

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

Provider Advisory Committee (PAC)

Special Meeting

Tuesday, September 14, 2021, 7:30 a.m.

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

Governor's Executive Order

Conference Call Number: 1-805-324-7279

Conference ID Number: 163 080 423#

AGENDA

CALL TO ORDER

ROLL CALL

PUBLIC COMMENT

The public has the opportunity to address Ventura County Medi-Cal Managed Care Commission (VCMMCC) doing business as Gold Coast Health Plan (GCHP) on the agenda. Persons wishing to address VCMMCC should complete and submit a Speaker Card.

Persons wishing to address VCMMCC 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 new Chief Operations Officer, Mr. Nick Liguori

Staff: Margaret Tatar, Chief Executive Officer

CONSENT

1. Approval of Provider Advisory Committee (PAC) July 13, 2021 Minutes

Staff: Maddie Gutierrez, MMC - Clerk of the Board

RECOMMENDATION: Approve the minutes as presented.

PRESENTATION

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

Staff: Vicki Wrihster, Director of Network Operations

RECOMMENDATION: Receive and file the presentation.

UPDATES

3. GCHP Vaccine Outreach Plan

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

RECOMMENDATION: Receive and file the update.

4. HSP MediTrac Update

Staff: Anna Sproule, Sr. Director of Operations

RECOMMENDATION: Receive and file the update.

5. Medi-Cal Rx Update

Staff: Anne Freese, PharmD, Director of Pharmacy

RECOMMENDATION: Receive and file the update.

COMMENTS FROM COMMITTEE MEMBERS

ADJOURNMENT

Unless otherwise determined by the PAC, the next regular PAC meeting will be held on December 7, 2021 at Gold Coast Health Plan at 711 E. Daily Drive, Suite 106, Community Room, Camarillo, CA 93010.

Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California, during normal business hours and on <http://goldcoasthealthplan.org>. Materials related to an agenda item submitted to the Committee after distribution of the agenda packet are available for public review during normal business hours at the office of the 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: September 14, 2021
SUBJECT: Approval of the Provider Advisory Committee Meeting Regular Minutes of July 13, 2021.

RECOMMENDATION:

Approve the minutes.

ATTACHMENTS:

Copy of the July 13, 2021 Provider Advisory Committee regular meeting minutes.

**Ventura County Medi-Cal Managed Care Commission (VCMCC)
dba Gold Coast Health Plan (GCHP)
Provider Advisory Committee
Special Meeting
July 13, 2021**

CALL TO ORDER

Committee Chair David Fein, called the virtual meeting to order at 7:32 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, Sim Mandelbaum, and Pablo Velez.

Absent: Joan Buck-Plassmeyer, Will Garand and Pablo Velez.

Gold Coast Staff in attendance: Marlen Torres, Executive Director of Strategy & External Affairs, Robert Franco, Chief Compliance Officer, Kashina Bishop, Chief Financial Officer, Ted Bagley, Chief Diversity Officer, Nancy Wharfield, Chief Medical Officer, Eileen Moscaritolo, HMA Consultant, Annelie Ginn, Pauline Preciado, Vicki Wrihster, Kim Timmerman, David Tovar, Lucy Marrero, and Susana Enriquez

PUBLIC COMMENT

None.

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 Masood Babeian seconded.

AYES: Committee members Masood Babeian, Linda Baker, David A. Fein, Katy Krul, and Sim Mandelbaum.

NOES: None.

ABSENT: Committee members Joan Buck-Plassmeyer, Will Garand and Pablo Velez.

Committee Chair David Fein declared the motion carried.

Committee member Pablo Velez joined the meeting at 7:35 a.m.

Committee member Will Garand joined the meeting at 7:37 a.m.

UPDATES

2. Fiscal Year 2021-2022 State Budget Update.

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

RECOMMENDATION: Receive and file the update.

Marlen Torres, Executive Director of Strategy & External Affairs reviewed the California 2021-2022 budget. She gave a review of Medi-Cal related budget proposals and Medi-Cal health benefits. Medi-Cal coverage for 50+ years old regardless of immigration status has been added. She noted Dyadic services was a new benefit covered. The Doula benefit is a post pregnancy service which will be federally funded over the next five years. She also reviewed homelessness related proposals and stated the Governor is committed to addressing homelessness in our state.

