



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

Community Advisory Committee Meeting

Regular Meeting

Wednesday, April 27, 2022 4:00 p.m.

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

Meeting held pursuant to AB 361

Conference Call Number: 1-805-324-7279

Conference ID Number: 676 518 487#

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

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.

CONSENT

- 1. Approval of Community Advisory Committee Regular Meeting Minutes of January 26, 2022, and Special Meeting Minutes of February 23, 2022, March 23, 2022, and April 13, 2022.**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

RECOMMENDATION: Approve the minutes as presented.

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

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

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

PRESENTATIONS

- 3. Expansion of Medi-Cal Coverage for Adults Over 50 Years of Age**

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

RECOMMENDATION: Receive and file the presentation.

- 4. DHCS (Department of Health Care Services) Coverage – Ambassador Campaign**

Staff: Luis Aguilar, Member Services Manager
Susana Enriquez-Euyoque, Sr. Manager of Communications & Marketing

RECOMMENDATION: Receive and file the presentation.

- 5. Student Behavioral Health Incentive Program**

Staff: Lucy Marrero, Director of Behavioral Health & Social Programs

RECOMMENDATION: Receive and file the presentation.

COMMENTS FROM COMMITTEE MEMBERS

6. CAC Feedback / Roundtable Discussion

PUBLIC COMMENT

ADJOURNMENT

Date and location of the next meeting to be determined at the May 25, 2022, 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

FROM: Maddie Gutierrez, Clerk to the Commission

DATE: April 27, 2022

SUBJECT: Approval of the Community Advisory Committee Meeting Regular Minutes of January 26, 2022, and Special Minutes of February 23, 2022, March 23, 2022, and April 13, 2022.

RECOMMENDATION:

Approve the minutes as presented.

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

**Community Advisory Committee (CAC) Minutes
Regular Meeting
January 26, 2022**

CALL TO ORDER

Committee Chair, Ruben Juarez, was not able to attend the meeting. Committee Vice Chair, Dr. Pablo Velez, called the meeting to order at 4:06 p.m. in the Community Room located at Gold Coast Health Plan, 711 E. Daily Drive, Camarillo, California. Currently there was no quorum.

Dr. Velez stated he wanted to get started due to time constraints and noted he would have to leave the meeting at 5:25 p.m. The meeting began without a quorum

ROLL CALL

Present: Committee members Laurie Jordan, Martha Johnson, Elaine Martinez, Rafael Stoneman, and Pablo Velez.

Absent: Committee member Paula Johnson, Ruben Juarez, Victoria Jump, Frisa Herrera, and Rose MacKay,

Attending the meeting for GCHP Executive team were Marlen Torres, Luis Aguilar, Adriana Sandoval, Nick Liguori, Margaret Tatar, Dr. Lupe Gonzalez, Robert Franco, Veronica Estrada, Michael Murguia, Anna Sproule, Rachel Lambert, Ted Bagley, Dr. Anne Freese, Kashina Bishop, Alan Torres, and Susana Enriquez. Lourdes Campbell, Interpreter.

PUBLIC COMMENT

None, due to current lack of quorum.

Dr. Pablo Velez requested to table all items until we have a quorum.

INTRODUCTIONS

CEO Margaret Tatar thanked the CAC for their commitment to the GCHP mission. She stated she is transitioning out of the CEO role and introduced Mr. Nick Liguori, new CEO for Gold Coast Health Plan. Dr. Velez thanked Ms. Tatar for all her work with GCHP.

Mr. Nick Liguori introduced himself and gave a brief professional background. He stated he was looking forward to working with the committee and it will be an honor to have the opportunity work with the committees and community. Dr. Velez stated the committee is here to support Mr. Liguori and help remove barriers to provide services for families in the county.

Paula Johnson has joined the meeting. The Committee now has a quorum.

PUBLIC COMMENT

Sandra Aldana, member of university center of excellence in developmental disabilities at USC, stated many individuals with disabilities have had issues with accessing good health care during COVID. Ms. Aldana noted she has transitioned from private insurance to public assistance. She stated she continues to receive bills from providers even though she gets pre-authorization from her primary doctor to have specialist visits. She requested the committee inform the commission that members are being treated as cash/private insurance patients instead of going through and billing their public assistance program.

CONSENT

- 1. Approval of Community Advisory Committee Regular Meeting Minutes of October 27, 2021, and Special Meeting Minutes of November 17, 2021, December 15, 2021, and January 12, 2022.**

Staff: Maddie Gutierrez, MMC - Clerk to the Commission

RECOMMENDATION: Approve the minutes and informal notes.

