

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

Provider Advisory Committee (PAC)

Regular Meeting

Tuesday, December 7, 2021, 7:30 a.m.

Due to the public health emergency, the Community Room at Gold Coast Health Plan is currently closed to the public.

The meeting is being held virtually pursuant to AB 361.

Members of the public can participate using the Conference Call Number below.

Conference Call Number: 1-805-324-7279

Conference ID Number: 750 330 799#

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

ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address Ventura County Medi-Cal Managed Care Commission (VCMCC) doing business as Gold Coast Health Plan (GCHP) on the agenda.

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

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.

INTRODUCTION

Introduction of Mr. Nick Liguori as Gold Coast Health Plan's new Chief Executive Officer, effective February 1, 2022.

Introduction of new Chief Information Officer, Mr. Alan Torres

Staff: Margaret Tatar, Chief Executive Officer

CONSENT

1. Approval of Provider Advisory Committee (PAC) September 14, 2021 Minutes

Staff: Maddie Gutierrez, MMC - Clerk of the Board

RECOMMENDATION: Approve the minutes as presented.

FORMAL ACTION

2. AB 361, Brown Act Virtual Meetings

Staff: Scott Campbell, General Counsel

RECOMMENDATION: It is recommended that the following findings be made: That the Provider Advisory Committee has reconsidered the circumstances of the state of the Covid-19 emergency and finds that state and local officials have imposed or recommended social distancing measures in connection with Covid-19 and that meeting in person would pose an imminent risk to the health and safety of attendees.

3. Adoption of Schedule for 2022, including special meetings to comply with AB 361.

Staff: Scott Campbell, General Counsel

RECOMMENDATION: Adopt the proposed schedule.

UPDATES

4. Provider Network Operations iTransact Provider Portal Training Update

Staff: Vicki Wrighster, Director of Network Operations

RECOMMENDATION: Receive and file the update.

5. Gold Coast Health Plan Vaccine Outreach Initiative

Staff: Marlen Torres, Executive Director, Strategy and External Affairs
Susana Enriquez – Euyoque, Senior Manager of Communications & Marketing

RECOMMENDATION: Receive and file the update.

6. ETP Update

Staff: Anna Sproule, Sr. Director of Operations

RECOMMENDATION: Receive and file the update.

7. Medi-Cal Rx Update

Staff: Anne Freese, PharmD, Director of Pharmacy

RECOMMENDATION: Receive and file the update.

8. Solvency Action Plan Update

Staff: Kashina Bishop, Chief Financial Officer

RECOMMENDATION: Receive and file the update.

9. CalAIM Update

Staff: Nick Liguori, Chief Operating Officer
Marlen Torres, Executive Director, Strategy and External Affairs

RECOMMENDATION: Receive and file the update.

10. Strategic Plan Update

Staff: Marlen Torres, Executive Director, Strategy and External Affairs

RECOMMENDATION: Receive and file the update.

COMMENTS FROM COMMITTEE MEMBERS

ADJOURNMENT

Date and location of the next meeting to be determined at the December 7, 2021 meeting.

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 Secretary of the Committee.

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 GCHP to make reasonable arrangements for accessibility to this meeting.

AGENDA ITEM NO. 1

TO: Provider Advisory Committee
FROM: Maddie Gutierrez, MMC, Clerk of the Board
DATE: December 7, 2021
SUBJECT: Approval of the Provider Advisory Committee Meeting Regular Minutes of September 14, 2021.

RECOMMENDATION:

Approve the minutes.

ATTACHMENTS:

Copy of the September 14, 2021 Provider Advisory Committee regular meeting minutes.

**Ventura County Medi-Cal Managed Care Commission (VCMMCC)
dba Gold Coast Health Plan (GCHP)
Provider Advisory Committee
Special Meeting
September 14, 2021**

CALL TO ORDER

Committee Chair David Fein, called the virtual meeting to order at 7:39 a.m., in the Community Room located at Gold Coast Health Plan, 711 E. Daily Drive, Camarillo, California.

ROLL CALL

Present: Committee members: Masood Babeian, Linda Baker, David A. Fein, Will Garand, Katy Krul, and Pablo Velez.

Absent: Joan Buck-Plassmeyer, and Sim Mandelbaum.

Gold Coast Staff in attendance: Marlen Torres, Executive Director of Strategy & External Affairs, Ted Bagley, Chief Diversity Officer, Nancy Wharfield, Chief Medical Officer, Nick Liguori, Chief Operations Officer, Vicki Wrihster, Anna Sproule, Anne Freese, and Susana Enriquez

PUBLIC COMMENT

None.

INTRODUCTION

Introduction of new Chief Operations Officer

Ted Bagley, Chief Diversity Officer, introduced Nick Liguori, new GCHP Chief Operating Officer to the committee. COO Liguori thanked the committee for the invitation to attend the meeting. He stated he is committed to GCP and wants to hear the perspective of the PAC and other committees.

CONSENT

1. Approval of Provider Advisory Committee (PAC) Minutes for March 9, 2021.

Staff: Maddie Gutierrez, MMC, Clerk to the Commission

RECOMMENDATION: Approve the minutes.

Committee member Linda Baker motioned to approve the minutes as presented.
Committee member Katy Krul seconded.

AYES: Committee members Masood Babeian, Linda Baker, David A. Fein, Will Garand, Katy Krul, and Pablo Velez.

NOES: None.

