

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-March 29, 2016)

Location: IEHP Community Resource Center – 805 W. 2nd St., San Bernardino, CA 92410

Date: Tuesday, March 29, 2016- 1:30 pm -4:30pm

Minutes By: Taylor Strattan, Inland Empire Health Plan

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Barbara Mclendon (Phone)	Public Policy Director	Alzheimer's Greater Los Angeles
Barbara Scott	Consumer	Molina Healthcare
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Doug Shaw for Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Glenn Nicks	Consumer	Molina Healthcare
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Kristine Loomis (Chair)	Consumer	Riverside County In- Home Support Services
Loretta Sotile	District Manager	San Bernardino County In-Home Support Services
Mario Janesin for Paul Van Doren	Executive Director	Community Access Center
Patricia Martin	Consumer	In-Home Support Services
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System
Sarah Bierley for Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Sarah Eberhardt-Rios (Phone)	Deputy Director	San Bernardino 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	Administrator	California Association of Health Facilities
Christine Ramsey	Marketing Manger	InnovAge
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Deborah Miller	Vice President of Health Services	Molina Healthcare
Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Jan Remm	Regional Vice President	Hospital Association of Southern California
Jay Harris	Deputy Director	Department of Rehabilitation
Jewel Lee	Executive Director – Public Authority	Riverside County In- Home Support Services Public Authority
Maria Zamora-Hughes	Regional Executive Director	InnovAge
Anna Martinez	Director	Riverside County Office on Aging
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Jan Vitro	Executive Director	Rolling Start
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram	Director	San Bernardino Department of Aging and Adult Services
Dr. Scott Allen	Physician	Provider
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW

IEHP Committee Members Present:

<u>Person</u>	<u>Title</u>
Roger Uminski	Director of Health Administration
Gabriel Uribe	Disability Program Manager

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
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Molina Healthcare of California Committee

Members Present:

Person

Sergio Calderon
Megan Dankmyer
Dr. Felix Nuñez
Danica Lusser (Phone)

Title

Director, Disability & Senior Access Services
Director of Long Term Services and Support
Medical Director – Inland Empire
Disability and Senior Access Services

Public

Person

Ben Jauregui
Bev Ching
Chris Long
Jose Solorzano
Luis Coronel
Mario Janesin
Maria Lugo
Miguel Aparicio
Monika Vega
Jaclyn West
Carlos Lliguin

Title

LTSS Manager
Strategic Projects Manager

Member Advocate/Outreach Coordinator
Medicare Manager

Senior Outreach Coordinator

Affiliation

Inland Empire Health Plan
Inland Empire Health Plan
Care Provider
Molina Healthcare
Inland Empire Health Plan
Community Access Center
Molina Healthcare
Molina Healthcare
Harbage Consulting
Social Security Administration
Social Security Administration

