



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

**CalAIM Advisory Committee Meeting**

**Regular Meeting**

**March 16, 2023, 4:00PM – 6:00PM**

**Community Room at Gold Coast Health Plan**

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

**Meeting held pursuant to AB 361**

**Conference Call Number: 1-805-324-7279**

**Conference ID Number: 760 139 761#**

**Para interpretación al español, por favor llame al: 1-805-322-1542 clave: 1234**

This meeting is being held pursuant to AB 361.

**AGENDA**

**INTERPRETER ANNOUNCEMENT**

**CALL TO ORDER**

**OATH OF OFFICE** – Emilio Ramirez

**ROLL CALL**

**PUBLIC COMMENT**

The public has the opportunity to address the CalAIM Advisory Committee. Persons wishing to address the Committee should complete and submit a Speaker Card.

Persons wishing to address the CalAIM Committee are limited to three (3) minutes. Comments regarding items not on the agenda must be within the subject jurisdiction of the Committee.

Members of the public may call in, using the numbers above, or can submit public comments to the Committee via email by sending an email to [ask@goldchp.org](mailto:ask@goldchp.org). If members of the public want to speak on a particular agenda item, please identify the agenda item number. Public comments submitted by email should be under 300 words.

**OPENING REMARKS** – **Nick Liguori, Chief Executive Officer  
Marlen Torres, Executive Director of Strategy and  
External Affairs**

**CONSENT**

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

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

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

**FORMAL ACTION**

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

Staff: Scott Campbell, General Counsel

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

**3. Revision of 2023 Meeting Calendar**

Staff: Maddie Gutierrez, MMC, Clerk to the Commission

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

**PRESENTATIONS**

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

Staff: Erik Cho, Chief Policy and Program Officer

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

**5. General CalAIM Update**

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

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

## **COMMITTEE ROUNDTABLE**

## **ADJOURNMENT**

Date and location of the next meeting to be determined at the June 21, 2023, Regular CalAIM Advisory Committee meeting.

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**Administrative Reports relating to this agenda are available at 711 East Daily Drive, Suite #106, Camarillo, California, during normal business hours and on <http://goldcoasthealthplan.org>. Materials related to an agenda item submitted to the Committee after distribution of the agenda packet are available for public review during normal business hours at the office of the Clerk of the Commission.**

**In compliance with the Americans with Disabilities Act, if you need assistance to participate in this meeting, please contact (805) 437-5512. Notification for accommodation must be made by the Monday prior to the meeting by 1:00 p.m. to enable the Clerk of the Commission to make reasonable arrangements for accessibility to this meeting.**

## **AGENDA ITEM NO. 1**

**TO:** CalAIM Advisory Committee

**FROM:** Maddie Gutierrez, MMC - Clerk to the Commission

**DATE:** March 16, 2023

**SUBJECT:** Approval of the Community Advisory Committee Special Meeting Minutes of February 16, 2023.

### **RECOMMENDATION:**

Approve the minutes as presented.

**Ventura County Medi-Cal Managed Care Commission (VCOMMCC)  
dba Gold Coast Health Plan  
CalAIM Advisory Committee Meeting  
Special Meeting  
February 16, 2023**

**INTERPRETER ANNOUNCEMENT**

Interpreter, Moira Gallo, made her announcement for Spanish speakers.

**CALL TO ORDER**

Marlen Torres, Executive Director of Strategy & External Affairs called the meeting to order at 4:09 pm

**INTRODUCTION OF NEW COMMITTEE MEMBER - Emilio Ramirez**

Ms. Torres noted that Mr. Ramirez was not able to be present for his first meeting due to a scheduling conflict. He will join the next meeting.

**ROLL CALL**

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

Absent: Emilio Ramirez

GCHP Staff in attendance: Marlen Torres, Executive Director of Strategy & External Affairs, CEO Nick Liguori, CMO Felix Nunez, M.D., CCO Robert Franco, CDO Ted Bagley, CPPO Erik Cho, Michael Murguia, Executive Director of Human Resources, and Lisbet Hernandez.

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

Ms. Torres thanked all for attending. She also thanked those who had submitted potential committee members to join the CalAIM Advisory Committee. The list of potential committee members are being reviewed and staff is working with legal to ensure that there is not a conflict of interest.

## **PUBLIC COMMENT**

None.

## **CONSENT**

1. **Approval of CalAIM Advisory Committee Regular Meeting Minutes of November 17, 2022, special meeting minutes of December 13, 2022, January 5, 2023 and January 26, 2023.**

Staff: Maddie Gutierrez, MMC – Clerk to the Commission

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

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

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

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

Committee member Vanessa Frank motioned to approve Consent items 1 and 2. Committee member Dr. Linda McKenzie seconded the motion.