ABSENT: Committee members Joan Buck-Plassmeyer, and Sim Mandelbaum.

Committee Chair David Fein declared the motion carried.

PRESENTATION

2. Gold Coast Health Plan – Clinicas Del Camino Real Division of Financial Responsibility (DOFR).

Staff: Vicki Wrighster, Director of Network Operations.

RECOMMENDATION: Receive and file the presentation.

Vicki Wrighster, Director of Network Operations reviewed the timeline of DOFRs between GCHP and Clinicas. She noted this DOFR only affects CDCR members. She reviewed the changes in the DOFR and why the changes were made. Reason for changes were as follows: provider abrasion, the need to process to address provider concerns, create a clear DOFR for all parties and alignment of GCHP and CDCR. There were issues happening monthly and a better DOFR needed to be created. The agreement was signed in late August and moved quickly. The DOFR became effective September 1, 2021.

CDCR and GCHP met monthly to create a workable DOFR and clarify the process between the two organizations. They reviewed what worked and what didn't. Communication will be clearer. Providers will get the same message from both parties. Providers were given a copy of the new DOFR and additional updates will be

forwarded to GCHP providers as needed. The GCHP website has a banner advising of the DOFR change with a link to Provider updates.

An additional item was the difference in authorization policies between CDCR and GCHP.

Committee member, Katy Krul asked if all providers are affected y DOFRs. Ms. Wrihster replied all providers. Ms. Krul asked regarding facilities – she asked who has the responsibility – GCHP or CDCR. Ms. Wrihster responded GCHP.

Committee Chair, David Fein, asked for more background – he asked why the financial responsibility is going to Clinicas. Ms. Wrihster stated she will research the information, as it is more historical. Mr. Fein stated he was concerned providers can have issues in this transition – it might be difficult when there is a financial responsibility change. Committee member, Linda Baker stated there is a collaborative relationship between CDCR and GCHP. Audits are done quarterly, and she noted this type of arrangement is common. There is a need to meet both State and GCHP requirements.

Committee member Linda Baker motioned to accept the DOFR presentation. Committee member Pablo Velez seconded.

AYES: Committee members Masood Babeian, Linda Baker, David A. Fein, Will Garand, Katy Krul, and Pablo Velez.

NOES: None.

ABSENT: Committee members Joan Buck-Plassmeyer, and Sim Mandelbaum.

Committee Chair David Fein declared the motion carried.

UPDATES

3. GCHP Vaccine Outreach Plan

Staff: Susana Enriquez-Euyoque, Sr. Manager of Communications & Marketing

RECOMMENDATION: Receive and file the update.

Susana Enriquez-Euyoque, Sr. Manager of Communications and Marketing reviewed GCHP's vaccine outreach initiative. She noted there are vaccination disparities in Ventura County and she also reviewed strategies. Ms. Enriquez reviewed vaccination rates as of August 2021. She noted 75.2% of Ventura county residents ages 12 and

over have received at least one dose. 53.3% of Medi-Cal beneficiaries have received at least one dose. DHCS wants to close the gap in vaccines and has given funding to assist in vaccine outreach. Strategies were reviewed: Incentives for members who get vaccinated and for providers who become vaccinators. Data sharing with providers to reach out to unvaccinated members and engagement of network pharmacies in vaccinations. Outreach will be done by working with community partners to reach out to specific populations.

Chief Medical Officer, Nancy Wharfield, M.D., stated we need to close the vaccination gap. Medi-Cal members are vaccinated at a lower rate. We don't want gaps. We need to break down barriers. Mobil units have been suggested. The incentive is gift cards. The County has a goal of 30% vaccination increase. Concerns on reactions have been voiced, so we need to provide clear information.

Ms. Enriquez noted there had been an event at Amigo Baby to present information, and address concerns. Committee member Pablo Velez noted presentations need to be kept family oriented. He thanked GCHP for all the work being done.

4. HSP MediTrac Update

Staff: Anna Sproule, Sr. Director of Operations

RECOMMENDATION: Receive and file the update.

Anna Sproule, Sr. Director of Operations gave a verbal update on Conduent transition status. In claims inventory we are adding support of resources for claims processing. The Provider Portal is undergoing testing because there have been impacts. A functioning provider portal is projected to be available mid-October. There has been and increase in high oversight of Conduent, including the Call center and average speed of answer. The average has gone from 20 minutes to 2 minutes and it continues to drop.

Committee member, Katy Krul asked if electronic reporting will happen, and will transactions be exported. She asked how easy access will be more available. Ms. Sproule stated we are working on this issue. She will discuss Ms. Krul's concerns and give options on a separate call. Ms. Krul asked about Share of Cost. Ms. Sproule responded we are already doing Share of Cost. Ms. Krul asked about the timeframe on corrections and processing. Ms. Sproule state we are already working on processing oldest claims to newest.

5. **Medi-Cal Rx Update**

Staff: Anne Freese, PharmD, Director of Pharmacy

RECOMMENDATION: Receive and file the update.

Dr. Anne Freese reviewed updated information that GCHP has received. Implementation date is scheduled for January 1, 2022, and an email blast has been sent to providers. Dr. Freese reviewed the member communication schedule as well as provider outreach. Dr. Freese asked the committee if they had any recommendations on outreach.

Committee member Linda Baker asked if GCHP is going to provide a liaison for providers. Dr. Freese stated there is a phone line for entities and there is also contact information for State clinical liaison if more information is needed.

