

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

**CalAIM Advisory Committee Meeting**

**Regular Meeting**

**June 21, 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: 456 665 584#**

**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](mailto: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 – Nick Liguori, Chief Executive Officer  
Marlen Torres, Executive Director of Strategy and  
External Affairs**

**CONSENT**

1. **Approval of CalAIM Advisory Committee regular meeting minutes of March 16, 2023, special meeting minutes of April 12, 2023, May 10, 2023, and June 7, 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.

**PRESENTATIONS**

3. **ECM/CS (Enhanced Care Management/Community Supports) Updated Services and Eligibility Expansion**

Staff: Rachel Lambert, Sr. Director of Care Management

**RECOMMENDATION:** Receive and file the presentation.

**UPDATE**

4. **Provider Incentive Program Update**

Staff: David Tovar, Incentive Strategy Manager

**RECOMMENDATION:** Receive and file the update.

5. **Redetermination Update**

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

**RECOMMENDATION:** Receive and file the update.

## **COMMITTEE ROUNDTABLE**

## **ADJOURNMENT**

Date and location of the next meeting to be determined at the July 19, 2023, remote Special CalAIM Advisory Committee meeting.

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**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:** June 21, 2023

**SUBJECT:** Approval of the Community Advisory Committee Regular Meeting Minutes of March 16, 2023, Special Meeting Minutes of April 12, 2023, May 10, 2023, and June 7, 2023.

### **RECOMMENDATION:**

Approve the minutes as presented.

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

**March 16, 2023**

**INTERPRETER ANNOUNCEMENT** Lourdes Campbell, Interpreter made her announcement for non-English speakers.

**CALL TO ORDER**

Marlen Torres, Executive Director of Strategy & External Affairs called the meeting to order at 4:23 p.m.

**OATH OF OFFICE** – Emilio Ramirez, New Committee member

**ROLL CALL**

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

Absent: Dr. Linda McKenzie.

GCHP Staff in attendance: CEO Nick Liguori, CMO Felix Nunez, M.D., CCO Robert Franco, Exec. Director of Human Resources, Michael Murguia, Associate Chief Medical Officer, Felix Nunez, M.D., Executive Director of Strategy & External Affairs, Marlen Torres, CPPO Erik Cho, Rachel Lambert, Luis Aguilar, Adriana Sandoval, Lisbet Hernandez, Alison Armstrong, Anna Sproule, Lupe Gonzalez, David Tovar, Susana Enriquez-Euyoque, Vicki Wighster, Veronica Estrada, and General Counsel, Scott Campbell,

**PUBLIC COMMENT**

Jessica Hahn, member of the public, stated she was born and raised in Ventura County. She has both developmental and both major physical and neurological birth defects. She stated she was told that because she was not diagnosed before the age of 18 that she would not be able to receive the correct services needed. Ms. Hahn stated was categorized with a mental disability. She stated she is not getting the support that she needs. She also stated there are many errors in the provider directory. Many of the providers listed, are no longer taking new patients with Medi-Cal. Ms. Hahn asked if there were exceptions under CalAIM for care management, such as personal at-home care. She noted she has filed many grievances through GCHP. She stated that Care Management has closed her case, and she

does not have a provider with Enhanced Care Management. She does have an appointment with a new doctor tomorrow (3/17/23) and is hoping for good news. She noted that she is getting some assistance through Area on Aging with medically tailored meals. She would like to receive more proper nutritional meals which would possibly include a drink and dessert. She believes she needs better support and stated there is no middle ground. Ms. Hahn stated that Ventura Transit has been awful. She noted that housing is difficult, and she has had issues with assistance in heating and electricity.

Marlen Torres, Exec. Director of Strategy & External Affairs thanks Ms. Hahn for her comment and noted that someone from the organization would contact her.

### **WELCOME & OPENING REMARKS**

Marlen Torres, Exec. Director of Strategy & External Affairs stated there are technical difficulties and thanked all present for their patience. Ms. Torres welcomed all who were in attendance.

CEO Nick Liguori, thanks all the committee members for their service, support and input.

### **CONSENT**

#### **1. Approval of CalAIM Advisory Committee Special Meeting Minutes of February 16, 2023.**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

**RECOMMENDATION:** Approve the minutes as presented.

Committee member Vanessa Frank motioned to approve Consent item 1. Committee member Carolina Gallardo seconded the motion.

Roll Call vote as follows:

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

NOES: None.

ABSTAIN: Committee member Emilio Ramirez

ABSENT: Committee member Dr. Linda McKenzie.

The Clerk declared the motion carried.

## **FORMAL ACTION**

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

Staff: Scott Campbell, General Counsel

**RECOMMENDATION:** It is recommended that the Committee provide staff with direction as to how the Committee wishes to proceed with meetings going forward.

General Counsel, Scott Campbell, reviewed the current findings to continue to hold remote meetings. He noted that there have been changes to the AB361 guidelines. He asked the committee if they wanted to continue to meet remotely, or meet in person. The committee also has the option to meet in in person, and also for those who cannot attend in person, can participate remotely. Mr. Campbell noted that COVID deaths are still being reported and the virus is active. He also noted that social distancing regulations are still in effect. Mr. Campbell stated there is a new set of non-emergency COVID regulations that have been issued by CalOSHA, and they are in effect statewide.

Committee member Vanessa Frank asked if AB361 meetings need to continue every 30 days in order to meet remotely. Mr. Campbell replied yes. Mr. Campbell also stated that if the committee decides to only meet in person and member(s) can only attend remotely, that member must post the agenda from the location they will be calling into the meeting from, and they must allow public access to that location. They cannot call in while driving.

Committee member Emilio Ramirez motioned to continue to meet remotely (agenda item 2). Committee member Vanessa Frank 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.

### **3. Revision of 2023 Meeting Calendar**

Staff: Maddie Gutierrez, MMC, Clerk to the Commission

**RECOMMENDATION:** Approve the revised 2023 CalAIM meeting Calendar as presented.

The clerk stated she had revised the calendar meeting dates and times. The meetings would be held on Wednesdays at 7:30AM. Due to the vote on AB361, the clerk will revise the calendar to include monthly meetings for the approval of AB361.

