

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-March 25, 2014)

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

Date: Tuesday, March 25, 2014- 1:30 pm -4:30pm

Minutes By: *Heidi Pringle, Inland Empire Health Plan*

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Chris Stottlemeyer (Vice-Chair)	Administrator	California Association of Health Facilities
Darren Gray		Loma Linda University-Adult Day Health Services CBAS
Dianne Sceranka for Sarah Eberhardt-Rios	Deputy Director	San Bernardino County Department of Behavioral Health
Dimitrios Alexiou	Vice President	Hospital Association of Southern California
Eric Hernandez	Program Specialist	Riverside County In- Home Support Services
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Iley Whiting for Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Leti Fierro (Attended by phone)	Senior Administrative Analyst	Riverside County In- Home Support Services Public Authority
Mary Rios (Attended by phone)	Multicultural Affairs Advocate	Disability Rights California
Megan Juring	Deputy Director	Department of Rehabilitation
Paul Van Doren	Executive Director	Community Access Center
Rod Verbeck for Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Ron Stewart	Deputy Director	Riverside County Office on Aging
Miguel Benitez for Wendy Duchon		SEIU- ULTCW

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Dr. Scott Allen	Physician	Provider
Kristine Loomis	Consumer	Riverside County In- Home Support Services
Michele Haddock	Director	Riverside County Office on Aging,
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Fran Bates	Executive Director	Rolling Start
Ron Buttram (Chair)	Director	San Bernardino Department of Aging and Adult Services
Sergio Calderon	Director	Alzheimer's Association
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Wasima Alvi	Clinical Services Manager	Inland Regional Center

IEHP Committee Members Present:

<u>Person</u>	<u>Title</u>
Ben Jauregui (Attended by phone)	Disability Program Manager
Roger Uminski	Director of Health Administration

Molina Healthcare of California Committee Members Present:

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

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for March 25, 2014 @ 1:30-4:30 pm**

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Chris Stottlemyer (Vice-Chair)</i>	A. Introductions were made. B. It was announced that G.G. Crawley has retired and will be replaced Roxanne Young, Lisbeth Roberts will be replaced but Gilbert Saucedo, and Barbra Porter will be replaced by Darren Gray.	<i>No Action Required</i>
II. Acceptance of minutes from <i>Chris Stottlemyer (Vice-Chair)</i>	A. Minutes approved.	<i>No Action Required</i>
III. Review of Action Log from <i>Chris Stottlemyer (Vice-Chair)</i>	<p>A. 11. To share presentations with the Stakeholders that will be utilized.</p> <ul style="list-style-type: none"> • The HICAP presentation was distributed to the group. It was reported that this presentation is to explain all of the options that will be available to the beneficiaries. The presentation will be tailored to the specific audience. <ul style="list-style-type: none"> ○ Megan Juring- How are people receiving the information? <ul style="list-style-type: none"> ▪ Gilbert reported that he has been able to sit in a Spanish presentation. Gilbert stated that all information sent from the State was provided to the audience in Spanish and was discussed thoroughly. Group left presentation with a better understanding. ○ Lisa Hayes- Are the presentations targeted for under 65 years of age? Are the under 65 attending? <ul style="list-style-type: none"> ▪ It is for the Dual Eligible population. The percentage of the under 65 population that is attending these presentations is unknown as of this time. ○ Claudia Hensel- When you talk about the Toolkit that the audience gets, are they printouts of certain things like the notices, etc.? <ul style="list-style-type: none"> ▪ The Toolkit is in the development phase. ○ Roger Uminski- Is there anything that HICAP needs or would like to have from the Stakeholders. Do you need assistance on getting the word out on presentations that you will be conducting? <ul style="list-style-type: none"> ▪ Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group. <ul style="list-style-type: none"> □ Lisa Hayes- we will be able to post the dates of the presentations to the new calendar on the www.inlandempirecci.org website. • Gilbert reported that there will need to be an edit made to the presentation to include Health Care Options (HCO) new telephone number. <p>B. 12. 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.</p>	<p><i>In Process</i></p> <p><i>New Action Item</i></p> <p><i>Completed</i></p>