Committee Chair David Fein asked if these services affected GCHP. Ms. Torres stated it will increase membership for seniors, and CalAIM/ILOS.

3. Enhanced Care Management (ECM) / In Lieu of Services (ILOS) Update

Staff: Marlen Torres, Executive Director of Strategy & External Affairs
Pauline Preciado, Sr. Director of Population Health & Health Equity

RECOMMENDATION: Receive and file the update.

Marlen Torres, Executive Director of Strategy & External Affairs gave a high-level review of the Cal-AIM PowerPoint. Ms. Torres reviewed the previous approach, stake holder communications, noting that a meeting will be scheduled with Ventura County leadership. She also reviewed the implementation timeline with various go-live dates.

Ms. Torres noted the Knox Keene licensing application process will start this summer and we will get the license by 2023. The Whole Person Care (WPC) Model shared by the County of Ventura Health Care Agency was shared with the Commission, as well as the types of care management which will have person centered approach, expanding the scope to address the needs of Mental Health Services.

Ms. Torres stated WPC will be phased in first and Enhanced Care Management (ECM) will be part of Phase II, six (6) months later. Incarceration population will be phased in last.

Pauline Preciado, Senior Director of Population Health & Equity presented In Lieu of Services (ILOS) DHCS list of Thirteen. Proposals for Services to address homelessness and housing, services for long-term well-being in home-like settings, as well as recuperative services were reviewed. Ms. Preciado reviewed the ECM Model of Care which is a person-centered approach. She noted the expanded scope will address the needs of Mental Health Services members. Ms. Preciado also reviewed the social interventions with additional layers of support.

Ms. Preciado reviewed the ECM Phases with Phase I beginning January of 2022. Phase II is scheduled for July of 2022 and Phase III scheduled for January of 2023.

Ms. Preciado then presented the GCHP current state in Ventura County and implementation plan. The division of responsibilities and ECM workflow were also reviewed. Project milestones beginning with Development of Governance Structure in April 2021 through the various phases and go-lives. The role of the advisory committee is to provide guidance from community partners, in conjunction with the proposed governance structure was reviewed.

Committee member Katie Krul asked what criteria was for vendors. Ms. Preciado stated the intent of DHCS is to leverage the same criteria as members that are already being served. Ms. Torres stated an Advisory Council will be implemented and will need to launch in conjunction with PAC and CAC. Committee member Linda Baker asked how the information will be communicated to the provider network. Ms. Torres responded providers will be able to look at the Provider Bulletin as well as webinars to educate and work with providers.

4. HSP MediTrac Update

Staff: Eileen Moscaritolo, HMA Consultant

RECOMMENDATION: Receive and file the update.

Eileen Moscaritolo, HMA Consultant stated Conduent recommended GCHP migrate to a new system. The Provider Portal was scheduled to Go-Live in May 2021. So far there have not been optimal experiences. There are many issues with the provider portal and claims had limited functionality due to the time it took Conduent to convert our claims history. Most of that has been restored, but the most problematic area was for providers to submit online patient authorizations. Ms. Moscaritolo noted we need to meet regulatory timelines and Conduent is working on the portal to make it functional.

Providers are submitting claims but there is a backlog. The normal amount is approximately 30,000 but currently it is 166,000 and going past the 45 days depending on the submission, and some claims are pending sixty (60) days. Call Center volume has increased, and they have extended their morning and evening hours.

There has been a major change in the authorization process. Ms. Moscaritolo met with Chief Medical Officer, Nancy Wharfield, M.D., and they agreed to move authorizations to 100% faxing. These concerns have been expressed to Conduent, and they agreed to an enhancement. There will be testing to find a fix for the issue. Ms. Moscaritolo stated the Go-Live has been rough. GCHP has done extensive provider outreach. A webinar was offered on June 23rd for long-term care providers, and over one hundred (100) providers attended. Outreach will continue. There are daily calls with Conduent.