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for March 29, 2016 @ 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 26, 2016 and Committee Nominations <i>Kristine Loomis</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> • Motion by Doug Shaw • Second by Rod Verbeck <p>New CCI members Glenn Nicks, Patricia Martin, and Barbara Scott were nominated and adopted.</p>	<i>No Action Required</i>
III. Review Action Log from January 26, 2016 <i>Kristine Loomis</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Danica Lusser provided feedback about the top visited pages: <ul style="list-style-type: none"> - January had 263 page views - February had 29 page views - Danica mentioned that if anyone has any home page suggestions to send them to her. <p>14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> • See Communications Update <p>21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> • Ben Jauregui gave a brief presentation on the draft Managed Care 101 presentation. Communications subcommittee will edit and provide feedback. At the next meeting, Ben will give a thorough presentation of the final Managed Care 101 document. <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"> • On Going <p>42. Harbage will provide a list of Summit attendees and survey results</p> <ul style="list-style-type: none"> ○ Roger asked for number of attendees by category since it was reported that the individual names could not be released. <ul style="list-style-type: none"> - Monika reported that they are still inquiring about obtaining a list of attendees. <p>44. Harbage will provide a flyer to IHSS for consumers</p> <ul style="list-style-type: none"> • See Communication Workgroup update. <p>45. Tele-Town Hall</p> <ul style="list-style-type: none"> • See Communication Workgroup update. <p>46. Gilbert will find a Social Security representative to join CCI Stakeholder group to assist with the</p>	<p><i>Danica will send Google Analytics data to Taylor to distribute to group.</i></p> <p><i>In Process</i></p> <p><i>Taylor will distribute presentation to new members.</i></p> <p><i>On going</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p> <p><i>Completed</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>CMC Direct Enrollment.</p> <p>54. Tessie and Monika will coordinate to create a flyer educating Providers how to navigate patients through the system.</p> <ul style="list-style-type: none"> • In process – Monika reports that they will provide an update at the next meeting. She mentioned that Tessie’s vision for the flyer revolved around educating Providers on how to navigate the system when a patient gets denied services they are entitled to. <p>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.</p> <ul style="list-style-type: none"> • In process – Paul Van Doren not present to report. 	<p><i>Pending</i></p> <p><i>Pending</i></p>
<p>IV. February 2016 Enrollment Updates</p>	<p>A. Roger Uminski reported the following updates:</p> <ul style="list-style-type: none"> • The enrollment for each County is as follows: <ul style="list-style-type: none"> San Bernardino County – 13,419 CCI members enrolled; opt-out rate 39% Riverside County – 13,663 CCI members enrolled; opt-out rate 37% - Glenn Nicks inquired about the disenrollment of Members. Roger Uminski detailed the differences between passive enrollment versus opting out. • Deborah Miller reported out on the Performance Dashboard for March 2016. She explained that the Dashboard shows how the Health Plans are performing in multiple categories. <ul style="list-style-type: none"> - Deborah gave a brief description of appeals and hospital discharges. - Deborah mentioned that the Emergency Utilization Metric shows how often Members utilize emergency care. The plans look at this data to determine if anything could have been done to prevent an emergency visit and take that into account for future planning. - Deborah reported that the Dashboard reports on LTSS performance. Health Plans look at this information to determine how many people are receiving LTSS services. Under the CCI program, the Health Plans have the responsibility to coordinate LTSS resources and make sure they are accessible to all Members who may need to utilize LTSS services. - The Health Plans are also reporting to the State on Case Manager Contact to ensure that individuals that require a follow up with a Case Manager are receiving that care. <p>a) Roger Uminski mentioned in previous meetings, the group discussed sending a letter to the State from the CCI Stakeholder Committee encouraging the State to continue the CCI program. Roger mentioned that the original letter detailing CCI policies said that if the program was not budget neutral, it would not move forward. Roger brought up that the program has not been in place long enough to show how effective the program is regarding the budget.</p> <p>b) Kristine Loomis inquired about the CCI program costing more currently. She asked if the total</p>	

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	<p>included the implementation or just the ongoing cost.</p> <ul style="list-style-type: none"> - Roger reported that the cost included both implementation and ongoing. Typically during a transition, when moving individuals initially from Fee For Service to Managed Care the cost increases. Once stabilized, costs go down and tend to stay down. CCI hasn't had time to stabilize and therefore that is why the costs have not gone down yet. - Wasima Alvi asked how long it usually takes to stabilize. Roger reports that typically it takes 18 months to stabilize. <p>c) Roger Uminski reported the counties will most likely be participating in the Whole Person Care Pilot Program stemming from the 1115 Waiver.</p> <ul style="list-style-type: none"> - Sergio Calderon mentioned that regarding Whole Person Care, there needs to be incentives for Community Based Organizations and non-profits to get involved. He suggested that developing relationships is a good idea to help connect the community to different organizations. Sergio suggested Inland Empire Disabilities Collaborative would be an ideal place to announce Whole Person Care connections among CBOs. - Ben Jauregui spoke on the long term benefits of access to different CBOs and non-profits. He mentioned that while it may be more expensive initially to provide DME or other items/services, over time the cost tapers down after patients receive proper care. - Jose Solorzano reported on LA CCI Communications Workgroup stating that Molina is working on communicating with Members on what they are entitled to such as translation and interpreter services. <p>d) Molina Member Glenn Nicks brought up that his annual Health Risk Assessments by the Health Plan seem redundant if a Member is seeing their doctor on an annual basis and that the patient's doctor should be communicating their assessment so the Member is not being double assessed.</p> <ul style="list-style-type: none"> - Roger Uminski reported that legally, Health Plans are required to do an annual assessment. - Deborah Miller mentioned that Plans have to provide assessments to be able to fairly provide compensation for risk scored for the individuals being assessed. - Glenn Nicks suggested it would be beneficial to clarify to members that the State's annual assessment is only to ensure that the Member is receiving the care that the Health Plans claim they are receiving. - Gabriel Uribe brought up the Health Risk Assessment (HRA). He mentioned that the CCI group might be a good place to take a look at the document and review how the HRA is set up and explaining what happens on the Health Plan's side that triggers call backs depending on how the questions are answered. - Sarah Bierley from ICLS questioned if the HRA goes beyond just health into Whole Person Care. Roger Uminski reports that yes, the HRA includes those questions and those questions are what triggers a call back from the Health Plans. 	

