2 or More Races	33
Unknown/ Withheld	8
Unknown/ Withheld	85

Only 2,220 births paid for by GCHP. Potential opportunity to include increase mothers on full-scope Medi-Cal when they find out they are pregnant.

Source: Ventura County Public Health, Vitals Records Data
Timeframe = September 2022 - August 2023

GCHP Quality Measures

Managed Care Accountability Set (MCAS) 18 Measures Held to DHCS Minimum Performance Level, 5 domains

Children's Health		Behavioral Health	
WCV	Child and Adolescent Well – Care Visits	FUA	Follow Up After an ED Visit Substance Use Disorder - 30 Days
W30-6+	Well-Child Visits in the First 0 to 15 Months of Life – 6+ Well-Child Visits	FUM	Follow Up After an ED Visit Mental Health - 30 days
W30-2+	Well-Child Visits in the First 15 to 30 Months of Life – 2+ Well-Child Visits	Chronic Disease Management	
CIS-10	Childhood Immunization Status – Combo 10	AMR	Asthma Medication Ratio
IMA-2	Immunizations for Adolescents – Combo 2	CBP	Controlling High Blood Pressure
DEV	Developmental Screening in the First Three Years of Life	HBD	Hemoglobin A1c Control for Patients With Diabetes – > 9%
LSC	Lead Screening in Children	Reproductive Health	
TFL	Topical Fluoride for Children	CHL	Chlamydia Screening in Women
Cancer Prevention		PPC - Pre	Prenatal and Postpartum Care: Timeliness of Prenatal Care
BCS	Breast Cancer Screening	PPC - Pst	Prenatal and Postpartum Care: Postpartum Care
CCS	Cervical Cancer Screening		

Strategy: Bold Goals

Objective: Be top Medi-Cal managed care plan in California by 2027

Imperative: Be Accountable to our Members

Measure Outcomes and Continuously Improve

Strategy: Set the bar HIGH!

5 identified measures to Achieve the 90th percentile national benchmark (HPL)

Breast Cancer Screening

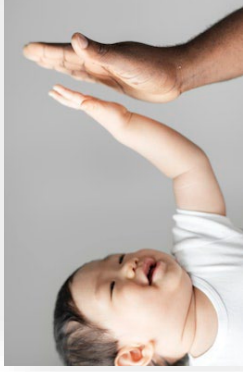
Hemoglobin A1c

Cervical Cancer Screening

Timeliness of Prenatal Care

Postpartum Care

All other measures achieve the 50th percentile national benchmark (MPL)



Member Outreach Strategies



- **Member Incentives Expansion**
 - Point of Care Incentive expansion to all health systems
 - Well Child Visits
 - Breast Cancer Screening
 - Cervical Cancer Screening
 - HbA1c testing
 - Health system promotion of incentives during appointment scheduling, reminder, and confirmation
 - Wellth outreach
- **Member Mailings**
 - Monthly birthday mailings – WCV & CCS
 - Member education – WCV, CCS, BCS, AMR, HBD
 - Member incentive forms – WCV, CCS, BCS, HBD, LSC
 - Winning Health quarterly member newsletter

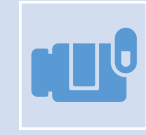
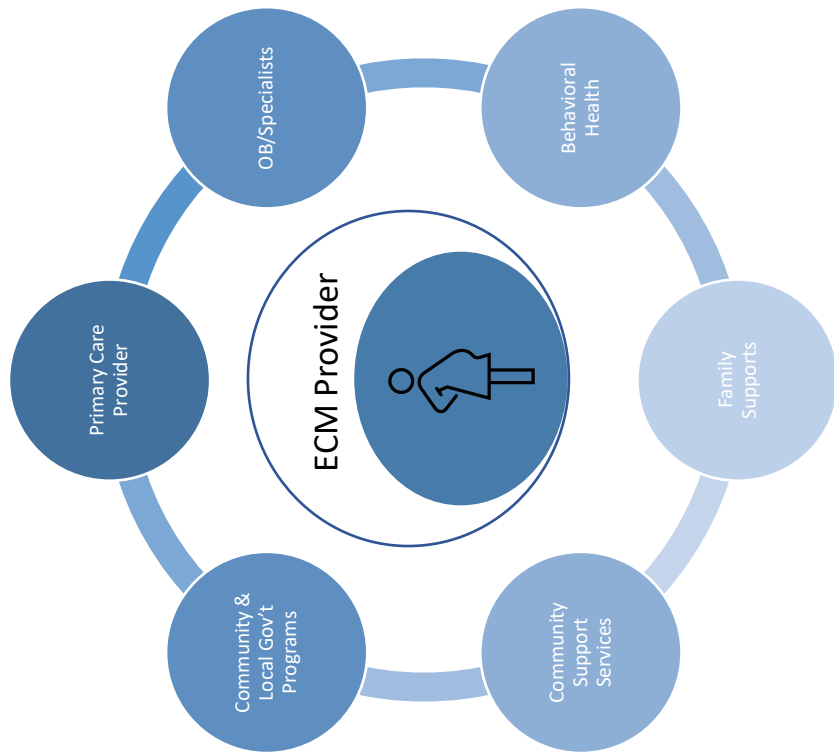
Member Outreach Strategies