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	<ul style="list-style-type: none"> • Dimitrios reported that he touched base with both San Bernardino and Riverside Medical Associations. Both are willing to communicate in regards to CCI during one of their pre existing meetings. Dimitrios to provide the Plans with the contact information for both Counties Medical Associations. <p>C. 15. To come up with ways to mitigate the top four identified risks. <i>(See IV under Risks)</i></p> <p>D. 16. An electronic survey will be mailed to the CCI Stakeholder Advisory Committee during the first week of February. This survey will help us identify specific stakeholder needs related to data. Strategies to overcome the barriers identified will be worked on based on the survey results and further input from the CCI Stakeholder Advisory Committee. <i>(See IV under Risks)</i></p> <p>E. 17. To get approval to send the Fact Sheet on Cal MediConnect to the Stakeholders. <i>(See IV under Risks)</i></p> <p>F. 18. To provide Harbage Consulting with Inland Empire Disability Collaborative (IEDC) Member events</p> <ul style="list-style-type: none"> • Ben reported that Kim from Harbage has become a member of IEDC and will be receiving updates about upcoming meetings and events throughout the Inland Empire. Kim has also attended the last few IEDC meetings. Ben also reported that IEDC has created a facts sheet that is being distributed at all of the meetings. The Department of Health Care services has been invited to present at the upcoming IEDC meeting in April. 	<p><i>On Going</i></p> <p><i>In Process</i></p>
<p>IV. Risks</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> <ol style="list-style-type: none"> 1. Not Preparing consumers and providers to best navigate/ use the Managed Care Organization system, as well as the lack of education and participation by non- contracted providers. Sarah Eberhardt-Rios, Ben Jauregui, Mary Rios <ul style="list-style-type: none"> • Create a PowerPoint to train consumers on Managed Care 101. Ben asked if he could share to the committee for approval. Also, how do we prepare Providers (doctors)? <ul style="list-style-type: none"> ○ Paul Van Dorn- Suggested asking those who have not had Managed Care what they had previously and highlight the differences of what they are used to and what will be covered in Managed Care. 2. Use clear and simple language. Proper/adequate interpretation and alternate formats. Lisa Hayes, Megan Juring, Fran Bates, Felice Connolly, <ul style="list-style-type: none"> • Lisa provided handouts to the group. • The handouts include Medi-Cal and Medicare (Full Duals) and Medi-Cal only. • You will find frequently asked questions on the back. • It was expressed that the words “Dental Benefit” is confusing. It was decided by the group to separate “Additional Vision and Dental Benefit” into two separate lines. Instead of just saying “Additional Dental Benefit” say Additional Dental Benefit to Denti Cal. • The new number for HCO is (844)580-7272 	