Committee Chair, Dave Fein, stated he has been on calls with the State and information is consistent. He asked if the implementation date given by the State is firm. Dr. Freese stated to her knowledge, yes. The State has calls that all can participate in. Committee Chair Fein asked if links to state meetings could be made available so providers can participate.

CMO Wharfield stated GCHP is doing everything possible for a smooth transition. Committee member Linda Baker asked if a formulary can be provided. Dr. Freese stated she will send information to all committee members. She noted it was an easy, searchable format.

Committee Chair, Dave Fein stated there had been great information on all updates.

Committee member Linda Baker motioned to accept the updates as presented. Committee member Pablo Velez seconded.

AYES: Committee members Masood Babeian, Linda Baker, David A. Fein, Will Garand, Katy Krul, and Pablo Velez.

NOES: None.

ABSENT: Committee members Joan Buck-Plassmeyer and Sim Mandelbaum.

Committee Chair David Fein declared the motion carried.

COMENTS FROM COMMITTEE MEMBERS

None.

ADJOURNMENT

With no further items to be addressed, Committee Chair David Fein motioned to adjourn the meeting at 8:49 a.m.

Approved:

Maddie Gutierrez, MMC
Clerk to the Commission

AGENDA ITEM NO. 2

TO: Provider Advisory Committee

FROM: Scott Campbell, General Counsel

DATE: December 7, 2021

SUBJECT: Findings to Hold Remote Teleconference/Virtual Committee Meetings Pursuant to Assembly Bill 361

SUMMARY/RECOMMENDATION:

That if the Provider Advisory Committee (“Committee”) of the Ventura County Medi-Cal Managed Care Commission dba as Gold Coast Health Plan desires to continue to meet virtually, without posting the agenda at each location from where the Committee members attend, the Committee must make findings authorizing remote teleconference/virtual meetings of the Committee pursuant to Assembly Bill 361 based on the ongoing COVID-19 pandemic. It is recommended that the Committee determine that the COVID-19 state of emergency proclaimed by the Governor still exists and has been considered by the Committee in deciding to have teleconference meetings. Further it is recommended that both of the additional findings be made: that state or local officials have imposed or recommended measures to promote social distancing in connection with COVID-19, and that as result of the COVID-19 emergency, meeting in person would present imminent risks to the health or safety of attendees. Because these finding must be made every thirty (30) days, the Committee would have to schedule additional meetings for the purpose of making the findings going forward if it desires to meet without the requirement of posting the agenda at each location and allowing members of the public to attend from any of the posted locations.

BACKGROUND/DISCUSSION:

The Brown Act generally allows for teleconference or virtual meetings, provided that the physical locations of the legislative body’s members joining by teleconference are posted on the agenda, that those locations are open to the public and that a quorum of the members is located within its jurisdiction. Newly enacted AB 361 provides an exception to these procedures in order to allow for fully virtual meetings during proclaimed emergencies, including the COVID-19 pandemic.

Since March of 2020 and the issuance of Governor Newsom’s Executive Order N-29-20, which suspended portions of the Brown Act relating to teleconferencing, the Committee has had virtual meetings without having to post the location of the Committee members attending virtually. Most cities and other public agencies have been holding public meeting using virtual platforms since this time. In June of 2021, Governor Newsom issued

Executive Order N-08-21, which provided that the exceptions contained in EO N-29-20 would sunset on September 30, 2021.

On September 10, 2021, the Legislature adopted AB 361, which allows public agencies to hold fully virtual meetings under certain circumstances without the posting of the agenda from each location a legislative body member is attending. Governor Newsom signed the bill into law on September 16, 2021. Because it contained an urgency provision, it took immediate effect.

Specific Findings Required under AB 361

Under AB 361, the Committee can hold meetings without a public meeting space and without providing notice of the body's teleconference locations, if the Committee makes the determination that there is a Governor-proclaimed state of emergency which the Committee considers in its determination, and one of two secondary criteria listed below exists:

1. State or local officials have imposed or recommended measures to promote social distancing in connection with COVID-19; or
2. The Committee determines that requiring a meeting in person would present an imminent risk to the health and safety of attendees.

COVID-19 continues to present an imminent threat to the health and safety of Committee members, and its personnel, and the Governor's declaration of a COVID-19 emergency still exists. Although vaccines are now widely available, many people in the State and County are still not fully vaccinated and remain susceptible to infection. The disease can still spread rapidly through person-to-person contact and those in close proximity. Further, more contagious variants of the disease are now present in the State and County, the most predominant of which is the Delta variant. Additionally, many Committee members hold meetings in medical facilities and allowing members of the public to attend meetings at these posted locations when they may not be vaccinated may pose a threat to the health and safety and attendees.

Re-Authorization is Required Every 30 Days

Consistent with the provisions of Government Code Section 54953(e)(3), the findings listed above must be made every 30 days "after teleconferencing for the first time" under AB 361. Thus, if the Committee desires to continue to meet remotely without having to post the location of each teleconference location, the Committee must find that the COVID-19 emergency still exists and that one of the two following findings can be made: that state or local officials have imposed or recommended measures to promote social distancing in connection with COVID-19, or, that a result of the COVID-19 emergency, meeting in person would present imminent risks to the health or safety of attendees.

The Committee may extend the authorization for an additional thirty (30) days via another staff report on a consent calendar that makes the above specific findings in support of continuing virtual meetings. Doing this would require the scheduling of monthly meetings for the purpose of extending this authorization.