- Live phone outreach
 - GCHP Call Center - BCS
 - Contracted Vendors – CCS & WCV
 - Health Navigators & Temporary Staff - HBD
 - Care Managers – PPC
 - Carelon – FUM & FUA
- Texting in process
 - Carelon – FUM
 - WIC partnership – WCV
- In person outreach
 - Health Connections Program – PPC
 - Exploring CHWs

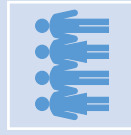


Enhanced Care Management:

Person Centered Approach



Intensive, multi-disciplinary care coordination



Skilled Community Health Workers



Field-based services (at home or in the community)

Enhanced Care Management (ECM) for the Birthing Population

- ECM requires engagement with the Member in the community or at Provider locations. In instances where the Member is also enrolled in a local pregnant or postpartum program (i.e., CPSP, BIH Program, PEI, AIMSS, CHVP, HVP) and that program is also their ECM Provider, ECM services could be provided where the Member receives those services.
- In instances where the Member is enrolled in a local pregnant or postpartum program (i.e., CPSP, BIH Program, PEI, AIMSS, CHV, HVP) and that program is not their ECM Provider, the ECM Provider is expected to consult with the local pregnant or postpartum program and keep them informed as appropriate


Identification of Pain Points for GCHP Members Accessing Services

What is Care Management?

- Care management is a collaborative process that involves:
 - The member
 - The member's Care Team (family, guardians, primary care provider (PCP), specialists)
 - GCHP Care Management Team
 - Registered Nurse Care Managers
 - Licensed Clinical Social Worker Care Managers
 - Care Management Coordinators
- Through telephone interactions, Care Management utilizes person-centered planning and collaboration with the member to address the member's stated health and psychosocial needs

Referrals

- GCHP Utilization Management staff
- Physicians
- Hospital Case Managers
- Community Partners
- Pharmacy
- Behavioral Health
- Self referrals from the member or the member's family / guardian



Gold Coast Health Plan™
A Public Entity

Integrity • Accountability • Collaboration • Trust • Respect

CARE MANAGEMENT REFERRAL FORM

REFERRAL DATE: _____

MEMBER INFORMATION			
Last Name: _____	First Name: _____		
CIN: _____	Date of Birth: _____	City: _____	
Phone: Cell _____	Home _____	Work _____	Other _____
Preferred Language: _____			
Has the patient or primary caregiver been informed that a call referral was being submitted?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			

REFERRAL SOURCE INFORMATION
Person Referring: _____
Contact Information: _____
Referring Agency/Organization: _____

PRIMARY CARE PHYSICIAN (PCP) INFORMATION
PCP Name: _____
Phone Number: _____
Fax Number: _____

REASON FOR REFERRAL
What is your concern?
Desired outcome or result:
Other conditions or circumstances impacting care:

PLEASE EMAIL COMPLETED FORM TO caremanagement@goldcoast.org
OR FAX TO 1-866-863-1062.

711 East Daily Drive, Suite 100, Covington, CA 95010 | 1-866-361-1228 | www.goldcoasthealthplan.org

Referrals (cont.)

1. Contact the Care Management Department directly at 1-805-437-5656.
2. Email at CareManagement@goldchp.org.
3. Complete a referral form and email or fax the form back to the GCHP Care Management Department.

Referrals (cont.)

1. Go to the GCHP Website: www.goldcoasthealthplan.org
2. Click on “For Provider” tab
3. Click on “Provider Resources” tab
4. Click on the *Care Management Referral form*

Email the completed form to
CareManagement@goldchp.org
or fax it to **1-855-883-1552.**

Care Management Specialties

Maternal Child Health:

- Pediatric Care Management
- CCS population
- Transition from CCS pediatric to GCHP adult providers (T-21)
- High-Risk OB

Adult General:

- Palliative Care
- Complex and Catastrophic Conditions
- Social Determinants of Health
- Transplants
- Disease Management
- Seniors and Persons with Disabilities (SPD)