



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

Community Advisory Committee Meeting

Regular Meeting

Wednesday, October 26, 2022 4:00 p.m. – 6:00 p.m.

**Gold Coast Health Plan, 711 East Daily Drive, Community Room
Camarillo, CA 93010**

Meeting held pursuant to AB 361

Conference Call Number: 1-805-324-7279

Conference ID Number: 716 498 503#

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 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

Nick Liguori, Chief Executive Officer

CONSENT

- 1. Approval of Community Advisory Committee Regular Meeting Minutes of July 27, 2022, Special meeting minutes of August 24, 2022, September 21, 2022 and October 12, 2022.**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes as presented.

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

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

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

UPDATES

- 3. Quality Improvement (QI) Update: Gold Coast Health Plan Member Engagement**

Staff: Rachel Ponce, Quality Improvement Manager

RECOMMENDATION: Receive and file the update.

- 4. CalAIM Update**

Staff: Lupe González, PhD, MPH, Sr. Director Health Education, Cultural Linguistic Services

RECOMMENDATION: Receive and file the update.

- 5. OIG Settlement Update**

Staff: The Office of the General Counsel

RECOMMENDATION: Receive and file the update.

COMMENTS FROM COMMITTEE MEMBERS

CAC Feedback / Roundtable Discussion

PUBLIC COMMENT

ADJOURNMENT

Date and location of the next meeting to be determined at the November 16, 2022, special CAC 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 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: Community Advisory Committee (CAC)
FROM: Maddie Gutierrez, Clerk to the Commission
DATE: October 26 2022
SUBJECT: Approval of the Community Advisory Committee Meeting Regular Minutes of July 27, 2022, Special Meeting Minutes of August 24, 2022, September 21, 2022, and October 12, 2022.

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
July 27, 2022**

CALL TO ORDER

Committee Vice Chair, Dr. Pablo Velez, called the meeting to order at 4:05 p.m. via teleconference. The Clerks were in the Community Room located at Gold Coast Health Plan, 711 E. Daily Drive, Camarillo, California.

INTERPRETER ANNOUNCEMENT

Ana Rangel, Interpreter made her announcement for Spanish speakers.

ROLL CALL

Present: Committee members Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Elaine Martinez, and Pablo Velez.

Absent: Committee member Ruben Juarez, Rose MacKay, and Rafael Stoneman.

Attending the meeting for GCHP Executive team were Marlen Torres, Adriana Sandoval, CEO Nick Liguori, Veronica Estrada, Alan Torres, CMO Nancy Wharfield, M.D., Lisbet Hernandez, Lupe Gonzalez. CPPO Erik Cho, Michael Murguia, Vicki Wrihster, and Ana Rangel, Interpreter.

CONSENT

- 1. Approval of Community Advisory Committee Regular Meeting Minutes of April 27, 2022, special meeting minutes of May 25, 2022, June 22, 2022, and July 20, 2022.**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes as presented.

2. Findings to Continue to Hold Remote Teleconference/Virtual Community Advisory Committee Meetings Pursuant to Assembly Bill 361.

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

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

Committee member Paula Johnson motioned to approve consent items 1 and 2. Committee member Martha Johnson seconded.

Roll Call vote as follows:

AYES: Committee members Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Elaine Martinez, and Pablo Velez.

NOES: None.

ABSENT: Committee member Ruben Juarez, Rose MacKay, and Rafael Stoneman

The motion carries.

PUBLIC COMMENT

Dr. Sandra Aldana requested CAC agenda items on future meetings to have a discussion on delays in care. She noted she has had contact with some specialists for appointments and has been informed that their office is no longer seeing GCHP patients due to lack of payment.

PRESENTATIONS

3. Population Needs Assessment (PNA) Presentation

Staff: Lupe Gonzalez, PhD, MPH, Director Health Education, Cultural & Linguistic Services

RECOMMENDATION: Receive and file the presentation.

Dr. Gonzalez provided an overview of the 2022 PNA, a summary of the 2021 and 2022 PNA objectives and the survey update. She noted the 2022 PNA was approved by DHCS. Next steps will also be reviewed.