Roll Call vote as follows:

**AYES:** Committee members Vanessa Frank, Carolina Gallardo, Maria Jimenez, and Dr. Linda McKenzie.

**NOES:** None.

**ABSENT:** Emilio Ramirez.

The Clerk declared the motion carried.

## **COMMITTEE ROUNDTABLE**

Ms. Frank stated this meeting day and time conflict with her schedule. She is asking the committee and staff to reconsider moving the meetings to either the second or fourth Thursday of the month at 4 pm or move the meetings to mornings. Ms. Maria Jimenez stated she also has a conflict with the third Thursdays of the month and agrees that we should discuss a revision of the meeting day and possibly time.

Ms. Marlen Torres stated we will add this item as formal action to the next meeting, and it will be discussed at that time.

**ADJOURNMENT**

With no further business to discuss, Ms. Marlen Torres adjourned the meeting at 4:19 pm

Approved:

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Maddie Gutierrez, MMC  
Clerk to the Commission



## **AGENDA ITEM NO. 2**

**TO:** CalAIM Advisory Committee

**FROM:** Scott Campbell, General Counsel

**DATE:** March 16, 2023

**SUBJECT:** In-Person and Teleconferencing Meeting Options under the Ralph M. Brown Act and Assembly Bills 361 and 2449.

### **SUMMARY/RECOMMENDATION:**

Receive a report regarding the following in-person and teleconference meeting options available to the CalAIM Advisory Committee of the Ventura County Medi-Cal Managed Care Commission (“Committee”) dba as Gold Coast Health Plan (“Plan”) pursuant to the Brown Act and Assembly Bills 361 and 2449:

1. Continue to make the requisite findings under Assembly Bill 361 to hold meetings remotely in the absence of a declared statewide emergency in response to the COVID-19 pandemic. If this option is followed, the Committee would only be able to continue using AB 361 for teleconference meetings if the Committee makes the findings below by majority vote during today’s meeting, and going forward continues to meet at least every 30 days to make such findings. The Committee must make the following findings:
  - a. The Committee has reconsidered the circumstances of the state of emergency; and
  - b. State or local officials continue to impose or recommend measures to promote social distancing, such rules being the Non-Emergency Rules issued by Cal/OSHA.

As explained below, the Committee may rely on the recent non-emergency rules issued by Cal/OSHA to make the second requisite finding, and if it chooses do so, it must reference such rules as a continuing basis to meet remotely. Additionally, the Committee may request that meetings held under AB 361 be hybrid meetings, with Committee members who want to attend in person attending such AB 361 meetings.

2. If the Committee decides to not make the findings under Assembly Bill 361, Commission meetings going forward will be conducted pursuant to the traditional Brown Act rules unless the exceptions under Assembly Bill 2449 are invoked.



## **BACKGROUND/DISCUSSION:**

The purpose of this staff report is to provide the Committee with an update regarding the Committee's teleconferencing options under recent amendments to the Ralph M. Brown Act via Assembly Bills 361 and 2449, and to request that the Committee provide staff with direction as to how the Committee wishes to proceed with meetings going forward.

### **I. Teleconferencing under the Traditional Pre-Pandemic Rules**

Traditionally, the Brown Act has allowed for teleconference or virtual meetings, provided that:

- The agenda must be posted at all teleconferenced locations.
- Each teleconference location must be accessible to the public.
- At least a quorum of the legislative body members must participate from within the boundaries of the jurisdiction, except as otherwise allowed by the Brown Act.
- All votes taken must be by roll call.
- Teleconferenced meeting must be conducted in a manner that protects the statutory and constitutional rights of the parties or the public appearing before the legislative body.
- Notice of the meeting must be given, and agendas must be posted as otherwise required by the Brown Act.
- Each teleconferenced location must be identified in the notice and agenda.
- Members of the public must be provided an opportunity to address the legislative body directly at each teleconferenced location.

### **II. Teleconferencing under Assembly Bill 361**

The traditional teleconferencing rules under the Brown Act were relaxed in response to 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 Committee and most public entities have had virtual meetings without having to post the location of the public officials attending virtually, making all locations accessible to the public and requiring a quorum of the body to be within the jurisdiction. 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 dispensing with the traditional teleconferencing procedures under the Brown Act of having to post the location of the legislative body members attending virtually, making all locations accessible to the public and requiring a quorum of the body to be within the jurisdiction, if the public agency makes the determination that there is a

Governor-proclaimed state of emergency which they will consider in their determination, and one of two secondary criteria listed below exists:

- State or local officials have imposed or recommended measures to promote social distancing in connection with COVID-19; or
- The Commission and its Committees determine that requiring a meeting in person would present an imminent risk to the health or safety of attendees.