It is important to note that AB 361 is optional. If the Committee wishes, it may choose to meet fully in person and open to the public or meet remotely with notices of the agenda posted at each location and access to the public at each noticed location. The authorization under AB 361 is intended to provide the option to utilize the AB 361 procedures in lieu of the Brown Act's standard teleconferencing requirements. A consent calendar item will be placed on each agenda to reauthorize remote meetings if that is the Committee's direction. In the event that a regularly scheduled Committee meeting is more than thirty (30) days after an authorization under AB 361 has been made by the Committee, and the Committee desires to continue to hold virtual meetings under AB 361, the Committee may hold a special meeting for the purpose of making the reauthorization.

Lastly, the Committee is a legislative body under the Brown Act, and we believe that AB 361 applies to the Committee. The Commission has made similar findings.

CONSEQUENCES OF NOT FOLLOWING RECOMMENDED ACTION:

As noted above, AB 361 is optional. If the Committee wishes, it may choose to meet fully in person, or meet remotely with notices of the agenda posted at each location and access to the public at each noticed location. However, to continue to hold remote teleconference/virtual Committee meetings, the Committee must make the specific findings required by AB 361 as they are enumerated in this staff report to allow meetings to continue without the requirement of posting the agenda at each location and allowing members of the public to attend from any of the posted locations.

FOLLOW UP ACTION:

Potentially scheduling special meetings every thirty (30) days to extend this authorization.

ATTACHMENT:

None.

AGENDA ITEM NO. 3

TO: Provider Advisory Committee
FROM: Scott Campbell, General Counsel
DATE: December 7, 2021
SUBJECT: Approval of the 2022 Provider Advisory Committee Meeting Calendar

SUMMARY:

This item will establish dates for the Provider Advisory Committee (Committee) meetings for 2022. In order to comply with AB 361, the Committee has to meet every thirty days to continue to have virtual meetings without posting at each location a Committee member will be present. The following schedule has quarterly regular meetings. The other meetings will be special meetings which are expected to last 5 minutes and will consist of making the findings required by AB 361.

Regular Provider Advisory Committee Meetings

Time: 7:30 – 9:00 am

Dates: Tuesday, March 8, 2022
Tuesday, June 7, 2022
Tuesday, September 6, 2022
Tuesday, December 6, 2022

Special Provider Advisory Committee Meetings

Time: 7:30 – 8:00 am

Dates: Tuesday, January 4, 2022
Tuesday, February 1, 2022
Tuesday, February 22, 2022
Tuesday, April 5, 2022
Tuesday, May 3, 2022
Tuesday, May 24, 2022
Wednesday, July 6, 2022
Tuesday, August 2, 2022
Tuesday, August 23, 2022
Tuesday, October 4, 2022
Wednesday, November 2, 2022
Tuesday, November 29, 2022

RECOMMENDATION:

Approve the 2022 Provider Advisory Committee meeting calendars as presented.

ATTACHMENTS:

Copy of 2022 Provider Advisory Committee Meeting Calendar.



2022

Provider Advisory Committee Meetings

PAC Regular Mtg, 7:30-9 AM
 PAC Special Mtg, 7:30-8 AM

January						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

February						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28					

March						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

April						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

May						
Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

June						
Su	M	Tu	W	Th	F	Sa
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

July						
Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

August						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

September						
Su	M	Tu	W	Th	F	Sa
		1	2	3		
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October						
Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

November						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

December						
Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31



AGENDA ITEM NO. 4

TO: Provider Advisory Committee
FROM: Vicki Wrihster, Director of Network Operations
DATE: December 7, 2021
SUBJECT: Provider Network Operations iTransact Provider Portal Training Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

iTransact Provider Portal Training Update



Provider Network Operations iTransact Provider Portal Training Update

December 7, 2021

Vicki Wrighster, Director, Network Operations

Integrity

Accountability

Collaboration

Trust

Respect

[Provider Portal Training \(11/5/2021 through 11/10/2021\)](#)

- **Provider Notifications**
 - Identified number of active providers and users
 - Notifications forwarded to at least 2 users of the group (Over 800 invites)
 - Provider Update forwarded to GCHP network
- **Provider Portal Trainings**
 - Top Four Provider Trainings- Completed 11/5 and 11/8
 - Over 120 attendees
 - GCHP Provider Network Conducted 11/9-11/10
 - Over 200 total attendees
- **GCHP Website**
 - Provider Presentation
 - iTransact Provider Portal User Guide
 - FAQs (In Process)



Training Discussion Topics

- Access the Portal
- Claims
 - How to Submit
 - Verify Claim status
- Authorizations
 - How to submit and types of submissions
 - How to verify status
- Eligibility
 - How verify eligibility
 - Identify Share of Cost Balances
 - Create Eligibility Reports

Questions?



AGENDA ITEM NO. 5

TO: Provider Advisory Committee

FROM: Marlen Torres, Executive Director of Strategy & External Affairs
Susana Enriquez-Euyoque, Sr. Manager of Communications & Marketing

DATE: December 7, 2021

SUBJECT: Gold Coast Health Plan Vaccine Outreach Initiative

RECOMMENDATION:

Receive and file the update.

ATTACHMENTS:

Vaccine Outreach Initiative PowerPoint Presentation.

