



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

Community Advisory Committee Meeting

Special Meeting

Wednesday, February 15, 2023 4:00 p.m. – 5:30 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: 976 494 908#

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
Marlen Torres, Executive Director of Strategy & External Affairs

Introduction of New Chief Medical Officer

Felix Nunez, M.D.

CONSENT

- 1. Approval of Community Advisory Committee Regular Meeting Minutes of July 27, 2022, regular meeting minutes of October 26, 2022, special meeting minutes of November 16, 2022, December 14, 2022, January 4, 2023, and January 25, 2023.**

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. Medi-Cal Rx Reinstatement Update**

Staff: Lily Yip, Clinical Programs Pharmacist

RECOMMENDATION: Receive and file the update.

PRESENTATIONS

4. Actions to Improve Health, Healthcare, and Services for our Members

Staff: Erik Cho, Chief Policy and Program Officer

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 March 15, 2023, 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, MMC - Clerk to the Commission
DATE: February 15, 2023
SUBJECT: Approval of the Community Advisory Committee Meeting Regular Minutes of October 26, 2022, Special Meeting Minutes of November 16, 2022, December 14, 2022, January 4, 2023, and January 25, 2023.

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
October 26, 2022**

CALL TO ORDER

Committee Chair, Ruben Juarez, called the meeting to order at 4:04 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, Ruben Juarez, Victoria Jump, and Elaine Martinez.

Absent: Committee members Rose MacKay, Juana Quintal, Rafael Stoneman, and Pablo Velez.

Attending the meeting for GCHP Executive Team were Marlen Torres, Adriana Sandoval, CEO Nick Liguori, Veronica Estrada, CMO Nancy Wharfield, M.D., Lisbet Hernandez, Lupe Gonzalez. CPPO Erik Cho, Felix Nunez, M.D., CCO Robert Franco, Anna Sproule, Rachel Ponce, Shivani Pillay, Susana Enriquez, Leeann Habte (BBK), Deborah Munday, and Ana Rangel, Interpreter.

Robert Streeter, M.D. from Clinicas Del Camino Real was also present.

PUBLIC COMMENT

Sandra Aldana stated she had heard from members in the community that they are having difficulties getting providers outside of the area for children who need services from specialists. There is difficulty transitioning children and/or adults outside of the area for specialty services. There is lack of coordination with transportation. She is requesting that CAC work with the University Center of UCLA and Children's Hospital of Los Angeles to hold an informative meeting on how to collaborate and coordinate care. Committee Chair Ruben Juarez asked if there was a way to reply to the request. The Clerk stated that a reply could

be done via email or coordinate a meeting with staff. UCLA is outside of the jurisdiction for GCHP.

WELCOMING REMARKS

Nick Liguori, Chief Executive Officer, thanked the committee for their service. He stated that GCHP is working on meeting their mission. There has been significant new capabilities since the last CAC committee meeting. He noted that GCHP is focused on meeting the needs of our community.

GCHP is developing programs, policies, and improved quality of care by analyzing healthcare data to meet the needs of our members. We are developing/modernizing our technologies, which is necessary to provide the services our members need. We now know the risks that need to be addressed. We are gathering information/data to provide the assistance our members need. We are developing highly tailored programs along with incentives. We now have data that we can learn from and act on.

Committee member Pablo Velez joined the meeting at 4:14 p.m.

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.

Committee member Paula Johnson noted a spelling error on page 8 of the packet. The correction will be done by the Clerk.

- 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 (with correction) and 2. Committee member Pablo Velez seconded.

Roll Call vote as follows:

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

NOES: None.

ABSENT: Committee members Rose MacKay, Juana Quintal, Rafael Stoneman, and Pablo Velez.

The motion carries.

UPDATES

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

Staff: Rachel Ponce, Quality Improvement Manager

RECOMMENDATION: Receive and file the update.

Ms. Rachel Ponce reviewed GHCP's member engagement plan to close gaps in care and ensure they receive the care they need. We are launching a texting/secured digital program. The program launched approximately one month ago. The program targets Well-Child visits and Women's Health. The text messages are sent to members with care gaps through a secured digital platform. It includes health education materials, and reminders to schedule appointments.

GCHP currently has a few members incentive programs, which include well-child exams, cervical cancer screening, breast cancer screening, diabetes, and asthma exams. There are other programs that are still in the works.

CMO Nancy Wharfield, M.D. added that the quality of care that members receive are graded – this determines revenue. Plans that do well, will have a better reimbursement. Members need to take advantage of incentives that are being offered.

Committee member Juana Quintal joined the meeting at 4:24 p.m.

Committee member Laurie Jordan asked about Occupational/Physical Therapy (OTPT), she was advised that there are no services available. She asked if there was a known shortage. CMO Wharfield will follow up with Ms. Jordan to discuss barriers.

Committee member Paula Johnson stated she works with a population of 18 and older, she wants to make sure they sign up for reminders on needed services or appointments. Ms. Ponce stated that we are currently targeting women's health, but we are planning to expand the program for other aspects of care, such as diabetes, and other chronic conditions.