The Commission has been making the findings under AB 361 since the onset of the COVID-19 pandemic.

### **III. Teleconferencing under Assembly Bill 2449**

As local agencies saw the effects of the COVID-19 pandemic waning, some local agencies sought the Legislature's assistance in extending the use of the more flexible teleconferencing provisions. What resulted was AB 2449, discussed below.

AB 2449 provides a new teleconferencing option that can be used when a member of the Committee has to attend a meeting remotely due to an emergency or other reasons supported by "just cause." Under these new rules, the Committee may hold a hybrid (partial teleconference, partial in-person) meeting without having to comply with the traditional Brown Act teleconference rules under certain circumstances. These circumstances are:

- Just Cause. One or more Committee members (but less than a quorum) have *notified* the Commission at the earliest opportunity of their need to participate remotely for just cause. Just cause is restricted to:
  1. childcare or caregiving need for a child, parent, grandparent, grandchild, sibling, spouse, or domestic partner that requires remote participation;
  2. contagious illness that prevents in-person attendance;
  3. physical or mental disability need not otherwise accommodated by the Committee; or
  4. travel while on official business of the Committee or another state or local agency.

The Committee member must notify the Committee at the earliest opportunity possible, including at the start of a regular meeting, of their need to participate remotely for just cause, including a general description of the circumstances relating to their need to appear remotely at the meeting.

- Emergency Circumstance One or more Committee members (but less than a quorum) experience an emergency circumstance, which is defined as a physical or family medical emergency that prevents in-person attendance, and *requests* to participate remotely. As part of their request, the Committee member must provide a general description of the circumstances relating to their need to appear remotely; however, they are not required to disclose a medical diagnosis, disability or other confidential medical information. The Committee must then take action on each Committee member's request. The Committee member must make their request to participate remotely as soon as possible, and must make a separate request for each meeting in which they seek to participate remotely. If the request does not allow sufficient time to be placed on the posted agenda for the meeting for which the request is made, the Committee may take action on it at the beginning of the meeting.

There are limitations on the number of times a Committee member may use AB 2449 to participate remotely. Specifically, a Committee member may not participate remotely for "just cause" for more than two meetings in a calendar year and, in general, may not use AB 2449 to participate remotely for more than three consecutive months or 20 percent of the regular meetings for the Committee within a calendar year (or more than two meetings if the Committee regularly meets fewer than 10 times per calendar year). This means that staff would need to keep track of which meetings were attended remotely by which members throughout the year.

In addition to the limitation listed above, in order for the Committee to use teleconferencing under AB 2449, the meeting format and agendas must comply with the following:

- A quorum of the Committee must meet in-person at a single, physical location within the Commission's boundaries
- The Committee must use either a two-way audio-visual system or a two-way phone service with live webcasting.
- The agenda must identify a call-in or internet-based access option for the public, along with the in-person meeting location.
- If a disruption to the online meeting occurs, the Committee may take no further action on agenda items until public access is restored.
- The public must be able to provide comments in real-time. Public comments may not be required to be submitted in advance.
- All votes must be taken by roll call.

In addition, Commissioners participating remotely under AB 2449 must comply with the following requirements during the meeting:

- Before any action is taken, the Committee member(s) must disclose whether any other individuals 18 years of age or older are present in the room at the remote location with the Committee member, and the general nature of the Committee member's

relationship with any such individuals.

- The Committee member(s) must participate through both audio and visual technology.

Finally, the teleconferencing rules discussed above apply only to situations where one or more Committee members are teleconferencing into a meeting, they do not apply to GCHP staff's attendance.

### **In-Person and Teleconference Options in Light of the Foregoing**

In light of the above, the following in-person and teleconference meeting options are available to the Committee pursuant to the Brown Act and Assembly Bills 361 and 2449:

- 1. Continue to make the requisite findings under Assembly Bill 361 to hold meetings remotely in the absence of a declared statewide emergency in response to the COVID-19 pandemic. If this option is followed, the Committee may only be able to continue using AB 361 for teleconference meetings if the Committee makes the findings below by majority vote during today's meeting, and going forward continues to meet at least every 30 days to make such findings.**

Although AB 361 remains a law through January 1, 2024, Governor Newsom has announced that the declared statewide COVID-19 State of Emergency ended on February 28, 2023. The County of Ventura has announced that the County-wide COVID-19 local emergency also ended on February 28, 2023. As such, the Committee may only be able to continue using AB 361 for teleconference meetings if the Committee continues to meet at least every 30 days, and by majority vote, makes both of the following findings:

- The Committee has reconsidered the circumstances of the state of emergency; and
- State or local officials continue to impose or recommend measures to promote social distancing.