Committee member Vanessa Frank motioned to approve agenda item 3. 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

### **PRESENTATIONS**

#### **4. Leading into the Future: Transportation Progress**

Staff: Erik Cho, Chief Policy and Program Officer

**RECOMMENDATION:** Receive and file the presentation.

CPPO Erik Cho reviewed transportation presentation topics. He stated there is a need to improve transportation services for our members. CPPO Cho reviewed transportation statistics, noting that 14% of the grievances GCHP receives are regarding transportation. CPPO Cho stated that there is an increased DHCS focus on transportation, and it is critical to have reliable transportation for our members.

CPPO Cho informed the committee that there is a GCHP Transportation Steering Committee which meets weekly. He reviewed the goals/objectives of this committee. There is also a Transportation Oversight which meets daily with VTS, the

transportation vendor. We are working on a partnership to improve the vendor process and also respond to issues. GCHP is also seeking an expert consultant to help develop next steps for high performing non-emergency medical transportation. We are also considering the use of more than one vendor. GCHP currently only has one vendor – VTS.

Committee member Vanessa Frank asked if the transportation was via car, van or bus. Vicki Wrighster, Sr. Director of Network Operations stated there are various modes for transportation, it depends on the needs of the member and what is available. Ms. Frank also asked if the consultant would help determine if VTS is a good option or if GCHP would go in another direction. CPPO Cho stated GCHP will be open to options. GCHP is also requesting feedback from providers, as well as from members.

CPPO Cho reviewed the internal process alignment. He noted that GCHP has a Transportation Liaison with a dedicated phone line to respond to transportation related issues from both providers and members. There is internal communication to ensure concerns are brought to the attention of Operations for follow-up.

Committee member, Emilio Ramirez, asked if there are known gaps that need assessment. CPPO Cho stated there are gaps which include geographical concerns. Timeliness is also a concern. There have been grievances on lack of timeliness, and lack of response to service requests. He stated it is not easy to develop a good transportation program. CMO Felix Nunez, M.D. stated the goal is to make transportation easy for members.

CPPO Cho stated that we have identified a vendor that GCHP would like to work with. We have gone through the RFP process. Ms. Frank asked if GCHP had decided on a consultant, she stated she would be interested to see the range of options. CPPO Cho stated that first an assessment needs to be done. There will be survey questions, and he hopes to start within two weeks.

## **5. General CalAIM Update**

Staff: Erik Cho, Chief Policy and Program Officer  
Pauline Preciado, Exec. Director of Population Health & Equity  
Rachel Lambert, Sr. Director of Clinical Care Management

**RECOMMENDATION:** Receive and file the presentation.

CPPO Cho moved onto the CalAIM Update. He stated that along with medical transportation we would also include the delivery of medically supported foods. CMO Nunez stated food after a discharge is important. We must promote healthy eating

habits to avoid re-admissions. Mr. Ramirez asked how would limits be determined for controlled healthy meals. CMO Nunez replied the State mandates through CalAIM. We must teach a healthy eating lifestyle.

Committee member Carolina Gallardo asked if food preference could be done according to ethnicity. CMO Nunez stated cultural preferences are taken into consideration. He also stated that meals are tailored to diagnosis.

Committee member Maria Jimenez left the meeting at 5:24 p.m.

Ms. Frank asked if there was a way to track groceries through a community kitchen. She stated that people often don't make healthy choices because there is a lack of access. She suggested possibly working with a broader food system. CMO Nunez agreed, we need to link with options. We need to connect members with a wider community. Committee member Ramirez asked if continued meal service could be offered at a reduced cost to the member. CMO Nunez stated that was a good idea.

David Tovar, Incentive Strategy Manager, reviewed ECM engagement. Mr. Tovar noted that our total current members enrolled in ECM is 680. We have served a total of 1417. There are closed cases and also members that have graduated from the program. He noted that most members qualify for some type of service in health navigation which is advocacy for the member. This includes social health and ensures connection with members. CPPO Cho stated we need to explore options to assist members, and we will follow up on options to target in reaching the community. We need to have more targeted efforts, we must review logistics.

Mr. Tovar stated we are working with the County to try to expand ECM. Committee member Vanessa Frank asked who does the outreach and what type of training is needed. CPPO stated EMC is currently county based and county community service works and GCHP Care Management work together.

Mr. Tovar reviewed the CalAIM Incentive Payment Program (IPP). We will need to deploy monies. DHCS is checking to see what is done with the money. They want to see changes. We are hoping for better health outcomes. Ms. Franks asked how broad is IPP. Mr. Tovar stated there are 14 community supports from food to rehabilitation programs. CMO Nunez stated we continue to build capacity.

Mr. Tovar also reviewed the housing program. He stated we need to engage with housing providers. We need to establish a connection and stay connected. We need to connect members with Recuperative Care instead of going back to a homeless situation. Committee member Ramirez asked if there was funding for Recuperative Care. Mr. Tovar replied yes. We need to identify members and then refer them to Recuperative Care. He noted space is limited. There is a housing shortage. CPPO

Cho stated currently there are temporary solutions at hotels in the area. We are trying to devote some money into housing, not just temporary hotel stays. CMO Nunez stated we need to follow regulatory compliance. He noted that the State may change requirements.

Marlen Torres noted that the expansion of providers is currently in the works. CPPO Cho stated that with Backpack Medicine we cannot provide a doctor, but we can look into funding for Street Medicine.

Mr. Tovar also review Community Health Workers (CHW). These individuals work with members on preventative health services and also includes social issues. Committee member Frank asked is CHW is part of GCHP. Mr. Tovar stated is not just GCHP, it is expanding to other organizations who can do assessments.

Committee member Vanessa Frank motioned to approve agenda items 4 and 5. Committee member Emilio Ramirez seconded the motion.

Roll Call vote as follows:

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

NOES: None.

ABSENT: Committee members Maria Jimenez, and Dr. Linda McKenzie.

The Clerk declared the motion carried

### **COMMITTEE ROUNDTABLE**

None.

### **ADJOURNMENT**

With no further business to discuss, the Clerk adjourned the meeting at 6:16 p.m.

Approved:

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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  
April 12, 2023**

**INTERPRETER ANNOUNCEMENT**

Interpreter, Lourdes Campbell, made her announcement for Spanish speakers.

**CALL TO ORDER**

The Clerk called the meeting to order at 7:34 a.m.

