

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
(APPROVED MINUTES FOR MARCH 26, 2019)**

Location: Molina Healthcare, 550 E. Hospitality Lane, San Bernardino, CA 92408

Date: Tuesday, March 26, 2019- 1:30 pm - 4:30pm

Minutes By: *Jessica Jerez, Inland Empire Health Plan*

Transcription By: *Vivian Flores & Sonya Machado, Quick Caption*

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Barbara Chastain	Health Plan Member	San Bernardino County In-Home Support Services; IEHP Member
Ben Jauregui	Long-Term Services & Supports, LTSS Manager	Inland Empire Health Plan
Betsy Roberts	Manager, Health Care Services, Riv/SB Counties	Molina Healthcare
Chris Tarr	Deputy Director	San Bernardino County Department of Aging and Adult Services
Connie Hill	Health Plan Member	Molina Healthcare
Dr. Clarence Chung	Senior Director - Medicare	Inland Empire Health Plan
Dr. Felix Nuñez	Medical Director	Molina Healthcare
Grant Jahner	Attorney	Inland Counties Legal Services
Jennifer Rasmussen	Vice President of Health Services	Molina Healthcare
Keven Porter	Regional Vice President	Hospital Association of Southern California
Lisa Hayes	Executive Director	Rolling Start
Mary Hudson	Health Plan Member	Molina Healthcare
Melissa Cardenas		San Bernardino County IHSS Public Authority
Melissa Seinturier	Access Clinic Program Manager	Borrego Health
Monika Vega	Deputy Director	Harbage Consulting
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht (Chair)	Health Plan Member	In-Home Supportive Services Consumer
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System –Behavioral Health
Sharon Swayzer	IHSS Provider	San Bernardino IHSS Public Authority, IHSS Provider
Wasima Alvi	Clinical Services Manager	Inland Regional Center

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Carol Anne Carlucci	Paralegal	Inland Counties Legal Services
Claudia Harris	Supervising Social Worker	San Bernardino County Department of Aging and Adult Services
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Dianne Sceranka	Integrated Healthcare Manager	San Bernardino County Department of Behavioral Health
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Dr. Scott Allen	Physician	Provider
Felice Connolly	IHSS Provider	Riverside County IHSS Public Authority, IHSS Provider
Gabriel Uribe	Independent Living & Diversity Manager	Inland Empire Health Plan
Heather Granger	PHN Supervisor	San Bernardino County Department of Aging and Adult Services

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Jewel Lee	Director	Riverside County Office on Aging
Johnny Andrade		Riverside County In-Home Supportive Services
Karen Widerynski	Managed Care Specialist	California Association of Health Facilities
Kristine Loomis	Health Plan Member	Riverside County In-Home Supportive Services
Loretta Sotile	District Manager	San Bernardino County IHSS Public Authority
Marina Espinosa		San Bernardino County DBH, Program Support Services
Matt Daniels		Riverside County Department of Public Social Services
Megan Dankmyer	Director of Long Term Care	Molina Healthcare
Myette Christian	Registry Manager	San Bernardino County IHSS Public Authority
Nancy Hillsdale	District Manager	San Bernardino County Transitional Assistance Department (TAD)
Patricia Martin	IHSS Consumer	In-Home Supportive Services
Pauline Beschorner	Program Specialist II	Riverside County Department of Public Social Services
Robin McCall	MSSP Program Director	Riverside County Office on Aging
Rosa Hidalgo	Executive Director	San Bernardino County IHSS Public Authority
Sandra Wieder	Health Plan Member	Inland Empire Health Plan Member
Tessie Cross	Attorney	Inland Counties Legal Services

Public

Person Present

Bessie Jones
 Brandon Bullock
 Bridget Spargo
 Carina Ramirez
 Elena Castillo
 Eddie Ramirez
 Jessica Jerez
 Linda Lovett
 Luis Coronel
 Paul Gutierrez
 Ramona Chavez
 Ruby Jenkins
 Sonya Machado
 Starlette Turner
 Susan Arcidiacono
 Vivian Flores

Title

Health Plan Member
 Government Affairs Analyst III
 Director UM Operations
 Medicare Operations Coordinator

 Community Health Representative
 Medicare Operations Analyst
 Health Plan Member
 Medicare Manager
 Outreach Specialist
 Area Manager
 Health Plan Member
 Transcriber
 Connect IE Lead
 Chief Marketing Officer
 Transcriber

Affiliation

Inland Empire Health Plan
 Inland Empire Health Plan
 Inland Empire Health Plan
 Inland Empire Health Plan
 Inland County Legal Services
 Inland Empire Health Plan
 Inland Empire Health Plan
 Molina Healthcare
 Inland Empire Health Plan
 Harbage Consulting
 Shield Healthcare
 Inland Empire Health Plan
 Quick Caption, Inc
 Inland Empire United Way
 Inland Empire Health Plan
 Quick Caption, Inc

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
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**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for March 26, 2019 @ 1:30-4:30 pm**