Committee member Paula Johnson stated she would like to partner with GCHP to bridge care gaps. She shared that there are clinics throughout Ventura County that would like to partner with staff to get the care needed for individuals who attend her program. She currently partners with the County for flu vaccines. CMO Wharfield will contact Ms. Johnson.

Committee Chair, Ruben Juarez stated the concept of a reminder message is good, even though there might not be a reply, all we can do is hope they follow up and note that the message was sent.

Committee member Pablo Velez asked what language is used in the message. CMO Wharfield explained that the State does give us access to that information. Dr. Velez noted that some members can't read or write, he asked if there was an option for verbal content. Dr. Lupe Gonzalez stated we offer audio and CD cassettes.

Committee member Paula Johnson motioned to approve the QI Update. Committee member Martha Johnson seconded.

Roll Call vote as follows:

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

NOES: None.

ABSENT: Committee members Rose MacKay, and Rafael Stoneman.

The motion carries.

4. CalAIM Update

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

RECOMMENDATION: Receive and file the update.

Dr. Lupe Gonzalez stated GCHP is currently preparing for Phase 2: ECM Expansion. She reviewed the timeline for each phase and start dates for the services. She also reviewed the Community Supports services that are available as well as the proposed timeline for additional services.

Beginning January of 2023 various services such as personal homemaker services, respite services, community transition, environmental accessibility adaptations, and nursing facility transition will be added. In July of 2023 asthma remediation will be included and in 2024, day habilitation and sobering centers will be added.

Dr. Gonzalez also reviewed upcoming CalAIM opportunities. She noted that program updates will be provided and information could be found on the GCHP website.

A new initiative started in July of 2022 – Community Health Workers (CHWs) Dr. Gonzalez reviewed the CHW benefit which includes written recommendation from a physician or licensed practitioner. CHWs will also address preventative services, infectious disease, and mental health conditions as well as substance use disorders.

Next steps include working with DHCS to review criteria for CHWs, billing codes, and provide an announcement of the benefit.

Committee member Paula Johnson asked about recuperative care/medical respite. CMO Wharfield stated this is a place to rest, it gives housing, food, etc. and helps someone who is housing of food insecure get stabilized to keep them from going back into the hospital.

Committee member Paula Johnson motioned to approve the CalAIM Update. Committee member Frisa Herrera seconded.

Roll Call vote as follows:

AYES: Committee members Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Ruben Juarez, Elaine Martinez, Juana Quintal, and Pablo Velez.

ABSTAIN: Committee member Victoria Jump

NOES: None.

ABSENT: Committee members Rose MacKay, and Rafael Stoneman.

The motion carries.

5. **OIG Settlement Update**

Staff: The Office of the General Counsel

RECOMMENDATION: Receive and file the update.

Atty. Leeann Habte gave a summary / explanation of the OIG settlement. Ms. Habte stated GCHP has now entered into a Corporate Integrity Agreement (CIA) agreement with the Department of Justice. This is a five-year agreement. This agreement holds GCHP to high standards for compliance. These standards will help GCHP get Knox-Keene and Medi-Care participation as intended. There is currently no fiscal impact.

Committee Chair Juarez asked if there will be a print-out on this presentation. Ms. Marlen Torres stated CCO Robert Franco was present. CCO Franco stated that as part of the CIA one of the requirements is to create a Compliance Oversight Committee and the Commission has approved this committee and they will move forward with ongoing meetings.

Committee member Paula Johnson motioned to approve the OIG Update. Committee member Pablo Velez seconded.

Roll Call vote as follows:

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

ABSTAIN: Committee member Ruben Juarez.

NOES: None.

ABSENT: Committee members Rose MacKay, and Rafael Stoneman.

The motion carries.

PUBLIC COMMENT

None

COMMENTS FROM COMMITTEE MEMBERS

Dr. Pablo Velez stated that he appreciated the health plan's transparency on what happened. It is important that since we work together, we understand the situation and there is transparency.

Ruben Juarez announced that on Sunday, 10/30/2022 Oxnard College will have their monthly resource table and the Mexican Consulate will be present to assist with resident ID's.

ADJOURNMENT

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**

November 16, 2022

CALL TO ORDER

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

ROLL CALL

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

Absent: Frisa Herrera, Victoria Jump, and Juana Quintal.

Attending the meeting for Gold Coast Health Plan (GCHP) were Executive Director of Strategy & External Affairs, Marlen Torres, Adriana Sandoval, and interpreter, Lourdes Campbell.

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 Pablo Velez seconded.

Roll Call vote as follows:

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

NOES: None.

ABSENT: Committee members: Frisa Herrera, Victoria Jump, and Juana Quintal.

COMMENTS FROM COMMITTEE MEMBERS

CAC Chairperson, Ruben Juarez announced that he has returned to work with his regular team, at Whole Person Care at the Government Center. He is no longer attending the One Stops, but he will continue to be part of the Backpack Medicine, and outreach team. He stated he is back in the office with a new project with Whole Person Care and community events.

Rafael Stoneman stated he continues to work with homeless veterans. Paula Johnson stated that ARC will return to full services. All programs will be opening to full capacity by end of January.