Dr. Gonzalez gave an overview of the PNA. She noted focus on health education and cultural & linguistic needs of Medi-Cal members, focus on health disparities, work plans to address gaps, and community stakeholder and member engagement as well as identify strategic objectives. Data source and SMART objectives were outlined. As well as action plan objectives which include measurable, achievable, realistic, and time based (SMART) for the PNA 2022.

Key goals to improve health outcomes were reviewed and implementation of targeted strategies. Demographic information was reviewed; membership by race/ethnicity and language as well as by age and gender.

Top health conditions were reviewed. The top 3 cancer diagnoses in 2021 were colon cancer, cervical cancer, and prostate cancer. chronic conditions were also reviewed and detailed by race and age group.

2021 PNA objectives were reviewed by objective, current rate, proposed % change, goal, and final rate. Four of the 2021 objectives met the goal, 2 increased but did not meet the goal, and one objective dropped, and the goal was not met. The 2022 PNA SMART objectives were reviewed by objective, current rate, proposed % change and goal. Dr. Gonzalez noted that some 2022 SMART objectives that did not meet the minimum performance level and will continue to provide interventions to increase measures.

Strategies were reviewed for health disparity, chronic health conditions, child health promotion and women's health. We will engage in partnerships with external organizations, collaborate with Provider Network Operations and Communications for provider education and publications, develop health education workshops, partner with Ventura County Breast Cancer Early detection program and public health mobile units and collaborate with cultural and linguistic services to ensure interventions are appropriate for members.

2022 PNA community stakeholder engagement surveys and the member surveys were reviewed. The community stakeholder survey had 18 questions in both English and Spanish and was done during the months of April and May. The member survey had 22 questions, also in English and Spanish, included a self-addressed envelope for return. This survey was done during the months of May and June. Dr. Gonzalez reviewed the surveys top 3 health concerns: 1) not enough times at the doctors' office or clinics, 2) not enough behavioral /mental health services that were nearby, and 3) not enough information about how to get healthy. The stakeholder survey responses were also reviewed.

Committee member Paula Johnson asked if there were any surprises to GCHP. Dr. Gonzalez stated challenges were found, but they are not new. Dr. Gonzalez stated that GCHP works hard at translating, but we need to remind members that translation is available. Some of the challenges due to the pandemic is finding a way to look at a way to promote the Nurse Advice Line.

Committee member Velez noted that upon observing the translation system, it was not functional, and translation needs to be done in a timely manner. He noted Mixtecohs very difficult to match. Translation is very dry and not done with respect or tenderness. Dr. Velez also noted that the cost of living has sky-rocketed, and families are requesting extended office hours for providers, to go to appointments after work. Providers working weekends are more expensive – we need to consider rate adjustments.

CMO Nancy Wharfield, M.D. stated economic pressures are increasing. She noted she was surprised that members are having transportation barriers. She stated we have information that may help address these issues.

Vicki Wrihster, Director of Operations stated we are working as a team to determine how we can help with access issues. She stated her team has gone to doctor's offices to determine issues, and she does recognize there are challenges.

Committee member Paula Johnson asked who is cancelling appointments. She requested clarification. Dr. Gonzalez stated the members feel their appointments are being cancelled, they have stated it is difficult to get appointments when needed. Therapy is even more challenging.

Committee member Velez stated DHCS verbalizes great ideas, but it is tough to allow providers to work with Medi-Cal. Ms. Wrihster stated GCHP has created a process to add providers on an interim basis, then go into an agreement and put it in place.

Committee member Victoria Jump motioned to approve the PNA presentation. Committee member Laurie Jordan seconded.

Roll Call vote as follows:

AYES: Committee members Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Elaine Martinez, and Pablo Velez.

NOES: None.

ABSENT: Committee member Ruben Juarez, Rose MacKay, and Rafael Stoneman

The motion carries.

Introduction of New Staff

Erik Cho, Chief Policy & Program Officer

CEO Nick Liguori introduced Erik Cho, Chief Policy & Programs Officer. CO Liguori noted this is a new position for the organization.