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Randy Schlecht</i>	Introductions were made for all in attendance and those on the phone.	<i>No Action Required</i>
II. Acceptance of minutes from November 27, 2018 and Committee Nominations <i>Randy Schlecht</i>	<p>Minutes were accepted as presented.</p> <ul style="list-style-type: none"> • Motion by Dr. Clarence Chung • Second by Barbara Chastain <p>Motion to accept Linda Lovett (Consumer- Molina), Ruby Jenkins (Consumer- IEHP), and Bessie Jones (Consumer- IEHP) to the CCI Stakeholder Committee.</p> <ul style="list-style-type: none"> • None opposed • Motion by Jennifer Rasmussen • Second by Dr. Felix Nunez 	<i>No Action Required</i>
III. Review Action Log from November 27, 2018 <i>Randy Schlecht</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Betsy Roberts confirmed all documents sent to her were uploaded successfully. Betsy mentioned that the website is worked by different groups. One group works on the homepage and the second group works on importing updates and deleting items. 	<i>Completed</i>
	<p>32. To contact Harbage about any events or questions that you may have about how we can leverage Harbage to get the information out to the community.</p> <ul style="list-style-type: none"> • Jessica Jerez informed the group that IEUW will present a demo of Connect IE later on in the meeting. • Betsy Roberts confirmed the HICAP logo has been updated on the CCI website. • Monika Vega to follow-up with Lisa Hayes from Rolling Start. 	<i>Ongoing</i>
	<p>85. Paul Van Doren will lead the creation of a presentation to guide consumers through transitioning in/out of SNF/assisted living. Provide Terri Lee with input on draft community transitions presentation. (Items #85 and #106 combined)</p> <ul style="list-style-type: none"> • Paul stated they are working on slides to clarify issues such as: <ul style="list-style-type: none"> ○ Overview of costs ○ Benefits • Paul informed Grant that Kenner reached out and offered resources and guidance. 	<i>Pending</i>

Agenda Item	Discussion of Agenda Items	Action
	<p>88. Follow up on Harbage flyer cost and how Health Plans can assist.</p> <ul style="list-style-type: none"> • Kristine Loomis not present to discuss. • Monika Vega confirmed that Harbage Consulting is still interested. She explained they are missing the numbers but want to continue. 	<i>Ongoing</i>
	<p>96. Wasima Alvi asked Molina and IEHP to conduct a presentation of transportation benefits to IRC employees. IEHP/Molina to provide update on potential training for ALC staff on the difference between side ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member's preferences. (Action item #96 and #109 combined)</p> <ul style="list-style-type: none"> • Wasima addressed Senate Bill 1152 (Hospital patient discharge process: homeless patients) and stated this bill comes with a transportation concern. She requested for IEHP to present with SB1152 in mind. • Bridget Spargo, Director UM Operations from IEHP, presented a detailed overview of the transportation benefit. The following points were addressed: <ul style="list-style-type: none"> ○ Approximately 90% of transportation for IEHP members is coordinated with American Logistics Company (ALC). This vendor is based out of St. George, Utah and IEHP is working closely with ALC to ensure all member's needs are being met. In March, IEHP met with ALC to go over system review, inquiries, and grievances. ○ IEHP is directly contracted with 25 agencies like Premier Medical Transportation. This type of transportation is primarily used for dialysis members. ○ Door to door service is available for members that need assistance to the vehicle. Non-medical transportation is available for ambulatory members who are able to walk to a curb/bus stop. Bus passes and Lyft are utilized. ○ IEHP is working internally with big agencies and Omnitrans on a Bus Pass Card where members are able to go to wherever they need to go, e.g., medical and dental appointments, grocery store. ○ Bridget addressed the Committee's concern about providing training to the ALC staff on side ramp entry vs rear opening vans and tracking member's preferences. She noted that IEHP is actively working with ALC on these issues. ○ As of 1/1/2019, IEHP has enforced a 5 day notice to coordinate transportation. There are exceptions but for routine appointments IEHP will enforce the 5 day notice as IEHP serves 1.1 million members. • Grant requested information on how it is determined who gets Lyft vs public transportation. <ul style="list-style-type: none"> ○ Bridget shared guidelines and stated once those are met, the PCP or Treating Specialist may submit an Exception Form indicating member cannot ambulate to bus stop then Lyft may be approved. For provider friendliness, IEHP is currently working on combining the Physician Certification (PCS) Form and Bus Pass Exception Form into one form but are awaiting approval from the state. • Bridget shared that a member is able to make more than 1 transportation reservation at time. • Randy Schlecht shared that part of the transportation service he likes is will call. 	<i>Pending</i>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> • In regard to homeless population, Bridget explained IEHP is working with hospitals and asking for hospital and/or emergency room employee, someone other than member, to arrange transportation. <ul style="list-style-type: none"> ○ Wasima Alvi and Bridget Spargo discussed the length of an approval for Lyft is 1 year. For example, if an authorization was approved on 3/26/2019 then it would be good up until 3/26/2020. ○ Wasima invited Bridget to Inland Regional Center (IRC) to present IEHP’s transportation benefits for the staff at IRC. • Bridget clarified abbreviations for Randy: <ul style="list-style-type: none"> ○ NEMT – non emergent medical transportation ○ AMA – against medical advice • Keven Porter and Bridget discussed transportation from door through door vs. door to door. For example, a homeless patient being transported from the hospital to a behavioral health agency must enter the doors of the facility to ensure appropriate patient discharge. Bridget explained IEHP would work with member to ensure they receive the service they need. • Bridget stated that bus agencies are requiring that the bus pass have a picture ID. Currently there is no set date of when the bus passes will go through but IEHP is working on that. At the moment, a 30 day pass is being issued for San Bernardino County and for now, it is not available for Riverside. • Keven Porter provided information about SB1152: <ul style="list-style-type: none"> ○ as of January 1st, it was required for the hospitals to screen for health insurance and enroll if possible, ○ screen for infectious diseases common to the regions, ○ provide vaccinations and immunizations, ○ provide a meal, 72 hours worth of medication, and clothing appropriate for the environment, ○ provide transportation maximum travel time of 30 minutes or a maximum travel distance of 30 miles of the hospital, ○ provide access or referrals to mental health healthcare and shelter, ○ each hospital must keep a log of the discharged patients and their destinations after being released from Emergency Room, ○ each hospital must send written communication to shelter or receiving provider with posthospital health care needs. 	
	<p>112. Jessica Jerez to update member list and send email to group to confirm membership. Once list is updated, request for the updated list to be uploaded to the CCI Website.</p> <ul style="list-style-type: none"> • Jessica worked with Ben Jauregui to create an updated member list. She requested for Committee members to provide revisions and/or updates. <ul style="list-style-type: none"> ○ Betsy Roberts provided a list of Molina members that are not participating in the Committee. These identified members to be removed from list. 	<i>Complete</i>
	<p>113. Jessica Jerez to share the following links with group: Access Clinic Program flyer/links, Cal Duals’ registration link/webinar flyer, and regulatory references and/or diaper product information.</p> <ul style="list-style-type: none"> • Access Clinic Program flyer/links – Jessica shared this information with the group via email. 	<i>Complete</i>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> • Cal Duals’ registration link/webinar flyer, and regulatory references - Monika Vega informed the group these are on hold for now due to low participation. Monika will advise if anything changes. • Diaper product information - Melissa Seinturier stated she is gathering more information on the plastic base diaper products. • Ramona Chavez from Shield Health Care attended the Committee Meeting and provided insight on the diaper products: <ul style="list-style-type: none"> ○ There was a change with the State and Medi-Cal formulary relating to the plastic backing diapers. These type of diapers were removed from the formulary due to not meeting State guidelines. As a result of the change, manufactures were no longer making the plastic backing diapers. ○ Alternative diapers and samples were offered to members to help support them with the available product that is now on Medi-Cal. ○ Ramona added if there is room for discussion, they will be happy to discuss with IEHP about alternatives and how to make this work for IEHP members. • Jessica informed the group this action item will be considered complete. If any updates arise on any of these items, those involved may share at the next meeting. 	
IV. Physician/Provider Topics	<p>Dr. Felix Nunez proposed that as a group we could on work on having a steady participation from community physicians.</p> <ul style="list-style-type: none"> • Ben Jauregui suggested that the Committee offer Keven Porter (Hospital Association of Southern California) and Melissa Seinturier (provider from Dr. Scott Allen’s office) the opportunity to bring topics, share barriers and success stories at future meetings. Dr. Clarence Chung agreed. <ul style="list-style-type: none"> ○ Keven Porter shared that he would accept the opportunity, at future meetings, to share issues from the hospital standpoint. 	
V. Dashboard/Legislative Updates	<p>Dr. Jennifer Rasmussen shared the following:</p> <ul style="list-style-type: none"> • The Cal MediConnect Dashboard has been posted on the State’s website and is about 30 pages long. The dashboard provides data through the end of the 2018 on enrollment and different performance metrics of all the plans that are participating in Cal MediConnect. • There aren’t any specific legislative updates to Cal MediConnect, however Cal MediConnect is being extended beyond 2019. • IEHP and Molina, as well as other plans, put together a letter with recommendations of things they’ll like to see for the next 3 years. Jennifer informed the following items from the letter are relevant to this group. <ul style="list-style-type: none"> ○ In regard to the IHSS pilot, the letter advocates for there to be increasing collaboration between the health plans and the IHSS entities for the benefit of the members. ○ There was a recommendation to have more stakeholder groups like this one. 	
VI. MSSP Transition	<p>MSSP updates provided by Ben Jauregui:</p> <ul style="list-style-type: none"> • Currently, the state requested to delay the transition of the MSSP program to a health plan benefit. The transition date has been postponed to January 2023. 	