Committee Chair, David Fein stated he was glad GCHP addressed the customer service issue. There have been long waits and he asked if the provider should contact provider relations. Vicki Wrihster, Director of Network Operations, stated there are 2 ways: 1) contact Provider Relations or 2) send a separate email for issues to ETPrelations@goldchp.org. The website has a site for providers and there is also information in the Provider Relations Newsletter.

Committee member Pablo Velez stated the process is traumatic and it is affecting the quality of care. He noted Nicole Kanter's Team and Vicki's team and stated he appreciated their time and support.

5. Provider Contracting and Credentialing Management (PCCM) Update

Staff: Vicki Wrihster, Director of Network Operations
Kim Timmerman, Director of Quality Improvement

RECOMMENDATION: Receive and file the update.

Vicki Wrihster, Director of Network Operations, stated GCHP is entering into a contract with Symplr. She reviewed the software components: eApply, eStatus and

Contract Management. She also reviewed the project timeline and expected date of completion which is currently mid-August 2021. This project is being done concurrently with ETP.

Ms. Wrihster reviewed the benefits of PCCM. She noted that the Provider Network Data base was an antiquated system and at its limit. Ms. Wrihster stated the new process will eliminate provider data maintenance inefficiencies and data errors. The PCCM will provide enhanced reporting and tracking and timely compliance with DHCS.

The introduction to PCCM is in two phases; listing the benefits of this system and there will be step by step guidelines.

Committee Chair David Fein asked if all providers will be required to set up or only when re-credentialing. Ms. Wrihster stated it will roll-out and will be favorable to all providers. It will be for both credentialing and re-credentialing.

Committee member Linda Baker asked if there are plans made on how this system will link with Conduent. Ms. Wrihster responded that it is currently working on integration for a smooth transition. This is a learning process, but all will use this process.

Committee member Will Garand motioned to approve agenda item updates 2 through 5 as presented. Committee member Pablo Velez seconded.

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

NOES: None.

ABSENT: Committee member Joan Buck-Plassmeyer.

Committee Chair David Fein declared the motion carried.

PRESENTATIONS

6. 2021-2022 Operating and Capital Budget

Staff: Kashina Bishop, Chief Financial Officer

RECOMMENDATION: Receive and file the presentation.

Chief Financial Officer, Kashina Bishop gave a high-level review of the 2021 budget which was presented and approved by both the Executive Finance Committee and Commission.

The Fiscal Year to Date net gain is \$16.6 million. TNE will reach 314% of the minimum required by 6/30/2022. She noted that we are currently ahead of this timeline. Medical Los Ratio is 91.7% and Administrative Ratio is 6.5%

CFO Bishop noted there is still no firm date for the Pharmacy Carve-Out but will notify the committee if we get information.

TNE reviewed is a four-year forecast (2021-2024) the 2019 Medical expenses are trended forward on what we think the State will do. We still have the lowest reserves in the State, so we are still at risk. Membership is a huge driver to our revenue and will continue to grow. Even though membership will slightly decline over a six-month period we will be at a higher level that pre-pandemic.

CFO Bishop reviewed revenue assumptions, medical expense assumptions, inpatient, outpatient, and long-term care medical expenses. She noted that the administrative budget must stay within what the State allows. She also reviewed project portfolio, which listed current and new projects.

7. Health Equity & Inclusion Presentation

Staff: Ted Bagley, Chief Diversity Officer

RECOMMENDATION: Receive and file the presentation.

Chief Diversity Officer, Ted Bagley stated there is an issue in the County. He is currently looking for opportunities in the County. He has had a problem finding true grievances because there is a fear of loss of benefits. He noted we need equity – we can have equality, but we need equity as well. He reviewed the categories of current health issues. He also reviewed what is health equity. There are social factors such as lower education, household income also affects health outcomes. Lower incomes have demonstrated higher health issues.

CDO Bagley stated there are recommendations that have been submitted to the commission and GCHP leadership. It takes resources and manpower as well as money. GCHP is working with the County in coordinating efforts. He is planning to hold a summit in August/September – it is on hold due to the pandemic. He plans to have various cultural groups come in to have open dialogue. He wants to see results.

Committee member Sim Mandelbaum motioned to approve agenda item 6 and 7 as presented. Committee member Pablo Velez seconded.