CPPO Cho stated he was proud to join the GCHP team. His position will assist in strengthen and implement policy development and lead in strategic plans to work with providers and build better relationships.

FORMAL ACTION

4. Addition of New Community Advisory Committee (CAC) Members

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

RECOMMENDATION: The CAC Member Application Ad Hoc Committee Recommends that the individual be approved by the CAC as new member. They will formally be approved at the Commission meeting in August 2022. Once approved by the Commission they will begin their official duties as a Community Advisory Committee (CAC) member.

Ms. Torres stated the CAC AdHoc committee met and reviewed all submitted applications. After discussion and careful deliberation Ms. Juana Quintal has been unanimously selected as a new member to CAC.

Committee member Pablo Velez motioned to the addition of the new CAC member. Committee member Martha Johnson seconded.

Roll Call vote as follows:

AYES: Committee members Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Elaine Martinez, and Pablo Velez.

NOES: None.

ABSENT: Committee member Ruben Juarez, Rose MacKay, and Rafael Stoneman

The motion carries.

PUBLIC COMMENT

None.

COMMENTS FROM COMMITTEE MEMBERS

None.

ADJOURNMENT

Committee member Paula Johnson motioned to adjourn the CAC meeting. Committee member Victoria Jump seconded.

Roll Call vote as follows:

AYES: Committee members Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Elaine Martinez, and Pablo Velez.

NOES: None.

ABSENT: Committee member Ruben Juarez, Rose MacKay, and Rafael Stoneman

With no further business to discuss the meeting was adjourned at 5:03 p.m.

Approved:

Maddie Gutierrez, MMC Clerk to the Commission

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

August 24, 2022

CALL TO ORDER

Ruben Juarez, CAC Chairperson called the meeting to order at 4:01 p.m.

ROLL CALL

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

Absent: None.

Attending the meeting for Gold Coast Health Plan (GCHP) were Luis Aguilar, Member Services Manager, Deborah Munday, and Ana Rangel, Interpreter.

PUBLIC COMMENT

None.

CONSENT

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

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

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

Committee Member Pablo Velez motioned to approve Consent item 1. Committee Member Victoria Jump seconded.

Roll Call vote as follows:

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

NOES: None.

ABSENT: None

COMMENTS FROM COMMITTEE MEMBERS

Committee member Paula Johnson asked if the OIG memo could be explained at the next regular CAC meeting in layman terms. Clerk of the Board and Luis Aguilar, Member Services Manager, will let Marlen Torres, Executive Director of Strategy & External Affairs, know of the request. The clerk stated this item needs to be listed on the upcoming agenda in order to be discussed.

Committee Chair Ruben Juarez announced that there will be INS/Immigration status assistance offered on Sunday at Oxnard College. This event takes place monthly at this location. Mr. Juarez will forward a flyer with information that can be shared.

Committee member Pablo Velez announced that in September and October CDR (Child Development Resources) will have Vaccine Clinics. Many organizations will be participating, as well as a Fair of Agencies. This event is to try to ensure that children are up to date on their vaccines now that school is starting. One of the nights there will be information for parents about myths on vaccinations.

Committee member Rose MacKay stated she is working with a client that got dental work at CDCR. The dentist recommended removal of teeth and stated she needed dentures. Teeth fragments were left in her gums and she had to have surgery – her jaw got fractured. She was told she had to pay for anesthesia. Ms. MacKay asked if the client can get reimbursed for the anesthesia and if she could get her dentures replaced at no cost. The client has Gold Coast. Luis Aguilar, Member Services Manager, stated that for the reimbursement request, the client needs to contact the GCHP Call Center and request the reimbursement for anesthesia. The Call Center will gather the information for review. Denture payment falls under the services of Denti-Cal and perhaps file a grievance since that service did not go well.

Ms. MacKay stated she had another client who went to the same dentist, and now refuses to return to that dentist. She is wondering if there is a pattern developing for Medi-Cal patients. Mr. Aguilar stated it would be good to encourage the client to file a grievance, so the situation can be investigated. This issue might be a quality-of-care issue.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:14 p.m.