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	<ul style="list-style-type: none"> • The Model of Care Committee is still meeting and finishing up recommendations. Planning might stop for a while until there is further guidance from the State. • IEHP and Molina continue to meet with the Counties to discuss operations and how to improve the program. Ben thanked the Counties for the continued communication collaboration. He added that the momentum and conversation will continue despite the delay in transition. <p>Paul Van Doren inquired on the age criteria of the program.</p> <ul style="list-style-type: none"> • Ben stated at the moment there is no consensus, among the group, as to whether the age limit should be lowered to 50 or 55. The recommendation is to leave as is and possibly consider lower the age in the future. <p>Lisa Hayes questioned if there has been any discussions or clarity in the 3 year extension about MSSP-like services to manage members under 65.</p> <ul style="list-style-type: none"> • Ben explained Care Plan Options (CPO) is an option available to health plans to be able to purchase services/products that could help somebody to avoid going into skilled nursing facility (SNF). • Dr. Clarence Chung added that health plans are exploring additional options within CPO on how to better utilize CPO services. 	
VII. Connect IE Presentation	<p>Connect IE Presentation provided by Starlette Turner:</p> <ul style="list-style-type: none"> • Starlette introduced herself as a Connect IE Outreach Lead for 211 San Bernardino County. • 211 has collaborated with IEHP to launch this website (www.ConnectIE.org) and IEHP funds this project. • This tool will allow for hospitals and clinics to connect with their consumers and create pods. Pods are teams. Pods will assist with staying connected and keep track of referrals. • Starlette provided a demonstration on how to navigate within the website and also demonstrated how to share program information from the website via email or text. Website visitors can switch languages by using the “select language” dropdown. • The website contains filters, e.g. personal filters, program filters, and income eligibility filters to assist with navigating. • Services are updated every 6 months. 	
VIII. Risks/ Subgroup Reports	<p>No topics to discuss. Being that the Communications group is on hold, this item will be removed from the agenda, until further notice. Monika Vega agreed.</p>	
IX. Informational Events	<p>A. Harbage Activity provided by Monika Vega:</p> <ul style="list-style-type: none"> • Attended a community resource/school fair in Lake Elsinore which took place in January. • Had a resource table at the Fontana Senior Citizen Center which took place in February. • Planning for an upcoming event with Corona Senior Center. 	