The Committee may rely on recent regulations issued by Cal/OSHA described below, to satisfy the second requisite finding listed above. If this option is followed, the Committee must make the above findings during today's meeting and reference the non-emergency Cal/OSHA regulations as a continuing basis to meet remotely.

#### *Recently Issued Cal/OSHA Regulations*

On February 3, 2023, a new set of non-emergency COVID-19 prevention regulations issued by Cal/OSHA took effect statewide. The regulations carried over some of the same requirements from the earlier Cal/OSHA COVID-19 Emergency Temporary Standards, and include new employer-facing provisions for worker protection measures. Among other things, these updated COVID-19 reduction measures require employers to develop, implement, and maintain effective policies to prevent transmission of COVID-19 by persons who had close

contacts (based on being within six feet of a person confirmed to have COVID-19), and require face coverings in specified instances.

Additionally, under the first option, and upon making the required findings under AB 361, the Committee may also consider adding an “in-person” component such as a hybrid meeting system. This option grants the Committee members who want to attend in person the option and such location would be listed on the agenda. The Committee could decide to allow members of the public to attend such hybrid meetings as well.

**2. If the Committee decides to not make the findings under Assembly Bill 361, Committee meetings going forward will be conducted pursuant to the traditional Brown Act rules unless the exceptions under Assembly Bill 2449 are invoked.**

Alternatively, the Committee may choose to cease making the requisite findings under AB 361 and either return to fully in person meetings or some Commissioners could attend remotely pursuant to the traditional Brown Act Rules discussed in Section (I) of this report. Additionally, there is always the option of individual Committee members attending remotely by invoking the reasons for attending remotely set forth in AB 2449 discussed in Section (III) of this report.

**CONSEQUENCES OF NOT FOLLOWING RECOMMENDED ACTION:**

If the Committee decides to not make the requisite findings under Assembly Bill 361 to continue to meet remotely, the Committee will have to follow the traditional Brown Act rules pertaining to in-person and teleconference Committee meetings that existed prior to the COVID-19 pandemic, or individual Committee members could attend remotely pursuant to the requirements of AB 2449.

**FOLLOW UP ACTION:**

That the Committee provide staff with direction as to how the Committee wishes to proceed with meetings going forward.

**ATTACHMENT:**

None.

### **AGENDA ITEM NO. 3**

**TO:** CalAIM Advisory Committee  
**FROM:** Maddie Gutierrez, MMC, Clerk to the Commission  
**DATE:** March 16, 2023  
**SUBJECT:** Approval of the Revised 2023 CalAIM Committee Meeting Calendar

#### **SUMMARY:**

This item will establish revised meeting dates for the CalAIM Committee meetings for the remainder of 2023. The following schedule has quarterly regular meetings, with no special meetings.

#### *Regular CalAIM Committee Meetings*

Time: 7:30AM – 9:00 AM

Dates:       Wednesday June 21, 2023  
              Wednesday September 20, 2023  
              Wednesday November 15, 2023

#### **RECOMMENDATION:**

Approve the Revised 2023 CalAIM Committee meeting calendar as presented.

#### **ATTACHMENTS:**

Copy of the Revised 2023 CalAIM Committee Meeting Calendar.



Regular Mtg, 7:30AM -9:00 AM

2023 **REVISED**  
CalAIM Advisory Committee Meetings

January						
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
	7	8	9	10	11	12
	13	14	15	16	17	18
	19	20	21	22	23	24
	25	26	27	28	29	30
	31					

February						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
	5	6	7	8	9	10
	11	12	13	14	15	16
	17	18	19	20	21	22
	23	24	25	26	27	28

March						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
	5	6	7	8	9	10
	11	12	13	14	15	16
	17	18	19	20	21	22
	23	24	25	26	27	28
	29	30	31			

April						
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						1
	2	3	4	5	6	7
	8	9	10	11	12	13
	14	15	16	17	18	19
	20	21	22	23	24	25
	26	27	28	29	30	