Approved:

Maddie Gutierrez, MMC
Clerk to the Commission

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

September 21, 2022

CALL TO ORDER

Ruben Juarez, CAC Chairperson called the meeting to order at 4:02 p.m.

ROLL CALL

Present: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Ruben Juarez, Victoria Jump, Elaine Martinez, and Pablo Velez.

Absent: Laurie Jordan, Rose MacKay and Rafael Stoneman.

Attending the meeting for Gold Coast Health Plan (GCHP) were Luis Aguilar, Member Services Manager, Deborah Munday, and Clara Garzon, Interpreter.

PUBLIC COMMENT

None.

CONSENT

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

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

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

Committee Member Pablo Velez motioned to approve Consent item 1. Committee Member Victoria Jump seconded.

Roll Call vote as follows:

AYES: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Ruben Juarez, Victoria Jump, Elaine Martinez, and Pablo Velez.

NOES: None.

ABSENT: Laurie Jordan, Rose MacKay and Rafael Stoneman

COMMENTS FROM COMMITTEE MEMBERS

Committee Chair, Ruben Juarez stated a Health Fair is scheduled at Ventura College Marketplace for October 15, 2022. There will be a variety of medical, dental and vision free screenings offered, as well as vaccines and information on a variety of resources.

Mr. Juarez stated he would send a flyer to share with member services and community outreach. He stated he hoped someone from GCHP will attend the event.

Dr. Pablo Velez requested an update from the CalAIM Team. He asked about the process for requesting assistance/guidance for families. Marlen Torres stated this update will be provided at the next CAC regular meeting which is scheduled for October 26, 2022.

Dr. Velez left the meeting at 4:09 p.m.

Committee Chair Ruben Juarez stated that both One-Stop locations (Ventura and Oxnard) are registering more homeless for services.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:12 p.m.

Approved:

Maddie Gutierrez, MMC
Clerk to the Commission

**Ventura County Medi-Cal Managed Care Commission (VCMCC)
dba Gold Coast Health Plan
Community Advisory Committee Meeting
Special Meeting**

October 12, 2022

CALL TO ORDER

Dr. Pablo Velez, CAC Vice Chairperson called the meeting to order at 4:00 p.m.

ROLL CALL

Present: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Victoria Jump, Elaine Martinez, Rafael Stoneman and Pablo Velez.

Absent: Laurie Jordan, Ruben Juarez, Rose MacKay and Juana Quintal.

Attending the meeting for Gold Coast Health Plan (GCHP) were Executive Director of Strategy & External Affairs, Marlen Torres, Luis Aguilar, Member Services Manager, Anna Sproule, Veronica Estrada and Ana Rangel, Interpreter.

PUBLIC COMMENT

None.

CONSENT

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

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

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

Committee Member Paula Johnson motioned to approve Consent item 1. Committee Member Frisa Herrera seconded.

Roll Call vote as follows:

AYES: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Victoria Jump, Elaine Martinez, Rafael Stoneman and Pablo Velez

NOES: None.

ABSENT: Laurie Jordan, Ruben Juarez, Rose MacKay and Juana Quintal.

COMMENTS FROM COMMITTEE MEMBERS

None

Laurie Jordan joined the meeting at 4:02 p.m.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:03 p.m.

Approved:

Maddie Gutierrez, MMC
Clerk to the Commission



AGENDA ITEM NO. 2

TO: Community Advisory Committee

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

DATE: October 26, 2022

SUBJECT: **Findings to Continue to Hold Remote Teleconference/Virtual Community Advisory Committee Meetings Pursuant to Assembly Bill 361**

SUMMARY/RECOMMENDATION:

At its May 25, 2022, special meeting, the Community Advisory Committee (“Committee”) of the Ventura County Medi-Cal Managed Care Commission (“Commission”) dba as Gold Coast Health Plan (“Plan”) made findings pursuant to Assembly Bill 361 to continue to meet remotely. To continue this practice, it is required, 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 continue to have teleconference meetings and 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 findings must be made every thirty (30) days, it is time to remake the findings.

