

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY  
COMMITTEE MEETING  
(UNAPPROVED MINUTES FOR-March 28, 2017)**

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

Date: Tuesday, March 28, 2017- 1:30 pm - 4:30pm

**Minutes By:** Taylor Mabry, Inland Empire Health Plan

**Appointed Committee Members Present:**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Barbara Chastain	Consumer	Inland Regional Center; IEHP Member
Barbara Scott	Consumer	Molina Healthcare
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Fred Muæoz		Harbage Consulting
Hillary Beeler	District Manager	San Bernardino Transitional Assistance Department
Jessica Hodgeson	Regional Director	Alzheimer's Greater Los Angeles
Kalondrea Davis (Phone)	Regional Executive Director	InnovAge
Karen Widerynski	Managed Care Specialist	California Association of Health Facilities
Kristine Loomis (Chair)	Consumer	Riverside County In- Home Support Services
Loretta Sotile	District Manager	San Bernardino County In-Home Support Services
Melissa Cardenas		San Bernardino County Public Authority
Monika Vega	Senior Outreach Coordinator	Harbage Consulting
Paul Van Doren	Executive Director	Community Access Center
Pauline Beschorner		Riverside County Department of Social Services
Randy Schlect	Consumer	In-Home Supportive Services Consumer
Rod Verbeck (Phone)	Mental Health Services Administrator	Riverside University Health System –Behavioral Health
Sandra Wieder	Consumer	Inland Empire Health Plan
Dr. Scott Allen (Phone)	Physician	Provider
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Tessie Cross (Phone)	Attorney	Inland Counties Legal Services Ombudsman
Wasima Alvi	Clinical Services Manager	Inland Regional Center

**Committee Members Absent**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Angela Igrisan	Assistant Director	Riverside University Health System – Behavioral Health
Anna Martinez	Director	Riverside County Office on Aging
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Christine Ramsey	Marketing Manger	InnovAge
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Darren Gray (Phone)	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Dianne Sceranka		San Bernardino Department of Behavioral Health
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Gabriel Uribe	Disability Program Manager	Inland Empire Health Plan
Keven Porter	Regional Vice President	Hospital Association of Southern California
Jan Vitro	Executive Director	Rolling Start
Jewel Lee	Executive Director – Public Authority	Riverside County In- Home Support Services Public Authority
Joshua Morgan	Interim Deputy Director	San Bernardino Behavioral Health
Michael Knight	Deputy Director for Senior Programs	Riverside County Office on Aging
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Patricia Martin	Consumer	In-Home Support Services
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY  
COMMITTEE MEETING**

**(UNAPPROVED MINUTES FOR-March 28, 2017)**

Wendy Duchon  
Vacant

Senior Organizer for San Bernardino  
Director

SEIU- ULTCW  
Health Insurance Counseling and Advocacy Program

**IEHP Committee Members Present:**

**Person**

Roger Uminski

**Title**

Director of Health Administration

**Molina Healthcare of California Committee**

**Members Present:**

**Person**

Jennifer Rasmussen  
Sergio Calderon  
Dr. Felix Nuñez

**Title**

Vice President of Health Services  
Director, Disability & Senior Access Services  
Medical Director – Inland Empire

**Public**

**Person**

Ben Jauregui  
Emily Wu Truong  
JoAnn Schmidt  
Jose Solorzano  
Luis Coronel  
Mary Rios  
Steven Chang  
Terry Lee  
Veronica Perez

**Title**

LTSS Manager  
  
Member Advocate/Outreach Coordinator  
Medicare Manager

**Affiliation**

Inland Empire Health Plan  
  
Molina Healthcare  
Molina Healthcare  
Inland Empire Health Plan  
Molina Healthcare

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting  
Meeting Minutes for March 28, 2017 @ 1:30-4:30 pm**

