

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-November 18, 2014)

Location: Inland Regional Center (IRC) 1425 S. Waterman Ave. San Bernardino, Ca 92408

Date: Tuesday, November 18, 2014- 1:30 pm -4:30pm

Minutes By: *Heidi Pringle, Inland Empire Health Plan*

Appointed Committee Members Present:

| <u>Person</u> | <u>Title</u> | <u>Affiliation</u> |
|---------------------------------|--|--|
| Ben Jauregui | Executive Director | Rolling Start |
| Chris Tarr | District Manager | San Bernardino County In-Home Support Services |
| Darren Gray | Social Worker | Loma Linda University-Adult Day Health Services CBAS |
| Gilbert Saucedo | Director | Health Insurance Counseling and Advocacy Program |
| Janet Velez | Senior Program Specialist/ CCI Liaison | Riverside County In- Home Support Services |
| Kristine Loomis | Consumer | Riverside County In- Home Support Services |
| Mary Rios (Phone) | Multicultural Affairs Advocate | Disability Rights California |
| Miguel Benitez for Wendy Duchon | Senior Organizer for San Bernardino | SEIU- ULTCW |
| Paul Van Doren | Executive Director | Community Access Center |
| Randy Schlecht(Phone) | Consumer | San Bernardino County In- Home Supportive Services |
| Steve Steinberg | Program Chief | Riverside County Department of Behavioral Health |
| Wasima Alvi | Clinical Services Manager | Inland Regional Center |

Committee Members Absent

| <u>Person</u> | <u>Title</u> | <u>Affiliation</u> |
|---------------------------------|---------------------------------------|---|
| Dr. Brad Gilbert | Chief Executive Officer | Inland Empire Health Plan |
| Chris Stottlemeyer (Vice-Chair) | Administrator | California Association of Health Facilities |
| Dimitrios Alexiou | Vice President | Hospital Association of Southern California |
| Felice Connolly | Provider | Riverside County In- Home Support Services Public Authority |
| Jay Harris | Deputy Director | Department of Rehabilitation |
| Jewel Lee | Executive Director - Public Authority | Riverside County In- Home Support Services Public Authority |
| Michele Haddock | Director | Riverside County Office on Aging, |
| Myette Christian | Registry Manager | San Bernardino County In- Home Supportive Services Public Authority |
| Renee Dar-Khan | | Riverside County Office on Aging |
| Ricardo Cisneros | Regional Coordinator | United Domestic Workers |
| Ron Buttram (Chair) | Director | San Bernardino Department of Aging and Adult Services |
| Sarah Eberhardt-Rios | Deputy Director | San Bernardino County Department of Behavioral Health |
| Dr. Scott Allen | Physician | Provider |
| Sergio Calderon | Director | Alzheimer's Association |
| Sharon Swayzer | Provider | San Bernardino County IHSS Public Authority |

IEHP Committee Members Present:

| <u>Person</u> | <u>Title</u> | <u>Guest:</u> |
|----------------------|-----------------------------------|---|
| Roger Uminski | Director of Health Administration | Denny Chan- Staff Attorney, National Senior Citizens Law Center |
| Gabriel Uribe | Disability Program Manager | |

Molina Healthcare of California Committee Members Present:

| <u>Person</u> | <u>Title</u> |
|-----------------------------------|---|
| Megan Dankmyer for Deborah Miller | Vice President of Health Services |
| Dr. Richard Tompkins | Chief Medical Officer |
| Lisa Hayes | Director, Disability & Senior Access Services |

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for November 18 @ 1:30-4:30 pm**

| Agenda Item | Discussion of Agenda Items | Action |
|---|--|---------------------------|
| I. Welcome and Introductions and Announcements <i>Roger Uminski</i> | | <i>No Action Required</i> |
| II. Acceptance of minutes from September 30, 2014 <i>Roger Uminski</i> | Minutes were accepted as presented. | <i>No Action Required</i> |
| III. Review Action Log from July 29, 2014 <i>Roger Uminski</i> | <p>A. 13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Lisa stated that all of the requested changes had been made. • Lisa asked if there were any updates on adding a counter to the website. It was reported that the addition is in progress. <p>B. 14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> • See Agenda Item IV <p>C. 19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group.</p> <ul style="list-style-type: none"> • Gilbert stated that for the unique SHIP ID number he has gathered some preliminary information and is waiting on additional information from CMS. This will allow HICAP to work with the Plans on behalf of the beneficiaries. <p>D. 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> • Ben reported that he will get together with his group and get the presentation sent out to the Stakeholders. <p>E. 23. To check with the State to see if any of the information provided on their website is available in other languages. Completed</p> <p>F. 25. Plans to look into the wrap around services. Possibly create a flyer for the beneficiaries to take to their providers. Take back to the State to see if they will approve to put on their letter head.</p> <ul style="list-style-type: none"> • Nothing new to report. <p>G. 27. Molina to put together a direct link on the Plans website to get to the providers search and formulary. Also possibly on the CCI Stakeholder Website.</p> <ul style="list-style-type: none"> • Nothing new to report as of this time. IEHP to get Molina a link to their provider directory and formulary. <p>H. 28. To look into Google Analytics to see what it would take to add a counter to the website.</p> <ul style="list-style-type: none"> • Discussed in previous action item. | |