**ROLL CALL**

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

Absent: None

GCHP Staff in attendance: Marlen Torres, Executive Director of Strategy & External Affairs, CEO Nick Liguori, CMO Felix Nunez, M.D., CCO Robert Franco, CPPO Erik Cho, Paul Aguilar, Executive Director of Human Resources, Adriana Sandoval, and Lisbet Hernandez.

**OPENING REMARKS – Marlen Torres, Executive Director of Strategy and External Affairs**

Ms. Torres thanked all for attending.

**PUBLIC COMMENT**

None.

## **CONSENT**

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

Staff: Maddie Gutierrez, Clerk of the Commission

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

Committee member Emilio Ramirez motioned to approve Consent items 1. Committee member Vanessa Frank 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.

ABSENT: None.

The Clerk declared the motion carried.

## **COMMITTEE ROUNDTABLE**

No discussion.

## **ADJOURNMENT**

With no further business to discuss, the clerk adjourned the meeting at 7:37 a.m.

Approved:

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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  
May 10, 2023**

**INTERPRETER ANNOUNCEMENT**

Interpreter, Maria Uribe, made her announcement for Spanish speakers.

**CALL TO ORDER**

The Clerk called the meeting to order at 7:30 a.m.

**ROLL CALL**

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

Absent: Carolina Gallardo, and Maria Jimenez

GCHP Staff in attendance: Marlen Torres, Executive Director of Strategy & External Affairs, Veronica Estrada, Adriana Sandoval, and Lisbet Hernandez.

**OPENING REMARKS – Marlen Torres, Executive Director of Strategy and External Affairs**

Ms. Torres thanked all for attending.

**PUBLIC COMMENT**

None.

**Maria Jimenez joined the meeting at 7:31 a.m.**

### **CONSENT**

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

Staff: Maddie Gutierrez, Clerk of the Commission

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

Committee member Emilio Ramirez 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:** None.

**ABSENT:** 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 7:33 a.m.

Approved:

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Maddie Gutierrez, MMC  
Clerk to the Commission

**Ventura County Medi-Cal Managed Care Commission (VCMGCC)  
dba Gold Coast Health Plan  
CalAIM Advisory Committee Meeting  
Special Meeting  
June 7, 2023**

**INTERPRETER ANNOUNCEMENT**

Interpreter, Lourdes campbel, made her announcement for Spanish speakers.

**CALL TO ORDER**

The Clerk called the meeting to order at 7:31 a.m.

**ROLL CALL**

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

Absent: Carolina Gallardo.

GCHP Staff in attendance: Marlen Torres, Executive Director of Strategy & External Affairs, Adriana Sandoval, and Lisbet Hernandez.

**OPENING REMARKS – Marlen Torres, Executive Director of Strategy and External Affairs**

Ms. Torres thanked all for attending.

**PUBLIC COMMENT**

None.

**CONSENT**

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

Staff: Maddie Gutierrez, Clerk of the Commission

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

Committee member Emilio Ramirez 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: None.

ABSENT: 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 7:34 a.m.

Approved:

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Maddie Gutierrez, MMC  
Clerk to the Commission

## **AGENDA ITEM NO. 2**

**TO:** CalAIM Advisory Committee

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

**DATE:** June 21, 2023

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

### **SUMMARY/RECOMMENDATION:**

In order for the CalAIM Advisory Committee to hold virtual meetings where they are required to allow members of public to attend at locations they are teleconferencing from, findings pursuant to Assembly Bill 361 are required. The findings are 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 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. These findings must be made every thirty (30) days.

### **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. 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 and requiring that members of the public be able to attend at each such location. Governor Newsom signed the bill into law on September 16, 2021. Because it contained an urgency provision, it took immediate effect.

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 has 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

### *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. Additionally, several Committee members may 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*

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 July 19, 2023, special CalAIM Committee meeting.

**ATTACHMENT:**

None.



**AGENDA ITEM NO. 3**

**TO:** CalAIM Advisory Committee

**FROM:** Rachel Lambert, MBA-HCM, LMFT, CCM; Senior Director Care Management

**DATE:** June 21, 2023

**SUBJECT:** Enhanced Care Management (ECM) and Community Support (CS) Updated Services and Expanded Eligibility

**PowerPoint with  
Verbal Presentation**

**ATTACHMENTS:**

*ECM & CS Update 6212023 CalAIM Adv*

# ECM/CS Updated Services and Expanded Eligibility

June 21, 2023

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

# Enhanced Care Management Expansion: Preparing for Phase 2



<p>January 1, 2022 (Phase 1)</p> <ul style="list-style-type: none"> <li>• Whole Person Care transition</li> <li>• High utilizers</li> <li>• Homeless individuals</li> <li>• Severe Mental Illness (SMI) / Substance Use Disorder (SUD)</li> <li>• Justice Involved Populations</li> </ul>	<p>January 1, 2023 (Phase 2)</p> <ul style="list-style-type: none"> <li>• Members at risk for Long-Term Care / Institutionalization</li> <li>• Nursing home residents transitioning to the community</li> </ul>	<p>July 1, 2023 (Phase 3)</p> <ul style="list-style-type: none"> <li>• All other children and youth (PoF)</li> </ul>	<p>January 1, 2024 <b>** (NEW) **</b></p> <ul style="list-style-type: none"> <li>• Pregnancy &amp; Post Partum Individuals (Adults &amp; Youth) at risk for adverse perinatal outcomes</li> </ul>
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**NOTE:** ECM POFs are not mutually exclusive; an individual might qualify for ECM via more than one POF

# ECM Eligibility—All Ages

Populations	Eligibility Criteria
All Ages	
Individuals Experiencing Homelessness	Homeless or at risk of homelessness
Individuals At Risk for Avoidable Hospital or ED	3+ avoidable emergency room AND/OR 2+ avoidable in-patient or skilled nursing facility stays in 12 consecutive months
Individuals with I/DD	Have a diagnosed Intellectual or Developmental Disability AND 1+ complex physical, behavioral, or developmental health need