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

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

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

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

Roll Call vote as follows:

AYES: Committee members Martha Johnson, Paula Johnson, Laurie Jordan, Elaine Martine, Rafael Stoneman, and Pablo Velez.

NOES: None.

ABSENT: Committee members Frisa Herrera, Ruben Juarez, Victoria Jump and Rose MacKay

The motion carries.

UPDATES

3. Medi-Cal Rx Update

Staff: Anne Freese, PharmD, Director of Pharmacy

RECOMMENDATION: Accept and file the update.

Dr. Anne Freese stated we went live on 1/2/2022. She noted everything worked well as anticipated. The volume hit 1 million for Medi-Cal Rx and tracking went well. Dr. Freese stated there was a hic-cup with the tools on the link to Medi-Cal Rx website. Dr. Freese asked the group if they knew of any challenges for members – she wants to reach out to those who need assistance.

4. Vaccine Outreach Plan

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

RECOMMENDATION: Accept and file the update.

Ms. Enriquez-Euyoque noted gaps are closing in disparities. 84.4% have received their first dose of the COVID-19 vaccine and the outreach continues. The campaign will end on February 28, 2022. DHCS has asked Gold Coast Health Plan to target ages 12 and older. Letters were sent out to members in December who are homebound. GCHP can send someone to homes to vaccinate as necessary. Phone calls and texts are in progress. There are also ads on TV and radio ads. There is a \$50 gift card given to members for all who receive their first dose.

Providers also receive a funding incentive that corresponds with the percent of increased vaccinations. CMO Nancy Wharfield, M.D., also noted there will be advocacy with the State to extend the program a couple of more months and lower the age rate, but she cannot guarantee that DHCS will respond.

Committee member Paula Johnson noted there are new members at ARC, and she asked how they would get the incentive. Ms. Enriquez-Euyoque stated they don't have to do anything; they will get a gift card in the mail. GCHP verifies vaccination status.

5. Enhanced Care Management/Community Supports (ECM/CS) Update

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

RECOMMENDATION: Accept and file the update.

Rachel Lambert gave an overview of Enhanced Care Management (ECM)/Community Supports (CS). She reviewed the CS services expansion and go-live as well as referrals for services.

6. Population Needs Assessment (PNA) Update

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

RECOMMENDATION: Accept and file the update.

Dr. Lupe Gonzalez gave an overview of the PNA. She reviewed survey overview, next steps and PNA timeframe which includes the stakeholder survey. Dr. Gonzalez stated the survey will be mailed out to the committee on Friday, 1/28/2022 and comments are due on 2/22/2022. Surveys are due to DHCS by 3/18/2022.

Dr. Velez asked if there was anything related to children. Dr. Gonzalez responded it can be added.

Committee member Paula Johnson motioned to approve Updates 3 through 6. Committee member Rafael Stoneman seconded.

Roll Call vote as follows:

AYES: Committee members Martha Johnson, Paula Johnson, Laurie Jordan, Elaine Martine, Rafael Stoneman, and Pablo Velez.

NOES: None.

ABSENT: Committee members Frisa Herrera, Ruben Juarez, Victoria Jump and Rose MacKay

The motion carries.

PRESENTATION

7. Governor's Budget Presentation FY 2022-23

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

RECOMMENDATION: Accept and file the presentation.

Marlen Torres, Executive Director of Strategy & External Affairs gave an overview of the State budget process as well as highlights from fiscal year 2022-23. She reviewed key values for the legislature. The budget analysis was also reviewed for 2022-23. Ms. Torres stated there is usually a May revise and after 5/14/2022 the governor will negotiate with legislature. Ms. Torres also noted the expansion of Medi-Cal coverage. We have seen an increase in membership – it is the largest membership we have had to date.

Committee member asked about ACE training. She asked who provided the training, and noted she attended. Ms. Torres stated there will be funding for additional trainings.

Committee member Laurie Jordan motioned to approve the Governor's Budget Presentation FY 2022-23. Committee member Pablo Velez seconded.

Roll Call vote as follows:

AYES: Committee members Martha Johnson, Paula Johnson, Laurie Jordan, Elaine Martine, Rafael Stoneman, and Pablo Velez.

NOES: None.

ABSENT: Committee members Frisa Herrera, Ruben Juarez, Victoria Jump and Rose MacKay

The motion carries.

COMMENTS FROM COMMITTEE MEMBERS

None.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 5:23 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**

February 23, 2022

CALL TO ORDER

Committee Vice-Chair, Pablo Velez, called the meeting to order at 4:03 p.m.

