

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-September 29, 2015)

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

Date: Tuesday, September 29, 2015- 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>
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Christine Ramsey	Marketing Manger	InnovAge
Darren Gray (Phone)	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Dr. Scott Allen	Physician	Provider
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
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
Maria Zamora-Hughes	Regional Executive Director	InnovAge
Mary Rios	Multicultural Affairs Advocate	Disability Rights California
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Paul Van Doren	Executive Director	Community Access Center
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Veronica Rodriguez	Administrative Services Manager I	Riverside County Office on Aging
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
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
Michele Haddock	Director	Riverside County Office on Aging,
Nancy Haro for Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW
Open	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
Sarah Eberhardt-Rios	Deputy Director	San Bernardino County Department of Behavioral Health
Sergio Calderon	Director	Alzheimer's Association
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health

IEHP Committee Members Present:

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

Molina Healthcare of California Committee

Members Present:

<u>Person</u>	<u>Title</u>
Lisa Hayes	Director, Disability & Senior Access Services
Deborah Miller	Vice President of Health Services

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Dr. Felix Nuñez (Phone)
Danica Lusser (Phone)

Chief Medical Officer
Disability and Senior Access Services

Public

Person

Chris Lowe
Crystal Jackson
Isaac Valles
Jessica Mendez
Luis Coronel
Maria Zamora-Hughes
Mary Rios
Monika Vega
Neil Patel
Pauline Beschorner
Susan Arcidiacono

Title

Disability Community Representative

Disability Community Representative
Medicare Manager
Regional Executive Director

Senior Outreach Coordinator
Business Analyst

Chief Marketing Officer

Affiliation

Care Provider
Inland Empire Health Plan
Molina Healthcare
Inland Empire Health Plan
Inland Empire Health Plan
InnovAge
Molina Healthcare
Harbage Consulting
Inland Empire Health Plan
Riverside County
Inland Empire Health Plan

Agenda Item	Discussion of Agenda Items	Action
	45.Tele-Town Hall <ul style="list-style-type: none"> • See Communications update. 	
IV. August 2015 Enrollment Updates	A. Roger Uminski reported the following updates: <ul style="list-style-type: none"> • The opt-out rate combined for all Counties is 46%; Orange County has a 66% opt out rate. • The enrollment for each County is as follows: <ul style="list-style-type: none"> San Bernardino County – 14,300 members enrolled; opt-out rate 35% Riverside County – 14,345 CCI members enrolled; opt-out rate 33% 	
V. Risks/ Subgroup Reports	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: <ol 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 Not present to report. ii. Communications Workgroup Lisa Hayes, Felice Connolly <ul style="list-style-type: none"> o Lisa asked for feedback on CMC flyer/brochure distributed in August for the IHSS consumer flyer. She discussed having CMC success stories listed in the flyer. Group will provide feedback. o Tele-Town Hall was delayed due to the State not able to share data with vendor in time. The Tele-Town Hall will target opt-outs. Lisa will send script to Taylor for group distribution. o Chris Tarr suggested having an informational flyer for the Tele-Town Hall to distribute. Monika will send out a flyer for CCI information and the Tele-Town Hall. iii. Interoperability of data systems, and data sharing process. Roger Uminski, Steve Steinberg, Sarah Eberhardt-Rios, Leti Fierro <ul style="list-style-type: none"> o No updates at this time. 	<p><i>Lisa will send Tele-Town Hall script to Taylor for distribution to group.</i></p> <p><i>Monika will send flyer</i></p>
VI. Informational Events	A. Harbage Activity <ul style="list-style-type: none"> • See action items 32, 42, 43, 44. B. CBO Needs <ul style="list-style-type: none"> • No updates. 	
VII. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP</i>	A. Post Implementation <ul style="list-style-type: none"> • No Updates B. New Choice Forms <ul style="list-style-type: none"> • No Updates C. Stakeholder Experience <ul style="list-style-type: none"> • IHSS Riverside: Janet Velez reported that two IHSS/APS clients were able to successfully sign up for CMC. Riverside was able to coordinate a CCT meeting with a client. Roger asked that 	