Mr. Juarez stated that on Sunday, January 20, there will be flu shots and Covid vaccines offered at Oxnard College. He invited all to stop by and say hello.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:09 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**

December 14, 2022

CALL TO ORDER

Ruben Juarez, CAC Chairperson called the meeting to order at 4:14 p.m.

ROLL CALL

Present: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Ruben Juarez, Elaine Martinez, and Rafael Stoneman.

Absent: Victoria Jump, Rose MacKay, Pablo Velez, and Juana Quintal.

Attending the meeting for Gold Coast Health Plan (GCHP) were Executive Director of Strategy & External Affairs, Marlen Torres, Adriana Sandoval, Susana Enrriquez-Euyoque, and interpreter, Lourdes Campbell.

The interpreter made her announcement.

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 Rafael Stoneman motioned to approve Consent item 1. Committee Member Laurie Jordan seconded.

Roll Call vote as follows:

AYES: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Ruben Juarez, Elaine Martinez, and Rafael Stoneman.

NOES: None.

ABSENT: Committee members: Rose MacKay, Victoria Jump, Pablo Velez, and Juana Quintal.

Motion carries.

2. Approval of the 2023 Community Advisory Committee Meeting Calendar

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the 2023 calendar as presented.

Committee Member Rafael Stoneman motioned to approve Consent item 2. Committee Member Paula Johnson seconded.

Roll Call vote as follows:

AYES: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Ruben Juarez, Elaine Martinez, and Rafael Stoneman.

NOES: None.

ABSENT: Committee members: Rose MacKay, Victoria Jump, Pablo Velez, and Juana Quintal.

Motion carries.

COMMENTS FROM COMMITTEE MEMBERS

Committee member Paula Johnson thanked CMO Nancy Wharfield, M.D. for the meeting they had. It was very productive. Ms. Johnson stated they service 600+ clients per day and the information reviewed during the meeting was very helpful.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:21 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**

January 4, 2023

Susana Enriquez-Euyoque, Director of Communications, thanked everyone for joining the meeting. She informed the Committee and all present that she was covering duties in this meeting for Marlen Torres, Exec. Director of Strategy & External Affairs. Ms. Torres is on vacation.

CALL TO ORDER

The Clerk called the meeting to order at 4:09 p.m.

ROLL CALL

Present: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Juana Quintal, and Rafael Stoneman

Absent: Ruben Juarez, Rose McKay, Elaine Martinez, and Pablo Velez.

Attending the meeting for Gold Coast Health Plan (GCHP) were Susana Enriquez-Euyoque, Director of Communications, Adriana Sandoval, Lisbet Hernandez, Chief Compliance Officer Robert Franco, Chief Diversity Officer Ted Bagley, and interpreter, Lourdes Campbell.

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

Roll Call vote as follows:

AYES: Committee members: Frisa Herrera, Martha Johnson, Paula Johnson, Laurie Jordan, Victoria Jump, Juana Quintal, and Rafael Stoneman

NOES: None.

ABSENT: Committee members: Ruben Juarez, Rose McKay, Elaine Martinez, and Pablo Velez.

COMMENTS FROM COMMITTEE MEMBERS

None.

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 (VCMMCC)
dba Gold Coast Health Plan
Community Advisory Committee Meeting
Special Meeting**

January 25, 2023

CALL TO ORDER

The Clerk called the meeting to order at 4:03 p.m.

ROLL CALL

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

Absent: Martha Johnson, Rose McKay, Juana Quintal,

Attending the meeting for Gold Coast Health Plan (GCHP) were Marlen Torres, Exec. Director of Strategy & External Affairs, Susana Enriquez-Euyoque, Director of Communications, Adriana Sandoval, Lisbet Hernandez, and interpreter, Lourdes Campbell.

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 Pablo Velez seconded.

Roll Call vote as follows:

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

NOES: None.

ABSENT: Committee members: Martha Johnson, Rose McKay, Juana Quintal,

COMMENTS FROM COMMITTEE MEMBERS

None.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:07 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: February 15, 2023

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 meetings of September 21, 2022, October 12, 2022, regular meeting of October 26, 2022, special meetings of November 16,

2022, December 14, 2022, January 4, 2023 and January 25, 2023. 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 March 15, 2022, special Community Advisory Committee meeting.

ATTACHMENT:

None.



AGENDA ITEM NO. 3

TO: Community Advisory Committee
FROM: Lily Yip, Clinical Programs Pharmacist
DATE: February 15, 2023
SUBJECT: Medi-Cal Rx Reinstatement Update

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Medi-Cal Rx Reinstatement Update

Medi-Cal Rx Reinstatement Update

February 15, 2023

Lily Yip, PharmD, APH, CDCES, BCACP
Clinical Programs Pharmacist

Integrity

Accountability

Collaboration

Trust

Respect

Medi-Cal Rx Background

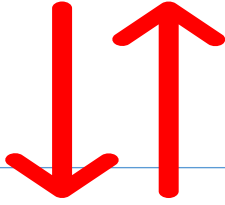
Medi-Cal Rx is the collective pharmacy benefits and services that are administered by the Department of Health Care Services (DHCS) via its Pharmacy Benefits Administrator (“MMA”), Magellan Medicaid Administration, Inc.