May						
Su	M	Tu	W	Th	F	Sa
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	7	8	9	10	11	12
	13	14	15	16	17	18
	19	20	21	22	23	24
	25	26	27	28	29	30
	31					

June						
Su	M	Tu	W	Th	F	Sa
				1	2	3
	4	5	6	7	8	9
	10	11	12	13	14	15
	16	17	18	19	20	21
	22	23	24	25	26	27
	28	29	30			

July						
Su	M	Tu	W	Th	F	Sa
						1
	2	3	4	5	6	7
	8	9	10	11	12	13
	14	15	16	17	18	19
	20	21	22	23	24	25
	26	27	28	29	30	31

August						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
	5	6	7	8	9	10
	11	12	13	14	15	16
	17	18	19	20	21	22
	23	24	25	26	27	28
	29	30	31			

September						
Su	M	Tu	W	Th	F	Sa
					1	2
	3	4	5	6	7	8
	9	10	11	12	13	14
	15	16	17	18	19	20
	21	22	23	24	25	26
	27	28	29	30		

October						
Su	M	Tu	W	Th	F	Sa
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	7	8	9	10	11	12
	13	14	15	16	17	18
	19	20	21	22	23	24
	25	26	27	28	29	30
	31					

November						
Su	M	Tu	W	Th	F	Sa
			1	2	3	4
	5	6	7	8	9	10
	11	12	13	14	15	16
	17	18	19	20	21	22
	23	24	25	26	27	28
	29	30				

December						
Su	M	Tu	W	Th	F	Sa
						1
	2	3	4	5	6	7
	8	9	10	11	12	13
	14	15	16	17	18	19
	20	21	22	23	24	25
	26	27	28	29	30	31



**AGENDA ITEM NO. 4**

**TO:** Cal-AIM Advisory Committee  
**FROM:** Erik Cho, Chief Policy & Program Officer  
**DATE:** March 16, 2023  
**SUBJECT:** Leading into the Future: Transportation Progress

**PowerPoint with  
Verbal Presentation**

**ATTACHMENTS:**

*Leading into the Future: Transportation Progress*



# Gold Coast Health Plan

## Leading into the Future: Transportation Progress

Thursday, March 16, 2023  
Erik Cho, Chief Policy and Program Officer

Integrity

Accountability

Collaboration

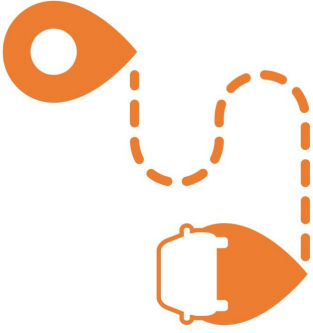
Trust

Respect

# Topics

- Brief Review of the Need to Improve Transportation
- Steering Committee
- Transportation Oversight
- Provider Engagement
- Connection to Care Management
- Internal Process Alignment
- Transportation Consultant

# 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

# Steering Committee

The **GCHP Transportation Steering Committee** was formed in January and meets weekly.

## Goals:

Work urgently to address current transportation issues in order to improve member experience

Create an ongoing action plan for becoming best-in-class in transportation

# Transportation Oversight

Daily operational oversight meetings with transportation vendor

Direct partnership to improve vendor processes

Identification of additional training opportunities to be implemented immediately

Escalation process implemented to include all levels of vendor leadership to respond to issues

Immediate 360-degree feedback loop

# Provider Engagement

PNO and Operations meetings with facilities caring for critical needs members, including:  
Dialysis Centers  
Long Term Care Facility

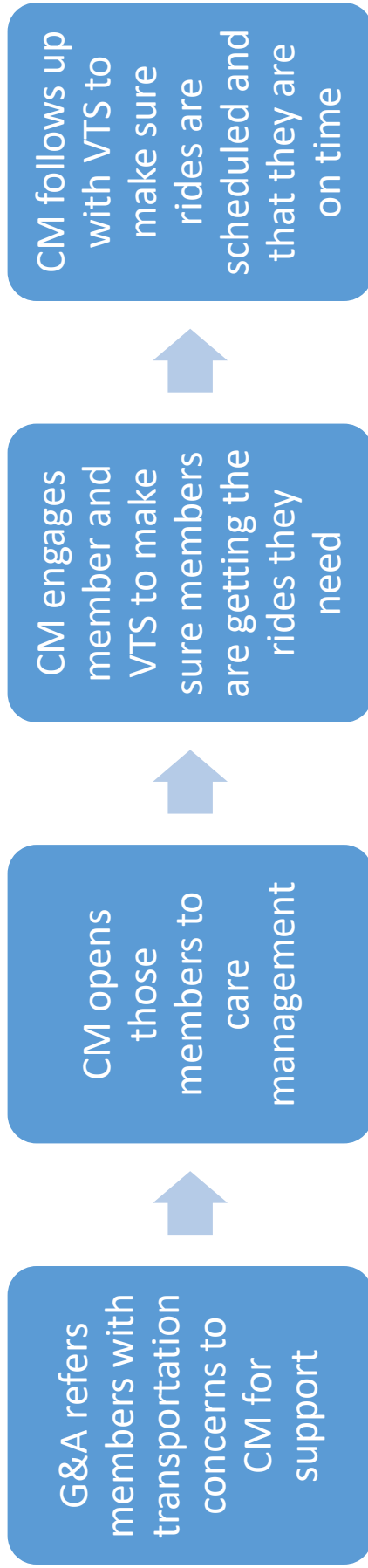
GCHP and VTS holding regular meetings with several providers to improve transportation program and measure progress

