

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
(APPROVED MINUTES FOR-July 26, 2016)**

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

Date: Tuesday, July 26, 2016- 1:30 pm - 4:30pm

Minutes By: Taylor Mabry, Inland Empire Health Plan

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Jessica Hodgeson for Barbara McLendon	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	Director	Health Insurance Counseling and Advocacy Program
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Jan Remm	Regional Vice President	Hospital Association of Southern California
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
Paul Van Doren	Executive Director	Community Access Center
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Sandra Wieder	Consumer	Inland Empire Health Plan
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
Gabriel Uribe	Disability Program Manager	Inland Empire Health Plan
Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Glenn Nicks	Consumer	Molina Healthcare
Jan Vitro	Executive Director	Rolling Start
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
Patricia Martin	Consumer	In-Home Support 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

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
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(APPROVED MINUTES FOR-July 26, 2016)**

IEHP Committee Members Present:

Person

Roger Uminski

Title

Director of Health Administration

Molina Healthcare of California Committee

Members Present:

Person

Sergio Calderon

Dr. Felix Nuñez

Danica Lusser (Phone)

Title

Director, Disability & Senior Access Services

Medical Director – Inland Empire

Disability and Senior Access Services

Public

Person

Amanda Valdez

Ben Jauregui

Bev Ching

Chris Long

Delia Lopez

Fred Munoz

JoAnn Schmidt

Jose Solorzano

Luis Coronel

Mario Janesin

Mary Rios

Monika Vega

Raffie Barsamian

Ryan McDonald (Phone)

Sharlene Landau

Title

Business Analyst

LTSS Manager

Strategic Projects Manager

Member Advocate/Outreach Coordinator

Member Advocate/Outreach Coordinator

Medicare Manager

Senior Outreach Coordinator

Affiliation

Inland Empire Health Plan

Inland Empire Health Plan

Inland Empire Health Plan

Care Provider

Molina Healthcare

Harbage Consulting

Molina Healthcare

Molina Healthcare

Inland Empire Health Plan

Community Access Center

Molina Healthcare

Harbage Consulting

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Harbage Consulting

Molina Healthcare

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for July 26, 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 May 31, 2016 II. and Committee Nominations <i>Kristine Loomis</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> • Motion by Felice Connolly • Second by Sandra Wieder 	<i>No Action Required</i>
III. Review Action Log from May 31, 2016 <i>Kristine Loomis</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Danica Lusser reported that website issues have been corrected. <ul style="list-style-type: none"> - May: 64 page views - June: 74 page views - Danica asked if anyone has suggestions for the website 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"> • Feedback from previous meeting was incorporated into the presentation. • The presentation will be separated into three separate presentations – Medi-Cal, Medicare, and both combined. • Presentation will be sent to Taylor for group distribution once completed. <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>44. Harbage will provide a flyer to IHSS for consumers</p> <ul style="list-style-type: none"> • See Communication Workgroup update. (Combining with #45) <p>45. Tele-Town Hall</p> <ul style="list-style-type: none"> • See Communication Workgroup update. <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"> • Tessie reports that the project is being sent to ICLS for final approval and then will be distributed/presented to the group. 	<p><i>Danica will send Google Analytics data to Taylor to distribute to group.</i></p> <p><i>In Process</i></p> <p><i>In Process</i></p> <p><i>On going</i></p> <p><i>Combining w/ #45</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<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"> • Completed <p>57. Monika will send Taylor information and links to Harbage’s monthly Webinars for group distribution.</p> <ul style="list-style-type: none"> • Completed 	<p><i>Completed</i></p> <p><i>Completed</i></p>
IV. June 2016 Enrollment Updates	<p>A. Roger Uminski reported the following updates:</p> <ul style="list-style-type: none"> • The enrollment for each County is as follows: San Bernardino County – 13,025 CCI members enrolled; opt-out rate 39% Riverside County – 13,349 CCI members enrolled; opt-out rate 37% 	
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"> • Discussed in action item #21 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"> - Monika passed out Communication Workgroup flyer. - Working on an in person Town Hall – second week in September? - Inviting partners to host an informational table at the Town Hall. - Working on a more stable date for Communication Workgroup - Town Hall – May work with Providers on a panel to discuss topics such as: <ul style="list-style-type: none"> ➤ What is CCI? ➤ What is CMC? ➤ Voices of both providers and beneficiaries. - Kristine asked if it is just medical providers or also home care providers that will be included. Monika answered that it does not have to strictly be medical providers. - Ben suggested naming the Communication Workgroup consistently with CCI Stakeholder Advisory Committee on the chance that someone happens upon the flyer outside of the CCI Committee. 	
A. Informational Events	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> - State released Draft Enrollment Strategy for Stakeholder feedback. Talks about voluntary enrollment strategy. - Harbage is still providing provider outreach; will not decrease CBO outreach. In addition to the State’s efforts, Harbage is adding to their current programs. - Working with the Plans to determine where they need support. - Anyone within CCI Stakeholders is welcome to join the Communication Workgroup. - Roger asked that Communication Workgroup flyer sent to Danica to put up on the IE 	<p><i>Danica will</i></p>