Medi-Cal Rx includes pharmacy services including but not limited to:

- Outpatient drugs (prescription and over-the-counter), including Physician-Administered Drugs (PADs)
- Enteral nutrition products
- Medical supplies



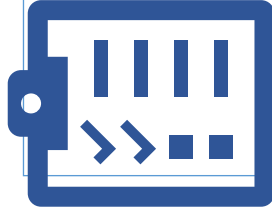
Medi-Cal Rx Updates



Pharmacy Services Transition

- Medi-Cal pharmacy services transitioned from managed care (MC) to fee-for-service (FFS).
- Transitioning pharmacy services from MC to FFS ensured:

A standardized Medi-Cal pharmacy benefit statewide
Access to statewide pharmacy services.



Reinstatement of Prior Authorizations (PA)

- PA requirements and other edits were placed on hold temporarily to minimize disruption in continuity of care and treatment for members during the transition.
- Effective September 2022, DHCS started their first wave of reinstatements of the PA requirements for selected therapeutic drug classes.



Phasing Out of Transition Policy

- The phase out of the Transition Policy will impact beneficiaries 22 years of age or older refilling their medications.
- This will not impact any members who are 21 years of age or younger at this time

Medi-Cal Rx Reinstatement Timeline



Contact Information

- Contact **Medi-Cal Rx Customer Service Center** at 1-800-977-2273, available 24 hours a day, 7 days a week, 365 days a year
- For further questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com
- GCHP Pharmacy Services
 - Email: pharmacy@goldchp.org
 - Phone: 805-437-5738

Note: Both email and phone can accept PHI, if via email ensure to encrypt the email on your side.

Medi-Cal Rx Reinstatement Resources

- [Medi-Cal Rx Reinstatement information page](#): Select Medi-Cal Rx Reinstatement tab, located on the left
- [FAQ](#): Frequently asked questions regarding Medi-Cal Rx Reinstatement
- [Medi-Cal Rx Reinstatement Webinar](#): The pre-recorded version of webinar
- Phase II Reinstatement Webinar – Attend a live webinar regarding Reinstatement via [Zoom](#) every Friday at 12 p.m. PT starting 2/3/23. No registration is required.
- For further questions, email Medi-Cal Rx Education & Outreach at MediCalRxEducationOutreach@magellanhealth.com

Resources for Medi-Cal Rx

- [DHCS Medi-Cal Rx Website](#)
- [Medi-Cal Rx Bulletin & News](#)
- [Medi-Cal Rx Contract Drug List \(CDL\)](#)
- [Medi-Cal Rx Approved NDC List](#) – check for PA requirement
- [Medi-Cal Rx Provider Manual](#)
- Medi-Cal Rx Customer Service Center – 1-800-977-2273 (available 24 hours, 7 days a week)
- Fax Requests for Prior Authorizations & Appeals – 1-800-869-4325
- [CoverMyMeds](#)
- [Prior Authorization Reinstatement Reference Guide](#)
- [Medi-Cal Rx Complaint Form](#)



AGENDA ITEM NO. 4

TO: Community Advisory Committee
FROM: Erik Cho, Chief Programs & Policy Officer
DATE: February 15, 2023
SUBJECT: Actions to Improve Health, Healthcare, and Services for our Members

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Actions to Improve Health, Healthcare & Services for our Members