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Kristine Loomis</i>		<i>No Action Required</i>
Acceptance of minutes from January 31, 2017 and Committee Nominations <i>Kristine Loomis</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> <li>• Motion by Jennifer Rasmussen</li> <li>• Second by Sandra Wieder</li> </ul>	<i>No Action Required</i>
III. Review Action Log from January 31, 2017 <i>Kristine Loomis</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> <li>• Sergio Calderon presented in Danica Lusser’s absence. <ul style="list-style-type: none"> <li>- 45 new page views in January, 6 were returning users.</li> <li>- Felice Connolly asked that the roster on the website can be updated to reflect current stakeholders.</li> <li>- Felice 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.</li> </ul> </li> </ul> <p>14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> <li>• Remove from action log as this item is a standing agenda item.</li> </ul> <p>21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> <li>• Communications Workgroup will send out flyer once it has been updated.</li> </ul> <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"> <li>• On Going</li> </ul> <p>54. Tessie and Monika will coordinate to educate Providers and clients on the appeal process when a service is denied.</p> <ul style="list-style-type: none"> <li>• Pending</li> </ul> <p>59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on the IE CCI Website.</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul>	<p><i>Danica will send Google Analytics data to Taylor to distribute to group.</i></p> <p><i>Omit from log</i></p> <p><i>In Process</i></p> <p><i>On going</i></p> <p><i>Pending</i></p> <p><i>Completed</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting.</p> <ul style="list-style-type: none"> <li>• Pending</li> </ul> <p>65. Reach out to inactive Committee Members to reestablish a relationship with CBOs.</p> <ul style="list-style-type: none"> <li>• Completed</li> <li>• Karen Widerynski attending for CAHF.</li> </ul> <p>68. Individual CICA Membership information will be distributed to the group.</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul> <p>69. Flyer for the monthly webinars hosted by Harbage will be distributed to the group.</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul> <p>70. 30<sup>th</sup> Annual San Bernardino County Adult Protective Services Conference flyer will be shared with the group.</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul>	<p><i>Pending</i></p> <p><i>Completed</i></p> <p><i>Completed</i></p> <p><i>Completed</i></p> <p><i>Completed</i></p> <p><i>Completed</i></p>
<p>IV. Physician/Provider Topics</p>	<p>A. Dr. Scott Allen participated via conference call to address Provider topics.</p> <ul style="list-style-type: none"> <li>• Dr. Allen asked if he could provide his thought on why Providers are not opting in to CMC. What are the barriers to getting more Members to opt in? He added that there is a client perception of losing flexibility of care such as access to specialists, vendors, and providers. <ul style="list-style-type: none"> <li>- Jennifer Rasmussen commented that surveyed results have found that it was indeed a perception. Members enrolled in CMC did not report an issue of losing flexibility. How can the committee get people to look beyond perceptions? She suggested providing the Beneficiary Took Kits to Provider offices to help counter act negative perceptions.</li> <li>- Roger Uminski added that SCAN Foundation reports found very high levels of satisfaction. More focus should be placed on marketing and changing perceptions.</li> <li>- Jennifer Rasmussen added that surveys and interviews have shown that Providers have a larger influence on clients who opt in/out. Do Providers need talking points?</li> <li>- Roger Uminski asked what barriers Providers are seeing. Have conversations been had with those Providers that choose not to participate in the network? <ul style="list-style-type: none"> <li>➤ Dr. Allen responded that there is not a lot of resistance within the current network.</li> </ul> </li> <li>- Kristine Loomis mentioned from a consumer standpoint that she has had issues trying to transfer specialists in to the plan and that makes it difficult to receive continuity of care. She mentioned that it takes a lot to educate Providers and it would be beneficial to be able to bring talking points to Providers/Specialists in the hopes of recruiting them into the network. <ul style="list-style-type: none"> <li>➤ Dr. Allen responded that talking to Specialists and Providers depends on a lot of factors including reassuring they will be reimbursed. Much depends on practice settings as well.</li> </ul> </li> <li>- Monika Vega added that Providers are in a unique position with patients who trust them.</li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<p>Providers know their patients best whether factual or anecdotal. Coordinated care may need to be explained a few times. She offered the Provider Toolkit on CalDuals as a helpful tool for both Providers and patients.</p> <ul style="list-style-type: none"> <li>➤ Dr. Allen added that having more people sharing positive experiences including solving common concerns such as working with several specialists and accessing DME is a great marketing campaign.</li> <li>- Randy Schlect asked if there is any materials that can help “break the ice” when a patient would like to bring up joining CMC to their Provider. <ul style="list-style-type: none"> <li>➤ Jennifer Rasmussen answered that the Provider Toolkit from CalDuals is a great resource.</li> <li>➤ Randy added that as a consumer, change can be scary but joining CMC was the best thing for his health care and has had a very positive experience.</li> <li>➤ Monika Vega/Taylor Mabry will provide the beneficiary toolkits to Dr. Scott Allen.</li> </ul> </li> <li>- Emily Wu Truong from Harbage mentioned that insurance plans don’t always provide a warm welcome or instructions for understanding how to access care. It is helpful to have care coordination to help navigate the system.</li> <li>- Wasima Alvi inquired if a Provider offers something different or specializes in certain care how is that noted in the directory? <ul style="list-style-type: none"> <li>➤ Jennifer Rasmussen answered that special equipment such as adjustable exam tables or scales is noted in the Provider Directory. There is not a tool or notification for anything outside of that.</li> </ul> </li> </ul>	<p><i>Monika/Taylor will provide beneficiary toolkits to Dr. Allen.</i></p>
<p>V. Enrollment Updates</p>	<p>A. Roger Uminski reported the following updates:</p> <ul style="list-style-type: none"> <li>• The enrollment for each County is as follows:  San Bernardino County –13,653 CCI members enrolled; opt-out rate 39%  Riverside County – 13,900 CCI members enrolled; opt-out rate 37%</li> <li>• Roger highlighted there have been 844 new Members since December 2016.</li> <li>• Inland Empire plans accounted for 26% of net growth for all CCI counties.</li> </ul>	