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	<p>CCI Stakeholder Website.</p> <ul style="list-style-type: none"> - Harbage developing 2 page “Conversation Guide”. Includes small overview of CMC benefits and how IHSS works with CMC. <ul style="list-style-type: none"> ➤ Will be offered in Spanish and English. ➤ Feedback is welcome on the guide. Group can email Ryan, Fred, or Monika or info@calduals.org. ➤ Monika mentioned they updated their basic CCI Flyer – talks about care coordination and how CCI works with IHSS. • Fontana Senior Community Center <ul style="list-style-type: none"> - 200 seniors - Distributed beneficiary flyers and physician tool kits. • Riverside University Health System - Behavioral Health <ul style="list-style-type: none"> - Consumer Affairs Professionals - Family Advocate Staff • Harbage hosts two webinars per month <ul style="list-style-type: none"> - Advocate focused - Provider focused - Will have a flyer soon to promote both webinars • Hospital Discharge Case Managers <ul style="list-style-type: none"> - Plans, Hospitals, and Discharge Case Managers attended - First of its kind that Harbage has presented. - Presented on how program should work and also received feedback for updates to future presentations. - Roger asked if feedback can be distributed. <ul style="list-style-type: none"> ➤ Ryan McDonald said yes, once feedback is completed from CHA it can be shared. ➤ Jan Remm said that it was a well received presentation by hospitals. It was much appreciated and they hope to see more. - Molina and IEHP were present. - Most valuable aspect was the communication between groups. - Tessie Cross mentioned an interest in participating in future presentations. - Kristine asked if there were IHSS participants. Monika reports that at this time there is not but she will take the feedback back to Harbage. - Ben Jauregui asked if one of his team members from LTSS Care Management can be represented at the presentation. - Fred mentioned to contact Harbage with any suggestions of where Harbage can assist. <p>B. CBO Needs</p>	<p><i>post Communication Workgroup flyer to website.</i></p>

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	<ul style="list-style-type: none"> • None reported. 	
<p>B. CCI/ Cal MediConnect Updates</p>	<p>A. Post Implementation</p> <ul style="list-style-type: none"> • Will not be participating in passive enrollment, but will be doing a streamlined enrollment process. <ul style="list-style-type: none"> - Can contact health plan directly to enroll or re-enroll in CMC. - Luis Coronel: <ul style="list-style-type: none"> ➤ Declined scripts from health plans; State provided standard script for everyone. ➤ Expected to be complete around September. <p>B. APL Continuity of Care</p> <ul style="list-style-type: none"> • Roger Uminski mentioned the State is making policies on Continuity of Care more liberal <ul style="list-style-type: none"> - For example, instead of 6 months of continuity of care, it will be extended to 12 months. - Relationship with specialists will be less restrictive. - Effective October 1, 2016. <ul style="list-style-type: none"> ➤ Monika reports the patient/provider relationship will move from two interactions within a year to one interaction. ➤ Kristine asked if the Provider can continue to see a patient after Continuity of Care. Both Roger and Dr. Nuñez reports that yes, plans are able and willing to create a Letter of Agreement or contract with providers to continue care to patient. <p>C. Stakeholder Experience</p> <ul style="list-style-type: none"> • HASC – No updates • Riverside County IHSS <ul style="list-style-type: none"> - Janet Velez reports they have new district offices. - Up to 70 requests for CCI. - Training several supervisors at offices to be CCI liaisons. <ul style="list-style-type: none"> ➤ Monika offered Harbage’s help with training if needed. - Helped four clients become CMC members in the month of July. • MSSP – San Bernardino <ul style="list-style-type: none"> - Loretta Sotile reports the CCI Unit Supervisor may attend next meeting. - Jose asked where the CCI unit locations are. <ul style="list-style-type: none"> ➤ Loretta reported that main office is in Victorville, which is different than when there was a unit in all offices. ➤ Loretta mentioned that having the CCI unit located in one office has been much smoother. Liaison from Victorville office will reach out to social worker at each office if needed. ➤ Roger asked for confirmation that with CCI units being located within one office, Members are still receiving care efficiently. Janet Velez and Loretta Sotile 	

