

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-May 27, 2014)

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

Date: Tuesday, May 27, 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 Stottlemyer (Vice-Chair)	Administrator	California Association of Health Facilities
Dianne Sceranka for Sarah Eberhardt-Rios	Deputy Director	San Bernardino County Department of Behavioral Health
Dimitrios Alexiou	Vice President	Hospital Association of Southern California
Eric Hernandez	Program Specialist	Riverside County In- Home Support Services
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Miguel Benitez	Senior Organizer for San Bernardino	SEIU- ULTCW
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Roxanne Young	Deputy Director	San Bernardino County In-Home Support Services
Sergio Calderon	Director	Alzheimer's Association
Wasima Alvi	Clinical Services Manager	Inland Regional Center

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Darren Gray		Loma Linda University-Adult Day Health Services CBAS
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Dr. Scott Allen	Physician	Provider
Kristine Loomis	Consumer	Riverside County In- Home Support Services
Leti Fierro	Senior Administrative Analyst	Riverside County In- Home Support Services Public Authority
Mary Rios	Multicultural Affairs Advocate	Disability Rights California
Megan Juring	Deputy Director	Department of Rehabilitation
Michele Haddock	Director	Riverside County Office on Aging,
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
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
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health

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
Lisa Hayes	Director, Disability & Senior Access Services

INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for May 27 2014 @ 1:30-4:30 pm

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Chris Stottlemyer (Vice-Chair)</i>	A. Introductions were made. B. Group approved Ben Jauregui as the replacement for Fran Bates.	<i>No Action Required</i>
II. Acceptance of minutes from March 25,2014 <i>Chris Stottlemyer (Vice-Chair)</i>	A. Minutes approved.	<i>No Action Required</i>
III. Review of Action Log from <i>Chris Stottlemyer (Vice-Chair)</i>	<p>A. 11. To share presentations with the Stakeholders that will be utilized.</p> <ul style="list-style-type: none"> ○ Gilbert reported that HICAP has continued doing presentations. A list of presentations has been put together by month and will be sent to the Stakeholders to be put on the website. <p>B. 13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> ○ Roger suggested looking into making the Website easier to navigate. <ul style="list-style-type: none"> ● Finding meeting and events by date is currently confusing ● Lisa agreed to provide that suggestion to IT. <p>C. 14. To come up with ways to mitigate the top four identified risks. <i>(See IV under Risks)</i></p> <p>D. 15. Read through the handout given by the “Use clear and simple language. Proper/adequate interpretation and alternate formats.” Subgroup and provide feedback.</p> <ul style="list-style-type: none"> ○ Gilbert reported that each presentation is tailored for each population that is being presented to. MLTSS services will be discussed further in detail. <p>E. 16. An electronic survey will be mailed 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. <i>(See IV under Risks)</i></p> <ul style="list-style-type: none"> ○ Roger reported that at the last meeting a copy of the survey was distributed to the Stakeholders. ○ It was also reported that this assignment will be transferred to Roger’s team to complete and get the survey posted as well as notifications sent out so the Stakeholders can provide feedback. <p>F. 19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group. See requests below:</p> <ul style="list-style-type: none"> ○ List of nursing facilities that will be participating in CCI. ○ An instructional flyer for beneficiaries to take to their providers so that the providers are aware of who to call and how to bill. 	<i>New Action Item</i>

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	<p>G. 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"> o Roger and Lisa to revisit. <p>H. 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> o Ben has a draft of the Power Point. Awaiting feedback from Lisa and Gilbert. o Stated that Rolling Start is going to be looking into holding regular Managed Care 101 in-services. <p>I. 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"> o There are multiple languages available at this time. There are more to come in the future. 	
IV. Risks	<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"> o Ben to touch base with Mary and Sarah for updates. 2. Use clear and simple language. Proper/adequate interpretation and alternate formats. Lisa Hayes, Megan Juring, Fran Bates, Felice Connolly <ul style="list-style-type: none"> o Timelines have been updated o Fee For Services (FFS) definition has been added o Added Cal MediConnect phone number o Grammatical and formatting edits have been made o An MSSP box has been added. o Group reported they would like to get this out to the Community Based Organizations (CBO's) as dialog only. <ul style="list-style-type: none"> ▫ Ben suggested that each County should be added to reduce confusion ▫ Chris suggested adding it as a PDF to the CCI Stakeholder website. ▫ Add request box for those CBO's that would like copies for their organizations. 3. Beneficiaries in treatment during transition, continuity of care. Dr. Tompkins, Kristine Loomis <ul style="list-style-type: none"> o Group discussed letter from Kristine Loomis discussing the topics below: <ul style="list-style-type: none"> ▫ Continuity of existing health care practitioners ▫ Coordination of care needs a single accountable person ▫ Centralization and accessibility of patient records ▫ Doctor & hospital care coordination with homecare and preventative care ▫ DME in the context of continuity of care 	