# ECM Eligibility—Adults (over 21)

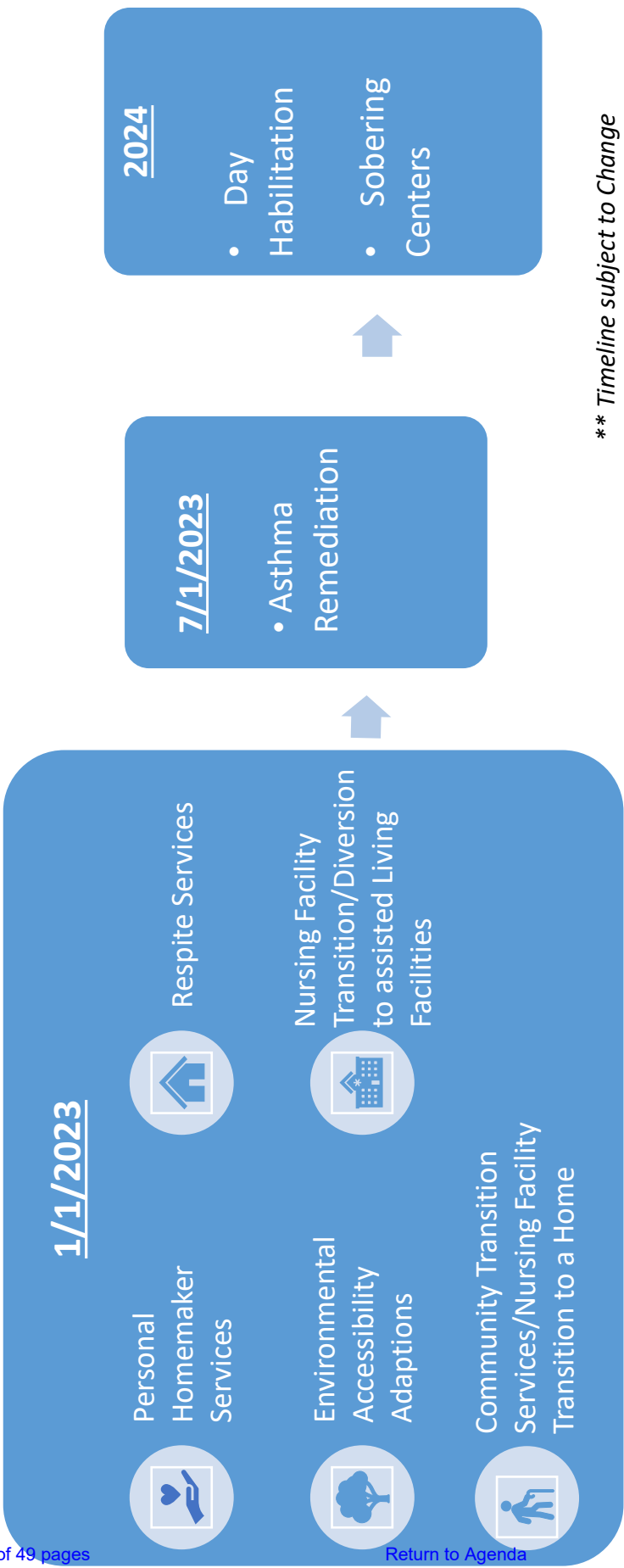
Populations	Eligibility Criteria
<b>Adults (over 21 years of age)</b>	
Individuals with Mental Health and/or Substance Use Disorder (SUD) Needs	Individuals with moderate to severe mental health concerns AND/OR Substance Use Disorder , AND 1+ complex social factor
Individuals Transitioning from Incarceration	Are transitioning from or transitioned from a correctional setting within the last 12 months
Adults Living in the Community and At Risk for LTC Institutionalization	Are living in the community who meet the SNF LOC criteria; or who require lower-acuity skilled nursing AND can reside continuously in the community with supports
Adult Nursing Facility Residents Transitioning to the Community	Nursing facility residents who: want to move out of the institution; AND Are likely candidates to do so successfully; AND can reside continuously in the community.

# ECM Eligibility—Youth (21 and under)

Populations	Eligibility Criteria
<b>Children/Youth (&lt;21)</b>	
Individuals with Serious Mental Health and/or SUD Needs	Meet the eligibility criteria for DMC-ODS or SMHS
Justice Involved	Are transitioning from being in custody or transitioned from being in custody of a youth correctional facility within the past 12 months.
Children and Youth Enrolled in CCS with Additional Needs	Are enrolled in CCS AND Are experiencing at least one complex social factor influencing their health.
Children and Youth Involved in Child Welfare	Are under 21 and are in foster care or within the last 12 months; have aged out of foster care up to age 26, Are under 18 and eligible for California's Adoption Assistance Program or are currently receiving or have received services from California's Family Maintenance program the last 12 months.

# 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)	



**AGENDA ITEM NO. 4**

TO: CalAIM Advisory Committee

FROM: David Tovar, Incentive Strategy Manager

DATE: June 21, 2023

SUBJECT: Provider Incentive Program Update

**PowerPoint with  
Verbal Presentation**

**ATTACHMENTS:**

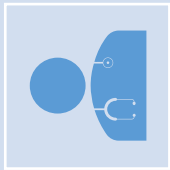
*Provider Incentive Program Update*

# Provider Incentive Program Update

June 21, 2023

David Tovar  
Incentive Strategy Manager

# GCHP Incentive Program Overview



Through our incentive program GCHP expresses its belief and support for our current and prospective providers to build a more sustainable and effective healthcare delivery system that meets the needs of GCHP's most vulnerable Members.



Types of Support:

- Direct MOUs/Funding
- Ramp Up Funding
- Grants

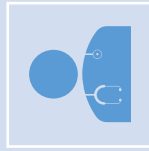
# GCHP Incentive Program Overview



The program will disperse CalAIM incentives (IPP) and Housing and Homelessness incentives (HHIP) to eligible providers based on their ability to meet their grant's stated goals.



Prospective providers will be asked to exhibit their capacity to build appropriate and sustainable delivery infrastructure, bridge silos across multiple delivery systems, and promote health equity and reduce health disparities.



GCHP will incentivize the up-take and expansion of services to support provider as new CalAIM Populations of Focus come online or if criteria is expanded.

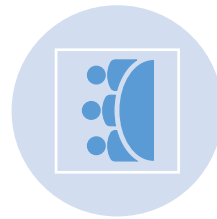
# GCHP Grant Program Overview



The Grant Program will utilize earned incentive dollars to ensure GCHP priorities have the capacity to meet demand in Ventura County.



To be eligible for the Grant Program, organizations must be enrolled or have applied to be a Provider and be in good standing with GCHP.