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V. 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> <ul style="list-style-type: none"> i. 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. (Now the Managed Care 101 Subcommittee) Sarah Eberhardt-Rios, Mary Rios <ul style="list-style-type: none"> o ii. Communications Workgroup Sergio Calderon, Felice Connolly, Kristine Loomis <ul style="list-style-type: none"> o Harbage provided an update on the Tele-Town Hall: <ul style="list-style-type: none"> - The contract between the State and the Tele-Town hall vendor has still not yet been completed. - 	
VI. Going Forward	<p>A. Future visions for health care delivery</p> <p>1) Roger Uminski asked for feedback from the group on why participation has waned and what we can do to reinvigorate the participation in CCI.</p> <ul style="list-style-type: none"> - Roger brought up the PRIME projects that the counties are participating in – specifically hospitals and health systems. He explained that in the past, safety net hospitals received supplemental funds to compensate for those who did not have insurance. After PRIME, hospitals will be receiving their funding by measuring success in care coordination with Behavioral Health, primary care, and other health systems. - Whole Person Care is another aspect that will impact the future state of health care by coordinating not just health care for Members, but many aspects such as behavioral health, housing, etc. Roger reports that WPC will, for the most part, focus on high-risk populations. - Rod Verbeck reported that Riverside University Health System is working towards being one entity that encompasses both WPC and CCI. - Doug Shaw inquired about pharmacies and how they fit into the WPC model. Roger Uminski responded that farther out into the future, pharmacies will be included. - Deborah Miller mentioned that Riverside County is a good example of the beginnings of Whole Person Care by having hospitals, urgent care, pharmacy, behavioral health, and more all in one system with shared electronic health records. - Doug Shaw requested a presentation on the 1115 waiver to show the group what is included. Roger Uminski and Deborah Miller will coordinate on a presentation for the next meeting. - Roger Uminski detailed that the 1115 waiver is the State’s response to the Federal Government’s regulations. <ul style="list-style-type: none"> ➤ The current 1115 waiver is called Medi-Cal 2020. ➤ Deborah Miller mentioned that housing needs are also being focused on within WPC. - Glenn Nicks suggested Members completing an at-home HRA. He also suggested 	<p><i>Roger Uminski and Deborah Miller will coordinate on a presentation on the 1115 waiver.</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>monitoring why people are opting out and addressing the issue.</p> <ul style="list-style-type: none"> - Wasima Alvi discussed patients that are on a high number of medications. She suggested that the quarterly data provided for Regional Centers on patients that are on 20+ medications be connected to Health Plans for evaluations of medications. <ul style="list-style-type: none"> ➤ Kristine Loomis explained issues she has experienced regarding data communication. - Social Security representatives Jaelyn West and Carlos Lliguin explained they have encountered many instances of clarifying the Managed Care transition letter as it was very confusing for recipients. Jaelyn mentioned that some clients are confused if they have straight Medi-Cal or IEHP. <ul style="list-style-type: none"> ➤ Roger Uminski reported that they have to be in a Managed Care plan unless they are located in a remote area that was not serviced by Managed Care plans. ➤ Gabriel Uribe mentioned that the Plans are willing to do presentations for Social Security staff to explain more in depth what services the Health Plans offer and better explain Managed Care. - Monika Vega mentioned Harbage has a contract with the State to provide an unbiased and free outreach and education on CCI. Harbage is able to assist with providing resources for a presentation by the Plans to better explain Managed Care. <p>B. What do our community partners need from this committee for it to be valuable?</p> <ol style="list-style-type: none"> 1) Chris Tarr reported that he believes CCI is still moving in the right direction. At San Bernardino County IHSS and MSSP they have set up liaisons to assist with CMC cases. He reports that out of over 275 MSSP slots, only about 10 slots are NOT CMC. 2) Janet Velez reports that their staff is getting more familiar with CCI and continuing to get the word out. 3) Janet Velez explained issues she has been having at the state level regarding CMC enrollment. 4) Jose Solorzano reports that LA has been having issues with CMC eligibility at the State level as well. Jose said that after some inquiry, it was discovered that there is a glitch with the State and that it is currently being worked on. Roger inquired if the feed that comes to the Health Plans via the 834 file is incorrectly showing people who are enrolled with CMC as not enrolled. Jose responded that yes that is what is happening. 5) Rod Verbeck mentioned that when Riverside County became a provider for IEHP, they had credentialing issues they had to work through. 6) Wasima Alvi reports on pharmacy issues. She mentioned that pharmacy is an area that needs to be more regulated. 7) Felice Connolly asked how providers are chosen for CMC. <ul style="list-style-type: none"> - Roger Uminski answered that all providers contracted with IEHP are automatically enrolled. Some providers will contract with IEHP for just one patient, such as in Kristine Loomis' case. It is more difficult to obtain providers that are not in IEHP's network and don't wish to participate in managed care. 	