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	<ul style="list-style-type: none"> • Ron Stewart suggested to add the meaning out the acronym FFS (Fee for Service). • Rod Verbeck- on the Medi-Cal only handout it says IEHP and Molina only, What about Kaiser? <ul style="list-style-type: none"> ○ Roger stated that IEHP will be delegating MLTSS services through Kaiser. (Correction to initial response: Kaiser will not participate in Cal MediConnect. IEHP will initially handle the MLTSS for their Medi-Cal line of business only.) • It was reported that the State’s Plan Choice letters for Riverside and San Bernardino Counties were confusing. • Megan Juring- Would it be possible to add the new CCI ombudsmen program number? <p>3. Beneficiaries in treatment during transition, continuity of care. Dr. Tompkins, Kristine Loomis</p> <ul style="list-style-type: none"> • Nothing new to report • Completed <p>4. Interoperability of data systems, and data sharing process. Roger Uminski, Steve Steinberg, Sarah Eberhardt-Rios, Leti Fierro</p> <ul style="list-style-type: none"> • A draft Survey was passed out to the Stakeholders. The group would like for the Stakeholders to provide feedback on how the questions can be improved or if any specific questions were left out. The group will then make the adjustments and distribute the survey via Survey Monkey. Roger asked who should this be sent to and how it be sent out. Questions from the group are as follows: <ul style="list-style-type: none"> ○ Ron Stewart- Looking at #4 “Which data elements can your organization share with other CCI stakeholders” wouldn’t that depend on who the stakeholder is? There may be some contractual issues. <ul style="list-style-type: none"> ▪ Different Stakeholder organizations might have different feelings as to what their obligation is. How many Stakeholders feel like there is information that they can share and to what extent? If there are some that cannot share, that is also good to know. • A link could be put onto the www.inlandempirecci.org website. Lisa stated that she believes the website can be set up to have the responses from the survey set to go directly to specific person’s email. <ul style="list-style-type: none"> ○ Marci Aguirre (IEHP) - Suggested that it be made clear who the data will be shared with. Also putting in an option of an MOU or Business Agreement if it’s between just two entities other than just the individual patient release. 	
<p>V. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP Deborah Mille, Molina Healthcare</i></p>	<p>A. It was reported that on March 19th CMS approved the 1115 waiver that makes CCI official.</p> <p>B. The Plans are ready for the April 1 implementation.</p> <p>C. Due to a delay in the State sending out notification letters, there will not be passive enrollment beginning on April 1. Passive enrollment will begin in May. Beneficiary can actively enroll as of April 1.</p>	

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	<p>D. DCHS is conducting an audit at IEHP in April.</p> <p>E. Due to delays on the implementation of CCI the State asked the Plans to amend the Plans MOU's with the Counties.</p> <p>F. MOU Updates:</p> <ul style="list-style-type: none"> • All MOU's between the Plans and the Counties have been executed. State has requested some adjustments to the MOU's. Amendments are in process. 	
VI. Website Details	<p>A. Lisa Hayes reported that a calendar was added to the www.inlandempirecci.org website. Both Plans will have access to add events.</p> <ul style="list-style-type: none"> • Group was asked to forward any events that they would like to share to either Lisa Hayes or Heidi Pringle. <ul style="list-style-type: none"> ○ Mary Rios- Is there going to be any information available in any other languages on the website? <ul style="list-style-type: none"> ▪ They are not as of this time. Most of the information provided on the website has been passed down from the State websites. This website wasn't initially intended for anyone outside of the CCI Stakeholder Advisory Group. <ul style="list-style-type: none"> ▫ Megan Juring- Will look into getting the information provided by the State in other languages. ○ Claudia Hensel- Should Harbage put any of their Inland Empire Events on the Inland Empire CCI calendar? <ul style="list-style-type: none"> ▪ Group agreed that would be a good idea. 	
VII. Public Comment	<ol style="list-style-type: none"> 1. Claudia Hensel- Stated that their outreach efforts in the Inland Empire over the last few months have varied between different groups. On the Cal Duals website there is now a link called "Train the Trainer". Individuals are able to go there and request a presentation. The outreach in the Inland Empire is not as active as it could be. Claudia stated that they are happy to come and present. Harbage has presentations for beneficiaries, providers, and advocates. <ul style="list-style-type: none"> ○ Ben Jauregui- Where is Harbage in recruiting a local Inland Empire outreach consultant? <ul style="list-style-type: none"> ▪ As of right now there has been nobody hired in that position. 2. Paul Van Dorn- Reported that his clients are bringing in letters regarding their Medicare and what will happen to it. He stated that the letters are stating that the member is going to be disenrolled when the member has not yet selected to be a part of Cali MediConnect or not, this is causing confusion. 3. Darren Gray- Stated that when he is contacting Health Care Options on behalf of some of his clients, Health Care Options is telling the client they will, or will not be enrolled into Cal Medi-Connect when in fact the client had not yet made the decision . 	
VIII. Next Steps	See Action Log	
IX. Closing Comments	A. There were no closing comments to report.	