ROLL CALL

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

Absent: Committee members Ruben Juarez, and Victoria Jump.

Attending the meeting for GCHP Executive team were Marlen Torres, Executive Director of Strategy and External Affairs, Luis Aguilar, Susana Enriquez, Veronica Estrada, and Lourdes Campbell, Interpreter.

PUBLIC COMMENT

None.

CONSENT

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

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

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

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

Roll Call vote as follows:

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

NOES: None.

ABSENT: Committee members Ruben Juarez, and Victoria Jump.

COMMENTS FROM COMMITTEE MEMBERS

2. None.

PUBLIC COMMENT

None.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:06 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**

March 23, 2022

CALL TO ORDER

Committee Vice-Chair, Pablo Velez, called the meeting to order at 4:03 p.m.

ROLL CALL

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

Absent: Committee members Martha Johnson, Ruben Juarez, and Elaine Martinez.

Attending the meeting for GCHP Executive team were Marlen Torres, Executive Director of Strategy and External Affairs, Veronica Estrada, Dr. Lupe Gonzalez and Lourdes Campbell, Interpreter.

PUBLIC COMMENT

None.

CONSENT

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

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

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

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

Roll Call vote as follows:

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

NOES: None.

ABSENT: Committee members Martha Johnson, Ruben Juarez, and Elaine Martinez.

COMMENTS FROM COMMITTEE MEMBERS

2. None.

PUBLIC COMMENT

None.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:05 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**

April 13, 2022

CALL TO ORDER

Committee Chair, Ruben Juarez, called the meeting to order at 4:03 p.m.

ROLL CALL

Present: Committee members: Frisa Herrera, Paula Johnson, Laurie Jordan, Ruben Juarez, Victoria Jump, and Rafael Stoneman

Absent: Committee members: Martha Johnson, Rose MacKay, Elaine Martinez and Pablo Velez.

Attending the meeting for GCHP Executive team were Marlen Torres, Executive Director of Strategy and External Affairs, Veronica Estrada, Michael Murguia, Deborah Munday, Asst. Clerk, and Lourdes Campbell, Interpreter.

PUBLIC COMMENT

None.

CONSENT

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

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

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

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

Roll Call vote as follows:

AYES: Committee members: Frisa Herrera, Paula Johnson, Laurie Jordan, Ruben Juarez, Victoria Jump and Rafael Stoneman

NOES: None.

ABSENT: Committee members: Martha Johnson, Rose MacKay, Elaine Martinez and Pablo Velez

COMMENTS FROM COMMITTEE MEMBERS

None.

PUBLIC COMMENT

None.

ADJOURNMENT

With no further business to discuss the meeting was adjourned at 4:08 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: April 27, 2022

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

SUMMARY/RECOMMENDATION:

At its April 13, 2022, 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, and April 13, 2022, special Committee meetings. 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 its May 25, 2022, Committee meeting.

ATTACHMENT:

None.



AGENDA ITEM NO. 3

TO: Community Advisory Committee
FROM: Marlen Torres, Executive Director of Strategy & External Affairs
DATE: April 27, 2022
SUBJECT: Expansion of Medi-Cal Coverage for Adults Over 50 Years of Age

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

Expansion of Medi-Cal Coverage for Adults over 50 Years of Age

Expansion of Medi-Cal Coverage for Adults Over 50 Years of Age

Wednesday, April 27, 2022

Marlen Torres
Executive Director, Strategy and External Affairs

Integrity

Accountability

Collaboration

Trust

Respect

Overview

Older Adult Expansion Overview

- Beginning May 1, 2022, adults 50 years of age or older regardless of immigration status will be eligible for full scope Medi-Cal.
- In Ventura County it is estimated that approximately 3,000 individuals will be eligible for full scope Medi-Cal.
 - Approximately 245,000 individuals will be eligible for full scope Medi-Cal in California.
- DHCS is working in collaboration with the county social services agencies, Covered California, consumer advocates, and managed care plans to ensure a successful implementation.
- DCHS has begun to send notices about the transition to current eligible beneficiaries.

Beneficiary Notices

- First Notice
 - General Information notice and FAQ
 - Mailed to restricted scope population expected to transition to full scope on May 1, 2022
- Second Notice
 - Notice of action to existing beneficiaries
- Third Notice
 - Managed Care enrollment and FAQ to restricted scope population expected to transition to full scope on May 1, 2022



MICHELLE BRASS
Director

State of California-Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
Governor

ABC123456789_ZCF80-34-5-D-8-000006
123456001-ABC-02/02/2020



JONATHAN JOSEPH SAMPLE
1234 SAMPLE STREET
KINGS CANYON NATIONAL PARK CA 90000

XX/XX/XXXX

Important news about your Medi-Cal coverage

Dear [\[Member Name\]](#),

We sent you a letter in February about changes to your Medi-Cal health coverage. You have **restricted scope** Medi-Cal services now. **Starting May 1, 2022**, your Medi-Cal health coverage will change to **full scope** Medi-Cal. You will get your Medi-Cal services through a Medi-Cal Managed Care Plan.