<p>VI. 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> <ul style="list-style-type: none"> <li>i. Communications Workgroup <b>Sergio Calderón, Felice Connolly, Kristine Loomis, Monika Vega, Ben Jauregui, Loretta Sotile, Luis Coronel, Jose Solorzano, Mary Rios, Tessie Cross</b> <ul style="list-style-type: none"> <li>• The committee was surveyed to see what they would like to see in 2017. <ul style="list-style-type: none"> <li>- Monika Vega mentioned they would like to create an event where Harbage/Communications Workgroup is the host. <ul style="list-style-type: none"> <li>➤ Roger Uminski suggested adding Member highlights/stories on positive CCI experiences.</li> </ul> </li> </ul> </li> </ul> </li> <li>ii. Data Exchange</li> </ul>	<p><i>Roger will put together framework.</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>- Roger will put together the framework and design for the group. Potentially will coordinate with IEHIE.</li> <li>- Sergio Calderón asked if the subgroup is for referrals to the Health Plans. <ul style="list-style-type: none"> <li>➤ Roger Uminski responded that it can also be used to refer to CBOs.</li> <li>➤ Sergio suggested making announcements at Molina Collaborative Meetings and at the Inland Empire Disability Collaborative.</li> </ul> </li> </ul>	
<p>A. Informational Events</p>	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> <li>• Monika Vega reported on recent events. <ul style="list-style-type: none"> <li>- Monika participated on the statewide CICA call as a guest speaker in March. She explained the implications of policy change. <ul style="list-style-type: none"> <li>➤ Kristine Loomis noted that many callers join the call to get high level information but Monika’s presentation was in a more accessible language.</li> </ul> </li> <li>- San Bernardino Department of Behavioral Health Cultural Competency Advisory Committee: discussed Harbage’s services and dispersed materials.</li> <li>- Abilities Expo</li> <li>- IEDC</li> <li>- Fontana Senior Center</li> <li>- Continuing to host monthly webinars.</li> <li>- Plan to be present at the Behavioral Health Summit at RUHS co-hosted by HASC.</li> <li>- Developed social worker/case manager tool kit that is available on CalDuals.org</li> <li>- New face to CalDuals.org hopefully in the spring.</li> <li>- Harbage CCI Outreach team flyer was dispersed. It will be posted to the IE CCI Website.</li> </ul> </li> </ul> <p>B. CBO Needs</p> <ul style="list-style-type: none"> <li>• Paul Van Doren asked about the timeline for informing consumers about the IHSS carve out and letting consumers know that IHSS is a benefit of CMC. <ul style="list-style-type: none"> <li>- Jennifer Rasmussen responded that there can’t be too much communication until a final decision has been made.</li> <li>- Monika Vega added that Harbage put together a Budget FAQ which can be found on CalDuals.org.</li> <li>- Wasima Alvi asked if a standing agenda item can be added that provides legislative updates. <ul style="list-style-type: none"> <li>➤ Roger Uminski noted that the Health Plans can take that responsibility.</li> <li>➤ Jose Solorzano added that California Foundation for Independent Living Center (CFILC.org) is a great resource to find updates to the legislation.</li> <li>➤ Mary Rios created a PowerPoint on self advocacy. This can be shared CBOs and county agencies.</li> <li>➤ Roger Uminski asked that if any organization has legislative updates to pass along to Taylor Mabry so they can be shared with the Health Plans.</li> </ul> </li> </ul> </li> <li>• Jessica Hodgeson from Alzheimer’s Greater Los Angeles provided updates. <ul style="list-style-type: none"> <li>- Cal Medi-Connect grant is continuing to provide two separate dementia specific trainings for care managers.</li> </ul> </li> </ul>	<p><i>Harbage CCI Outreach team will be added to the IE CCI Website.</i></p> <p><i>Add Legislative Updates to the agenda</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>- Tier 2 is dedicated to dementia specialist training and will be in the Riverside office in June.</li> <li>- Roger Uminski asked if there was additional interest in tier 1 training, will the grant cover the cost. Jessica responded that the grant currently does not cover additional tier 1 training but if it is extended they will offer it.</li> </ul>	
B. CCI/ Cal MediConnect Updates	<p>A. Post Implementation</p> <ul style="list-style-type: none"> <li>• Waiting for updates to the budget announcement.</li> </ul> <p>B. Stakeholder Experience</p> <ul style="list-style-type: none"> <li>• Not discussed.</li> </ul>	
C. MSSP Update/Transition (Deferred until budget is adopted)		
D. Ombudsman Update	<p>A. Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> <li>- Updates on deeming notices being sent to beneficiaries. Many consumers are not understanding their notices or cases are not being processed and consumers have been disenrolled. <ul style="list-style-type: none"> <li>➤ Many that have been disenrolled are not being allowed to reenroll after disenrollment – especially those with end stage renal disease.</li> <li>➤ Many cases where consumers have turned in paperwork to reenroll it is not showing on the County side.</li> <li>➤ Hillary Beeler reported that San Bernardino County is currently backlogged due to double the amount of items received in open enrollment but all incoming mail is bar coded. If an item has been received but not processed, they do not disenroll. If an item has not been received by the due date that is when the consumer would get disenrolled. She reports Riverside County uses the same bar coding system to record incoming items.</li> <li>➤ Roger Uminski asked if ICLS has contacted Riverside DPSS to ask about showing if documentation was received. Tessie reports they have not been in contact with them but would appreciate assistance with this issue.</li> <li>➤ Tessie asked if there is a notice from Health Plans to supplement the eligibility letter. Roger Uminski responded that he does not believe Health Plans receive a notice. They do leave consumers on the plan for 60 days, not the legal 30 day deeming period, due to high probability they will get back into the system.</li> <li>➤ Kristine Loomis discussed an issue she had in December with Medi-Cal disenrollment. She was disenrolled before the process had time to play out.</li> <li>➤ Pauline Beschorner will inquire what Riverside County process is for re-enrollment documentation.</li> <li>➤ Tessie Cross asked if a beneficiary calls in to the Health Plans inquiring about disenrollment, can the Health Plans refer them to ICLS in addition to the Counties as a resource to assist.</li> </ul> </li> </ul>	<p><i>Pauline B. will inquire within Riv. Co. re: re-enrollment process</i></p>