BACKGROUND/DISCUSSION:

Traditionally, the Brown Act 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 Commission and the Plan’s Committees have had virtual meetings without having to post the location of the legislative body members attending virtually. Most public agencies have been holding public meetings 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 virtual meetings without providing notice of the Committee's teleconference location if the Committee makes the determination that there is a Governor-proclaimed state of emergency which the Committee will consider in their 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 or 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 continues to be the Delta variant. However, another "variant of concern"—the Omicron variant, which has spread rapidly through South Africa and which spurred President Biden's travel ban to several countries in that continent, has also been detected in California. Additionally, several Committee members attend meetings in medical facilities or offices and allowing members of the public to attend meetings at these posted locations when they may not be vaccinated would pose a threat to the health or safety of attendees.

Re-Authorization is Required Within 30 Days

The Committee made the findings listed above at its November 17, 2021, December 15, 2021, January 12, 2022 special committee meetings, January 26, 2022 regular committee meeting and again during its February 23, 2022, March 23, 2022, April 13, 2022 special committee meetings, April 27, 2022 regular Committee meeting, May 25, 2022, June 22, 2022, special meeting, July 13, 2022 special meeting, July 20, 2022 special meeting, July 27, 2022 regular meeting, August 24, 2022 special meeting, September 21, 2022 special meeting and October 12, 2022 special meeting. Consistent with the provisions of

Government Code Section 54953(e), the findings 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 again 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.

It is recommended that the Committee make these findings.

CONSEQUENCES OF NOT FOLLOWING RECOMMENDED ACTION:

The Committee will have to follow the Brown Act provisions that existed prior to the COVID-19 pandemic.

FOLLOW UP ACTION:

That the Committee make the findings under AB 361 at the November 16, 2022, special Community Advisory Committee meeting.

ATTACHMENT:

None.



AGENDA ITEM NO. 3

TO: Community Advisory Committee
FROM: Rachel Ponce, Manager, Quality Improvement
DATE: October 26th, 2022
SUBJECT: Quality Improvement Update: Gold Coast Health Plan Member Engagement

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Gold Coast Health Plan Member Engagement



Member Health Engagement Care Gap Outreach Update

Quality Improvement Department
October 26, 2022

Integrity

Accountability

Collaboration

Trust

Respect



Care Gap Outreach

Texting/Secure Digital Programs

- Well-Child
 - Well-Child Visits in the First 30 Months of Life (W30)
 - Child and Adolescent Well-Care Visits (WCV)
 - Childhood Immunizations (CIS-10)
 - Adolescent Immunizations (IMA-2)
 - Lead Screening (LSC)
- Women's Health
 - Breast Cancer Screening (BCS)
 - Cervical Cancer Screening (CCS)
 - Chlamydia Screening in Women (CHL)



Welcome!

It looks like your child may be due for some vaccinations. Your child's doctor will let you know which ones they need to stay up-to-date. You can also ask them any questions you'd like about your child's mental and physical health.

The CDC has a lot of great information about mental and physical wellness. Learn more here [CDC Parent Education Website](#).

You can learn more about what to expect during this visit here [Well Baby Screening Information](#).

Continue >

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Secure Digital Text Campaigns

Secure digital text messages will be sent to members with care gaps in October and November



The messages will include:

- Preventive screenings they need to complete
- Their assigned PCP and phone number to call to schedule an appointment
- Health education material
- Links to the well-child exam and cervical cancer screening member incentives
- GCHP resources available to members such as transportation and interpreting services.

2022 Member Incentive Programs

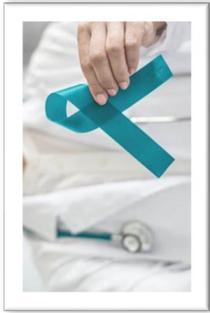


Well-Child Exams

Monthly birthday letter member incentive mailing. Resulting in increase in member participation of MI program

Point-of-Care distribution at Mandalay Bay Women's and Children's Clinic

Q3 WC Member Incentive Clinic Incentive Winner: Consejo Family Medical Group



Cervical Cancer Screening

Annual mailing in September 2022 with a co-branded letter including member assigned clinic name, address, phone #