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

NOES: None.

ABSENT: Committee member Joan Buck-Plassmeyer.

Committee Chair David Fein declared the motion carried.

Committee Chair David Fein declared the motion carried.

ADJOURNMENT

With no further items to be addressed, Committee Chair David Fein motioned to adjourn the meeting at 9:27 a.m.

Approved:

Maddie Gutierrez, MMC
Clerk to the Commission



AGENDA ITEM NO. 2

TO: Provider Advisory Committee (PAC)
FROM: Vicki Wrihster, Director of Network Operations
DATE: September 14, 2021
SUBJECT: Gold Coast Health Plan (GCHP)/Clinicas Del Camino Real (CDCR)
Division of Financial Responsibility (DOFR)

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Gold Coast Health Plan (GCHP)/Clinicas Del Camino Real (CDCR) Division of Financial Responsibility (DOFR)



GCHP/CDCR Division of Financial Responsibility (DOFR)

September 14, 2021

Vicki Wrighster, Director of Network Operations

Integrity

Accountability

Collaboration

Trust

Respect

Timeline

- **October 2015**
 - Division of Financial Responsibility (DOFR) effective
 - CDCR members only
- **May 1, 2021**
 - New DOFR effective date
- **September 1, 2021**
 - October 2015 DOFR effective

Why the Change?

- **Provider Abrasion**
 - Correct claims submission entity (GCHP or CDCR)
 - Duplicate payments and denials
 - Multiple responses
- **Need process to address provider concerns**
- **Need to create clear DOFR for all parties**
- **Alignment of GCHP and CDCR**

DOFR Development Process and Communications

- GCHP and CDCR met several times to come to an agreement on how to move forward
 - Agreement signed in late August
 - Notification forwarded to GCHP provider network on August 31, 2021
- GCHP and CDCR meet weekly
 - Participants from both entities
 - Executive Leaders
 - Operations (includes Health Services, Operations and Provider Network Operations)
 - Clarification of processes between CDCR and GCHP for the September 1, 2021 DOFR
 - Creation of new DOFR

Provider Communications

- Provider Updates
 - Provided on August 31, 2021
 - Included a copy of the DOFR that was effective on September 1, 2021
 - Additional updates will be forwarded to GCHP providers as needed
- GCHP Website
 - Banner advising of the change of DOFR with link to Provider Update
 - Providers can contact providerrelations@gchp.org for additional information or a copy of the DOFR

Questions





AGENDA ITEM NO. 3

TO: Provider Advisory Committee (PAC)
FROM: Susana Enriquez-Euyoque, Sr. Manager of Communications & Marketing
DATE: September 14, 2021
SUBJECT: Vaccine Outreach Initiative

SUMMARY:

Presentation providing an overview of Gold Coast Health Plan's vaccine outreach initiative.

RECOMMENDATION:

Staff recommends that the Provider Advisory Committee accept and file the presentation.

ATTACHMENTS:

Vaccine outreach initiative presentation.