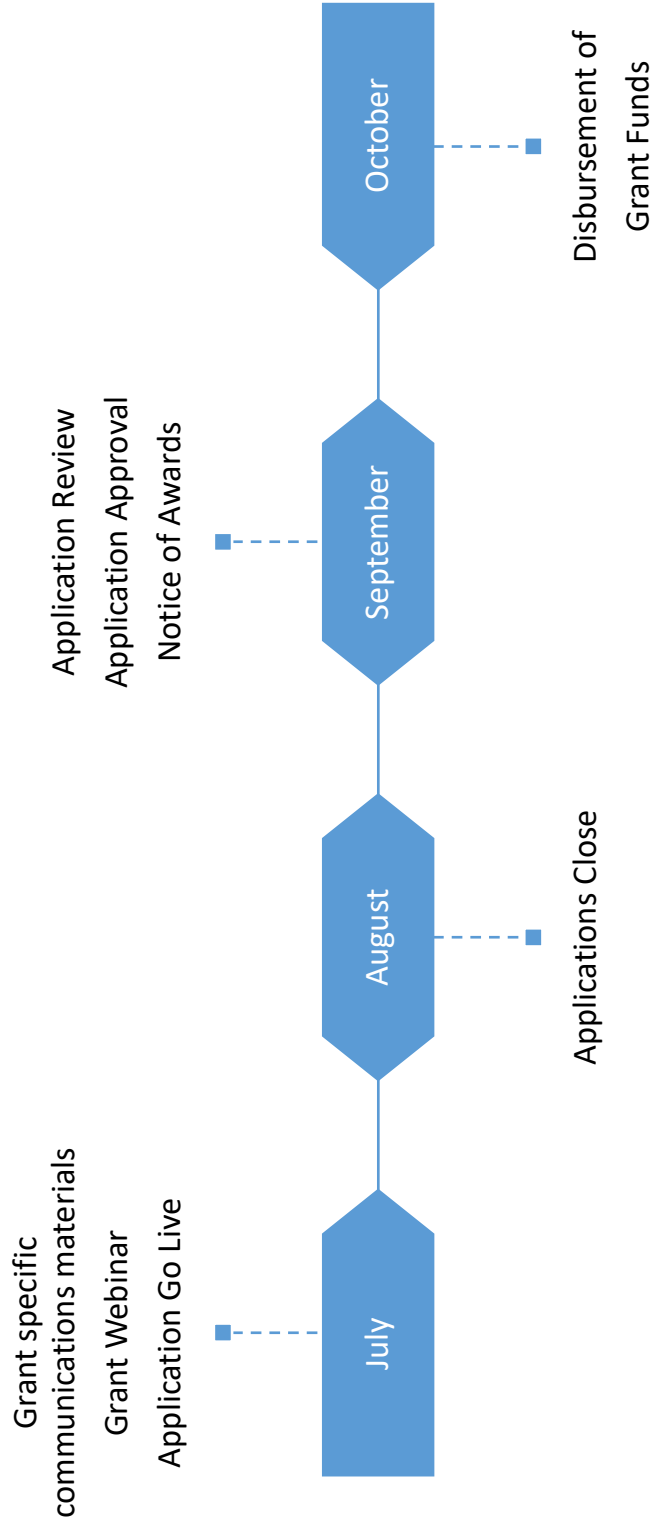


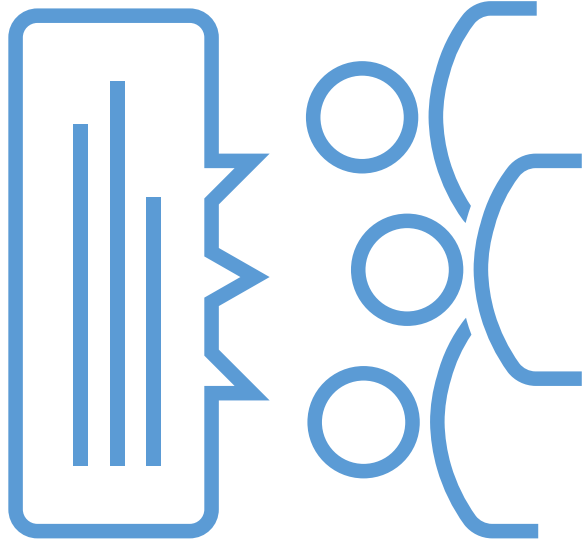
Organizations can be an ECM, CS, CHW Providers, or other organizations that can assist GCHP in advancing its CalAIM goals.



Organizations must meet all other eligibility requirements that may be outlined in the Grant Program Guidelines.

# Anticipated Grant Program Timeline





Questions?