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	<ul style="list-style-type: none"> • Monika reminded the Committee that there are webinars, provider presentations, and advocate level presentations available. The request form is available on the Cal Duals website. • Monika mentioned Paul Gutierrez and Sandra Ko will be the new contacts for the Inland Empire. Sandra is tri-lingual and speaks Korean, Spanish, and English. Paul and Sandra are helping with outreach as Winter and Fred are transitioning out of CCI outreach. • Bloomington Health Center Wellness Fair is coming up on April 19th. • Healthy Living Extravaganza is coming up on April 27th in Jurupa Valley. • Monika mentioned her team is working on having the Cal MediConnect Dashboard easily accessible by reducing the number of clicks on the Cal Duals web page. <p>B. CBO Needs</p> <ul style="list-style-type: none"> • Lisa Hayes explained that individuals who receive SSI may now take advantage of Cal Fresh and the good news is their SSI will not be affected. The Independent Living Centers are contracting with the Department of Rehabilitation and DPSS to be advocator assistants. The program is supposed to start in July and the application process may start in June. Both Community Access Center and Rolling Start will be assisting members with this process. She explained that Cal Fresh is a benefit issued on an EBT card. <ul style="list-style-type: none"> ○ Rolling Start will have 3 locations: High Desert, west side of San Bernardino, and San Bernardino. ○ Community Access Center will serve Riverside. ○ Betsy Roberts suggested for Rolling Start to send out an email to the group once they have additional details about Cal Fresh. 	
X. CCI/ Cal MediConnect Updates	Grant Jahner inquired about brokers and enrollment lock. Jennifer Rasmussen clarified that only LA Care is allowed to use brokers and there is no enrollment lock-in for CMC program.	
XI. Ombudsman Report Out and Updates	<p>Inland County Legal Services (ICLS) updates provided by Grant Jahner:</p> <ul style="list-style-type: none"> • Grant mentioned they have seen a big flux in the cost of living adjustments and how that's affecting people's Medi-Cal eligibility. Members are getting bumped over the new threshold for the different programs. • Also, with the cost of living adjustments, Grant explained that the Medicare savings plan is always an issue during this first quarter. • Lately, there has been general confusion about enrollment when members are receiving Dual Choice advertising flyers. Grant has seen about 5 related issues within the last month. ICLS is working on being able to access the Automated Eligibility Verification System (AEVS) so they can verify eligibility. <ul style="list-style-type: none"> ○ Betsy Roberts agreed on the confusion among members because she has seen advertising on TV for plans that are not in the Inland Empire. ○ Luis Coronel, IEHP's Medicare Sales Manager, has not seen issues relating the mailers. The confusion they have seen is when an individual's Medi-Cal is placed on hold, then get 	

Agenda Item	Discussion of Agenda Items	Action
	<p>reactivated with IEHP on the Medi-Cal side, the member is under the assumption they are automatically enrolled back into Cal MediConnect. Due to this confusion, his team has been reaching out to these members that were previously enrolled with IEHP then disenrolled due to a deeming issue and Luis' team is assisting with re-enrolling them back with IEHP.</p> <ul style="list-style-type: none"> • Grant discussed issues/barriers they have faced with individuals that have SSI linked Medi-Cal, but their County assignment is handled by Social Security Administration. They have seen where the Social Security worker will change a handful of addresses but not the final county assignment, leaving the individual still locked-in with LA county. When the enrollment is processed with IEHP or Molina the member will be enrolled for one month and disenrolled the following month. ICLS is working with individuals to identify if they are an SSI beneficiary, have moved, and to confirm Social Security has been contacted. <ul style="list-style-type: none"> ○ Susan Arcidiacono mentioned from her understanding if a beneficiary started their case at the SSA office that's the reasonable place to change their address. Grant agreed and mentioned that is the best way they try to help people, but some still go to the County. He mentioned when he calls San Bernardino County, he gets kicked off the phone line and advised to call later but with Riverside County he usually experiences about a 50 minute wait. • Grant stated they have encountered an issue with a state level code that is not allowing individuals who were at IRC, but no longer are receiving services at IRC, enroll into Cal MediConnect. He has attempted to contact the State but is having a tough time to get a contact that can assist. <ul style="list-style-type: none"> ○ Ben explained that the aid code assigned to an individual receiving services at IRC should be changed once they stop receiving services at IRC. This will allow for the individual to enroll in Cal MediConnect once they stop receiving services at IRC. ○ Wasima agreed this is more complex than "I'm no long receiving services." She added that this might have to do with a person being enrolled with Department of Developmental Services (DDS). She explained if an individual voluntarily disconnects from IRC, but is still eligible for IRC services, DDS will not drop them. DDS may drop a member entirely if IRC does a formal evaluation and decides that this person no longer qualifies for IRC services because there isn't any substantial handicap. The evaluation also includes if there is a chance the individual will return. There have been instances where a consumer will return 20 years later, and the substantial handicap is there once more. An example of this can be seizures. Wasima informed Grant if he needs status on a client, he is welcome to contact her directly. <ul style="list-style-type: none"> ○ Grant understood there is step process in place for this evaluation at IRC. • Connie Hill, a Molina consumer, explained to the group that it took her months to figure out what insurance she was enrolled with. She also mentioned for an address change to contact the State. <ul style="list-style-type: none"> ○ Molina staff informed her Member Services is available to clarify questions about IPA, providers, and case management. ○ Ben Jauregui discussed the importance of providing any address or phone number changes to the Medi-Cal office because this change will be sent over to the plans. • Mary Hudson, a Molina consumer, is extremely happy with Molina as she has never had a problem. 	