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	<p>- Roger Uminski mentioned that if patients of a provider that is currently not within a managed care network encourage their provider to participate, there is a better chance they will be more inclined to join a managed care network as a CMC provider.</p> <p>8) Doug Shaw reports that HICAP has been receiving more positive phone calls regarding CMC.</p> <p>- Doug mentioned that having HICAP's staff educated on CMC has been helpful with successfully helping more clients.</p>	
C. Informational Events	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> • Monika Vega reported that Harbage has done Health Fairs in collaboration with counties and non-profits. • They have been conducting resource distribution, such as beneficiary fliers and physician toolkits. • Harbage is attending the Disabilities Collaborative in May. • Harbage conducted a staff presentation at HICAP for the Latino outreach team. • Monika reported that Harbage is conducting webinars if groups are unable to participate at in person meetings. <p>B. CBO Needs</p> <ul style="list-style-type: none"> • None reported. 	
D. CCI/ Cal MediConnect Updates	<p>A. Post Implementation</p> <ul style="list-style-type: none"> • No Updates <p>B. 1115 Waiver Programs</p> <ul style="list-style-type: none"> • No Updates <p>C. Stakeholder Experience</p> <ul style="list-style-type: none"> • None provided 	
E. MCO Tax Update	<p>- Roger Uminski reported the State came to an agreement. It will continue to provide revenue to the health care system.</p>	
F. MSSP Update/Transition	<p>- Chris Tarr reports the MSSP transition is currently at a standstill until further instruction is heard from the State.</p>	
G. Ombudsman Update	<p>A. Sarah Bierley for Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> • Sarah reports that five cases in a month time span in which clients Medicare is terminated before the Social Security redetermination is completed therefore the client must be reenrolled. <ul style="list-style-type: none"> - Jaclyn West reports that if the client doesn't reenroll within 10 days of denial, they will be kicked out of Medicare. Jaclyn suggested having clear outlines to recipients on what is expected out of them to reduce the amount of accidental disenrollment. For example if a client moves they need to report it to Social Security. - Kristine Loomis reported that many times her information is not input with Social Security even though they report it was received. <ul style="list-style-type: none"> ➤ Jaclyn West mentioned that the best way to report wages is through SSI Mobile Wage Reporting. 	
H. Public Comment	<ul style="list-style-type: none"> • Chris Long: <ul style="list-style-type: none"> - Suggested the Managed Care 101 presentation not use as many acronyms, or at least 	

