

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-September 30, 2014)

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

Date: Tuesday, September 30, 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>
Chris Stottlemyer (Vice-Chair)	Administrator	California Association of Health Facilities
Darren Gray (Phone)	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Dianne Sceranka for Sarah Eberhardt-Rios	Deputy Director	San Bernardino County Department of Behavioral Health Provider
Dr. Scott Allen	Physician	Riverside County In- Home Support Services Public Authority
Felice Connolly	Provider	Health Insurance Counseling and Advocacy Program
Gilbert Saucedo	Director	Disability Rights California
Mary Rios (Phone)	Multicultural Affairs Advocate	San Bernardino County In- Home Supportive Services
Randy Schlecht	Consumer	Riverside County Department of Behavioral Health
Rod Verbeck for Steve Steinberg	Program Chief	San Bernardino County IHSS Public Authority
Sharon Swayzer	Provider	SEIU- ULTCW
Nancy Jarro for Miguel Benitez	Senior Organizer for San Bernardino	San Bernardino County In- Home Supportive Services Public Authority
Myette Christian	Registry Manager	Community Access Center
Paul Van Doren	Executive Director	San Bernardino County In-Home Support Services
Chris Tarr	District Manager	

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Wasima Alvi	Clinical Services Manager	Inland Regional Center
Dimitrios Alexiou	Vice President	Hospital Association of Southern California
Eric Hernandez	Program Specialist	Riverside County In- Home Support Services
Leti Fierro	Senior Administrative Analyst	Riverside County In- Home Support Services Public Authority
Michele Haddock	Director	Riverside County Office on Aging,
Renee Dar-Khan		Riverside County Office on Aging
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Jay Harris	Deputy Director	Department of Rehabilitation
Kristine Loomis	Consumer	Riverside County In- Home Support Services
Ben Jauregui	Executive Director	Rolling Start
Ron Buttram (Chair)	Director	San Bernardino Department of Aging and Adult Services
Sergio Calderon	Director	Alzheimer's Association
Gabriel Uribe	Disability Program Manager	

IEHP Committee Members Present:

<u>Person</u>	<u>Title</u>
Roger Uminski	Director of Health Administration

Molina Healthcare of California Committee Members Present:

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

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

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Roger Uminski</i>	Megan Juring is to be replaced by Jay Harris.	<i>No Action Required</i>
II. Acceptance of minutes from July 29, 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"> • Felice reported that the website is now working correctly. <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"> • The list was presented to the group. • Gilbert proposed to bring back the action item for the Plans to check with CMS guidance on the unique SHIP ID number. This will allow HICAP to work with the Plans on behalf of the beneficiaries. • Gilbert to look into what the protocol would be for both of the Plans to obtain this unique SHIP ID number. <p>D. 20. Roger (SB Co.) and Lisa (Riv Co.) to get in contact with the Medical Associations to coordinate dates for Harbage present.</p> <ul style="list-style-type: none"> • Completed <p>E. 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> • Gilbert reported that he believes that this presentation is going through the final edits. <p>F. 23. To check with the State to see if any of the information provided on their website is available in other languages.</p> <ul style="list-style-type: none"> • Chris reported that the website provides documents in multiple languages. <p>G. 24. Look into making Website easier to navigate</p> <ul style="list-style-type: none"> • Lisa and Heidi have reviewed the website in attempt to make the website easier to navigate. <p>H. 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>	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> • Nothing new to report. I. 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. <ul style="list-style-type: none"> • Nothing new to report as of this time. J. 28. To look into Google Analytics to see what it would take. <ul style="list-style-type: none"> • Lisa not present to report. K. 29. To send out a Doodle to the participants to set up a phone meeting. <ul style="list-style-type: none"> • Completed L. 30. Roger to get in touch with Hilary to get her Jim Peterson from the San Bernardino Medical Society's contact information <ul style="list-style-type: none"> • Completed M. 31. Roger to get in touch with Hilary to get her Delore Green from the Riverside County Medical Society's contact information <ul style="list-style-type: none"> • Completed N. 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. <ul style="list-style-type: none"> • Pending O. 33. To put together an Inland Empire specific Crossover Fact Sheet <ul style="list-style-type: none"> • Pending 	
IV. Risks/ Subgroup Reports	<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> <ol style="list-style-type: none"> 1. Not Preparing consumers and providers to best navigate/ use the Managed Care Organization system, as well as the lack of education and participation by non- contracted providers. Sarah Eberhardt-Rios, Ben Jauregui, Mary Rios <ul style="list-style-type: none"> ○ Nothing new to report. 2. Use clear and simple language. Proper/adequate interpretation and alternate formats./ now the Communications Workgroup Lisa Hayes, Megan Juring, Fran Bates, Felice Connolly <ul style="list-style-type: none"> ○ Terrence went over notes from the Communications Sub Committee that was created. The group brainstormed about different ideas such as: <ol style="list-style-type: none"> a. Harbage spoke about conducting live webinars and posting them on the Cal-Duals website. b. IPA's are a potential opportunity <ul style="list-style-type: none"> ▪ Possibly getting a list of IPA's for Harbage to present to in an effort to educate them on CCI. c. Community based or consumer based outreach ideas <ul style="list-style-type: none"> ▪ Posting educational events as a possibility, using better advertising of the event to ensure attendance. d. What can we do to "unconfused" consumers? <ul style="list-style-type: none"> ▪ LA communications group put together the Blue Envelope campaign. This 	