Agenda Item	Discussion of Agenda Items	Action
E. Public Comment	<ul style="list-style-type: none"> <li>Ben Jauregui mentioned the 4<sup>th</sup> Annual Riverside County Elder &amp; Dependent Adult Abuse Symposium in Riverside on June 28<sup>th</sup>.</li> <li>Jose Solorzano mentioned the Disabilities Awareness Night on April 29<sup>th</sup> that is open to the community. Event will be held at the San Manuel Stadium in San Bernardino. It was suggested the flyer be added to the IEDC website.</li> </ul>	<i>Taylor will disperse Riv. Co. Elder &amp; Dependent Adult Abuse Symposium Flyer</i>
F. Next Steps	See Action Log	
G. Closing Comments		
H. Next Meeting	<p>May 30, 2017, 1:30 pm-4:30pm  <b>Molina Healthcare</b>  <b>550 E. Hospitality Lane</b>  <b>San Bernardino, CA 92408</b></p>	

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	Danica will provide top pages that are being visited	
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	Requests are now channeling through the Communications Committee. Members can still contact Harbage directly for suggestions and requests.	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Communication Wkgp	3/25/14	4/4/14	In Process	Feedback was incorporated into presentation. Will be sent to Taylor for group distribution once finalized.	
54. Tessie and Monika will coordinate to create a flyer educating Providers and clients on the appeal process	Tessie Cross/Monika Vega	11/24/15		Pending	<p>Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it.</p> <p>3/29/16 – Monika reports that she and Tessie are working on a</p>	