| Agenda Item | Discussion of Agenda Items | Action |
|--|---|--------|
| | <p>I. 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"> • On Going <p>J. 33. To put together an Inland Empire specific Crossover Fact Sheet</p> <ul style="list-style-type: none"> • Monika to follow up with Hilary. • Kristine Loomis- Spoke about those that have commercial insurance through their employer and also have IHSS and Medi-Cal as secondary; there are some challenges in coordinating the care across the commercial Plans and the Medi-Cal IHSS. Is there anything that Harbage is aware of in the toolkit that will address and assist with this issue? <ul style="list-style-type: none"> ▪ Monika stated that this issues sounds like something that the beneficiary and the caregiver should approach the Health Plans with. <ul style="list-style-type: none"> ▫ Gabriel Uribe- at the Health Plan level we have communicated the changes with our contracted providers and also with facilities that the Plans know of. I think that what we are asking is possibly an outreach to not just the contracted providers that are in the Health Plans Networks. We are talking about the non contracted providers that serve Medicare members or members that have private insurance whom are not aware of the copayment situation or the coordination of benefits. ▫ Monika stated that she doesn't believe that there is anything stated on the Physicians toolkit, this will be taken back to the team so it can be built into the physician outreach strategy. ▫ Kristine Loomis expressed that she has run into this problem with everything from her medications, physician and durable medical equipment; all three types of providers do not know how to address this issue. ▫ Lisa asked what kind of action should be taken to get a resolution. ▫ Monika said that she will be doing a follow up phone call to ensure that she has all of the details and understands everything correctly. ▫ Barbra Chastain commented that this goes beyond just the provider, it goes to the billing services. Many of the doctors' offices have billing services. | |
| <p>IV. January 2015 Enrollment Readiness</p> | <p>A. Denny Chan the Staff Attorney, National Senior Citizens Law Center was introduced to speak about the January 2015 enrollment.</p> <p>1. There are 21,300 slated for passive enrollment into Cal MediConnect (CMC) in San Bernardino and Riverside for January 1, 2015. See breakdown below:</p> <ul style="list-style-type: none"> a. January birthdays 6,000 b. CMC Dual Special Needs Plan (D-SNP) Enrollees 11,500 c. 2015 Part D Re-Assignees 1,800 d. 2014 Part D Re-Assignees 2,000 | |
| <p>V. Risks/ Subgroup Reports</p> | <p>A. The sub-groups were asked to report on the top 4 risks that were identified in the September 24, 2013 meeting. The top four risks identified from 1-4 with the subgroup volunteers are as follows:</p> <p>1. Not Preparing consumers and providers to best navigate/ use the Managed Care Organization system,</p> | |