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XII. Public Comment	<ul style="list-style-type: none"> • Dr. Felix Nunez reminded the group that personal health related matters is not be discussed in public setting and should be reviewed in private. IEHP and Molina are happy to help after the meeting. 	
XIII. Next Steps	See Action Log	
XIV. Closing Comments	<ul style="list-style-type: none"> • Ben Jauregui stated IEHP is opening a Community Resource Center (CRC) in Victorville which is open to everybody. The center has many resources, fitness and wellness classes. The address is: 12353 Mariposa Road, Victorville CA, 92395. • Starlette Turner shared that on Friday March 29th, 211 and Google will have a Mobility Planning Meeting. Flyers were passed out to the group. • Paul Van Doren informed the group that the Community Access Center will have a disability course in Riverside. The 20-hour course will be held on Tuesday & Thursday for two weeks for 5 hours. • Linda Hayes shared information about Living Well with Disabilities that will be held in April. 	
XV. Next Meeting	<p>June 25, 2019, 1:30 pm-4:30pm Molina Healthcare 550 E. Hospitality Lane San Bernardino, CA 92408</p>	

Action Log

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
<p>32. To contact Harbage about any events or questions that you may have about how we can leverage Harbage to get the information out to the community.</p>	<p>Group</p>	<p>7/29/14</p>		<p>Ongoing</p>	<p>Requests are now channeling through the Communications Committee. Members can still contact Harbage directly for suggestions and requests.</p> <p>9/25/18 Randy Schlecht to provide Monika Vega contact information for a presentation at Rolling Start Independent Living Center in San Bernardino.</p> <p>11/27/18 Monika Vega to follow-up with Lisa Hayes from Rolling Start. Betsy Roberts to request removal of HICAP logo from the Resources page on the CCI website. Gabriel Uribe to work on arranging presentation of Connect IE with IEUW.</p> <p>3/26/19 Monika Vega to follow-up with Lisa Hayes from Rolling Start.</p>	
<p>85. Paul will lead the creation of a presentation to guide consumers through transitioning in/out of SNF/assisted living.</p> <p>Provide Terri Lee with input on draft community transitions presentation</p>	<p>Paul Van Doren</p>	<p>7/25/17</p>		<p>Pending - Item Combined</p>	<p>Paul Van Doren will lead the organization and creation of a presentation for consumers/advocates on navigating the details of going in/out of a SNF or assisted living facility.</p> <p>Terri will send draft presentation to Mayra who will distribute to the group for review and feedback.</p> <p>1/30/18 Ben Jauregui can assist Paul.</p> <p>5/29/18 Recommended that a flyer be created to direct people to their health plan since there are so many different programs. Terri has drafted a presentation.</p> <p>9/25/18 Ben Jauregui to follow-up with Paul.</p> <p>11/27/18 Paul to discuss at the next CCI Meeting. Action item #85 and #106 combined.</p> <p>3/26/19 Paul to work on slides.</p>	