Point-of-Care distribution at Magnolia Family Medical Center

Q3 CCS Member Incentive Clinic Incentive Winner: West Ventura Medical Clinic



Breast Cancer Screening

New member incentive to be launched in Winter 2022

Incentive for mammogram before the end of 2022

Mailing in October 2022 including member assigned clinic name, address, phone #



Diabetes HbA1c

New member incentive to be launched in Winter 2022

Incentive for getting a HbA1c test before the end of 2022

Mailing in October 2022 including member assigned clinic name, address, phone #

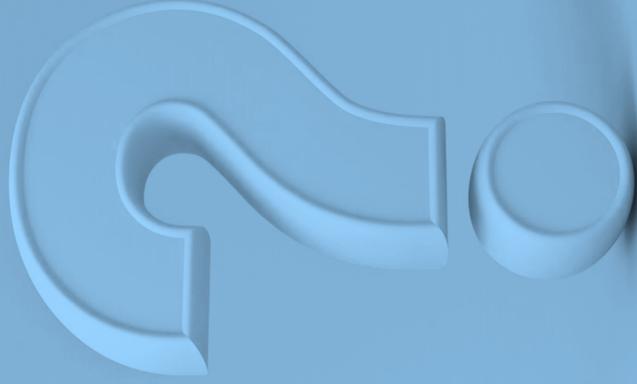


Asthma Exam

To be retired in 2023

Q3 Asthma Member Incentive Clinic Incentive Winner: Las Islas Family Medical Group

Questions?





AGENDA ITEM NO. 4

TO: Community Advisory Committee (CAC)
FROM: Lupe González, PhD, MPH, Sr. Director Health Education, Cultural and Linguistic Services
DATE: October 26, 2022
SUBJECT: CalAIM Update: New Program Benefits

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

New Program Benefits

CalAIM Update New Program Benefits

Wednesday, October 26, 2022

Lupe González, PhD, MPH
Sr. Director of Health Education, Cultural and
Linguistic Services

AGENDA

- ❑ Enhanced Care Management (ECM)
- ❑ Community Supports (CS) Update
- ❑ Upcoming CalAIM Opportunities
 - ❑ Community Health Worker (CHW) Service Benefit
- ❑ Next Steps

ECM Expansion: Preparing for Phase 2

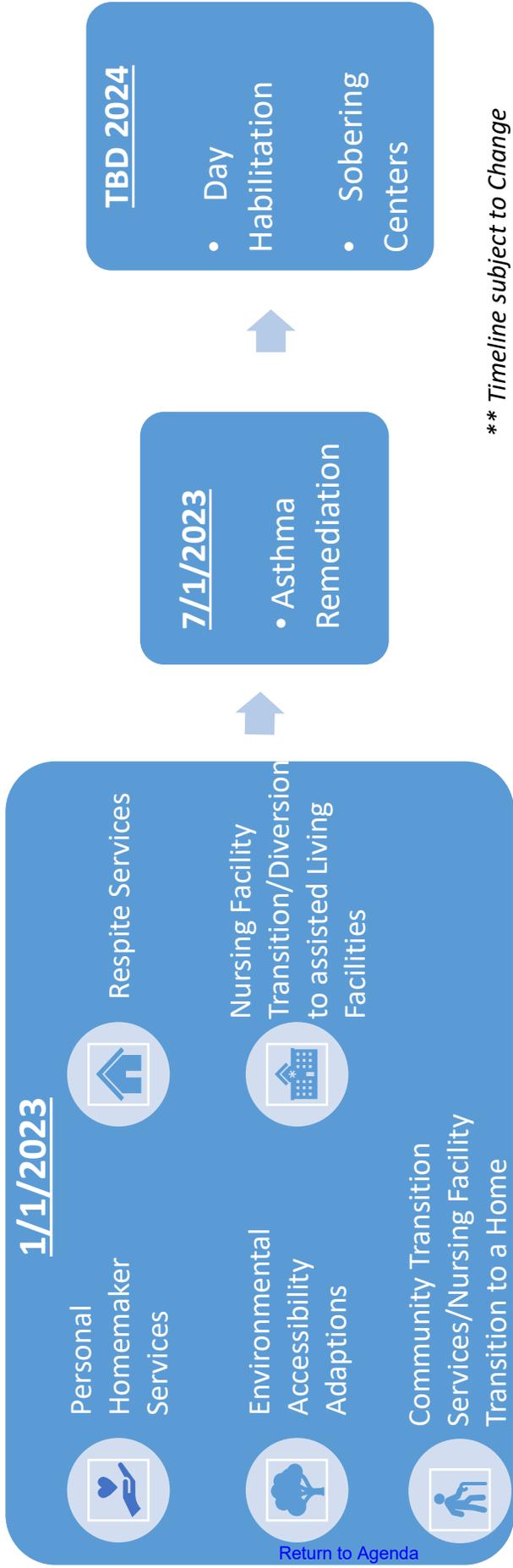
| | |
|---------------------------------------|--|
| January 1, 2022 (Phase 1) | <ul style="list-style-type: none">• Whole Person Care transition• High utilizers• Homeless individuals• Severe Mental Illness (SMI) / Substance Use Disorder (SUD)• Justice Involved Populations |
| January 1, 2023 (Phase 2) | <ul style="list-style-type: none">• Members at risk for Long-Term Care / Institutionalization• Nursing home residents transitioning to the community |
| July 1, 2023 (Phase 3) | <ul style="list-style-type: none">• All other children and youth (PoF) |
| January 1, 2024 ** (NEW) ** | <ul style="list-style-type: none">• Pregnancy & Post Partum Individuals (Adults & Youth) at risk for adverse perinatal outcomes |