Gold Coast Health Plan Vaccine Outreach Initiative

December 7, 2021

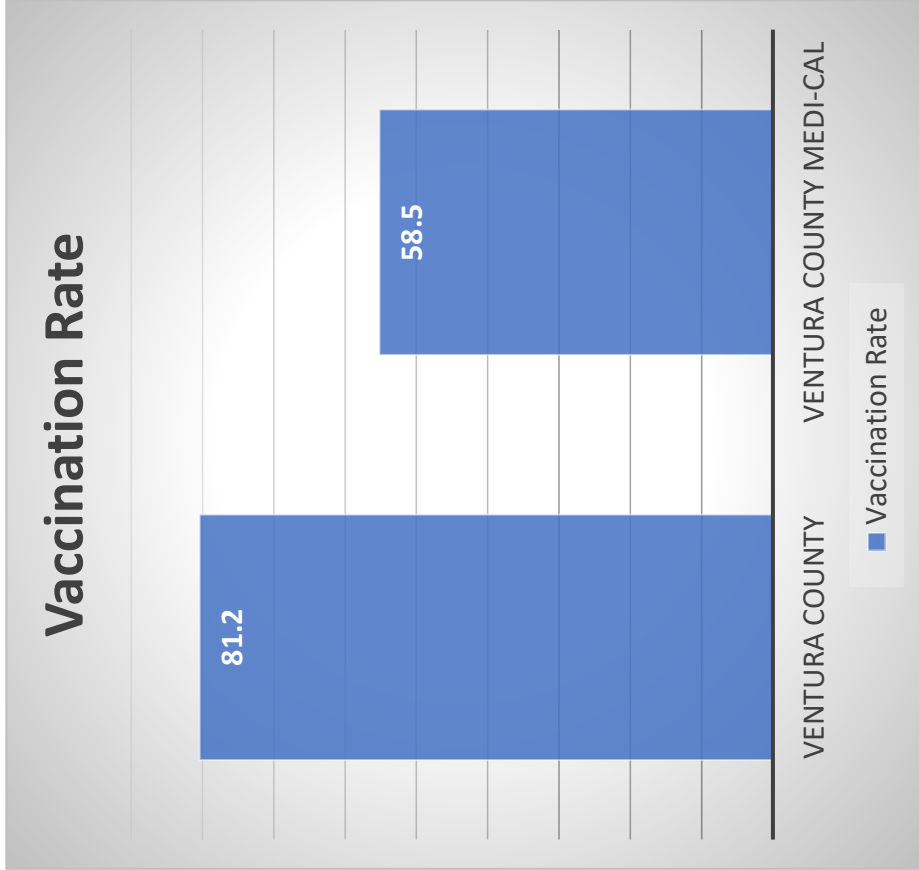
Marlen Torres
Executive Director of Strategy & External Affairs

Susana Enriquez-Euyoque
Sr. Manager of Communications & Marketing

Agenda

1. Vaccination rates
2. Member incentives
3. Outreach / Communications
4. Provider incentives
5. Questions

Ventura County Vaccination Rates (as of Nov. 15, 2021)



- 81.2% of Ventura County residents 12 years and older have received at least one dose
- 58.5% of Medi-Cal beneficiaries 12 years and older have received at least one dose

Source:
State Department of Health Care Services

Managed Care Plan/Fee for Service Vaccination Rates (as of Nov. 15, 2021)

Managed Care Parent Plan	Percent of Medi-Cal Beneficiaries (5+) Administered at Least One Dose	Percent of Medi-Cal Beneficiaries (12+) Administered at Least One Dose	Managed Care Parent Plan	Percent of Medi-Cal Beneficiaries (5+) Administered at Least One Dose	Percent of Medi-Cal Beneficiaries (12+) Administered at Least One Dose
San Francisco Health Plan	63.9%	70.6%	Central California Alliance for Health	45.9%	55.9%
Santa Clara Family Health Plan	60.6%	69.2%	Partnership Health Plan of California	45.4%	52.7%
Health Plan of San Mateo	57.9%	67.9%	CenCal Health	44.4%	53.6%
Alameda Alliance for Health	56.2%	64.6%	United Healthcare Community Plan	44.3%	49.1%
Contra Costa Health Plan	55.3%	64.1%	Molina Healthcare of California	43.1%	50.8%
L.A. Care Health Plan	51.9%	60.1%	Anthem Blue Cross	41.9%	49.5%
CalOptima	51.5%	59.7%	CalViva Health	40.2%	49.8%
Blue Shield of California Promise	51.4%	56.6%	Aetna Better Health of California	39.5%	44.5%
Kaiser Permanente	49.9%	60.7%	California Health and Wellness Plan	39.0%	46.5%
Good Coast Health Plan	48.9%	58.5%	Inland Empire Health Plan	38.4%	46.6%
Community Health Group	48.3%	57.3%	Health Plan of San Joaquin	38.3%	47.5%
Health Net Community Solutions	47.7%	56.1%	Kern Health Systems	35.6%	44.2%
			Fee For Service	60.5%	63.7%

Member Incentives

Get Vaccinated = Get \$50

Gold Coast Health Plan (GCHP) members are eligible to get a \$50 gift card for getting the COVID-19 vaccine. The vaccines are effective in preventing serious illness, hospitalization, and death. Those who can get vaccinated should do so right away.