Agenda Item	Discussion of Agenda Items	Action
X. Next Meeting	A. May 27,2014, 1:30 pm-4:30pm Inland Regional Center 1425 S. Waterman Ave. San Bernardino, Ca 92408	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
11. To share presentations with the Stakeholders that will be utilized.	Gilbert Saucedo	7/23/13	9/24/13	Pending	HICAP's plan for outreach is to maintain the focus on Medicare. It depends on the additional funding that will be provided by the State of California to assist in the Duals Demonstration work. HICAP will be happy to partner with any organization to do presentations that will be tailored to each client.	
13. Group to provide feedback on Website	Group	7/23/13	9/24/13	On Going		
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	On Going		
15. To read through the handout given by the "Use clear and simple language. Proper/adequate interpretation and alternate formats." Subgroup and provide feedback.	Gilbert Saucedo /Group	1/28/14		In Process	3/25/14: Gilbert provided hand-outs to the committee and received suggested edits.	
16. An electronic survey will be mailed to the CCI Stakeholder Advisory Committee during the first week of February. This survey will help us identify specific stakeholder needs related to data. Strategies to overcome the barriers identified will be worked on based on the survey results and further input from the CCI Stakeholder Advisory Committee.	Group	1/28/14		In Process	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.	
19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group.	Gilbert Saucedo	3/25/14		Pending		

20. Roger (SB Co.) and Lisa (Riv Co.) to get in contact with the Medical Associations to coordinate dates for Harbage present.	Roger Uminski/ Lisa Hayes	3/25/14		Pending	3/25/14: Dimitrios received confirmation that the Medical Associations are willing to have presentations. Lisa will contact Riverside to get dates; Roger will contact S.B. to get dates.	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Ben Jauregui	3/25/14	4/4/14	Pending		
22. Group was asked to review the draft survey and provide feedback.	Stakeholders	3/25/14	4/4/14	Pending		
23. To check with the State to see if any of the information provided on their website is available in other languages.	Megan Juring	3/25/14		Pending		

Action Log - Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
1. Create Website for Committee/ Public- Status Update: A draft picture of what the website will look like was presented.	Lisa Hayes	1/29/13	7/23/13	Complete	www.inlandempirecci.org	7/23/13
2. Create 2 list serves. One for Committee and One for Public- Both Committee and Public list servers will be available on the website.	Heidi Pringle	1/29/13	7/23/13	Complete		3/21/13
3. Send Acronyms to Stakeholders	Heidi Pringle	7/23/13	9/24/13	Completed		9/24/13
4. Provide the HICAP link to Lisa Hayes to add to the CCI Stakeholder Website.	Lisbeth Roberts	7/23/13	9/24/13	Completed	www.hicapsbc.org and www.hicaprc.org both links lead to the same site.	9/24/13
5. The Plans to verify how often the Websites are updated when a Provider is added or removed.	Ben Jauregui/ Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13
6. Lisa to look into a possible cutoff period where the member could not go back. They would have to choose a Cal MediConnect Plan if they are Dual eligible.	Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13
7. Look into materials and trainings to support HICAP with counseling persons with a disability.	Lisa Hayes/ Ben Jauregui	7/23/13	9/24/13	Complete		
8. The Plans to check with CMS guidance on the unique SHIP ID number.	IEHP/Molina	11/23/13	1/28/13	Completed	Ben researched and found that CMS recommended the use of the SHIP ID but it was not a requirement	

9. To reach out and try to get in touch with the correct people at The San Bernardino Medical Association so the Harbage Consultants can educate them about CCI.	Dimitrios Alexiou	1/28/14		Completed		
10. To reach out and try to get in touch with the correct people at The Riverside Medical Association so the Harbage Consultants can educate them about CCI.	Dr. Allen	1/28/14		Completed		
9. Look into the State Health Insurance Assistance Program (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.	