Integrity

Accountability

Collaboration

Trust

Respect

Gold Coast Health Plan Vaccine Outreach Initiative

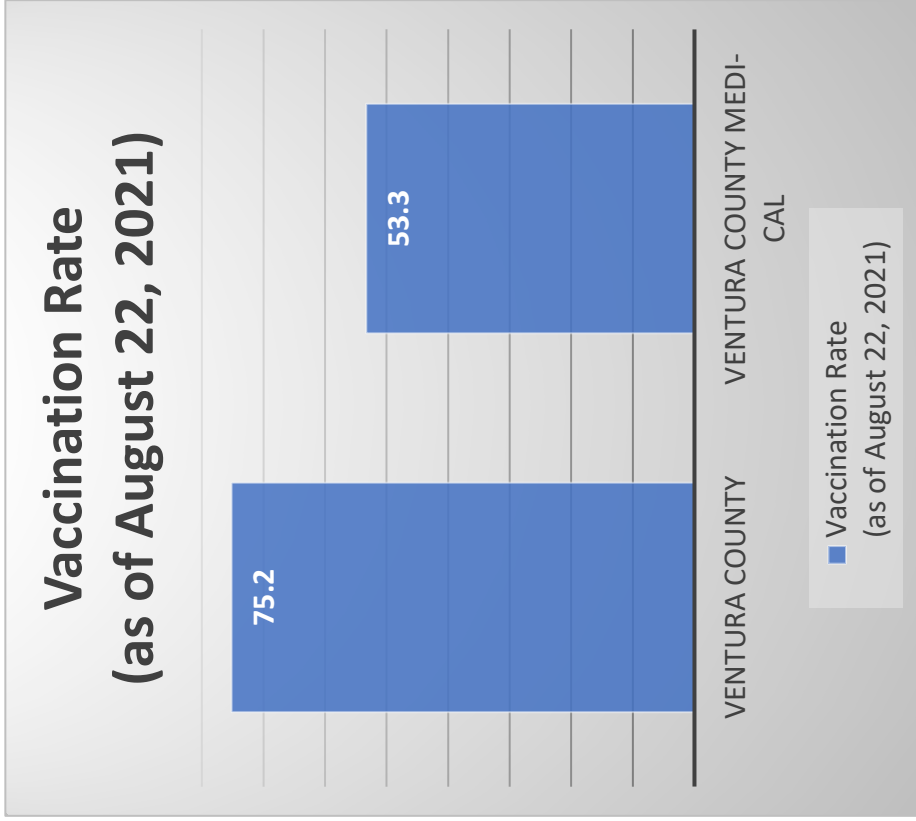
September 14, 2021

Susana Enriquez-Euyoque
Sr. Manager of Communications & Marketing

Agenda

1. Vaccination disparities in Ventura County
2. Strategies

Ventura County Vaccination Rate (as of August 22, 2021)



- 75.2% of Ventura County residents 12 years and older have received at least one dose
- 53.3% of Medi-Cal beneficiaries 12 years and older have received at least one dose

Source: State Department of Health Care Services

Strategies

Incentives

- Members who get vaccinated
- Providers who become vaccinators

Provider Partnerships

- Data sharing with providers so they can reach out to their unvaccinated assigned members
- Engaging GCHP network pharmacies in vaccinations

Outreach

- Work with community partners to reach out to specific populations
- Support county Public Health vaccination events
- Communications efforts to all stakeholders

Questions?



AGENDA ITEM NO. 4

TO: Provider Advisory Committee (PAC)
FROM: Anna Sproule, Sr. Director of Operations
DATE: September 14, 2021
SUBJECT: HSP / MediTrac Go-Live Update

VERBAL PRESENTATION

AGENDA ITEM NO. 5

TO: Provider Advisory Committee (PAC)
FROM: Anne Freese, PharmD, Director of Pharmacy
DATE: September 14, 2021
SUBJECT: Medi-Cal Rx Update

SUMMARY:

Presentation providing an update to Medi-Cal Rx.

RECOMMENDATION:

Staff recommends that the Provider Advisory Committee receive and file the presentation.

ATTACHMENT:

- 1) Freese, A., (2021). Director of Pharmacy, Medi-Cal Rx, Presentation Slides.

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
October 2020	90-Day Notice Letter	DHCS
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

**Changes to the above schedule will occur as needed based upon additional direction from DHCS*

GCHP Provider Outreach

Item	Targeted Date	Description
Provider Operations Bulletins (POB)	Mid-October	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

What other outreach would PAC members recommend for Medi-Cal Rx?

Communication Schedule: Providers

Date	Topic	Responsibility
October 2020	90-Day Notice Letter	DHCS
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

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 Pharmacy Manual](#)

In Summary:

What is Medi-Cal Rx?

- On **January 1, 2022**, all pharmacy claims will be billed to Medi-Cal Rx, the new FFS pharmacy program
- GCHP can assist members and providers, but the benefit will be administered by the state
- The formulary will change under Medi-Cal Rx and members may need new authorizations or to change medications
- There will be a 180 day transition period for grandfathering of medications

What Do I Need to Do?

- **Register** for and **access** the Medi-Cal Rx **secure provider portal**
- **Complete** any necessary **training** and education modules to know how to help members access their pharmacy benefits including how to submit a prior authorization or appeal
- **Educate staff** on new phones numbers, web portal, etc.

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