To get your gift card* you must:

- 1 Be a GCHP member with full-scope Medi-Cal benefits.
- 2 Be over the age of 12.
- 3 Get the first dose of the Moderna or Pfizer vaccines, or the single dose of the Johnson & Johnson vaccine between October 1, 2021 and February 28, 2022.

Vaccinations will be confirmed using state vaccine records. There is no need to send proof. Gift cards will be mailed by March 31, 2022 to the member address on file.

If you have any questions, visit www.goldcoasthealthplan.org or call the Member Services Department at **1-888-301-1228**. If you use a TTY, call 1-888-310-7347.



Unvaccinated GCHP members will receive a \$50 gift card for getting the first dose of the Moderna or Pfizer vaccines or the single dose of the Johnson & Johnson vaccine.

Members will receive their gift cards:

1. Onsite at a vaccination event in which GCHP is participating, or
2. In the mail after getting vaccinated at a clinic, pharmacy, or vaccination event in which GCHP is not participating.

* Gift cards are limited. Only one gift card per member.

Outreach / Communications Strategies

Outreach

- Working with community partners to reach out to specific populations
- Supporting Public Health vaccination events
- Holding vaccination events with GCHP providers

Calls/Texts

- Working with an existing vendor
- Campaign will start mid-December
- Will target members ages 12 and up

Targeted mailings

- Members who are homebound
- Members with multiple chronic conditions

Provider Incentives

1. GCHP has a pool of funds for provider incentives.
2. Provider systems will be paid a percentage of the funds that corresponds with the percentage of first vaccines that are administered to GCHP members.
3. Period of time will be defined.
4. Payments will be distributed at the end of the measurement period.
5. Contracts are being drafted.

Questions?



AGENDA ITEM NO. 6

TO: Provider Advisory Committee
FROM: Anna Sproule, Sr. Director of Operations
DATE: December 7, 2021
SUBJECT: ETP Update

VERBAL PRESENTATION

AGENDA ITEM NO. 7

TO: Provider Advisory Committee
FROM: Annie Freese, Pharm.D., Director of Pharmacy
DATE: December 7, 2021
SUBJECT: Medi-Cal Rx Update

RECOMMENDATION:

Receive and file the update.

ATTACHMENTS:

Medi-Cal Rx PowerPoint Presentation.

Medi-Cal Rx

Annie Freese, Pharm.D.
Director of Pharmacy

Agenda

- Medi-Cal Rx Implementation
- Communication Schedule: Members
- GCHP Provider Outreach
- Medi-Cal Rx Web Portal
- Important Links
- Questions and Help

Medi-Cal Rx Implementation

New Implementation Date: January 1, 2022

- **DHCS Press Release/Email Subscription Service**
- **GCHP Provider Notice**

Communication Schedule: Members

Date	Topic	Responsibility
November 2021	60-Day Notice Letter	DHCS
November-December 2021	Outreach Campaign	GCHP
December 2021	30-Day Notice Letter	GCHP
By January 1, 2022	New ID Cards	GCHP

GCHP Provider Outreach

Item	Targeted Date	Description
Provider Operations Bulletins (POB)	Mid-December	Articles in the POB will be placed regarding Medi-Cal Rx as new information becomes available
Provider Emails Blasts	Ongoing	Email blasts containing important information and notification of website updates
GCHP Website Banner and Landing Page	Now live	Website containing important links and information regarding Medi-Cal Rx

Medi-Cal Rx Web Portal: NOW LIVE!

<https://medi-calrx.dhcs.ca.gov/home/>

Information Available:

- Program Overview and FAQs
- Training and Communication Schedules
- Details regarding Transition Policy
- Email subscription service alert sign up – **SIGN UP NOW!**

Other Important Links

Medi-Cal Rx Dedicated Transition Website:

[Medi-Cal Rx Transition](#)

Contract Drug List (CDL):

[Medi-Cal Rx Contract Drug List](#)

Medi-Cal Rx: Questions and Help

- For questions and/or comments regarding Medi-Cal Rx, DHCS invites stakeholders to submit those via email to rxcarveout@dhcs.ca.gov
- For questions and/or comments for GCHP regarding pharmacy benefits, please reach out to the pharmacy department at pharmacy@goldchp.org
- For help with the Medi-Cal Rx portal, please reach out to Magellan for assistance: MediCalRxEducationOutreach@magellanhealth.com



AGENDA ITEM NO. 8

TO: Provider Advisory Committee
FROM: Kashina Bishop, Chief Financial Officer
DATE: December 7, 2021
SUBJECT: Solvency Action Plan Update

VERBAL PRESENTATION



AGENDA ITEM NO. 9

TO: Provider Advisory Committee

FROM: Nick Liguori, Chief Operating Officer
Marlen Torres, Executive Director, Strategy & External Affairs

DATE: December 7, 2021

SUBJECT: CalAIM Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

CALAIM UPDATE

CalAIM Update

December 7, 2021

Nick Liguori
Chief Operating Officer

Marlen Torres
Executive Director,
Strategy and External Affairs

Integrity

Accountability

Collaboration

Trust

Respect

Agenda

1. CalAIM
 - a. Enhanced Care Management/Community Supports Overview
 - i. GCHP Current State and Implementation Plan
 - ii. Contracting Updates
 - iii. CalAIM (ECM/CS) Advisory Council
2. Q&A

Enhanced Care Management (ECM)

ECM provides a whole- person approach to care that addresses the clinical and non- clinical circumstances of high-need Medi-Cal beneficiaries.