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	<p>answered that clients have seen faster service and CCI teams are completing claims faster since the consolidation of CCI Units within one office.</p> <ul style="list-style-type: none"> ◆ Jose asked how they educate public on CCI Units. <ul style="list-style-type: none"> - Janet responded that they first educate their social workers who then disperse the information. - Loretta responded that a presentation is given to all social workers at each office to explain. • Synermed – Raffie Barsamian <ul style="list-style-type: none"> - When Synermed does outreach to IHSS/MSSP social worker to take part in interdisciplinary care team, they get resistance because the social workers are not familiar with Synermed. Raffie asked how to engage social workers to participate in ICT? <ul style="list-style-type: none"> ➤ Molina suggested coordinating with the Plans. ➤ Janet Velez asked to speak with Raffie offline to discuss more. • Alzheimer’s Association – No updates • Community Access Center <ul style="list-style-type: none"> - Paul Van Doren – continuing to work with Health Plans and social workers to assist with resources and LTSS. - Working with county workers at Office on Aging. Discuss CCI and CMC, provided Wellness Trainings, and answering questions about managed care organizations. • Inland Regional Center <ul style="list-style-type: none"> - Wasima Alvi – IRC is continuing to see growth. - Will hire five program managers and one intake manager. - Running out of office space due to constant growth. - When a transfer from another county happens, it is 30-60 days for a Health Plan to pick up the patient. IRC fills in the gap until the Health Plan is able to enroll the new Member. <ul style="list-style-type: none"> ➤ There are concerns over the continuity of care for the patient during the transfers. ➤ Wasima mentioned concerns over funding of medications during the interim transfer time. ➤ Asking for improved timelines for transfers. ➤ Roger mentioned that if they qualify for Medi-Cal there is a system to transfer their benefits to another county. He mentioned there may be a carryover from the last plan in coverage. ➤ The state dictates 30-60 days to switch Plans when switching to another county. ➤ Bev Ching – when they transfer in, ask client if they have contacted their county office. ➤ Tessie Cross provided input on the fastest way to expedite enrollment is filing a 	

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	<p>State Fair Hearing request on an expedited basis. Client will then have to ensure aid paid pending has been requested, and then contact appeals specialist. Turnaround time is 2-3 weeks.</p> <ul style="list-style-type: none"> ➤ Tessie said aid paid pending is requested through State Fair Hearing - California DPSS by phone, online, written request, fax, or in person OR client can contact Ombudsman for assistance. ➤ Mary Rios mentioned the Client Rights Advocate can assist as well. ➤ Tessie asked that even when IRC covers the services in the interim transfer that they contact the Ombudsman regardless to quickly rectify the situation. ➤ Delia Orozco requested information on State Fair Hearings for Plan Members. Tessie will provide Taylor with State Fair Hearing information and it will be distributed to Danica to CCI Website. <ul style="list-style-type: none"> • Felice Connolly – No concerns presented at this time. • Sandra Wieder – Discussed transfer issues <ul style="list-style-type: none"> - Sandra reports that when she transferred from LA County to Riverside County she experienced issues. She had the same issues with being denied services and going without medication for a period of time until she was successfully integrated into Riverside County. - Sandra asked if the State Fair Hearing is in the IEHP Handbook. Ben Jauregui said that yes, it is. <ul style="list-style-type: none"> ➤ Tessie said that the handout ICLS is preparing on what to do when you have been denied a service will be helpful. She will distribute once complete. • Kristine Loomis – Spoke on discharge planning concerns. <ul style="list-style-type: none"> - She mentioned that some discharge planners are not doing what the State asks regarding discharge needs. 	<p><i>Tessie will provide State Fair Hearing information to Taylor for Danica to put on IE CCI website.</i></p>
<p>C. MSSP Update/Transition</p>	<ul style="list-style-type: none"> • Loretta Sotile reports that the State still has not provided guidance. <ul style="list-style-type: none"> - Plans and Counties are continuing to meet on a monthly basis. • 4th Quarter enrollment statistics for San Bernardino County: <ul style="list-style-type: none"> April: <ul style="list-style-type: none"> - MSSP – 44 clients - MLTSS – 191 clients - Fee for Service (FFS) – 30 clients May: <ul style="list-style-type: none"> - MSSP – 46 clients - MLTSS – 197 clients - FFS – 31 clients <p>Ben Jauregui asked how they have FFS clients. Roger answered that MSSP covers the entire county,</p>	