NOTE: ECM POFs are not mutually exclusive; an individual might qualify for ECM via more than one POF

Community Supports (CS) Update

| Current (CS) Services Available: | | |
|--|---------------------------------------|--|
| Housing Transition Navigation Services | Housing Tenancy & Sustaining services | Medically Tailored Meals (MTM)/ Medically Supportive Meals |
| Housing Deposits | Recuperative Care (Medical Respite) | Short Term Post Hospitalization (STPH) |

**** Proposed Timeline for Additional (CS) Services:**



** Timeline subject to Change

Upcoming CalAIM Opportunities

Program Updates:

- CalAIM Advisory Committee
- GCHP CalAIM Provider/Community Webinar Series
- Upcoming: Community Health Worker (CHW) Benefit

For more information, visit our [website!](#)

California Advancing & Innovating Medi-Cal (CalAIM)

New Medi-Cal program

The state Department of Health Care Services (DHCS) designed a new program to improve the health and wellbeing of Medi-Cal members beyond traditional medical services, make services work together better, and improve the quality of services. The program is called California Advancing and Innovating Medi-Cal (CalAIM).

CalAIM includes a new benefit, Enhanced Care Management (ECM), and new services called Community Supports (CS). Gold Coast Health Plan (GCHP) started offering CalAIM benefits and services to members in January 2022.

[Click here to learn about Enhanced Care Management \(ECM\)](#)

[Click here to learn about Community Supports \(CS\)](#)

Department of Health Care Services (DHCS) Resources

- Enhanced Care Management, Community Supports, and Incentive Payments Information



Contact Us

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

[Map and driving directions](#)