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	<ul style="list-style-type: none"> ○ Timelines are to be considered by both Plans ○ Opportunity to step back and look into the process ○ Possibly look into other possibilities for wheelchair users <p>4. 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 reported that at the last meeting a copy of the survey was distributed to the Stakeholders for feedback. ○ Roger’s staff will get the survey posted as well as notifications sent out so the Stakeholders can provide feedback. 	
<p>V. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP Deborah Mille, Molina Healthcare</i></p>	<p>1. Plans reported on initial “go live” experiences.</p> <ul style="list-style-type: none"> ○ Continuity of Care- Lack of current enrollee phone numbers makes it challenging to proactively ensure continuity of care. Plans have responded by working quickly to establish LOAs once the continuity of care issues are discovered. ○ HRA- Lack of current enrollee phone numbers has been a challenge. More face-to-face requests than projected. ○ Working on LTSS issues, meeting with various providers and reconnecting with the CBAS facilities. ○ Working with IHSS Programs in both Counties to make sure that the Plans understand the system and information is flowing appropriately on both sides. ○ Working with MSSP Programs in both Counties discussing how the Plans and Counties will work together come time for implementation. ○ Issues of being unintentionally passively enrolled due to a glitch in the States system. It was reported that this issue has been resolved. <ul style="list-style-type: none"> ▫ Ben Jauregui reported for Paul Van Doren that people in rural areas in Riverside County are receiving notices by mistake. ▫ Eric Hernandez- Riverside has been receiving calls from clients that their doctors are telling them that they are no longer allowed to see that doctor due to the fact that the client is now in managed care plan. <ul style="list-style-type: none"> ▪ Is it the front office staff or the actual Doctor? It’s possible that a little education would help. ▪ Prescription issues have been identified ▪ Put together a direct link on the Plans website to get to the providers search and formulary. ▪ Possibly put together a cheat sheet for the pharmacist. ▪ Plans are required to do Continuity of Care for 6 months 	
<p>VI. IPA’s Impact on CCI</p>	<p>1. Chris provided a handout titled CCI Impact on Full Risk IPA’s. This handout discussed the following:</p> <ul style="list-style-type: none"> ○ Do IPA Members automatically remain with IPA during CCI Transition? ○ Full-Risk IPA Controls- Community Custodial & Skilled Services ○ Skilled Nursing Care ○ Transition from Skilled to Custodial in SNF 	<p><i>Plans to provide response to questions.</i></p>

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	<ul style="list-style-type: none"> ○ Concerns 	
VII. Public Comment	2. Teri Vergara from Village Health had a question about ESRD Members in a non-IEHP/Molina SNP. Village Health is a SNP specifically for Medicare beneficiaries with ESRD. About 80-85% of their memberships are Duals. They understand and support that current FFS Medi-Cal needs to enroll in either IEHP/Molina <ul style="list-style-type: none"> ○ How should the Medi-Cal Managed Care Plans be invoiced to ensure that the Members do not get balance billed? ○ Who should they contact at the Plans if they have questions about billing? ○ Who should they contact in the Plans for coordination of care? 	<i>Plans to provide answers to Teri.</i>
VIII. Next Steps	See Action Log	
IX. Closing Comments	A. There were no closing comments to report.	
X. Next Meeting	A. July 29, 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
11. To share presentations with the Stakeholders that will be utilized.	Gilbert Saucedo	7/23/13	9/24/13	Pending	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.	
13. Group to provide feedback on Website	Group	7/23/13	9/24/13	On Going		
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	On Going		
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		In Process	3/25/14: Gilbert provided hand-outs to the committee and received suggested edits.	
16. An electronic	Group	1/28/14		In Process	3/25/14: Draft survey shared with the Committee. Suggested edits	

survey will be mailed 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.					provided. Edits to be made. Link to survey via Survey Monkey to be added to Stakeholder Website.	
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		Pending		
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		Pending	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.	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Ben Jauregui	3/25/14	4/4/14	Pending	Awaiting feedback from Lisa and Gilbert.	
22. Group was asked to review the draft survey and provide feedback.	Stakeholders	3/25/14	4/4/14	Pending		
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		
24. Look into making Website easier to	Lisa	5/27/14		Pending		

navigate						
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		
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		Pending		
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		

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	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

Stakeholder Website.						
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		
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	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	

(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					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.	