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	whereas Plans only cover populated areas with enough providers to have a network.	
D. Ombudsman Update	<p>A. Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> • 1/3 of cases in June were Inter County Transfer issues and terminations of Medi-Cal which led to a disenrollment of CMC because the premiums were not paid. <ul style="list-style-type: none"> - Many cases only corrected through the State Fair Hearing process, particularly when Medi-Cal has been terminated by previous county due to failure to submit verifications, even though client has been living in new county for over four months and have notified both counties. - San Bernardino and Riverside are failing to process transfers in time. Many transfers are coming from LA County which is also failing to process transfers. <ul style="list-style-type: none"> ➢ Roger asked if ICLS has contacts in the counties that can quickly fix transfer issues. ➢ Tessie responded that they do have coordinators they reach out to within LA County. Within the Inland Empire, she does not have contacts to assist with Riverside/San Bernardino not picking up transfers. ➢ Roger asked if it would be helpful to have a Medi-Cal or Medicare eligibility team sit in on the CCI Advisory meetings. <ul style="list-style-type: none"> - Tessie said that yes, it would help immensely. - Committee responded it's acceptable to invite a spokesperson to sit in on the Committee. - Roger asked Janet Velez and Loretta Sotile to reach out to find a Medi-Cal or Medicare representative. Loretta will reach out to Bev Ching with her results. - • Producing balanced billing flyer with the Health Law team. Currently getting final reviews. • With Harbage, ICLS is producing a provider flyer for beneficiary use on what to do when you are denied a service. <ul style="list-style-type: none"> - Hoping to have both flyers complete at next meeting. - • Events/Presentations: <ul style="list-style-type: none"> - If anyone would like a presentation from the CMC Ombudsman on what they do and what services they offer, please request a presentation from Tessie. 	
E. Nominated New Stakeholder Representatives	<ol style="list-style-type: none"> 1. Barbara Chastain not present to be nominated. Suspended item until present at meetings. 2. Jessica Hodgeson from Alzheimer's Greater Los Angeles nominated to join CCI Stakeholder Advisory Committee. <ul style="list-style-type: none"> - Roger Uminski nominated Jessica; Sergio Calderon second. 3. Roger suggested finding and inviting new Providers to participate on CCI. <ul style="list-style-type: none"> - Committee agreed to allow Health Plans to look within their networks to identify Providers that could benefit from sitting in on the Committee meetings. - Molina suggested inviting one PCP and one specialist. - Dr. Nuñez mentioned being mindful of time slots for Providers – not a three hour window block. He suggested providing a time slot for either an in person appearance 	<p><i>Plans will coordinate to find Providers to participate on the</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>or to call in during a specified time.</p> <ul style="list-style-type: none"> - IEHP and Molina will coordinate on Providers. 	<i>Committee</i>
F. Public Comment	<ul style="list-style-type: none"> • Chris Long <ul style="list-style-type: none"> - Highlighted the importance of networking between physicians and patients. - Mentioned the need to normalize the language of laws. - Discussed making policies adaptable. • Wasima asked that the Committee have a presentation by the CMC Ombudsman so that the information can then be disseminated to all organizations that participate. <ul style="list-style-type: none"> - Tessie said that she will work on a presentation for a future meeting (suggested it will be 1-2 meetings before she has a presentation put together). • Ben Jauregui mentioned other attendees from organizations be invited. • Roger Uminski mentioned the subcommittees for CCI need to be revisited to identify other items to work on. <ul style="list-style-type: none"> - SCAN Foundation produced a report on key findings and recommendations on CCI implementation across the state. Some items may pertain to subgroups such as sharing best practices with other CCI counties, improving transitions of care, improving data collection and reporting, and data portals to share information in real time. - SCAN Report will be sent out by Taylor to group for reviewing recommendations to discuss at next meeting. • Jan Remm mentioned IEHIE (Inland Empire Health Information Exchange) to invite providers to join the Committee. <ul style="list-style-type: none"> - Jan mentioned getting home care providers or long term care providers. - Roger tried to get in touch with Leo Pact to invite him to the meetings. Jan will invite him to group to discuss current and future capabilities of information exchange. 	<p><i>Ombudsman presentation will be created by Tessie and presented in future meeting.</i></p> <p><i>Taylor will send SCAN report findings to group.</i></p>
G. Next Steps	See Action Log	
H. Closing Comments	<ul style="list-style-type: none"> • Sergio Calderon and Dr. Nuñez mentioned Deborah Miller was promoted to Plan President and Richard Chambers was moved to corporate headquarters and will lead Medicaid initiatives for Country, not just California. Deborah suggested Jennifer Rasmussen take her place on the Committee as she now holds Deborah’s previous role with Molina. • Sergio mentioned rolling out an IHSS pilot for caregiver training. Open to consumers from either plan. Will include training in: <ul style="list-style-type: none"> - Dementia - Take care of yourself as a care giver - Legal issues - Managing Health Plans 	