**AGENDA ITEM NO. 5**

TO: CalAIM Advisory Committee

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

DATE: June 21, 2023

SUBJECT: Medi-Cal Continuous Coverage

**PowerPoint with  
Verbal Presentation**

**ATTACHMENTS:**

*Medi-Cal Continuous Coverage*

# Medi-Cal Continuous Coverage

Wednesday, June 21, 2023

Marlen Torres  
Executive Director, Strategy and External Affairs

# Agenda

## ❖ Overview

## ❖ Outreach Strategy

1. Communications
2. Community Engagement
3. Provider Engagement
4. Member Engagement

# Initiative Imperatives and Goals

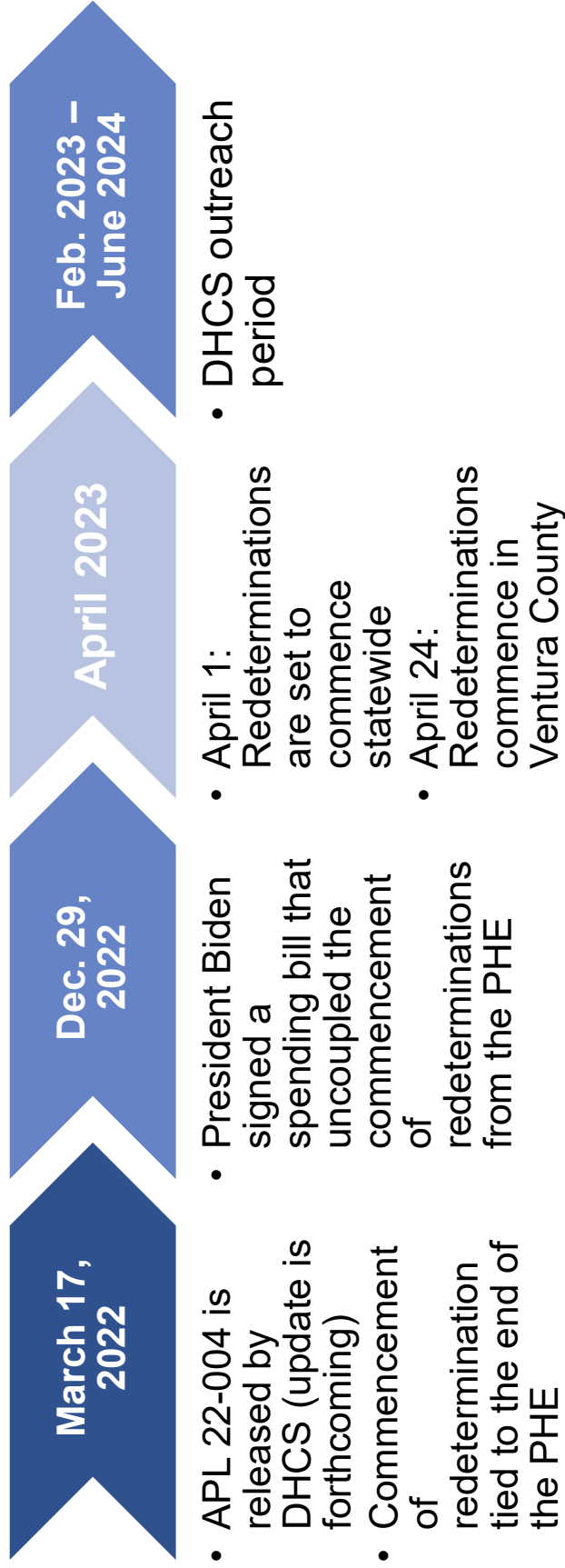
## ❖ Imperatives

1. Implement a unified communications campaign to raise awareness and drive action among members
2. Equip partners with information and resources to convey information authentically and credibly
3. Utilize data-driven methods to engage members who are at risk of losing coverage

## ❖ Goals

1. Support Medi-Cal renewals and Medi-Cal enrollment for newly eligible individuals
2. Raise awareness about the need to renew Medi-Cal coverage and support members to take the steps needed to do so
3. Engage Community and Provider network to increase outreach and strengthen messaging

# Regulatory Guidance

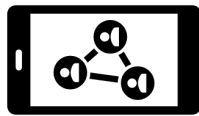


# Communication Channels



## GCHP website alert banner:

Members: Has your contact information changed? Give the Ventura County Human Services Agency your updated contact information so you can stay enrolled. Learn more English (English link: <https://vchsa.org/csd-submit/en>) / Spanish (Spanish link: <https://vchsa.org/csd-submit/es>) BenefitsCal.com



## Social Media:



## Member newsletter:

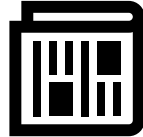


## Medi-Cal updates

Medi-Cal beneficiaries: It's important to respond to county requests to update your information. This includes renewal packets.

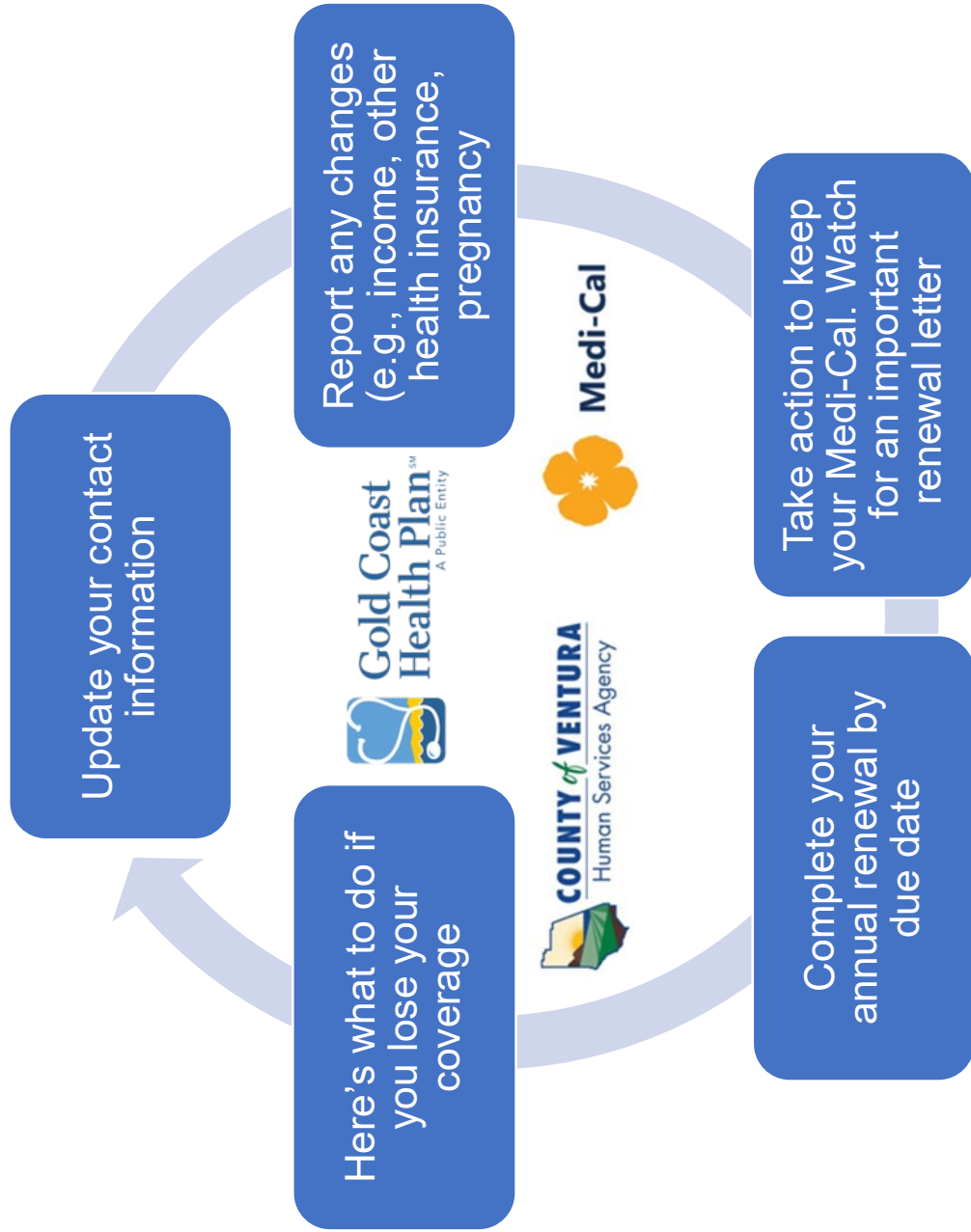
Doing so makes sure the county has the most up-to-date information it needs to renew your coverage. It also helps to see if you qualify for no-cost or lower-cost coverage.