Action Log

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
<p>88. Follow up on Harbage flyer cost and how Health Plans can assist.</p>	<p>Fred Munoz/ Monika Vega</p>	<p>9/26/17</p>		<p>Pending</p>	<p>Fred will share an estimated cost of printing flyers for upcoming Harbage/Communications Workgroup events so Health Plans can determine where they can help.</p> <p>1/30/18 Kristine Loomis will find out from her contact, Veronica, who the contact is at each Health Plan.</p> <p>5/29/18 Flyer designs are almost complete. Harbage will send a formal request to the health plans to either pay for printing or provide printing services.</p> <p>9/25/18 Kristine Loomis to follow-up with Veronica (Public Authority in Riverside) and Paul (Independent Living Center) on flyers. Monika to inform Fred as this is part of their communications update.</p> <p>11/27/18 Kristine Loomis not present at meeting.</p> <p>3/26/19 Kristine Loomis not present at meeting. Harbage is still interested to continue.</p>	
<p>96. Wasima Alvi asked Molina and IEHP to conduct a presentation of transportation benefits to IRC employees.</p> <p>IEHP/Molina to provide update on potential training for ALC staff on the difference between side ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member's preferences</p>	<p>IEHP/ Molina</p>	<p>11/28/17</p>		<p>Pending - Item Combined</p>	<p>5/29/18 Molina completed presentation. IEHP presentation is pending.</p> <p>9/25/18 IEHP's presentation pending due to current DHCS audit. Dr. Chung to follow-up with Wasima to schedule presentation at IRC.</p> <p>11/27/18 Dr. Chung to follow-up with Bridget (IEHP) in regard to presentation at IRC that will include ALC training, differentiation of back vs. side loaded van, and the new bus pass initiative.</p> <p>3/26/19 Bridget Spargo (IEHP) to follow-up with Wasima Alvi to set-up transportation presentation at IRC.</p>	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
56. Roger and Deborah will coordinate to prepare a presentation on the 1115 Waiver.	Roger Uminski/ Deborah Miller	3/29/16		Completed	Roger and Deborah will create a presentation on the 1115 Waiver and Whole Person Care to present at the next meeting to explain more fully what is included. 5/31/16 Roger presented.	5/31/16
44. Harbage will provide a flyer to IHSS for consumers	Harbage/ Monika Vega	7/28/15		Combined w/ #45	See Communication Workgroup update for details	7/26/16
55. Roger asked that Community Resource Center and/or Riverside Office on Aging send a brief of the SCAN grant to Taylor for group distribution.	Paul Van Doren/ Taylor Strattan	1/26/16		Completed	Paul discussed the SCAN grant and what CRC and OoA is looking for. Roger asked that they send a brief of the details of the SCAN grant to Taylor to distribute to the group.	7/26/16
57. Monika will send Taylor information and links to Harbage's monthly Webinars for group distribution.	Monika Vega/ Taylor Strattan	5/31/16		Completed	Monika will send information with links on Harbage's webinars to Taylor for group distribution. Webinar topics are for advocates and providers.	6/1/16
60. Taylor will send SCAN report findings to group.	Taylor Mabry	7/26/16		Completed		8/4/16
45. Tele-Town Hall	Communications Workgroup	7/28/15		Item Stricken	See Communication Workgroup update for details	
58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	Taylor Mabry/ Danica Lusser	7/26/16		Completed	Communications Flyer will be sent to Danica to upload to the IE CCI website.	
62. A Medi-Cal and/or a Medicare representative will be invited to sit in on the CCI Stakeholder Meetings	Counties, Plans	7/26/16		Completed	To better communicate, a Medi-Cal and/or Medicare rep should be invited to sit in on meetings.	
64. Roger and Taylor will send an email to inquire who on the Committee would like	Roger Uminski/ Taylor Strattan	9/27/16		Completed	Roger proposed reestablishing a subcommittee for social services in order to assist with IEHIE bringing social service data into their network.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
to participate in a subcommittee to assist with bringing social service groups into the IEHIE.						
67. Taylor will distribute Balanced Billing flyer provided by ICLS to the Committee.	Taylor Mabry	11/29/16		Completed	Tessie provided a Balanced Billing flyer courtesy of ICLS and asked that it be distributed via email to the Committee. Completed on 11/30/16.	
66. Link to Provider Packet created by Harbage will be posted to IE CCI Website.	Monika Vega/ Danica Lusser	11/29/16		Completed	Monika will send Danica a link to the Provider Packet created by Harbage to upload to the IE CCI website.	
63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.	Tessie Cross	7/26/16		Completed	To better explain the benefits and what CMC Ombudsman can assist with, Tessie will create a presentation and present to CCI Committee. Organizations present can disseminate information.	
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	Omit from action log		
65. Reach out to inactive Committee Members to reestablish a relationship with CBOs.	Committee	9/27/16		Completed	Committee Members provided updates to representatives for their organizations. Jennifer Rasmussen will reach out to the California Association of Health Facilities to find a replacement for Chris Stottlemyer. Continue to as HICAP for a replacement.	
68. Individual CICA Membership information will be distributed to the group.	Kristine Loomis/ Taylor Mabry	1/31/17		Completed		
69. Flyer for the monthly webinars hosted by Harbage will be distributed to the group.	Monika Vega/ Taylor Mabry	1/31/17		Completed		
70. 30 th Annual San Bernardino County Adult Protective	Ben Jauregui/ Taylor Mabry	1/31/17		Completed	Monday, May 15 the San Bernardino County Adult Protective Services Multidisciplinary Team is hosting its 30 th annual conference.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
Services Conference Flyer will be shared with the group.					Ben will share flyer with Taylor Mabry for group distribution.	
59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on IE CCI website.	Tessie Cross/ Taylor Mabry/ Danica Lusser	7/26/16		Completed	Tessie Cross will provide State Fair Hearing information to Taylor Mabry for Danica Lusser to publish on the IE CCI Stakeholder Website	
77. Taylor will send flyer for 4 th Annual Riverside County Elder & Dependent Adult Abuse Symposium.	Taylor Mabry	3/28/17		Completed		
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Completed	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.	5/30/17
71. Roger will put together framework for the Data Exchange Subgroup.	Roger Uminski	3/28/17		Completed	Potentially work with IEHIE to put together framework and design for the Data Exchange Subgroup.	5/30/17
72. Roger and Jennifer will discuss adding stipends for care providers to the charter.	Roger Uminski/ Jennifer Rasmussen	3/28/17		Completed	Felice Connolly asked if care providers can also have the transportation benefit for attending meetings. Jennifer Rasmussen and Roger Uminski will review and bring any updates to the next meeting.	5/30/17
73. Beneficiary toolkits will be provided to Dr. Scott Allen	Monika Vega/ Taylor Mabry	3/28/17		Completed	Beneficiary toolkits from CalDuals will be sent to Dr. Allen.	5/30/17
74. Harbage CCI Outreach team flyer will be added to IE CCI Website	Taylor Mabry/ Danica Lusser	3/28/17		Completed		5/30/17
75. Pauline will inquire within Riverside County to find a	Pauline Beschorner	3/28/17		Completed	Pauline will inquire within Riv. Co. to either invite a rep to the next meeting or bring back information on	5/30/17