Gold Coast Health Plan

Actions to Improve Health, Healthcare, and Services for our Members

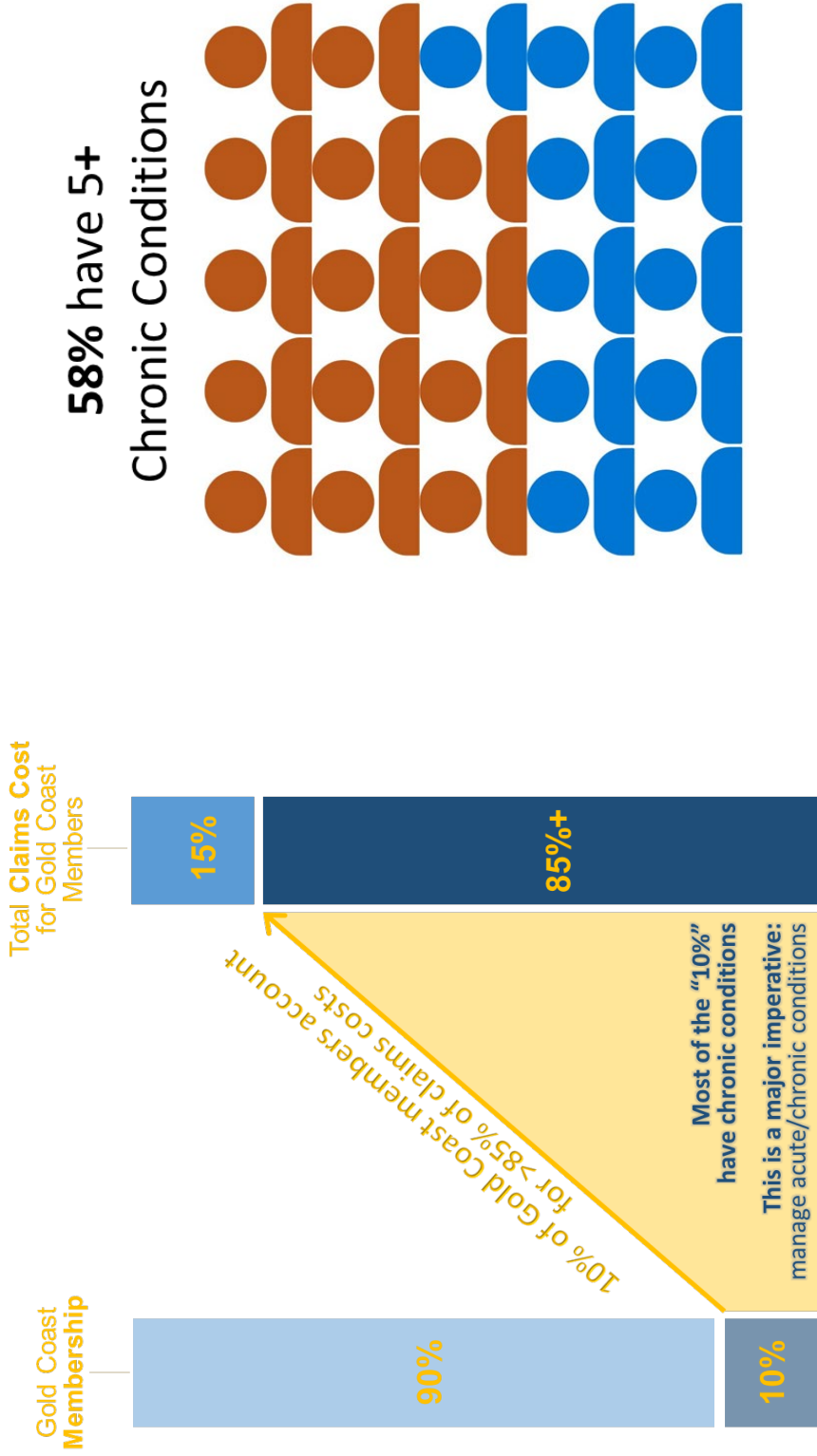
2/15/23

Presentation Overview

- Our Data-Driven Focus
- Actions for our Members
- Breaking Down Barriers to Care: a Focus on Transportation



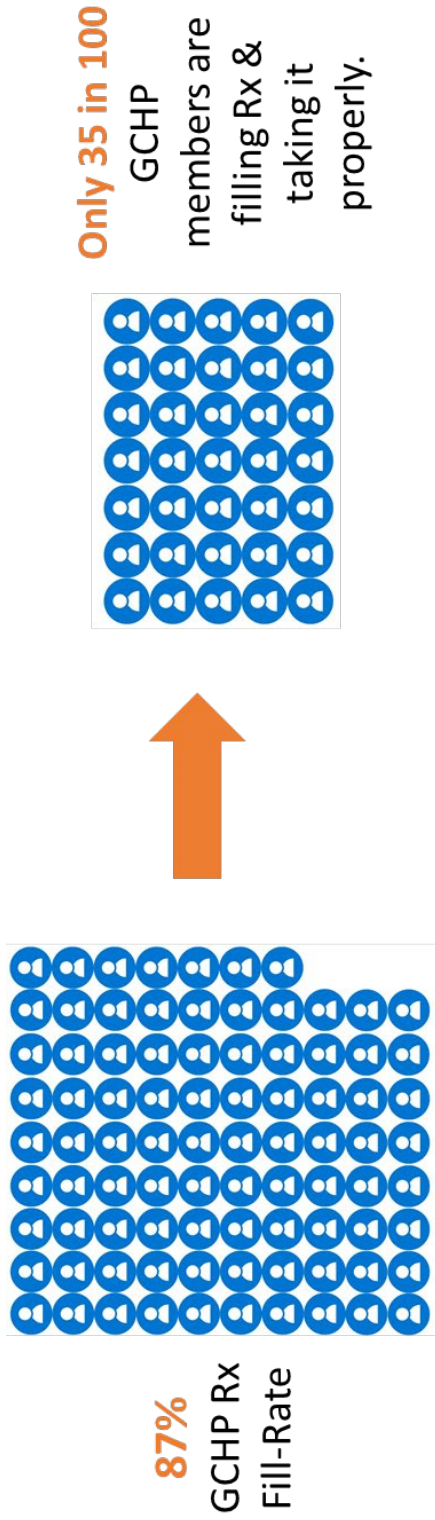
Review: Our Data-Driven Focus



10% of Gold Coast members account for nearly all GCHP's controllable costs. 78% of these members have 2+ chronic conditions, while 58% of these members have 5+ chronic conditions.

Review: Our Data Driven Focus

Over **13%** of our top 10% have had **no Rx claims in the last 3 months.** Studies show that of those who do fill their prescriptions, **only 40%** will adhere to their medication regimen.*



- We must advance management of acute/ chronic conditions.
- We must improve linkages to and retention of care and medication adherence.