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	<p>have a footnote of acronyms on each page.</p> <ul style="list-style-type: none"> • Ben Jauregui: <ul style="list-style-type: none"> - Performance Improvement Project (PIP): Both counties are participating in the PIP in LTSS categories to see how Plan can improve program. <ul style="list-style-type: none"> ➤ IEHP is focusing on MSSP. IEHP will connect with MSSP within 30 days and share information to coordinate a care plan for the Member. ➤ Testing will be for 18 months with a small population and if successful, every MSSP member will be participating going forward. - Molina PIP is focusing on CBAS. <ul style="list-style-type: none"> ➤ Focusing on avoiding placing members in nursing homes and getting them more involved in CBAS programs. 	
I. Next Steps	See Action Log	
J. Closing Comments		
K. Next Meeting	<p>May 31, 2016, 1:30 pm-4:30pm Molina Healthcare 550 E. Hospitality Lane San Bernardino, CA 92408</p>	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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	
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	On Going		
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Paul Van Doren	3/25/14	4/4/14	In Process	<p>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.</p> <p>1/27/2015: Roger will follow up with Ben. 3/31/15: Will follow up with Mary Rios to see if she has access of the Managed Care 101. Lisa Hayes has possible draft. Paul Van Doren to contact to locate the presentation. 5/26/15- In Process 7/28/15 Lisa to follow up with Paul 9/29/15 Paul will look for presentation 11/24/15 – Paul has not been able to track down a presentation.</p>	

					He asked what are the top questions received to focus on the most misunderstood area. Ben Jauregui & Bev Ching will bring information and draft presentations to the next meeting in January. 1/26/16 – Presentation drafted. Will send to Kristine and Felice for edits.	
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.	
42. Harbage will provide a list of Summit attendees and survey results	Harbage/Monika Vega	7/28/15		Pending	Monika will provide a list of providers that attended the Provider Summit in June as well as the survey results from the Summit 11/24/15 – Ryan McDonald reported on the Summit survey results: Positive feedback overall; 4.3/5 average rating. <ul style="list-style-type: none"> Roger Uminski asked for categories of attendees, Ryan will follow up. 	
44. Harbage will provide a flyer to IHSS for consumers	Harbage/Monika Vega	7/28/15		Pending	See Communication Workgroup update for details	
45. Tele-Town Hall	Communications Workgroup	7/28/15		Pending	See Communication Workgroup update for details	
54. Tessie and Monika will coordinate to create a flyer educating Providers on navigating the system when patients get denied services.	Tessie Cross/Monika Vega	11/24/15		Pending	Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it. 3/29/16 – Monika reports that she and Tessie are working on a flyer that will help educate Providers on how to navigate the system when patients get denied services.	
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		Pending	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.	
56. Roger and Deborah will coordinate to prepare a presentation on the 1115 Waiver.	Roger Uminski/Deborah Miller	3/29/16		Pending	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.	

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	Completed	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	Completed		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 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	Completed		
8. The Plans to check with CMS guidance on the unique SHIP ID	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	

number.						
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 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		
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		
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		Completed	Completed by Harbage	01/27/2014
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		Completed	Will look into the next meeting. Gabe will send Lisa the IEHP links for provider search and formulary.	
28. To look into Google Analytics to see what it would take to	Lisa Hayes	7/29/14		Completed	Molina was able to implement Google Analytics for CCI Stakeholder web site.	

add a counter to the website.					
33. To put together an Inland Empire specific Crossover Fact Sheet	Harbage	7/29/14		Completed	Instead of reinventing the wheel, the group decided to utilize crossover sheet Harbage created for the Providers Tool Kit.
34. To reach out to the ombudsman programs to get an update on the calls received.	Lisa Hayes	11/18/14		Completed	Going forward Ombudsman will be invited to CCI Stakeholder Meetings.
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	11/18/14		Completed	Presented at 1/27/15 meeting. Group approved moving forward with Tele-Town Hall. Action Items 37 and 38 created for implementation.
37. Collect and provide phone numbers for the Tele Conference	Group	01/27/15	2/11/15	Completed	CBO Members were asked to provide client phone numbers and language preference in an Excel spreadsheet to HICAP that will be used by a vendor to establish a Tele Town Hall.
38. Consult with HICAP to see if they can be the collectors of all the phone numbers	Gilbert Saucedo	01/27/15	2/11/15	Completed	If HICAP is unable to be the collector then Community Access Center will collect the numbers.
39. Molina will provide bi-monthly reports of member's statistics.	Molina	01/27/15		Completed	Dr. Tompkins will work with Danica to determine what metrics to track and report. Going forward Molina will provide bi-monthly reports of members 5/26/15- Noticed that people are accessing the site closer to meeting dates. There were a greater number of users for the month of April.
36. Create a link on their webpage so that CBO's have one place to request educational presentations.	Harbage	01/27/15		Completed	
41. Work with Harbage in getting a Provider Summit planned.	Molina/IEHP/ Harbage	3/31/15		Completed	