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	<p>Janet socialize CMC success stories and information with social workers.</p> <ul style="list-style-type: none"> • IHSS SB: Liaison communication issues led to creation of CCI unit comprised of one supervisor and three social workers in a Victorville office. Office also houses MSSP liaison. Liaisons are social workers with access to cases throughout San Bernardino County. Since early September inception, contacts have increased. • CBAS Updates: Darren Gray states that everything is going well. Referrals at LLU have increased. Roger asked for feedback from other sites after the conference in November. • MSSP updates: Chris Tarr provided updates on early October MSSP retreat. Will give full feedback in November meeting. <p>D. IHSS Update/Inclusion of training in 1115 Waiver</p> <ul style="list-style-type: none"> • No updates at this time. 	
VIII. Ombudsman Update	<p>A. Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> • Inland Counties Legal Services had to disenroll a small number of clients that were passively enrolled in January and are now trying to access services. • A flyer was disbursed for a Free Public Benefits Clinic on October 9th at the IEHP Community Resource Center. <ul style="list-style-type: none"> ○ Tessie will add Kristine Loomis to her distribution list. ○ Tessie will send PDF to Lisa Hayes and Taylor Strattan to distribute to the group. <p>B. HICAP Updates:</p> <ul style="list-style-type: none"> • Gilbert mentioned they do many referrals to ICLS. • Anticipating Medicare open enrollment; ensuring counselors have all the information they need to explain CMC benefits to beneficiaries. <p>C. Gabriel Uribe mentioned that Ombudsman calls have been declining overall; besides Orange County, Inland Empire has the lowest amount of calls.</p>	<p><i>Tessie will send ILCS Public Benefits Clinic PDF to Taylor/Lisa</i></p>
IX. Other	<p>A. Susan Arcidiacono presented on Direct Enrollment proposal for those gaining Medicare.</p> <ul style="list-style-type: none"> • Janet Velez responded to Susan’s proposal suggesting other strategies to enroll Members aside from the 30/60/90 day mail notices. She also suggested a target outreach for Dual-Eligible beneficiaries with a Medicare opt-out that do not have a PCP. • Chris Tarr posed a questions if just new Members or Members that have been passively enrolled in the past that will be passively enrolled again. <ul style="list-style-type: none"> ○ Answer: Current Medi-Cal Members who become eligible for Medicare. • Kristine Loomis asked how the two-plan counties would handle Direct Enrollment – Susan explained that the Plans would handle enrollment themselves by calling their Medi-Cal and FFS Members if the members are eligible for CMC. All enrollments would be handled by the Plan’s Marketing department. • Deborah Miller states that Molina supports the proposal. • The Stakeholder committee agreed to support the Plans’ request to the state to allow the Plans to enroll current Medi-Cal members that become eligible for Medicare into CMC directly. • Gilbert Saucedo suggested getting a Social Security representative to participate in CCI Stakeholder group 	<p><i>Gilbert will explore SSI Representative to join CCI Group</i></p>

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	<ul style="list-style-type: none"> • Wasima Alvi brought up confusion in SSI enrollment with dual enrollment. <p><i>Those abstaining from supporting Direct Enrollment at the State level are:</i> <i>Inland Counties Legal Services Ombudsman</i> <i>HICAP</i></p> <p>B. Paul Van Doren brought up fraud problems documented with Medicare.</p> <ul style="list-style-type: none"> • Felice Connolly suggested that if consumers were to receive an itemized bill for services, they could compare to services rendered and report to the State if their bill and the services received do not match. <ul style="list-style-type: none"> ○ Update - Roger confirmed via email on 9/30/15 that Members do not receive a bill for services rendered. • Deborah Miller stated that the Health Plans have checks and balances to prevent fraud, waste, and abuse. 	
X. Public Comment	<p>A. Chris Long suggested that caregiver timecards be mailed with a checklist of disabilities and diseases for the purpose of connecting others with similar issues. Chris suggested having a network of individuals to share information with such as consumers, providers, and health plans.</p> <ul style="list-style-type: none"> • Myette Christian mentioned that San Bernardino Public Authority has Caregiver Appreciation Events. Myette will relay Chris' comments to SB PA. • Veronica Rodriguez brought up the Care Pathways program provided in Riverside County for the purpose of providing educational programs for caregivers. • Gabriel Uribe would like to coordinate a caregiver resource presentation for the CCI meeting in November to give a brief overview of their services and resources. Gabriel Uribe will coordinate with the Inland Caregiver Resource Center. <p>B. Luis Coronel mentioned consumers should call their health plans directly as opposed to calling HCO if they are interested in enrolling in CMC.</p>	<i>Gabriel will coordinate to plan a caregiver presentation</i>
XI. Next Steps	See Action Log	
XII. Closing Comments		
XIII. Next Meeting	<p>A. November 24, 2015, 1:30 pm-4:30pm Inland Regional Center 1425 S. Waterman Ave. 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	Risk Subgroups	9/24/13	11/13	On Going		

ways to mitigate the top four identified risks.						
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	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. 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	
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. 5/26/15- Paul- Harbage does several webinars a month. Wasima- IRC training in March	
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 9/29/15 – Monika reported that provider summit data is the State’s property, but she will request the information on behalf of the CCI Stakeholders.	
44. Harbage will provide a flyer to IHSS for consumers	Harbage/Monika Vega	7/28/15		Pending	See communications update Item V.	
45. Tele-Town Hall	Communications Workgroup	7/28/15		Pending	Group agreed to participate in a Tele-Town Hall. 9/29/15 – Tele-Town Hall postponed until late October	
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		Pending	Gilbert expressed a need of explanation of all the options a beneficiary has for both Medicare and Medi-Cal benefits.	
47. Monika to request Provider Summit	Monika Vega	9/29/15		Pending	Roger asked that Monika request to the State on CCI’s behalf, that the State release statistics from the Provider Summit. The	

statistics from State on behalf of the CCI group					group would like to know demographics of the group for the means of outreach within the Inland Empire.	
48. Lisa Hayes will send Tele-Town Hall script to Taylor for group distribution	Lisa Hayes/Taylor Strattan	9/29/15		Pending	Once complete, Lisa Hayes will send the Tele-Town Hall script to Taylor to distribute to the CCI group for feedback.	
49. Monika will send out a flyer for CCI Information and Tele-Town Hall information	Monika Vega	9/29/15		Pending	Chris Tarr suggested having an informational flyer prepared for the Tele-Town Hall that IHSS social workers can distribute.	
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		Pending	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		Pending	Gabriel will contact Inland Caregiver Resource Center to coordinate a presentation to the CCI Stakeholders at the November meeting.	

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	