GCHP and VTS meet twice per month to discuss opportunities for improvement and progress toward goals

Focus on transportation during all Provider Relations Site Visits

Offered direct contact for issues to Exec. Director of Operations and Sr. Director of Provider Network Operations

# Connection to Care Management





# Internal Process Alignment

## Transportation Liaison

We have a Transportation Liaison with a dedicated phone line to respond to transportation related issues from providers and/or members

## Internal Collaboration

Departmental collaboration with Operations and CM to connect members with CM services

## Communication

Internal communication to ensure any member and provider concerns company-wide are brought to the attention of Operations for follow-up (G&A and/or Oversight)

# Transportation Consultant

GCHP seeks to work quickly with an **expert consultant to develop next steps and a roadmap** for high-performing non-emergency medical transportation.

Our Business Units have partnered with Procurement to devise an appropriate process for consultancy selection.

- Procurement and BU identified and interviewed 6 vendors to confirm qualifications; list was narrowed to three who have considerable and recent NEMT consulting experience
- Procurement and BU will draft requesting written response with proposal and pricing
- Selection will be made based on quality of plan, quality of team, clearly defined objectives and price.
- Engagement is expected to be approximately 5 weeks with relatively low spend

**Integrity**

**Accountability**

**Collaboration**

**Trust**

**Respect**

# Questions



**AGENDA ITEM NO. 5**

**TO:** CalAIM Advisory Committee

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

**DATE:** March 16, 2023

**SUBJECT:** General CalAIM Update

**PowerPoint with  
Verbal Presentation**

**ATTACHMENTS:**

*Gold Coast Health Plan CalAIM Update*

# Gold Coast Health Plan CaAIM Update

March 16, 2023

Erik Cho  
Chief Policy and Program Officer

Integrity

Accountability

Collaboration

Trust

Respect

# GUIDING PRINCIPLES

Better health  
begins with  
the food we  
eat



We strive to  
make better  
health  
accessible to all



Together, we  
can make a  
remarkable  
impact



# NUTRITION: EVEN MORE IMPORTANT AFTER DISCHARGE

**Home-delivered meals after discharge** from an inpatient stay at a hospital, skilled nursing facility or rehab facility **promote recovery and healing and prevent readmissions.**

- Standard program provides 2 meals/day for 4 weeks
- Customized to each member's condition(s)
- Delivery to doorstep in 1-3 days after receipt of referral





# CONDITION MANAGEMENT: EASIER WITH MEALS

Supporting members with home-delivered meals can make managing a chronic condition like Diabetes, Cancer, Hypertension, Renal Failure, or Heart Failure easier, helping members avoid flare-ups that lead to poor clinical outcomes, ED visits and IP stays



- Standard program provides 2 meals/day for 12 weeks (168 meals)
- Customized to each member's condition(s)
- Delivery to doorstep in 1-5 business days after receipt of referral



# Standard Meals Program

- Members who receive meals will also be assessed for additional Member Support Programs:
  - Enhanced Care Management
  - Integrated Disease Management through GCHP's CM department
  - Complete Case Management
  - Community Supports
  - Self-Management Supports
  - Health Education Materials



# ECM engagement



Total Members Served:  
1417



Total current members:  
680



Members graduated: 492



Members closed: 245

# Increasing Members Served

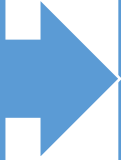
- ❖ Current Engagement Plan
  - ❖ Proactive outreach for members with chronic conditions for meals
  - ❖ Partner for outreach to at-risk members who are experiencing gaps in care
  - ❖ Outreach and training for community partners
- ❖ Discussion:
  - ❖ Input from committee members on additional opportunities for engagement and outreach to provide services to members



# Incentive Programs Overview

# CalAIM Incentive Payment Program (IPP)

The CalAIM IPP has been in effect from January 1, 2022, and will run till June 30, 2024.