Call the Human Services Agency at **1-888-472-4463**, Monday through Friday, from 8 a.m. to 5 p.m. If you use a TTY, call **1-800-735-2929**.



**Awareness advertising campaign:**  
Proposed timeline: May 2023 – June 2024

# Messaging



# Community Outreach and Engagement Strategy:

## April 2022 – June 2024



### Presentations

CBOs

Schools

Providers

Collaborative  
Meetings

### Paid / Earned

#### Media

Press Releases

Newspaper, Radio,  
Digital Ads

Radio Interviews

Social Media  
Platforms

### Community Events

Festivals

Community  
Resource Fair

Sporting Events

School Events

### Community Leaders

Elected Officials

City Officials

Human Services  
Agency

CAC, PAC, CalAIM

# Communications Timeline: July - December

## July 2023

- GCHP member newsletter
- Digital, newspaper, radio ads
- Radio interviews
- Social media posts
- Community outreach events

## Sept. 2023

- GCHP community newsletter
- Digital, newspaper, radio ads
- Radio interviews
- Social media posts
- Community outreach events

## Nov. 2023

- Digital, newspaper, radio ads
- Radio interviews
- Social media posts
- Community outreach events

## Aug. 2023:

- Digital, newspaper, radio ads
- Radio interviews
- Social media posts
- Community outreach events

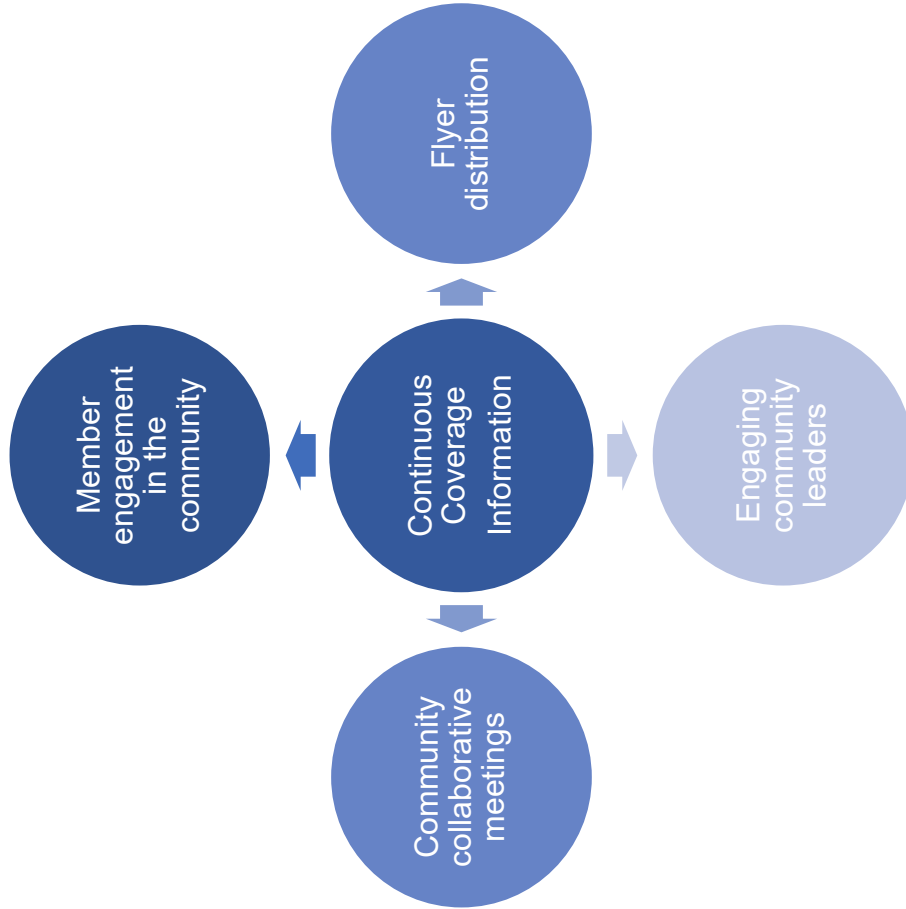
## Oct. 2023

- Digital, newspaper, radio ads
- Radio interviews
- Social media posts
- Community outreach events

## Dec. 2023

- Digital, newspaper, radio ads
- Radio interviews
- Social media posts
- Community outreach events

# Community Engagement: April 2022-to present



**MEDI-CAL BENEFICIARIES**

## Take action to keep your Medi-Cal!

Watch for an important renewal letter coming soon.

## Keep Your Medi-Cal

Don't miss important information about your Medi-Cal health coverage. Make sure that Ventura County has your current contact information.