| Agenda Item | Discussion of Agenda Items | Action |
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| | <p>as well as the lack of education and participation by non- contracted providers. /now the Managed Care 101 Subcommittee Sarah Eberhardt-Rios, Ben Jauregui, Mary Rios</p> <ul style="list-style-type: none"> ○ Nothing new to report. <p>2. Use clear and simple language. Proper/adequate interpretation and alternate formats./ now the <u>Communications</u> Workgroup Lisa Hayes, Felice Connolly</p> <ul style="list-style-type: none"> ○ Christine Ramsey from InnovAge was introduced. Christine reported that the Communications Group has met twice since the last Stakeholder meeting. There are about ten members that are a part of the group. The group has been working on identifying an initiative that can be worked on in the short term. Two different tactics that the group has been looking at are the tele-town halls and tele-forums. ○ Lisa Hayes spoke about the experience that she has had in other Counties and provided projected costs for future tele-forums in the Inland Empire. <ul style="list-style-type: none"> ▪ Paul- the Public Authority provided the telephone numbers to you? ▪ Lisa- No, the numbers were not visible. There is a data sharing agreement with an outside vendor that has all of the telephone numbers. ▪ Roger asked if Lisa could draft information as far as what are the steps that are going to be needed and what type of cooperation that you will need from everyone to socialize to the Stakeholders. <p>3. Interoperability of data systems, and data sharing process. Roger Uminski, Steve Steinberg, Sarah Eberhardt-Rios, Leti Fierro</p> <ul style="list-style-type: none"> ○ Roger stated that Richard Swafford; the Executive Director of Inland Empire HIE was unable to make it to this meeting and will come and give a presentation on the Health Information Exchange to explain what's available, the functionality and its limitations at a later time. | |
| <p>VI. Independent Living Center Lawsuit</p> | <p>A. Paul Van Doren has reported that the Federal Lawsuit has been dropped. State lawsuit will see judge in January</p> | |
| <p>VII. Informational Events</p> | <p>A. Paul Van Doren reported that in Skilled Nursing facilities and Nursing Homes there is a report filled out by the Nursing Home for each person in the home; there is a section in the form called MDS Section 3.0 where the person in the nursing home is asked if they have an interest in Community Based Services, if they are interested in Community Based services to move back into the community they are supposed to contact the Local Contact Agency (LCA). Over the past few years the Community Access Center has been working with the Department of Health care Services (DHCS) now under CCI they will be working with the Health Plans so maybe this can be added to the agenda so there can be a discussion on whether these MDS forms are being completed and if they are; how are they contacting the agencies that will help with Community Based Services.</p> | |
| <p>VIII. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP</i></p> | <p>A. Post Implementation</p> <ul style="list-style-type: none"> ○ Roger reported that Alameda County will not participating; Orange County implementation has been delayed to no sooner than August 2015. MSSP transition has started October 1st; there will be a contract amendment after everything is identified. | |

| Agenda Item | Discussion of Agenda Items | Action |
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| | <ul style="list-style-type: none"> ○ There is a new Ombudsman that the State has hired through an RFP process; the Legal Service Alliance in San Diego will now be the Statewide Ombudsman. The Senior Citizens Law Center will be the backup. <ul style="list-style-type: none"> ▪ Lisa Hayes asked if it was possible to get an update. This update should be a standard agenda item. B. Stakeholder Experience <ul style="list-style-type: none"> ○ Gilbert Saucedo expressed that HICAP has been very busy with calls about the January Implementation. ○ Christine Ramsey thanked the committee for their efforts. She reported that there have been some challenges with getting accurate data from the state for individuals who choose PACE as an option on the CMC choice forms. She also stated that there seems to be confusion in the populations that they serve regarding CMC and the choice forms. She is looking forward to collaborating on future efforts and glad to be part of the communications workgroup. ○ Jennell Smith of Riverside mentioned things are going pretty well, there has been good communication between the Plans and the County. There are still a few bugs to work out in regards to some of the expedited processes, and how to get new Medi-Cal members into the Plan quicker. ○ Steve Steinberg spoke about the strong relationships that the County Mental Health has with both of the Health Plans. Stated that he is happy to report that everything is going well. There is a continues struggle with being able to share data so County Mental Health is looking forward to Richard Swafford from Inland Empire HIE to present. ○ Gabriel spoke about the outreach that has been done to those coming into Cal MediConnect through IEHP’s Member Services Department has significantly helped the understanding of what some of the needs are coming from the population that the Plans are receiving and also providing education on what Managed Care is and how to access it. That has been a great connection for the Plans and also the Disability Department in providing those resources and identifying them proactively. ○ Kristine Loomis stated that she is very lucky to have everyone in the committee to communicate with in regards to CCI because of the lack of information received by the State. ○ Chris Tarr stated that this was his second meeting and that he appreciates all of the information that he received that he has not from other CCI meetings. With the open Medi-Cal process IHSS is seeing applications for many that would have not applied for IHSS previously. Chris said that he is preparing his staff for the 2015 January enrollment in addition to FSLA. His group is working on strategies to handle the “tsunami”. | <p><i>New Action Item</i></p> |
| <p>IX. Select New Chair and Vice Chair</p> | <p>Gilbert Saucedo and Kristine Loomis were named Chair and Vice-Chair for 2015.</p> | |
| <p>X. Public Comment</p> | <ul style="list-style-type: none"> ○ Chris Long- Thanked Denny for the presentation. Suggested that there be a manual of if this-then that on the website. ○ Barbra Chastain - Wanted to thank the people at IEHP for helping through the hurdles. The Plans have got to find a solution to educate those that have opted out. People are giving in because they are not getting answers. | |

| Agenda Item | Discussion of Agenda Items | Action |
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| XI. Next Steps | See Action Log | |
| XII. Closing Comments | | |
| XIII. Next Meeting | A. January 27, 2015, 1:30 pm-4:30pm Inland Regional Center 1425 S. Waterman Ave. San Bernardino, Ca 92408 | |