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	<ul style="list-style-type: none"> - More will be added ➤ Rolled out in Riverside but will be open to both Counties. (Includes a stipend for attending) ➤ Two days of training for 6 hours a day. ➤ A flyer will be sent out with more details once completed. <ul style="list-style-type: none"> • Kristine Loomis mentioned FLSA training for consumers on employing providers. 	
I. Next Meeting	September 27, 2016, 1:30 pm-4:30pm Molina Healthcare 550 E. Hospitality Lane 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	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	Feedback was incorporated into presentation. Will be sent to Taylor for group distribution once finalized.	
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.	
45. Tele-Town Hall	Communications Workgroup	7/28/15		Pending	See Communication Workgroup update for details	
54. Tessie and Monika will coordinate to educating Providers and clients on the appeal process when a service is denied.	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.	
58. Communications Flyer will be sent to	Taylor Mabry/Danica	7/26/16		Pending	58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	

Danica to upload to the IE CCI website.	Lusser					
59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on IE CCI website.	Tessie/Taylor/Danica	7/26/16		Pending	Tessie Cross will provide State Fair Hearing information to Taylor Mabry for Danica Lusser to publish on the IE CCI Stakeholder Website	
60. Taylor will send SCAN report findings to group.	Taylor Mabry	7/26/16		Completed		(8/4/16)
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.	
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		Pending	To better communicate, a Medi-Cal and/or Medicare rep should be invited to sit in on meetings.	
63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.	Tessie Cross	7/26/16		Pending	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.	

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	Heidi Pringle	7/23/13	9/24/13	Completed		9/24/13

Stakeholders						
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 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	Dr. Allen	1/28/14		Completed		

CCI.						
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	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.	

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.						
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	Roger Uminski	7/29/14		Completed		

contact information						
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 add a counter to the website.	Lisa Hayes	7/29/14		Completed	Molina was able to implement Google Analytics for CCI Stakeholder web site.	
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	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.	

cooperation will be needed from everyone so that this information can be socialized to the Stakeholders.						
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	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. 1/27/2015 Gilbert will forward new CMS information on to IEHP and Molina 5/26/15 Not Present to Report 7/28/15 Not present to report	

					9/29/15 - No longer required due to changes at HCO.	
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	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. 11/24/15 – Discussed in action item #45	
48. Lisa Hayes will send Tele-Town Hall script to Taylor for group distribution	Lisa Hayes/Taylor Strattan	9/29/15		Completed	Once complete, Lisa Hayes will send the Tele-Town Hall script to Taylor to distribute to the CCI group for feedback. 11/24/15 – Discussed in action item #45	
49. Monika will send out a flyer for CCI Information and Tele-Town Hall information	Monika Vega	9/29/15		Completed	Chris Tarr suggested having an informational flyer prepared for the Tele-Town Hall that IHSS social workers can distribute. 11/24/15 – Discussed in action item #45	
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.	
42. Harbage will provide a list of Summit attendees and survey results	Harbage/Monika Vega	7/28/15		Completed	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. 5/31/16- Monika reported that the following demographics for the event: <ul style="list-style-type: none"> - Representatives from 5 medical groups - 7 solo/small practice groups - 2 hospitals - 3 clinics - 9 nursing facilities 	5/31/2016
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	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

group distribution.						
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