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	<p style="text-align: center;">campaign was reported to be unsuccessful due to the lack of advertisement and participation.</p> <ul style="list-style-type: none"> ○ The communications group will continue to meet. ○ Deborah spoke about a broadcast that was sponsored by the Public Authority Service Center in Pasadena. The interactive broadcast was available to 20,000 people giving them the opportunity to respond and ask questions. Molina and the Senior Citizens Law Center did presentations on Cal MediConnect. Out of 20,000 people, 4,000 were in attendance. <ul style="list-style-type: none"> ▪ Dr. Tompkins asked if the Public Authority Service Center is aware of any other organizations in the Inland Empire with the same capability to reach out to that large amount of people. <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 provided handouts to the group. The survey results are as follows: <ul style="list-style-type: none"> a. 16 organizations participated in the survey <ul style="list-style-type: none"> ▪ 9 of the 16 indicated a need to share data ▪ All 9 have a contractual relationship with the Managed Care Plans ▪ All the organizations indicated a need to share data with social services provider organizations. ▪ Most indicated a need to share medical (78%) and behavioral health (67%) information. ▪ All indicated an interest in exploring a third party data exchange system such as the Inland Empire Health Information Exchange. ▪ Most organizations (about 73%) can share demographic and service information with appropriate Client/Patient/Member release or within applicable regulatory restrictions. b. Implications for Plans and Stakeholders <ul style="list-style-type: none"> ▪ The organizations with contractual connections to the Plans have: <ul style="list-style-type: none"> ▫ Established data sharing processes; and/or ▫ Projects in place to improve/enhance data sharing processes. ▪ All the stakeholders either connect to the plans or desire to connect to the plans <ul style="list-style-type: none"> ▫ Would it be feasible and desirable for Plans to be the information sharing hubs? ▫ Would it be feasible and desirable for a third party to be the information sharing hub? ▫ Would it be feasible and desirable to have information flow directly between the stakeholders? ▫ Would it be feasible and desirable to have a combination of some/all of the above? ▪ It appears that a Universal Release of Information would assist with data sharing 	

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	<ul style="list-style-type: none"> □ Opt out vs. opt in? □ With applicable legal and regulatory protections ○ Roger stated that he can reach out to Richard Swafford; the Executive Director of Inland Empire HIE to come and give a presentation on the Health Information Exchange to explain what’s available, the functionality and its limitations. <ul style="list-style-type: none"> a. Paul Van Doren- Is there any talk about stratifying it or breaking into different areas? <ul style="list-style-type: none"> ▪ Roger- It would be interesting to find out from Rich what it would take to do that. ○ Roger reported that there was a joint Board meeting with Riverside and San Bernardino Counties, Dr. Gilbert, CEO at IEHP did a presentation talking about how the ACA is affecting Healthcare in this region, and what it’s doing. One of the things that Dr. G spoke about in his vision of what will be happening in this area and similar to CCI, “Healthcare is changing and we are looking at addressing the health needs of the whole person and in doing that, it would be very helpful for the Counties to find a way to share information about all of the people that the Plans are providing services to.” <ul style="list-style-type: none"> a. There have been new committees created as directed by the board to figure out how to share that information and to identify legal issues that are found and how to navigate. 	
V. Independent Living Center Lawsuit	A. The first lawsuit was denied B. Oct 24 @ 3:00pm the other lawsuit will be reviewed by a judge in Los Angeles. C. Monika from Harbage stated that the first lawsuit was on the State. The second lawsuit is on the Federal level. The issues that are being presented are different from the initial lawsuit.	
VI. Informational Events	A. Paul Van Doren reported that he is on a statewide committee that is working on a Universal assessment tool for the Health Plans around the State to enroll people into the Health Plans. <ul style="list-style-type: none"> ○ Gilbert- Will this be utilized for beneficiaries? ○ Paul- yes, it will not be an IHSS assessment. It is to direct Heath Plans on what that beneficiary needs for LTSS Services. B. Monika Harbage- Monika reported the events that Harbage has attended in the Inland Empire. She also shared that Harbage currently hired two new outreach representatives.	
VII. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP</i> <i>Deborah Miller, Molina Healthcare</i>	A. Roger reported that not much has changed since the last report. B. The Health Plans Member Services Departments track the reasons for the calls that were received regarding CCI. The top 5 are: <ol style="list-style-type: none"> 1. Eligibility 2. Demographic Changes 3. Continuity of Care Inquiries 4. Referrals 5. Pharmacy 	

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	C. The State has created a new Physicians toolkit that is available through www.CalDuals.org . This explains how to bill, and the benefits to pass on to the patients. D. There was a CCI Stakeholder Webinar on September 6, 2014 that announced a Policy change so that Providers and Specialists can request continuity of care on behalf of their patients.	
VIII. Public Comment	NONE	
IX. Next Steps	See Action Log	
X. Closing Comments	A. There were no closing comments to report.	
XI. Next Meeting	A. November 18, 2014, 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	Felice reported that the website is now working correctly.	
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.	Gilbert Saucedo	3/25/14		In Process	Gilbert sent wish list to the group. Group received a copy of the wish list. Would like to bring up the SHIP ID number to the Health Plans. Will revisit.	
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.	
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		Pending	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 and formulary. Also possibly on the CCI Stakeholder Website.	Lisa Hayes	5/27/14		Pending	Will look into the next meeting.	
28. To look into Google Analytics to see	Lisa Hayes	7/29/14		Pending		

what it would take.					
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	

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. One for Committee and One for Public- Both Committee and Public list servers will be available on the website.	Heidi Pringle	1/29/13	7/23/13	Complete		3/21/13
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	Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13

choose a Cal MediConnect Plan if they are Dual eligible.						
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		
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 CCI.	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 feedback.	Gilbert Saucedo /Group	1/28/14		Completed	3/25/14: Gilbert provided hand-outs to the committee and received suggested edits.	
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	Gilbert	5/27/14		Completed	Harbage stated that they can add both IEHP and Molina's phone numbers to the crossover fact sheet	

to get State approval discussing wrap around						
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		
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		