The goal of IPP drive transformation at the MCP and Provider level by:

Investing in delivery system infrastructure	Breaking down silos in health care service delivery	Reducing health disparities and promote health equity	Achieving improvements in quality performance	Incentivizing uptake of ECM and CS
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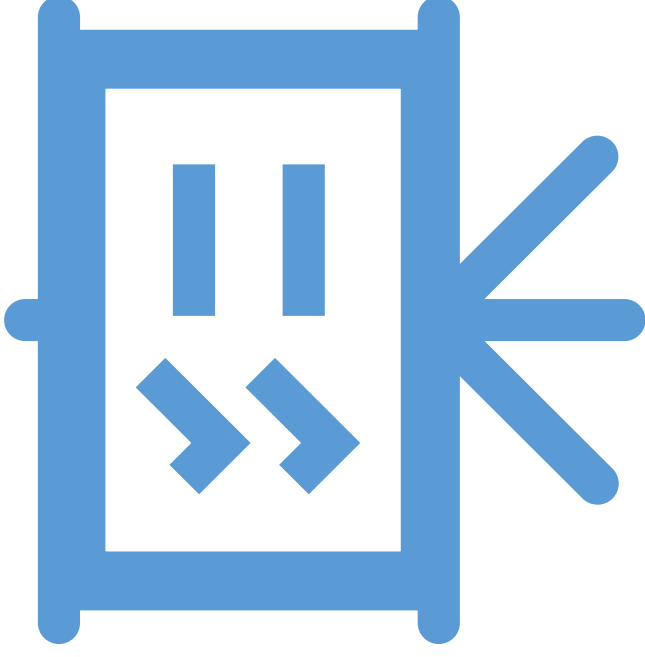


GCHP will be evaluated on specific criteria related to:

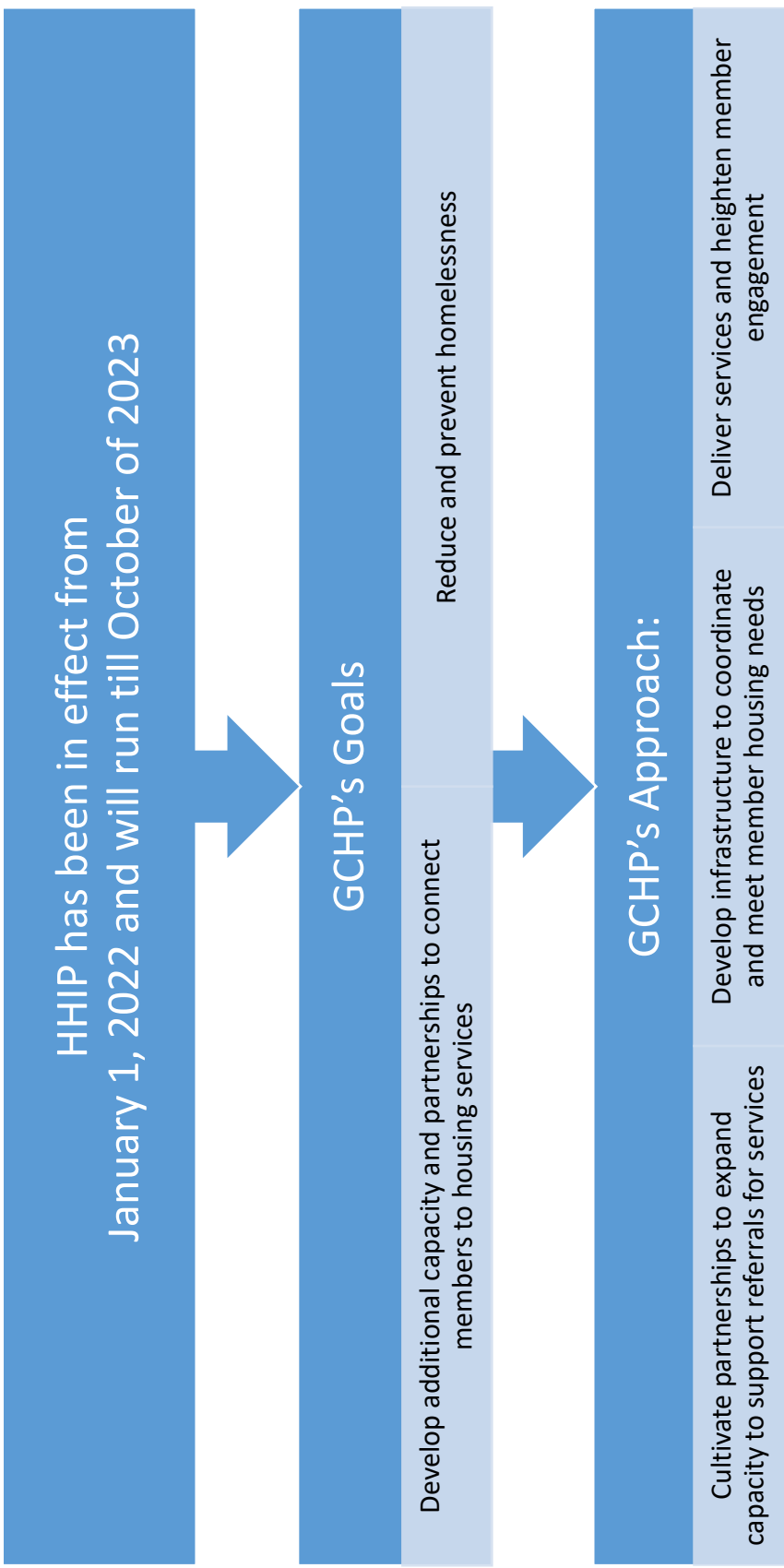
Delivery System Infrastructure	ECM Provider Capacity Building	CS Provider Capacity Building and CS Take-Up	Quality and Emerging CaAIM Priorities
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# CalAIM Incentive Payment Program (IPP)