Member Services

1.888.301.1228

TTY 1.888.310.7347

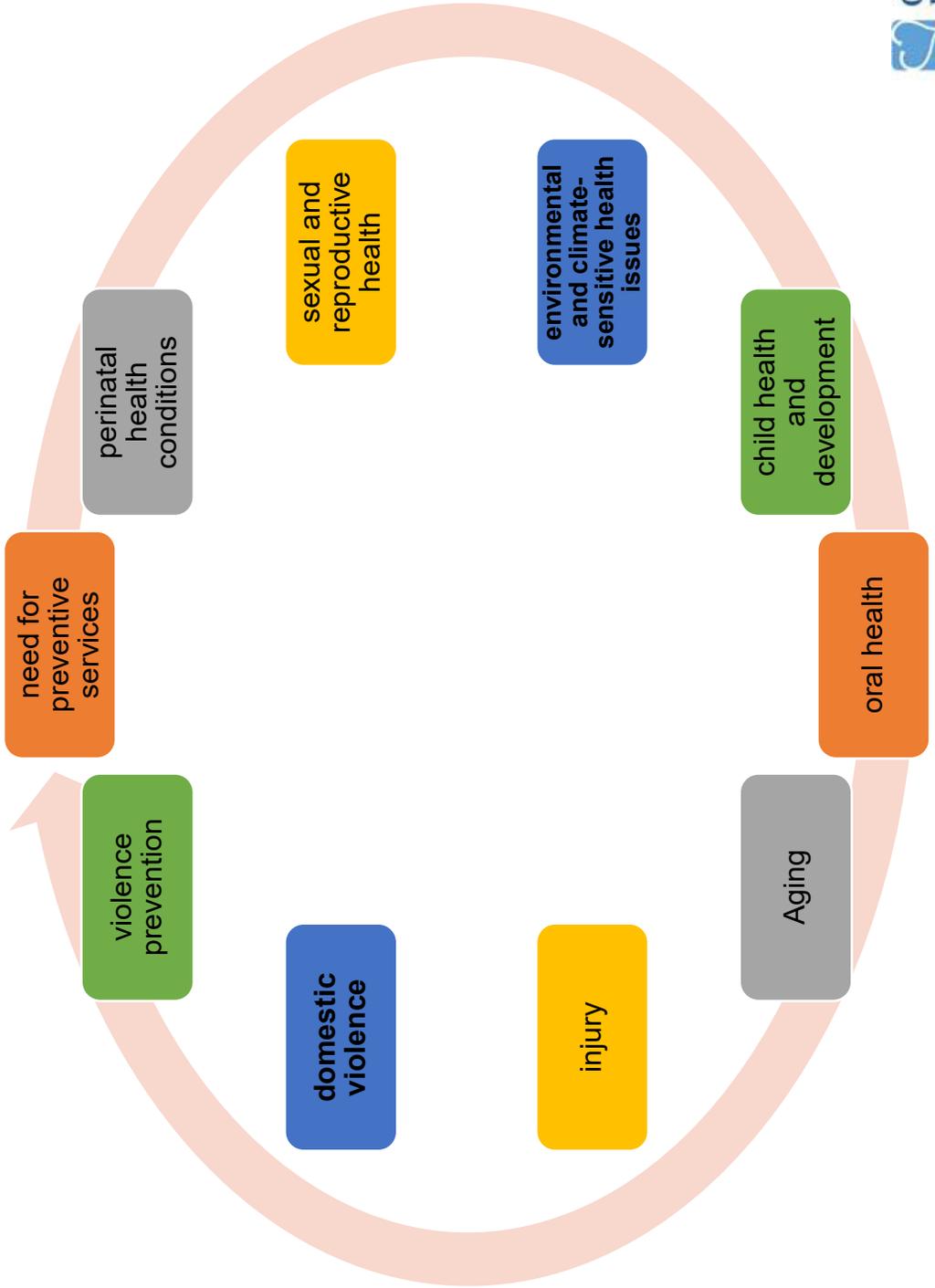
Monday–Friday, 8 a.m. to 5 p.m.

Visit: [Gold Coast Health Plan CalAIM](#)
Contact: CalAIM@goldchp.org

DHCS Community Health Workers (CHWs)

- Community Health Workers (CHWs)
 - CHW Benefit
 - Written recommendation from a physician or licensed practitioner
 - CHWs may address preventive services for the control and prevention of chronic diseases
 - Infectious diseases
 - Mental health conditions and substance use disorders

DHCS Community Health Workers (CHWs)



Next Steps



Medi-Cal Benefit Services

Working with DHCS to review criteria for CHWs.

Billing Codes can be found on the DHCS FAQ Sheets

Announcement of Benefit Services

Provider Operation Bulletin
GCHP Website
Member Education
Community Education of Services



AGENDA ITEM NO. 5

TO: Community Advisory Committee (CAC)
FROM: The Office of the General Counsel
DATE: October 26, 2022
SUBJECT: OIG Settlement Update

VERBAL PRESENTATION