You will be enrolled in this Medi-Cal Managed Care Plan:

Health Plan	Dental Plan	Start Date
<Insert MCP>	<Insert Dental Program>	XX/XX/XXXX

To learn more about your Medi-Cal coverage change, read the *Frequently Asked Questions FAQ* that came with this letter.

About Medi-Cal Managed Care Plans

A Medi-Cal Managed Care Plan is a health plan. It works with doctors, hospitals, pharmacies and other health care providers in your service area. They give you the medically necessary Medi-Cal services you need. Your plan will:

- Help manage your Medi-Cal benefits and services
- Help you find doctors and specialists in the plan network (group)
- Have a 24-hour nurse advice line you can call for health care advice
- Have member services to help answer your questions about health care
- Help you with rides to and from your provider (such as your doctor's office, hospital, or pharmacy)
- Help you get services you may need that your plan does not cover
- Give you language services you need

Community Engagement

Global Outreach Language

DHCS shared the global outreach language to be used by Medi-Cal Managed Care Plans, other state departments, Medi-Cal providers, and other community partners for use in outreach activities.

These include:

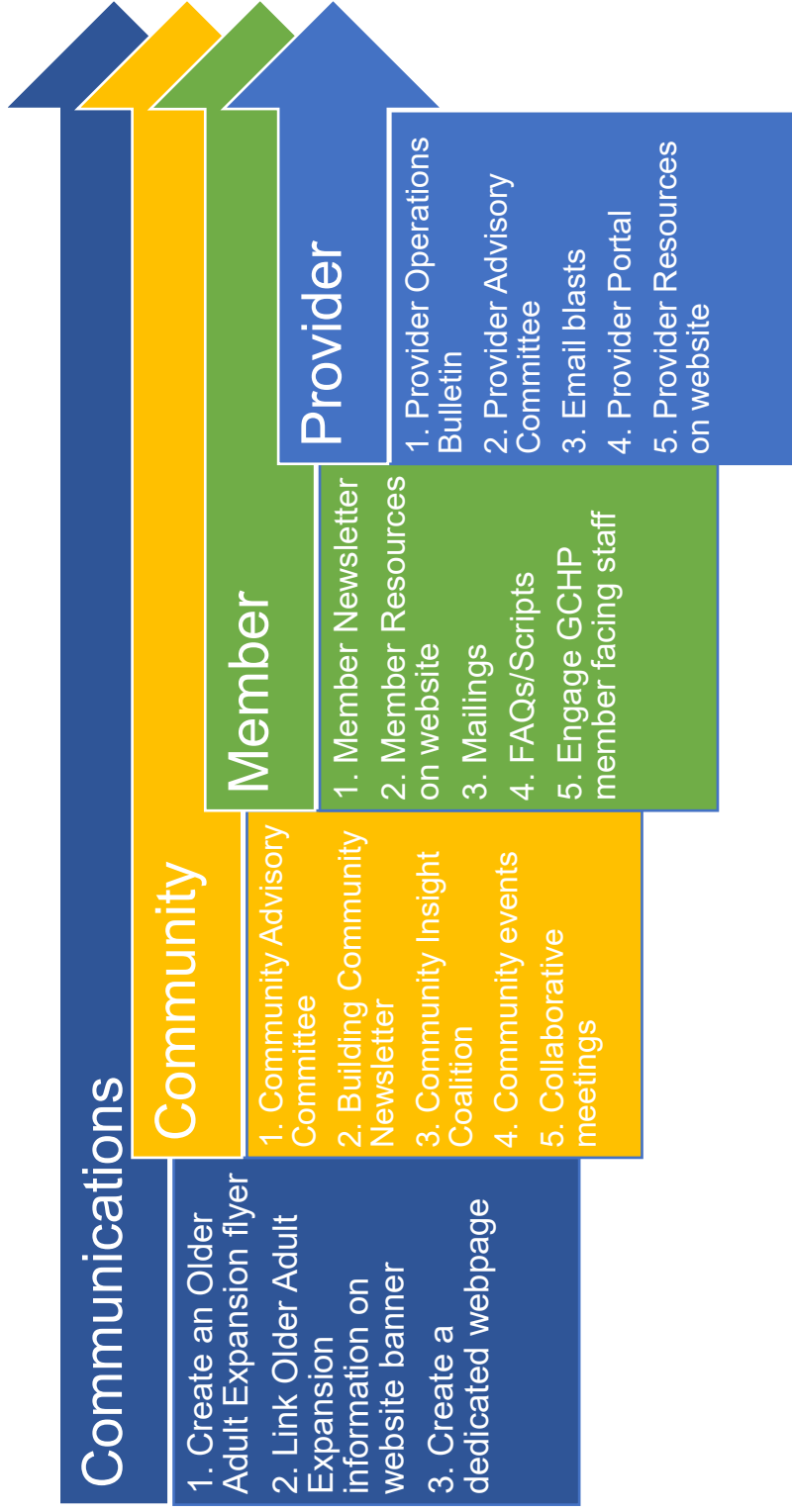
- Social Media Posts
- Call Scripts
- Website content