Action Log

| ACTION ITEM | RESPONSIBLE STAKEHOLDER | OPEN DATE | DUE DATE | STATUS | NOTES | COMPLETION DATE |
|--|-------------------------|-----------|----------|------------|---|-----------------|
| 13. Group to provide feedback on Website | Group | 7/23/13 | 9/24/13 | On Going | All of the requested changes had been made. | |
| 14. To come up with ways to mitigate the top four identified risks. | Risk Subgroups | 9/24/13 | 11/13 | On Going | | |
| 19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group. Follow up on the unique SHIP ID numbers. | Gilbert Saucedo | 3/25/14 | | In Process | Gilbert sent wish list to the group. Group received a copy of the wish list. He also stated that for the unique SHIP ID number he has gathered some preliminary information and is waiting on additional information from CMS. This will allow HICAP to work with the Plans on behalf of the beneficiaries. | |
| 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders. | Ben Jauregui | 3/25/14 | 4/4/14 | In Process | Awaiting feedback from Lisa and Gilbert. On revision number 3 of Managed Care 101. Once completed it will be distributed to the committee and then to the public. Presentation is complete and will bring in for committee review. | |
| 23. To check with the State to see if any of the information provided on their website is available in other languages. | Megan Juring | 3/25/14 | | Completed | Harbage reported that on Cal Duals website all of the threshold languages available now and they are working on translating other languages. | |
| 25. Plans to look into the wrap around services. Possibly create a flyer for the beneficiaries to take to their providers. Take back to the State to see if they will approve to put on their letter head. | Plans | 5/27/14 | | Pending | Nothing to report | |
| 27. Molina to put together a direct link on the Plans website to get to the providers search | Lisa Hayes | 5/27/14 | | Pending | Will look into the next meeting. Gabe will send Lisa the IEHP links | |

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| and formulary. Also possibly on the CCI Stakeholder Website. | | | | | | |
| 28. To look into Google Analytics to see what it would take to add a counter to the website. | Lisa Hayes | 7/29/14 | | Pending | In process | |
| 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. | Group | 7/29/14 | | On Going | | |
| 33. To put together an Inland Empire specific Crossover Fact Sheet | Harbage | 7/29/14 | | Pending | To send Monika an email about Provider issues. | |
| 34. To reach out to the ombudsman programs to get an update on the calls received. | Lisa Hayes | 11/18/14 | | Pending | | |
| 35. Lisa to draft information as far as what are the steps that are going to be needed to do a tele- town hall and what type of cooperation will be needed from everyone so that this information can be socialized to the Stakeholders. | Lisa Hayes | 11/18/17 | | Pending | | |

Action Log – Resolved

| ACTION ITEM | RESPONSIBLE STAKEHOLDER | OPEN DATE | DUE DATE | STATUS | NOTES | COMPLETION DATE |
|--|--------------------------------|------------------|-----------------|---------------|--|------------------------|
| 1. Create Website for Committee/ Public-Status Update: A draft picture of what the website will look like was presented. | Lisa Hayes | 1/29/13 | 7/23/13 | Complete | www.inlandempirecci.org | 7/23/13 |
| 2. Create 2 list serves. | Heidi Pringle | 1/29/13 | 7/23/13 | Complete | | 3/21/13 |

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| One for Committee and One for Public- Both Committee and Public list servers will be available on the website. | | | | | | |
| 3. Send Acronyms to Stakeholders | Heidi Pringle | 7/23/13 | 9/24/13 | Completed | | 9/24/13 |
| 4. Provide the HICAP link to Lisa Hayes to add to the CCI Stakeholder Website. | Lisbeth Roberts | 7/23/13 | 9/24/13 | Completed | www.hicapsbc.org and www.hicaprc.org both links lead to the same site. | 9/24/13 |
| 5. The Plans to verify how often the Websites are updated when a Provider is added or removed. | Ben Jauregui/ Lisa Hayes | 7/23/13 | 9/24/13 | Completed | | 9/24/13 |
| 6. Lisa to look into a possible cutoff period where the member could not go back. They would have to choose a Cal MediConnect Plan if they are Dual eligible. | Lisa Hayes | 7/23/13 | 9/24/13 | Completed | | 9/24/13 |
| 7. Look into materials and trainings to support HICAP with counseling persons with a disability. | Lisa Hayes/ Ben Jauregui | 7/23/13 | 9/24/13 | Complete | | |
| 8. The Plans to check with CMS guidance on the unique SHIP ID number. | IEHP/Molina | 11/23/13 | 1/28/13 | Completed | Ben researched and found that CMS recommended the use of the SHIP ID but it was not a requirement | |
| 9. To reach out and try to get in touch with the correct people at The San Bernardino Medical Association so the Harbage Consultants can educate them about CCI. | Dimitrios Alexiou | 1/28/14 | | Completed | | |