Actions for our Members

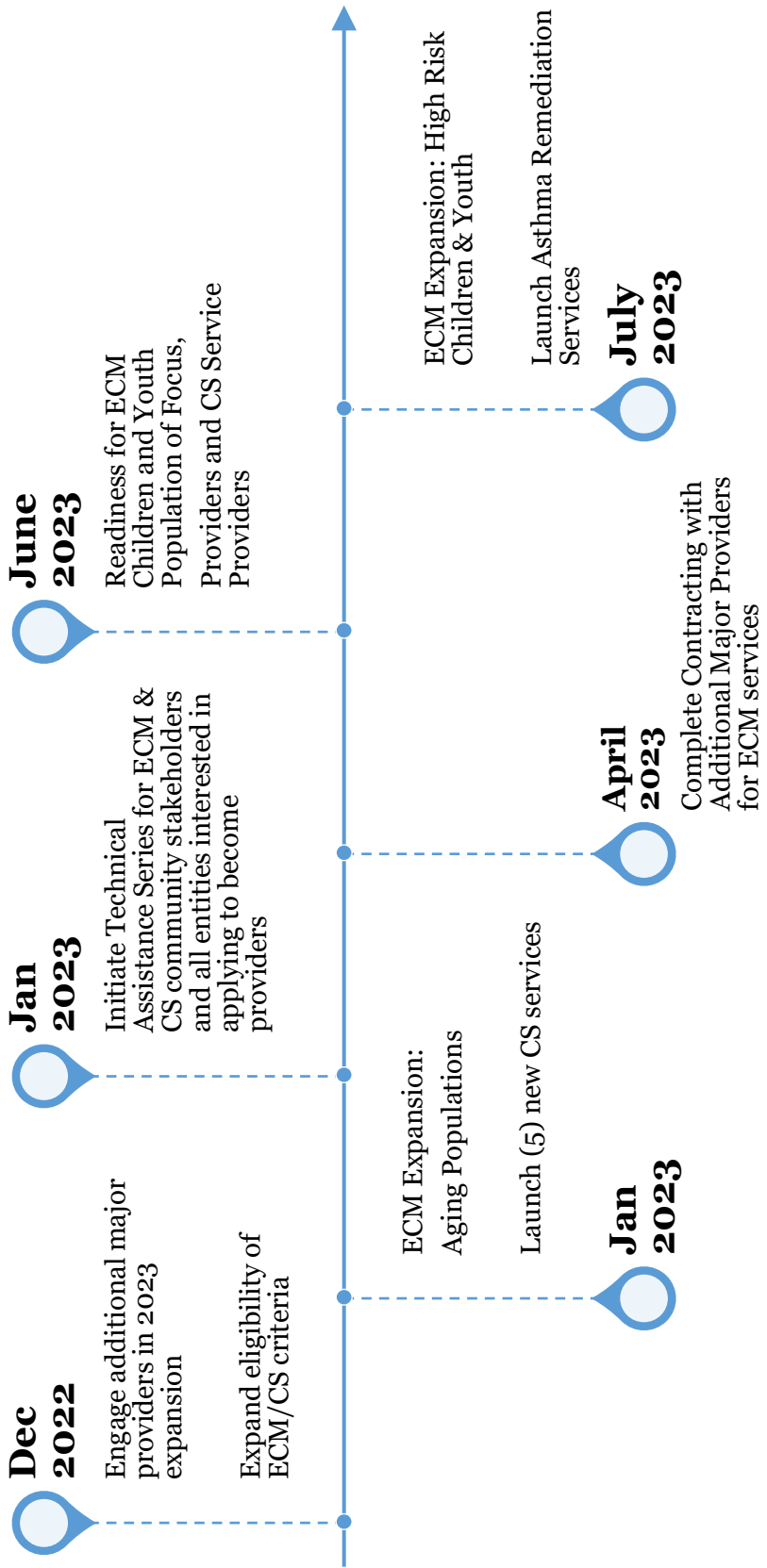


Targeted Engagement Campaigns

ECM					
Members Served Recuperative Care					
Measure	CY 2022 Q1	CY 2022 Q2	CY 2022 Q3	Average	Trend
Number of Members Identified as ECM Eligible	2,456	3,240	3,934	3,210	
Number of ECM Eligible Members with One or More Outreach Attempts	260	608	877	582	
Number of Members Enrolled in ECM with One or More Outreach Attempt	88	247	433	256	
# of Active Cases	596	739	668	668	