Name

Phone

Address

E-mail

Report any changes to your name, address, phone number, or e-mail address. Contact:

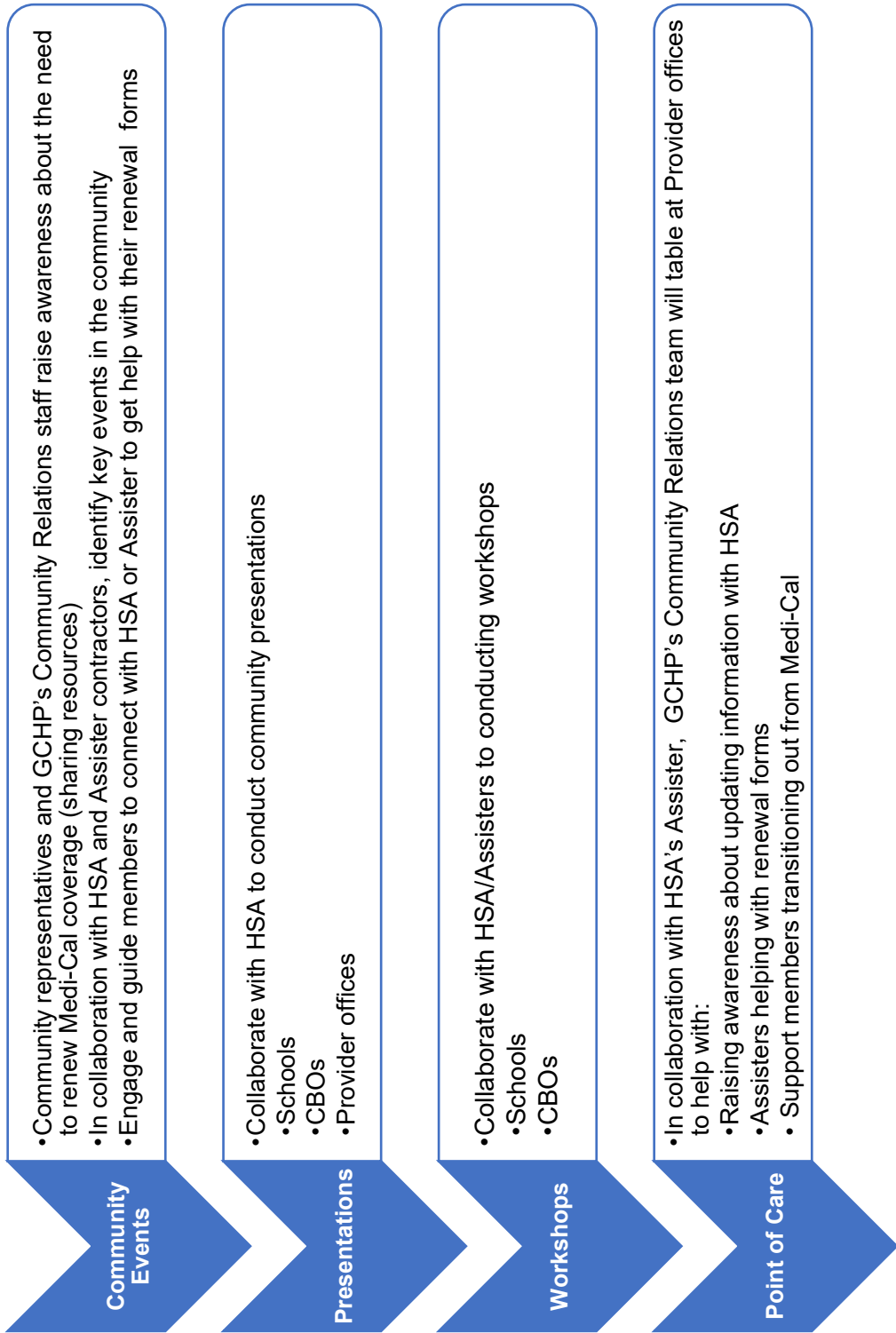
**Ventura County Human Services Agency**  
 855 Partridge Drive, Ventura, CA 93003  
 1-888-472-4463  
 TTY: 1-800-735-2929 or 711  
[www.vchsa.org](http://www.vchsa.org)

### Did You Know?

You can complete your annual renewal and report changes to your Medi-Cal online.

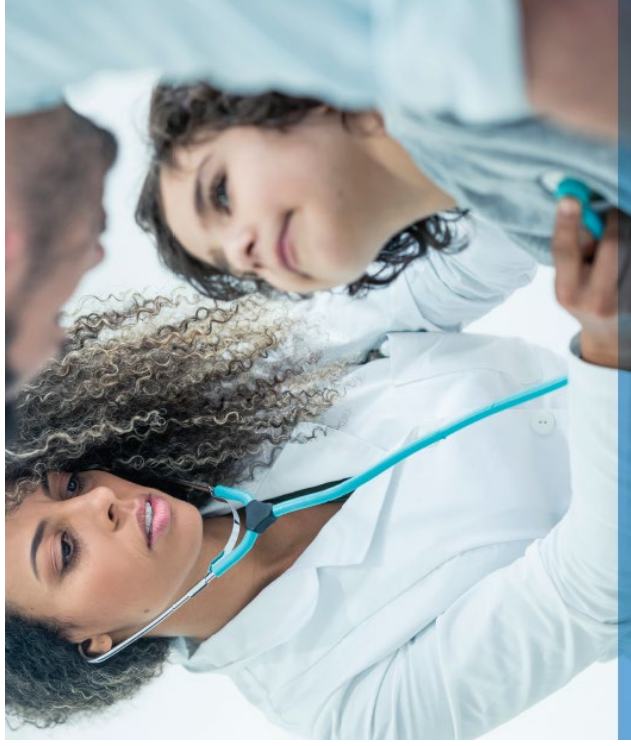
Create your online account today by going to [BenefitsCal.com](https://BenefitsCal.com) and selecting the "Create An Account" link.

# Community Engagement and Outreach: June 2023 - June 2024



# Provider Engagement: April 2023 – June 2024

- Engage provider leadership in outreach effort
- Provider newsletter (bi-monthly)
- Provider Orientations
- Provider In-Services
- Email blasts
- Messaging during site visits
- Messaging during JOMs
- Add message on Provider Relations email auto response



**Provider  
Operations  
Bulletin**

DECEMBER 2022

[www.goldcoasthealthplan.org](http://www.goldcoasthealthplan.org)

# Member Engagement: Member Services / Call Center

- Trained Member Services and call center staff on helping members enroll on the BenefitsCal.com website, where they can complete their renewal and update any personal information that has changed.
- Ongoing sharing of information with the Ventura County Human Services Agency when updated addresses are provided to GCHP by members after verification.
- Add information to the call center IVR to remind members to update their contact information and complete renewal forms.

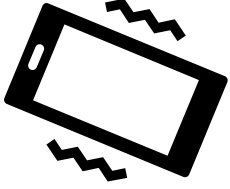
# Member Engagement: Automated Calls (IVR) / Texting (SMS)



Automated calls  
to all members  
with valid phone  
numbers



**FOLLOWED BY**



Text messages to  
all cell phones

# Questions