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| 10. To reach out and try to get in touch with the correct people at The Riverside Medical Association so the Harbage Consultants can educate them about CCL. | Dr. Allen | 1/28/14 | | Completed | | |
| 9. Look into the State Health Insurance Assistance Program (SHIP) HICAP is assigned by CMS a unique ID number to be able to contact Health Plans and Medicare Advantage Plans on behalf of the member without the member being present in order to advocate for them | Gilbert Saucedo, IEHP, Molina | 7/23/13 | 9/24/13 | Completed | It would be helpful for the HICAP counselors and helping the clients if IEHP and Molina would utilize the same process that the Plans may already have the guidance for under the Medicare D-SNP, The Plans can then utilize this process for the Cal MediConnect Program so if HICAP needs to advocate and ask more questions there will be a direct SHIP aligned to the Plans that the councilors can utilize. | |
| 18. To provide Harbage Consulting with IEDC Member events | Ben Jauregui | 1/28/14 | | Completed | | |
| 17. To get approval to send the Fact Sheet on Cal MediConnect to the Stakeholders. | Gilbert Saucedo | 1/28/14 | | Completed | 3/25/14: Committee suggested changes and approved distribution. | |
| 11. To share presentations with the Stakeholders that will be utilized. | Gilbert Saucedo | 7/23/13 | 9/24/13 | Completed | HICAP's plan for outreach is to maintain the focus on Medicare. It depends on the additional funding that will be provided by the State of California to assist in the Duals Demonstration work. HICAP will be happy to partner with any organization to do presentations that will be tailored to each client. | |
| 15. To read through the handout given by the "Use clear and simple language. Proper/adequate interpretation and alternate formats." Subgroup and provide | Gilbert Saucedo /Group | 1/28/14 | | Completed | 3/25/14: Gilbert provided hand-outs to the committee and received suggested edits. | |

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| feedback. | | | | | | |
| 16. An electronic survey will be emailed to the CCI Stakeholder Advisory Committee during the first week of February. This survey will help us identify specific stakeholder needs related to data. Strategies to overcome the barriers identified will be worked on based on the survey results and further input from the CCI Stakeholder Advisory Committee. | Group | 1/28/14 | | Completed | 3/25/14: Draft survey shared with the Committee. Suggested edits provided. Edits to be made. Link to survey via Survey Monkey to be added to Stakeholder Website. Presented. | |
| 26.To draft the letter and send to Lisa and Roger to review and try to get State approval discussing wrap around | Gilbert | 5/27/14 | | Completed | Harbage stated that they can add both IEHP and Molina's phone numbers to the crossover fact sheet | |
| 22. Group was asked to review the draft survey and provide feedback. | Stakeholders | 3/25/14 | 4/4/14 | Completed | | |
| 20. Roger (SB Co.) and Lisa (Riv Co.) to get in contact with the Medical Associations to coordinate dates for Harbage present. | Roger Uminski/ Lisa Hayes | 3/25/14 | | Completed | 3/25/14: Dimitrios received confirmation that the Medical Associations are willing to have presentations. Lisa will contact Riverside to get dates; Roger will contact S.B. to get dates. Roger talked to SB and they stated that he reached out to them and they said that they were ok with that. Roger to link Harbage with SB county | |
| 24. Look into making Website easier to navigate | Lisa | 5/27/14 | | Completed | Heidi and Lisa went through the website together | |
| 29. To send out a Doodle to the participants to set up a phone meeting. | Lisa Hayes | 7/29/14 | | Completed | | |

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| 30. Roger to get in touch with Hilary to get her Jim Peterson from the San Bernardino Medical Society's contact information | Roger Uminski | 7/29/14 | | Completed | | |
| 31. Roger to get in touch with Hilary to get her Deloris Green from the Riverside County Medical Society's contact information | Roger Uminski | 7/29/14 | | Completed | | |