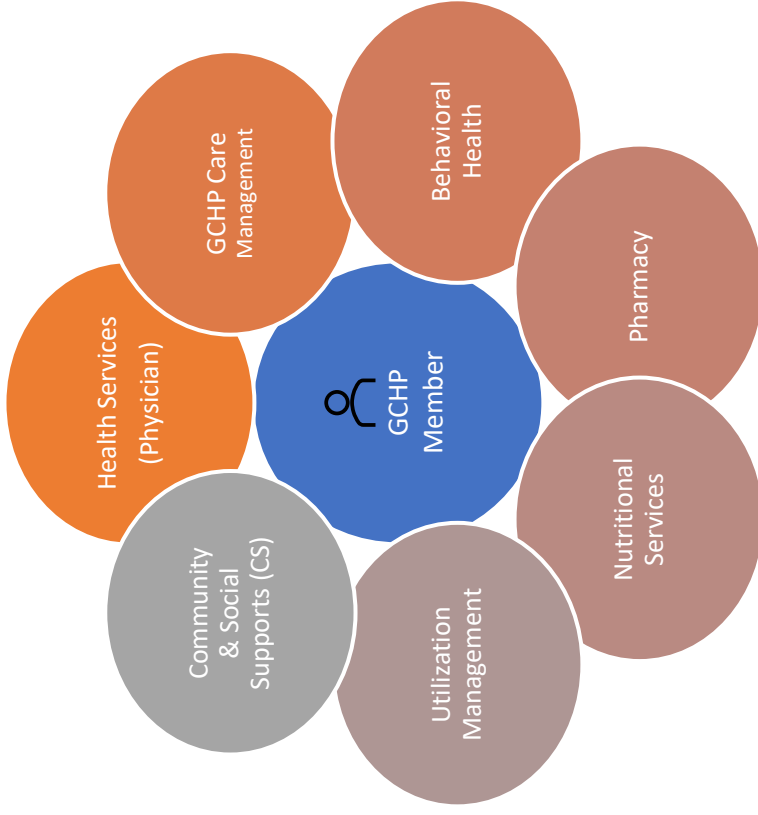
- Engagement for Enhanced Care Management has increased steadily.
- We launched targeted outreach in November for those at highest risk of hospitalization and those with no outpatient visits.
- We increased Medically Tailored Meals referrals rapidly in November with an emphasis on our top 10% members.

ECM and CS Expansion Plan



Interdisciplinary Care Team (ICT) Model

Examples of Populations Served:
Complex Chronic Disease
Substance Use Disorder (SUD)
Severe Mental illness (SMI)
Homelessness
High Utilizers of Hospital Based Care
Aging Population with Transitional Needs



An Integrated Care Team Model that applies individualized member management/support on a population scale

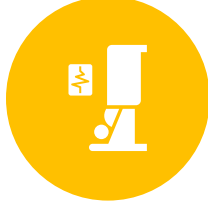
Evidence Based Programs



MEDICATION THERAPY
MANAGEMENT (MTM)



COMMUNITY HEALTH
WORKER (CHW)
BENEFIT



PALLIATIVE CARE
SERVICES



CHRONIC DISEASE
MANAGEMENT
PROGRAM

Member Incentives

Purpose

Motivate individuals to adopt healthy behaviors that could ultimately lead to improving health status, enhancing prevention and health outcomes, and reducing program costs.

Traditional Approach

Tactics like awarding members gift cards after they have completed an activity, have not proven to be effective.

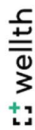
A Recent Example

Statewide, the COVID-19 vaccination rate did not have a major increase despite Plans being able to award \$50 gift cards to members.

A New Approach

Impact people's daily behavior through consistent nudges and a focus on the hard to reach and low adherence population

New Approaches



Solution Who We Serve

Outcomes

Our Team

Resources

Contact Us

It pays to be healthy.

Wellth helps you improve quality scores, reduce utilization, and improve member satisfaction by using the right incentive at the right time to motivate members to form life-changing healthy habits.

Training healthy habits helps drive down the overall cost of care and can reduce hospitalizations and other claims by 20–40%. Our solutions drive outcomes where care plan adherence is critical.



See how Wellth works



Improve Health Outcomes of Members with Diabetes and other Chronic Conditions, at Scale

WHO WE SUPPORT WHO WE ARE INDUSTRY INSIGHTS SEARCH

CONNECT WITH US

A Proven Approach with Proven Results

Our evidence-based, expert-led digital care solution delivers meaningful results for individuals living with chronic conditions. Our participants' improved health outcomes drive positive individual experiences and an overall reduction in cost of care for organizations.



Delivering Meaningful, Comprehensive Results

At Cecelia Health, we have supported the health of their members with diabetes. We offer a comprehensive set of chronic disease management solutions.



Breaking Down Barriers to Care: Focus on Transportation

Transportation Impacts on Health

Each year, 3.6 million people in the United States do not obtain medical care due to transportation issues.¹

Applied roughly to GCHP membership, this would mean at least 2,600 members would not be accessing care due to transportation.

- ❑ Transportation is the third most cited barrier to accessing health services for older adults²
- ❑ Lack of transportation leads to poorer management of chronic illness and thus poorer health outcomes³
- ❑ Transportation is more likely a barrier in accessing healthcare for lower income populations⁴

Lack of Transportation = Barrier to Access



No Personal Car



Hours of Bus Travel



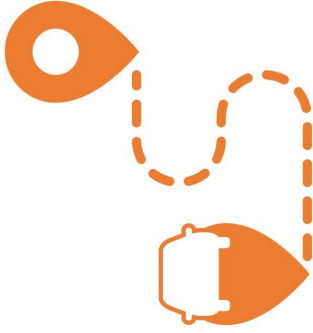
- Missed appointments
- Delayed care
- Missed or delayed medication use
- Poor management of chronic conditions

The current state of public transportation in Ventura County

presents challenges to our members.