January 1 2022 <i>(Phase 1)</i>	<ol style="list-style-type: none">1. WPC Transition2. High Utilizers3. Homeless Individuals4. Severe mental Illness (SMI)/ Substance Use Disorder (SUD)5. Youth/Adults transitioning from Incarceration
January 1 2023 <i>(Phase 2)</i>	<ol style="list-style-type: none">1. Members at risk for Long Term Care/Institutionalization2. Nursing Home Residents Transitioning to the Community
July 1 2023 <i>(Phase 3)</i>	<ol style="list-style-type: none">1. All other Children and youth populations of focus

Community Supports

**Housing Transition Navigation Services

**Housing Deposits

**Housing Tenancy and Sustaining Services

**Recuperative Care (Medical Respite)

** Medically Tailored Meals/Medically Supportive Food

Short-Term Post Hospitalization Housing

Respite Services

Day Habilitation Programs

Nursing Facility Transition/Diversio n to Assisted Living Facilities

Personal Care & Homemaker Services

Environmental Accessibility Adaptations (Home Modifications)

Sobering Centers

Asthma Remediation

**** Available to Eligible GCHP members 1/1/22 ****

GCHP Current State and Implementation Plan

Current State in Ventura County:

1. 1115 Waiver WPC Pilot Program led by the Health Care Agency (HCA)
2. Transition planning for currently served WPC members into ECM
3. Community Supports Expansion Strategy: Assessing existing infrastructure and landscape

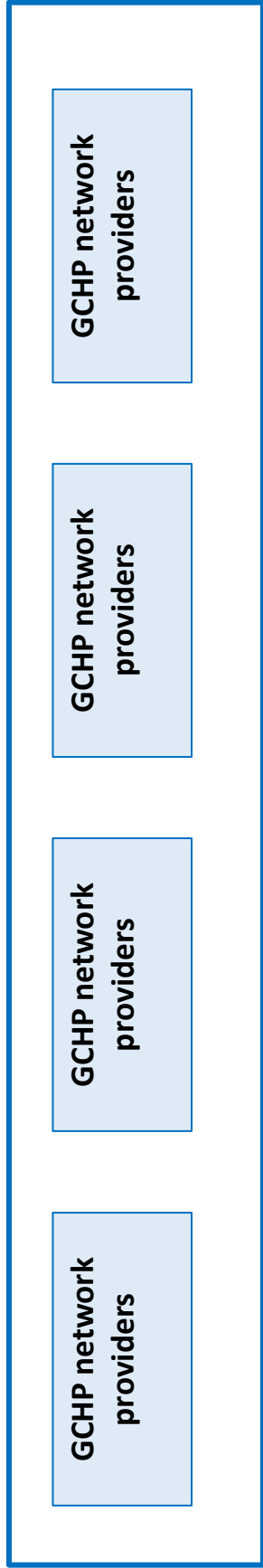
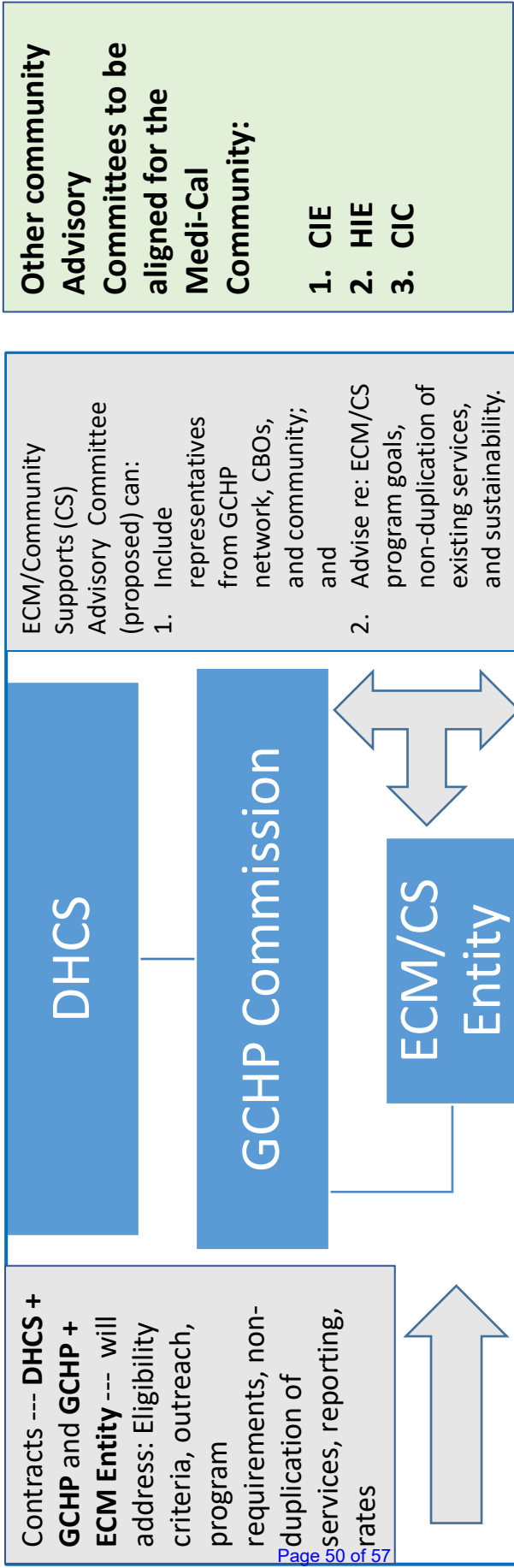
GCHP Implementation Plan