- GCHP intends to launch a phased grant program to ensure community providers are equipped to deliver services and engage members to achieve the goals set forth in IPP and CalAIM.
- GCHP has and will continue to hold webinars on CalAIM to assist current and prospective providers to collaborate on approaches for the delivery of services.



# Housing and Homelessness Incentive Payment Program (HHIP)



HHIP has been in effect from January 1, 2022 and will run till October of 2023

## GCHP's Goals

Develop additional capacity and partnerships to connect members to housing services

Reduce and prevent homelessness

## GCHP's Approach:

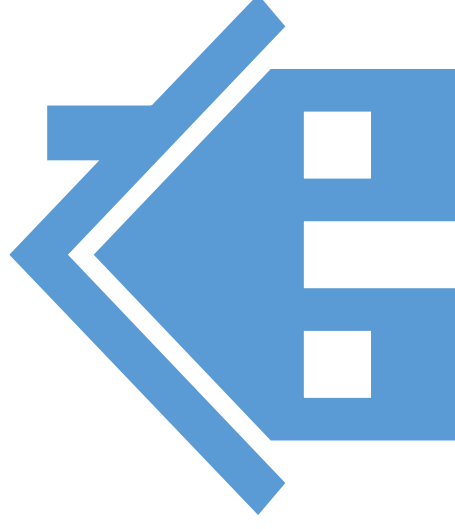
Cultivate partnerships to expand capacity to support referrals for services

Develop infrastructure to coordinate and meet member housing needs

Deliver services and heighten member engagement

# Housing and Homelessness Incentive Payment Program (HHIP)

- GCHP will invest in four primary areas:
  - Infrastructure
  - Member Experience
  - Service Delivery
  - Technology
- GCHP is working closely with the Ventura County Continuum of Care (CoC) to ensure goals are aligned and plans are coordinated with homeless and housing service providers.
- GCHP intends to expand Recuperative Care, Street Medicine Services, Community Health Worker engagement, and further connect with homeless members to guarantee their social and health issues served.





# Community Health Workers

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Preventive health services delivered by a CHW to prevent disease, disability, and other health conditions or their progression; to prolong life; and to promote physical and mental health.

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CHWs help Members receive appropriate services related to perinatal care, preventive care, sexual and reproductive health, environmental and climate-sensitive health issues, oral health, aging, injury, and domestic violence and other violence prevention services.

# Community Health Workers

- GCHP will launch a webinar series soon to engage local interested providers to would like to become CHW Supervising Providers.
- A CHW Supervising Provider must be a licensed Provider, a hospital, an outpatient clinic, a local health jurisdiction (LHJ), or a community-based organization (CBO).
- CHW Supervising Providers are responsible for:
  - Overseeing CHWs
  - Ensuring that CHWs meet qualifications stipulated in the contract and within the CHW APL
  - Submitting claims for services rendered

# Discussion