40. Create a subgroup to discuss a possibility of which medical groups will be the best recommendations to sit at the table.	Molina/IEHP	3/31/15		Completed	5/26/15 Roger- Provider Summit in June- wait until then to approach those that may be of interest.	
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	9/29/15	Completed	<p>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.</p> <p>1/27/2015 Gilbert will forward new CMS information on to IEHP and Molina</p> <p>5/26/15 Not Present to Report</p> <p>7/28/15 Not present to report</p> <p>9/29/15 - No longer required due to changes at HCO.</p>	
43. Harbage will provide Molina with links and information from Summit for their website	Monika Vega/Lisa Hayes	7/28/15	9/29/15	Completed	Monika will email Lisa Hayes information from Provider Summit for Molina's website	
47. Monika to request Provider Summit statistics from State on behalf of the CCI group	Monika Vega	9/29/15		Completed	<p>Roger asked that Monika request to the State on CCI's behalf, that the State release statistics from the Provider Summit. The group would like to know demographics of the group for the means of outreach within the Inland Empire.</p> <p>11/24/15 – Discussed in action item #45</p>	
48. Lisa Hayes will send Tele-Town Hall script to Taylor for group distribution	Lisa Hayes/Taylor Strattan	9/29/15		Completed	<p>Once complete, Lisa Hayes will send the Tele-Town Hall script to Taylor to distribute to the CCI group for feedback.</p> <p>11/24/15 – Discussed in action item #45</p>	
49. Monika will send out a flyer for CCI Information and Tele-Town Hall information	Monika Vega	9/29/15		Completed	<p>Chris Tarr suggested having an informational flyer prepared for the Tele-Town Hall that IHSS social workers can distribute.</p> <p>11/24/15 – Discussed in action item #45</p>	

50. Tessie will send PDF of Public Benefits clinic flyer to Lisa and Taylor for distribution	Tessie Cross, Lisa Hayes, Taylor Strattan	9/29/15		Completed	Tessie will send PDF of Public Benefits Clinic flyer to Lisa Hayes for CCI website and to Taylor Strattan for group distribution. 9/30/15 – Tessie emailed flyer. 10/2/15 – Taylor emailed to CCI group	
51. Gabriel Uribe will coordinate to plan a caregiver resource presentation for the next CCI meeting	Gabriel Uribe	9/29/15		Completed	Gabriel will contact Inland Caregiver Resource Center to coordinate a presentation to the CCI Stakeholders at the November meeting.	
52. Roger will determine what percent of people in Riverside County are eligible for CCI.	Roger Uminski	11/24/15		Completed	40,000-45,000 in Riverside County eligible for Cal MediConnect	
53. Taylor will send email to group asking for location suggestions for Inland County Legal Services to do presentations on Medicare services.	Taylor Strattan/Tessie Cross	11/24/15		Completed	Taylor will send Stakeholder group an email asking for suggestions where ICLS can send representatives to give a presentation on how to access services when their Medicare is not with Medi-Cal provider.	
46. Gilbert will find a Social Security representative to join CCI Stakeholder group to assist with the CMC Direct Enrollment	Gilbert Saucedo	9/29/15	3/29/16	Completed	1/26/16 Doug Shaw asked what the benefits of having a Social Security representative attend a meeting are. Tessie Cross suggested having an explanation of benefits to beneficiaries of Medi-Cal and Medicare would be useful. Doug will have a representative at the next meeting.	