Californians ages 50 or older may qualify for more Medi-Cal benefits.

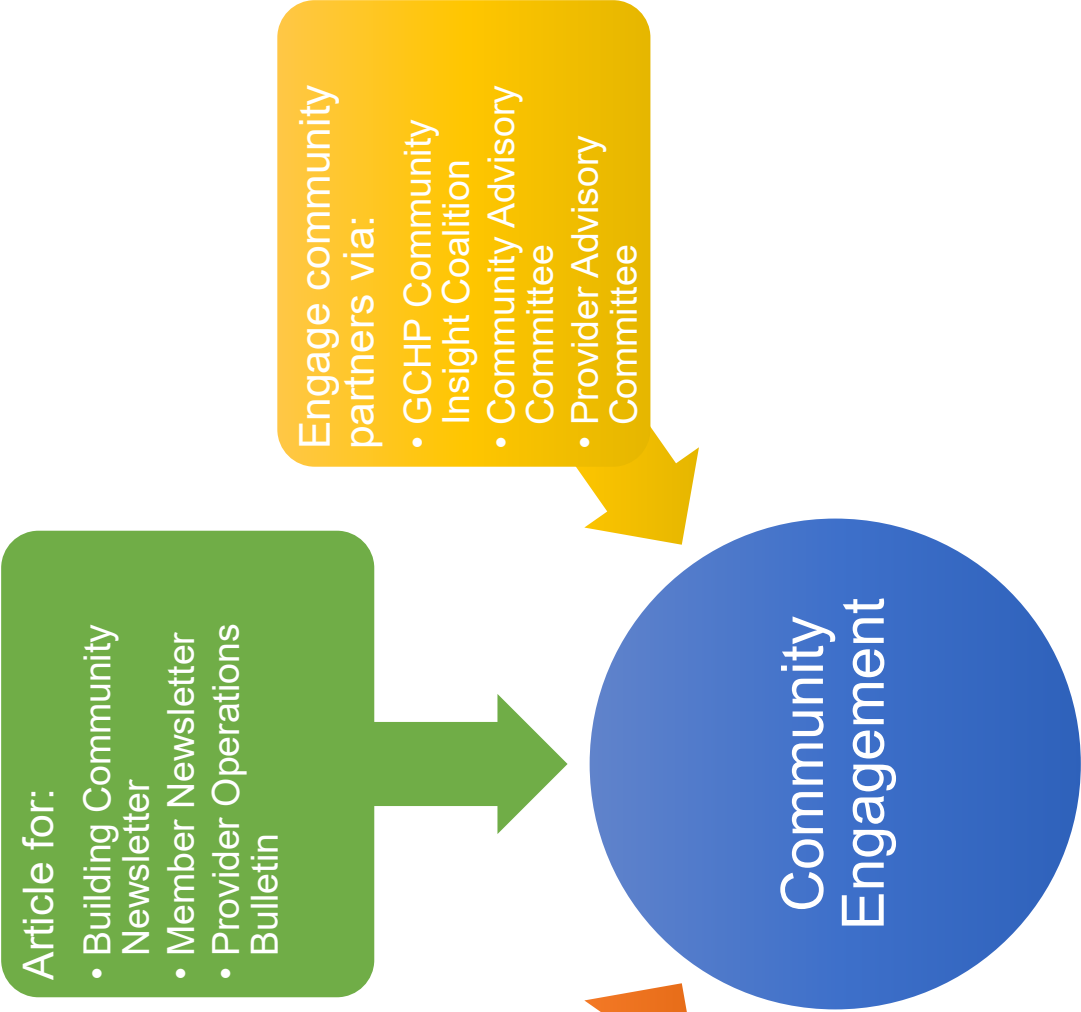
Contact your local county office today.