when a service is denied.					flyer that will help educate Providers on how to navigate the system when patients get denied services.	
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Pending	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.  3/28/17 – Dr. Scott Allen participated via conference call in the meeting. Other providers should still be identified.	
71. Roger will put together framework for the Data Exchange Subgroup.	Roger Uminski	3/28/17		Pending	Potentially work with IEHIE to put together framework and design for the Data Exchange Subgroup.	
72. Roger and Jennifer will discuss adding stipends for care providers to the charter.	Roger Uminski/ Jennifer Rasmussen	3/28/17		Pending	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.	
73. Beneficiary toolkits will be provided to Dr. Scott Allen	Monika Vega/Taylor Mabry	3/28/17		Pending	Beneficiary toolkits from CalDuals will be sent to Dr. Allen.	
74. Harbage CCI Outreach team flyer will be added to IE CCI Website	Taylor Mabry/Danica Lusser	3/28/17		Pending		
75. Pauline will inquire within Riverside County to find a representative to explain the processes for disenrollment and re-enrollment	Pauline Beschorner	3/28/17		Pending	Pauline will inquire within Riv. Co. to either invite a rep to the next meeting or bring back information on Riverside County's processes for disenrollment and re-enrollment of Medi-Cal Members.	
76. Tessie Cross requested Health Plans refer consumers to ILCS when disenrollment issues are presented	Health Plans	3/28/17		Pending	See Ombudsman Updates in minutes for details.	
77. Taylor will send flyer for 4 <sup>th</sup> Annual	Taylor Mabry	3/28/17		Pending		

Riverside County Elder & Dependent Adult Abuse Symposium.						
<b>Action Log – Resolved</b>						
<b>ACTION ITEM</b>	<b>RESPONSIBLE STAKEHOLDER</b>	<b>OPEN DATE</b>	<b>DUE DATE</b>	<b>STATUS</b>	<b>NOTES</b>	<b>COMPLETION DATE</b>
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 Striken	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	58. 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 to participate in a subcommittee to assist with bringing social service groups into the IEHIE.	Roger/Taylor	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.	
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		Complete	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 Stottlemeyer. 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 <sup>th</sup> 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 <sup>th</sup> annual conference.	

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/Taylor/Da nica	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	