1. Model of Care in accordance with DHCS requirements
2. Finalize workflows and referral policies and procedures with County
3. Conduct readiness review process for ECM and Community Supports
4. Secure approval from DHCS on Model of Care and applicable policies and procedures
5. Pursue contract with *County of Ventura*
6. Phase I Go Live Date: Jan. 1, 2022

Contracting

1. ECM
2. Community supports
3. Next steps:
 - a. Build on Whole Person Care program
 - b. Build data sharing systems (HIE, CIE)
 - c. Expand capacity to fully meet needs of Ventura County Medi-Cal

Proposed Governance Structure: Role of Advisory Committee



Q&A



AGENDA ITEM NO. 10

TO: Provider Advisory Committee
FROM: Marlen Torres, Executive Director, Strategy & External Affairs
DATE: December 7, 2021
SUBJECT: Strategic Plan Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

GCHP 5-YEAR STRATEGIC PLAN: 2022-2026



Integrity

Accountability

Collaboration

Trust

Respect

GCHP FIVE YEAR STRATEGIC PLAN UPDATE



Provider Advisory Committee

December 7, 2021

Overview

1. Strategic Plan Themes: Landscape
2. Proposed Timeline
3. Conclusion and Next Steps

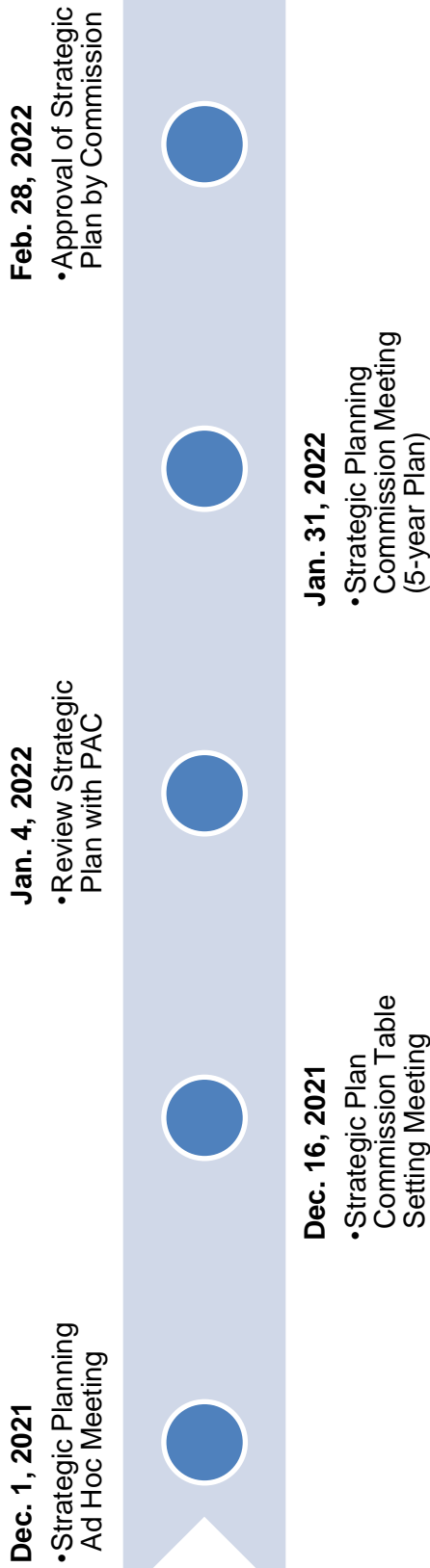
Strategic Plan Themes: Landscape

YEAR	2021	2022	2023	2024	2025	2026
CLIMATE						
COVID + world view	Vaccine Q1-2	<ul style="list-style-type: none"> Likely sustained period of low real interest rates Fiscal space for governments to mitigate consequences of pandemic 				
COVID + US economy	Vaccine Q1-2	<ul style="list-style-type: none"> Likely sustained low interest rates Long term labor market impacts yet to be determined 				
U.S. Federal	Biden Administration 2021-25 <ul style="list-style-type: none"> Biden will promote diversity and civil rights ACA challenge before SCOTUS - upheld Biden will be strong supporter of Medicaid and Medicare Biden's CMS will likely respond favorably to CA's waiver 					Presidential Term 2025-29 
CA State	Governor Newsom Term 2019-23 Length and severity of pandemic, along with efficacy of stimulus, will drive CA's revenue future Waiver Ext. Commercial MCO RFP	Governor Newsom Term 2019-23 Length and severity of pandemic, along with efficacy of stimulus, will drive CA's revenue future Waiver Ext. Commercial MCO RFP	New Five-Year Waiver Term 2022-27 Re-procurement + readiness review for commercial MCOs	New Gubernatorial Term 2023-27 New contract terms for all MCOs, reflective of new Waiver and new State requirements 		

Key Takeaways:

1. Federal policy will be critical over next decade re: stimulus policy, entitlement policy, civil rights
2. Medi-Cal policy will be a function of several waivers Governor Newsom negotiates for 2022-27
3. Medi-Cal enrollment will stay at elevated levels for near term
4. Expectations for Medi-Cal plans re: improved outcomes, elimination of bias, and efficiency **will grow**

New Proposed Timeline



Conclusion