Community Engagement Paths



Community



Older Adult Expansion Resources

- DCHS Older Expansion
 - [English](#)
 - [Spanish](#)
- Frequently Asked Questions (FAQ)
 - [English](#)
 - [Spanish](#)
- General Information Notice
 - [English](#)
 - [Spanish](#)
- Enrollment Notice
 - [English](#)

Q&A



AGENDA ITEM NO. 4

TO: Community Advisory Committee

FROM: Susana Enriquez-Euyoque, Sr. Manager of Communications & Marketing
Luis Aguilar, Member Services Manager

DATE: April 27, 2022

SUBJECT: Department of Health Care Services Continuous Coverage – Ambassador Campaign

**PowerPoint with
Verbal Presentation**

ATTACHMENTS:

- 1) Department of Health Care Services Continuous Coverage – Ambassador Campaign presentation slides.



Department of Health Care Services Continuous Coverage – Ambassador Campaign

April 27, 2022

Susana Enriquez-Euyoque
Sr. Manager,
Communications & Marketing

Luis Aguilar
Manager,
Member Services

Integrity

Accountability

Collaboration

Trust

Respect

Agenda

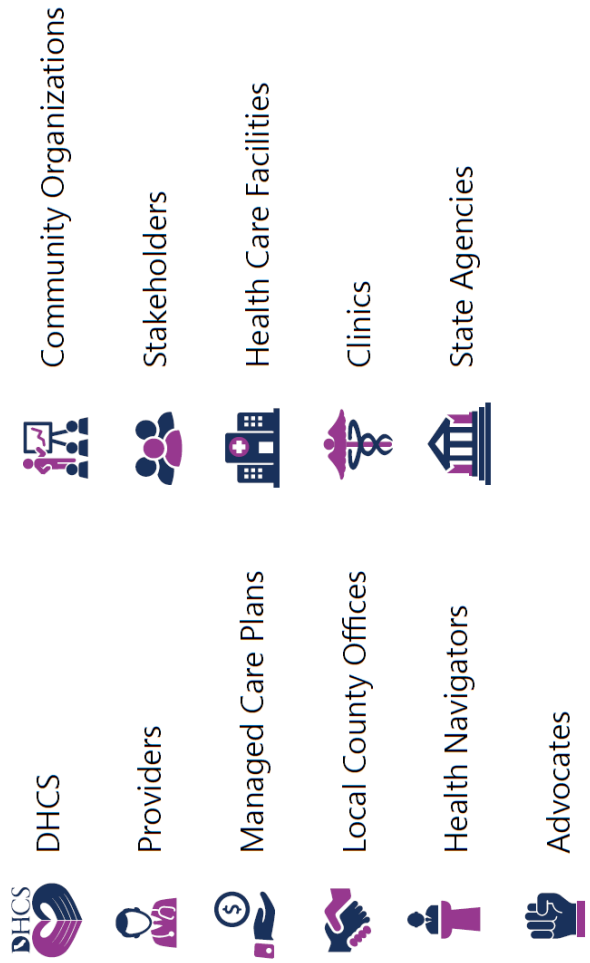
1. Overview
2. Outreach phases
3. GCHP's approach
4. Questions

Overview

1. During the COVID-19 Public Health Emergency (PHE), Medi-Cal redeterminations had stopped
2. When the PHE ends on July 31, 2022, redeterminations will commence once again
3. It is estimated that 2-3 million Medi-Cal beneficiaries throughout California will lose their coverage
4. The State Department of Health Care Services (DHCS) released APL 22-004, *“Strategic Approaches for Use by Managed Care Plans to Maximize Continuity of Coverage as Normal Eligibility and Enrollment Operations Resume”*
 - a. Provides instruction to health plans about on collaborating with counties to help ensure eligible beneficiaries retain their coverage and ease transitions for individuals eligible for coverage through Covered California

Overview (cont'd)

5. DHCS is engaging community partners to serve as **Coverage Ambassadors** to deliver important messages to Medi-Cal beneficiaries about maintaining Medi-Cal coverage after the PHE ends:



Outreach Phases

Phase 1 (to begin immediately):

1. Encourage beneficiaries to provide updated contact information:
 - a. Name, address, phone number, email

Phase 2 (to begin 60 days prior to the end of the PHE):