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
representative to explain the processes for disenrollment and re-enrollment					Riverside County’s processes for disenrollment and re-enrollment of Medi-Cal Members. 5/25/17 Matt Daniels attended meeting and will be invited to future meetings.	
76. Tessie Cross Requested Health Plans refer consumers to ILCS when disenrollment issues are presented	Health Plans	3/28/17		Completed	See Ombudsman Updates in minutes for details.	5/30/17
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Completed	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.	5/30/17
80. Wasima Alvi will connect a department at IRC to Roger to see if it is appropriate, they join the Data Exchange subgroup.	Wasima Alvi	5/30/17		Completed	Wasima will connect Roger and a department within IRC to provide further details on the Data Exchange subgroup to see if there is a fit for them to join.	
77. Karen Widerynski will send examples of incorrect CMC enrollment to Health Plans to better understand the issue.	Karen Widerynski	5/30/17		Completed	Clients have been incorrectly enrolled in CMC when they should have been enrolled in FFS. See minute log action item #75 for further details. 7/25/17 Roger Uminski will resend information.	
78. Monika Vega will send Lisa Shiner fact sheets from Harbage.	Monika Vega	5/30/17		Completed	Monika will send two flyers from Harbage to Lisa – one is designed for case managers and social workers and has most popular FAQ on CMC and CCI. The second is an FAQ sheet on the new budget.	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Communication Wkgp	3/25/14	4/4/14	Completed	Feedback was incorporated into presentation. Will be sent to Taylor for group distribution once finalized. 7/25/17 Presentation will be sent to Julie Rosales for upload to IE CCI website.	
82. Molina’s video “The Vicki Story” link will be sent to group.	Taylor Mabry	7/25/17	9/12/17	Completed	Link to a Molina produced video “The Vicki Story” that shows member satisfaction with the CCI program will be distributed to the group.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
83. ALZGLA will be added to the September agenda for a brief presentation.	Jessica Hodgeson	7/25/17	9/26/17	Completed		
84. Links for multiple website will be added to the IE CCI website.	Jose Solorzano	7/25/17		Combined with #13	Links to the following websites will be added as resources to the IE CCI website: Benefits101.org Disability Rights California	
90. IE CCI website will be added to the minutes.	Taylor Mabry	9/26/17	9/28/17	Completed	Website has been added to the minutes.	
79. Health Plans will research funding a position in the County (specifically Riverside) dedicated to outreach and gaining new CMC membership.	Health Plans	5/30/17		Item Stricken	Lisa Shiner suggested a position funded by Health Plans dedicated to outreach and gaining new enrollment into CMC. 11/28/17 Item stricken as this is being worked on outside of CCI.	
87. Health Plans will provide a list of Transportation vendors they are using related to new Transportation APL.	IEHP/Molina	9/26/17		Completed		11/28/17
89. Luis Coronel will review CMC Resource and Health Fair Flyer and provide feedback.	Luis Coronel	9/26/17		Completed	Luis Coronel and his team will review flyers from Harbage and provide feedback on language and content.	11/28/17
92. Jennifer Rasmussen will identify new Molina contacts for the Communications Workgroup.	Jennifer Rasmussen	9/26/17		Completed		11/28/17
94. Loretta Sotile will follow up with SB MSSP to see if they are able to participate in the CMC Resource and	Loretta Sotile	9/26/17		Completed	Loretta Sotile mentioned she is waiting for permission to share the San Bernardino County logo. She added that Nichole Roach will be attending. She will also follow up with San Bernardino MSSP to see if they are able to participate in the CMC Resource and Health	11/28/17

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
Health Fair in November.						
86. Health Plans will present on the Transportation APL at the next meeting.	IEHP/Molina	9/26/17		Completed	New Transportation APL information and how Health Plans are rolling out new services will be presented by IEHP and Molina.	11/28/17
91. Monika Vega will share most recent Harbage flyers once they are finalized. Taylor will distribute to the group.	Monika Vega/ Taylor Mabry	9/26/17		Completed	Betsy Roberts will upload flyers to IE CCI website.	1/30/18
93. Kristine Loomis will coordinate having ALZGLA on a future CICA call.	Kristine Loomis	9/26/17		Item Removed	<p>Kristine Loomis asked if ALZGLA are working with IHSS for protective supervision. Jessica Hodgeson said they do not have a collaboration in place but moving forward it would be beneficial. She asked if anyone has a lead for collaboration with IHSS.</p> <ul style="list-style-type: none"> • Monika Vega suggested the CICA call. Kristine will reach out to extend the invitation. <p>1/30/18 – This action item is being removed as it is being worked on outside of the CCI Stakeholder Committee.</p>	1/30/18
95. Roger Uminski will confirm IEHP’s reimbursement process and report back to Monika Vega	Roger Uminski	11/28/17		Completed	Contact IEHP Member Services for reimbursement process when it is needed as the process will be changing soon.	1/30/18
97. Betsy Roberts asked ICLS to present to the CCI Committee on services they provide.	Carol Anne Carlucci	11/28/17		Completed	Grant Jahner provided services offered by ICLS on 3/27/18	
99. Pauline Beschorner asked for the social worker flyer to be sent in Word format.	Monika Vega	1/30/18		Completed		