For example, compared to CA and the US, Ventura County residents are almost 5x times less likely to use public transportation to commute to work⁵

GCHP Transportation Stats



Non-Medical
Transportation to Covered
and Non-covered Services

201,595 One-way
Trips*



Grievances

14% of our total
grievances*

The Importance of Transportation for GCHP

Criticality for care coordination and management

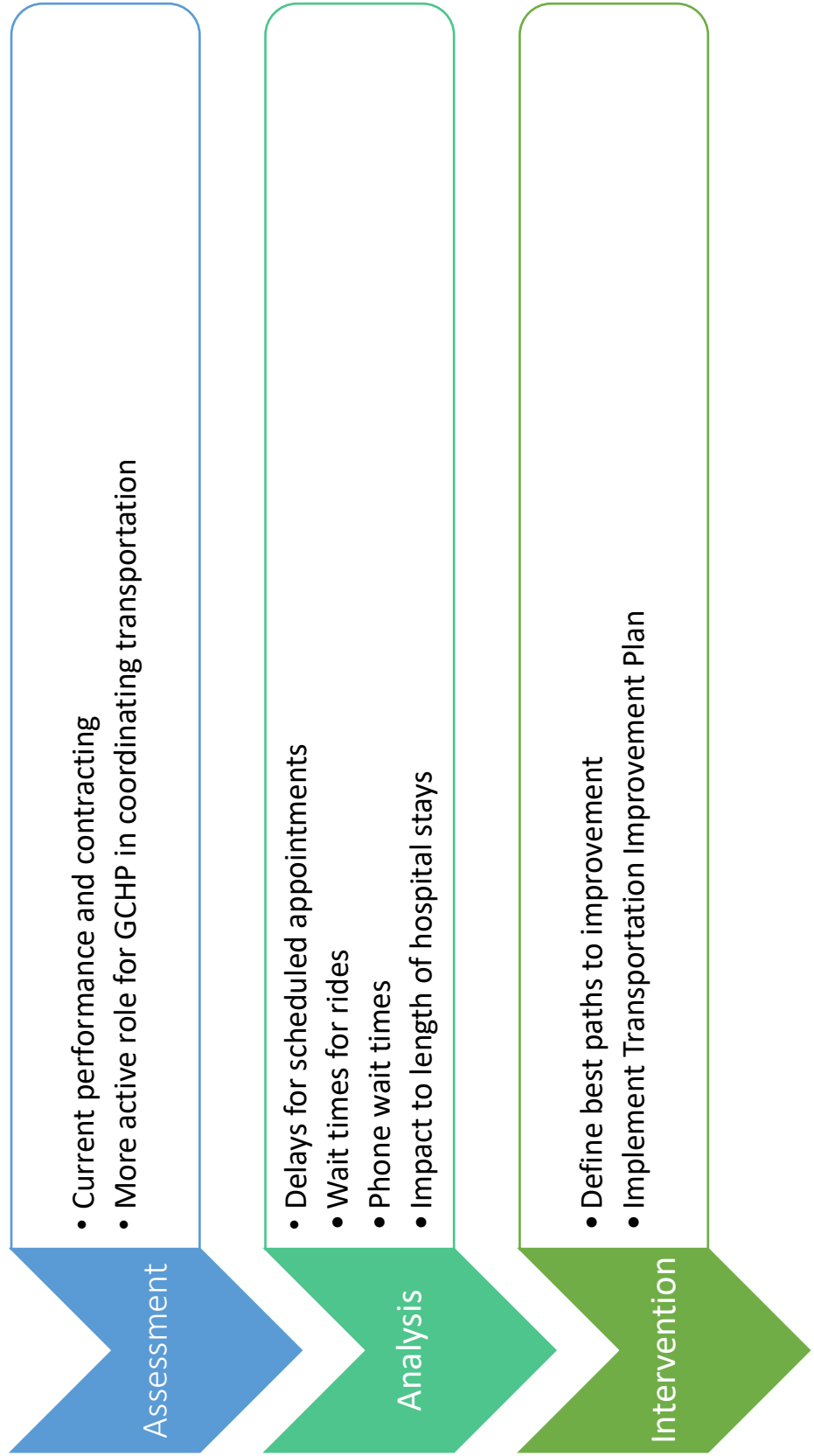
Significant member utilization and need

Future transportation services for the D-SNP population

Increased DHCS focus

Transportation Steps Forward:

Member Transportation Improvement Plan



Integrity

Accountability

Collaboration

Trust

Respect

Questions

Appendix A: Data Acknowledgements

- Source: Inovalon Data Lake.
- Eligible member data based on active membership between July 2021 and July 2022.
- Claims data included between October 2021 and September 2022.
- Full scope members only.
- “Medication Adherence Measures: An Overview”, <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4619779/#B1>.
- Fitzpatrick, A. L., Powe, N. R., Cooper, L. S., Ives, D. G. & Robbins, J. A. (2004). Barriers to health care access among the elderly and who perceives them. American Journal of Public Health, 94(10): 1788-1794.
- “Traveling Towards Disease: Transportation Barriers to Health Care Access” <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4265215/>
- “American Community Survey 1015-2019 5 Year Data Release” <https://www.census.gov/newsroom/press-kits/2020/acs-5-year.html>