1. Encourage beneficiaries to:
 - a. Update contact information
 - b. Report any changes in circumstances
2. Check for upcoming renewal packets that may come through regular mail for cases that could not be renewed using information the local county office has available

GCHP's Approach

Phase 1:

1. Set up a process to share updated beneficiary contact information with the county Human Services Agency

Phase 2:

1. Share renewal files to conduct outreach to and provide support for members during the renewal period (if GCHP is unable to obtain renewal information, we will reach out to beneficiaries to encourage them to complete and return annual renewal forms)
2. Reach out to beneficiaries terminated from Medi-Cal for procedural reasons (e.g., not returning their renewal form on time) within 90 days
3. Help ineligible members enroll in and transition to Covered California

GCHP's Approach (cont'd)

Gold Coast Health Plan
A Public Entity

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:

County of Ventura Human Services Agency
855 Partridge Drive, Ventura, CA 93003
1-888-472-4463
TTY: 1-800-735-2929 or 711
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 mybenefitscalwin.org and selecting the "Create An Account" link.

Phases 1 and 2:

1. Call center script
2. Opportunity messaging for member-facing staff
3. Engaging providers and community partners
4. Flyers
5. Newsletter articles
6. GCHP website
7. Social media
8. Ads (digital, newspaper, radio)

Questions?



AGENDA ITEM NO. 5

TO: Community Advisory Committee
FROM: Lucy E. Marrero, LMFT CPHQ, Director, Behavioral Health and Social Programs
DATE: April 27, 2022
SUBJECT: Student Behavioral Health Incentive Program (SBHIP) Update

**PowerPoint with
Verbal Presentation**

ATTACHMENT: Student Behavioral Health Incentive Program (SBHIP) Update


Student Behavioral Health Incentive Program (SBHIP) Update

April 27, 2022

Lucy E. Marrero, LMFT CPHQ
Director, Behavioral Health and Social Programs
lmarrero@goldchp.org

SBHIP is a component of the State's five-year California Children and Youth Behavioral Health Initiative (CYBHI).



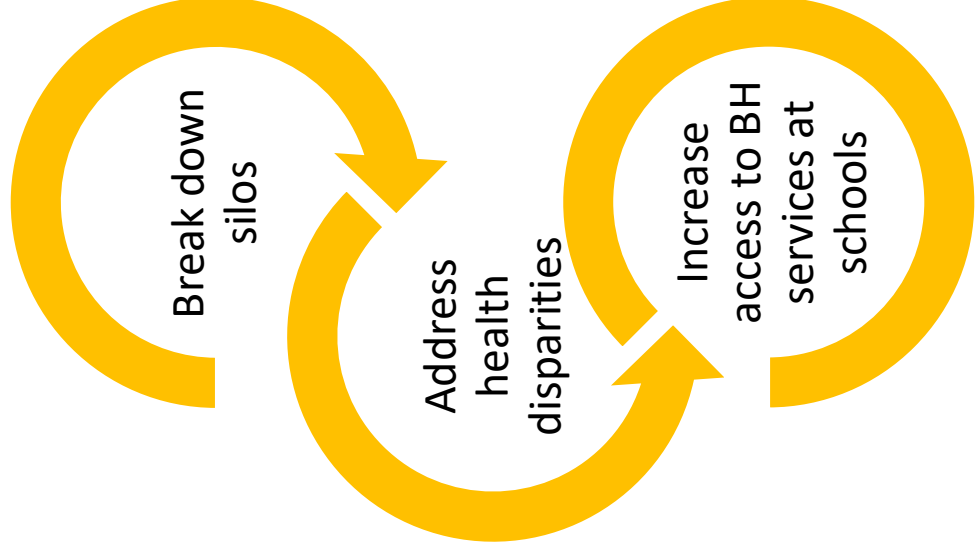
DHCS		HCAI	DMHC	CDPH	OSG
BH Services Virtual / e-Consult Platform	Evidence-Based and Community Defined Best Practices	School BH Counselor and BH Coach Workforce	Commercial Health Plans Coverage for School-Linked BH Services	Public Education and Change Campaign	ACEs Awareness Campaign
School-Linked Partnership and Capacity Grants	Statewide all-payer fee schedule for school-linked behavioral health services	Broad BH Workforce Capacity			Trauma-informed training for educators
Enhanced Medi-Cal Benefits – Dyadic Services	BH Continuum Infrastructure Program				
 Student Behavioral Health Incentive Program (SBHIP)	CalHOPE Student Services				