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
84. Add Benefits101.org to the stakeholder website resources section.	Betsy Roberts	3/27/18		Completed		
105. Flyer for Riverside County Elder Abuse Conference will be sent to the group.	Ben Jauregui/ Taylor Mabry	3/27/18		Completed	5/29/18 Ben sent the flyer to Mayra today. Betsey reports that the Conference is already sold-out and has a wait list.	5/29/18
54. Tessie will coordinate to create a flyer educating Providers and clients on the appeal process when a service is denied.	Grant Jahner	11/24/15		Completed	<p>Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it.</p> <p>1/30/18 Monika asked to be removed from this action item. Carol spoke with Tessie and they need to revisit this item.</p> <p>5/29/18 Grant has taken over this project and is working with Carol Anne to complete. Monica reports the Communications work group can provide support.</p> <p>9/25/18 Grant Jahner distributed Appeals and Grievances CCI Flyer with an English and Spanish side. Grant to email PDF version of flyer to Betsy Roberts to post on the website.</p>	9/25/18
81. Monika will send State waiver forms to Health Plans for Members to share personal stories.	Monika Vega	7/25/17		Completed	<p>Monika Vega will provide the State waiver form to IEHP/Molina for Members to sign in order to share positive personal stories for outreach materials.</p> <p>5/29/18 Pending State approval.</p> <p>9/25/18 Monika confirmed that this has been completed.</p>	9/25/18
103. Dates for upcoming Harbage Provider/advocate webinars will be added to IE CCI website.	Betsy Roberts/Monika Vega	3/27/18		Completed	9/25/18 Per Ben Jauregui, the dates do appear on the website.	9/25/18
104. Flyer addressing patient/Provider rights	Wasima Alvi/Taylor Mabry	3/27/18		Completed	Disabilities conference in San Francisco recently had a flyer addressing physicians separating the patient from	9/25/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
will be distributed to group.					their Provider. She can send information to Taylor for group distribution. 5/29/18 Wasima was not present and Taylor has left IEHP. Not clear if Wasima sent to the flyer to Taylor and if the date has passed. 9/25/18 Flyer was printed and attached to the meeting agenda.	
109. IEHP/Molina to provide update on potential training for ALC staff on the difference between side ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member's preferences.	IEHP/Molina	9/25/18		Item Combined	IEHP/Molina to reach out to ALC for details. 11/27/18 Action item combined with action item #96.	
106. Provide Terri Lee with input on draft community transitions presentation	Terri Lee/Group	5/29/18		Item Combined	Terri will send draft presentation to Mayra who will distribute to the group for review and feedback. 11/27/18 Action item combined with action item #85.	
98. Monika will share LA County Denti-Cal and Transportation flyers with group. Betsy will add to the IE CCI website.	Monika Vega/Betsy Roberts/Taylor Mabry	1/30/18		Completed	5/29/18 Denti-Cal flyer is completed. Transportation flyer is waiting for State approval. 9/25/18 Monika to email Betsy the Denti-Cal and Transportation flyer. 11/27/18 Completed.	11/27/18
100. Pauline Beschorner will request a DPSS/TAD representative attend future meetings.	Pauline Beschorner	1/30/18		Completed	5/29/18 Pauline is looking for a representative who can participate from the eligibility side of the house. 11/27/18 Matt Daniels will participate going forward.	11/27/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
101. Monika will send “buckets” flyer to Taylor/Betsy for group distribution and website publication.	Monika Vega/Betsy Roberts/Taylor Mabry	1/30/18		Item Removed	5/29/18 Pending State approval. Low priority due to staff shortage. 11/27/18 Monika confirmed project will not be fulfilled. Action item to be removed.	
102. Link to new enrollment reports will be added to IE CCI website.	Betsy Roberts	3/27/18		Completed	5/29/18 Does embedded link to Cal Duals website meet the requirement? 9/25/18 Jennifer Rasmussen will share DHCS link with Betsy. The DHCS link covers the enrollment dashboards as well as the Cal MediConnect performance dashboard. 11/27/18 Completed.	11/27/18
107. IEHP/Molina will review flyer addressing Patient/Provider rights and see if there is additional feedback they can provide.	IEHP/Molina	9/25/18		Completed	Dr. Chung to share flyer with internal staff for review of any additional feedback to possibly create Health Plan’s own flyer addressing Patient/Provider rights. 11/27/18 Wasima confirmed this information is now available for patients on the CCI website, therefore action item may be closed.	11/27/18
108. Wasima presented a medical transportation issue where a patient did not receive assistance from AAA on a personal vehicle with modification for a wheelchair.	Wasima Alvi	9/25/18		Completed	Wasima to reach out to legal department, research issue, and review AAA’s policy. 11/27/18 After discussing with IRC’s legal team, Wasima stated they decided to handle issue individually and not address it unless they have several similar complaints.	11/27/18
110. Randy Schlecht to provide Monika Vega contact person information at Rolling Start Independent Living Center to set-up a presentation.	Monika Vega/ Randy Schlecht	9/25/18		Completed	Randy to provide Monika contact person information at Rolling Start Independent Living Center to set up a presentation. 11/27/18 Completed.	11/27/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
111. Ben Jauregui to reach out to Dr. Scott Allen in regard to the CCI Meetings.	Ben Jauregui	9/25/18		Completed	Ben to reach out to Dr. Scott Allen. 11/27/18 Melissa Seinturier attended meeting to represent Dr. Scott Allen.	11/27/18
13. Group to provide feedback on Website	Group	7/23/13		Completed	Jennifer Rasmussen has identified Betsy Roberts as the new party responsible for website updates and ensure links from action item #84 are added. Benefits101.org Disability Rights California 9/25/18 Jennifer Rasmussen will review with IT team to identify the problem and remove restrictions that are related to IDs and passwords. Website is not designed as a mobile site. 11/27/18 Betsy to update the <i>DD & ICF/DD Waiver Fact Sheet</i> link to the most updated file dated May 2014. Also, Monika Vega to share CalDuals link with Betsy. 3/26/19 Completed.	3/26/19
112. Jessica Jerez to update member list and send email to group to confirm membership. Once list is updated, request for the updated list to be uploaded to the CCI Website.	Jessica Jerez	11/27/18		Completed	Jessica to assist with updating member list.	3/26/19
113. Jessica Jerez to share the following links with group: Access Clinic Program flyer/links, Cal Duals' registration link/webinar flyer, and regulatory references and/or diaper product information.	Jessica Jerez	11/27/18		Completed	Jessica to share the following with group: 1. Access Clinic Program and Borrego links/flyer 2. Cal Duals registration link/webinar flyer 3. Regulatory references and diaper product information	3/26/19