SBHIP Overview

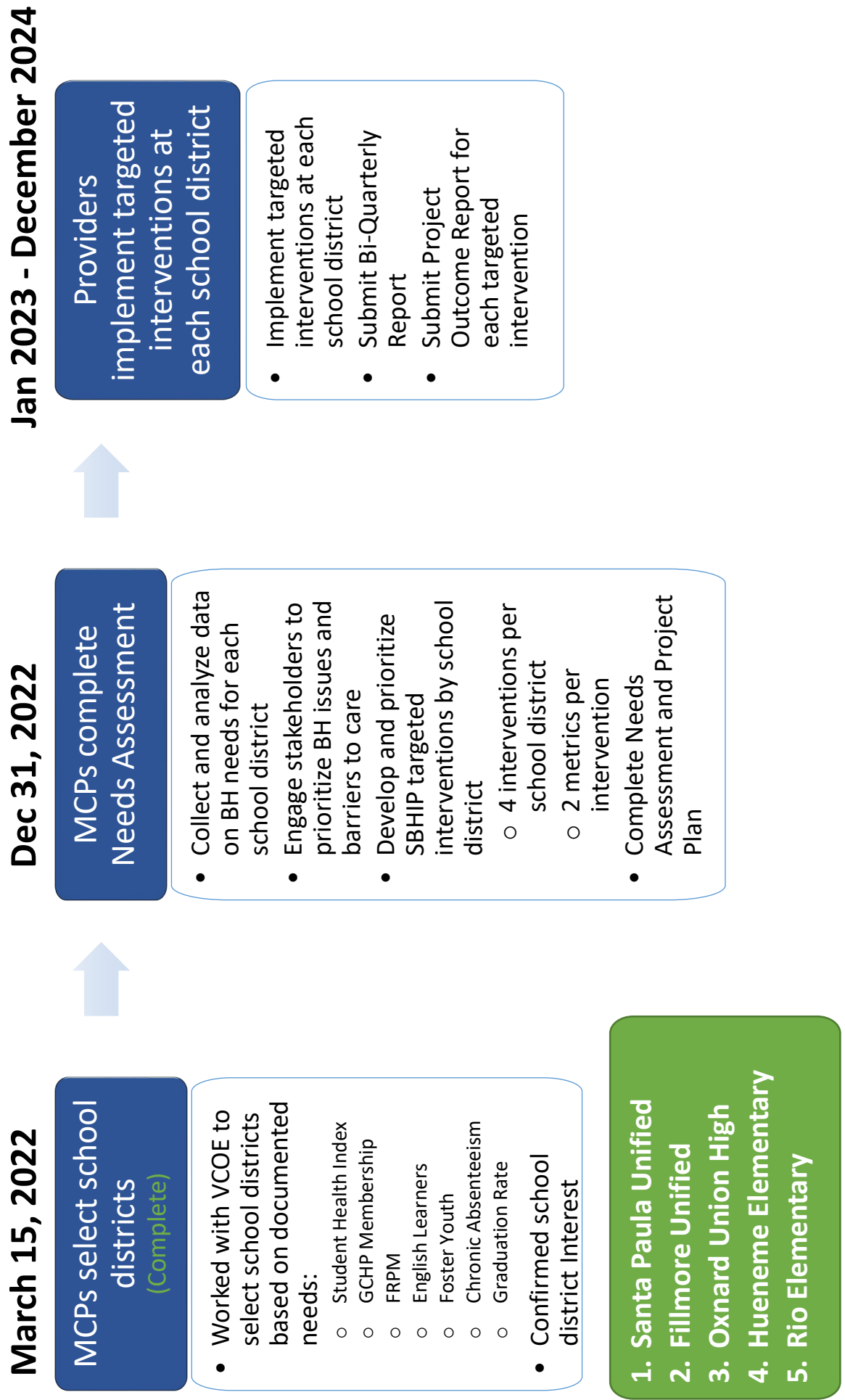
Incentivizes **long-term partnerships to improve integration of school and behavioral health services** through increased coordination among Medi-Cal Managed Care Plans (MCPs), Local Educational Agencies (LEAs), and county Mental Health Plans (MHPs)

Creates opportunity **for new or expanded service models** that may be sustainable through future Medi-Cal reimbursement of providers

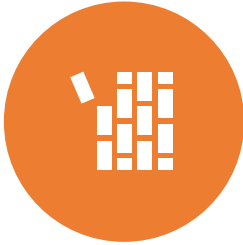
SBHIP Goals



SBHIP: DHCS Timeline & Process



Guiding Principles for Selection of Targeted Interventions (4 per school district)



Build on Existing
Infrastructure



BH Workforce
Development



Address Health
Equity



Expand Cultural and
Linguistic Capacity

