

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
(UNAPPROVED MINUTES FOR-May 21, 2013)**

Location: IEHP, 303 E. Vanderbilt Way, San Bernardino, CA 92408

Date: Thursday, May 21, 2013- 1:30 pm -4:30pm

Appointed Committee Members Present:

| <u>Person</u> | <u>Title</u> | <u>Affiliation</u> |
|---------------------------------|--------------------------------|---|
| Randy Schlecht | Consumer | San Bernardino County In- Home Supportive Services |
| Sarah Eberhardt-Rios | Deputy Director | San Bernardino Department of Behavioral Health |
| Kristine Loomis | Consumer | Riverside County In- Home Support Services |
| Felice Connolly | Provider | Riverside County In- Home Support Services Public Authority |
| Steve Steinberg | Program Chief | Riverside County Department of Behavioral Health |
| Barbara Porter | Program Director | Inland Empire Adult Day Healthcare Center |
| Fran Bates | Executive Director | Rolling Start |
| Ricardo Cisneros | Regional Coordinator | United Domestic Workers |
| Amanda Volker | Field Director | SEIU-ULTCW |
| Lisbeth Roberts | Director | Health Insurance Counseling and Advocacy Program |
| Mary Rios | Multicultural Affairs Advocate | Disability Rights California |
| Dimitrios Alexiou | Vice President | Hospital Association of Southern California |
| Vikki Neugebauer | Manager | Riverside County Office on Aging, |
| Sergio Calderon | Director | Alzheimer's Association |
| Megan Juring | Deputy Director | Department of Rehabilitation |
| G.G Crawley | Deputy Director | San Bernardino County In- Home Supportive Services |
| Chris Stottlemeyer (Vice-Chair) | Administrator | California Association of Health Facilities |
| Wasima Alvi | Clinical Services Manager | Inland Regional Center |
| Ron Buttram (Chair) | Director | San Bernardino Department of Aging and Adult Services |
| Michele Wilham | Director | Riverside County Office on Aging, |
| Myette Christian | Registry Manager | San Bernardino County In- Home Supportive Services Public Authority |

Committee Members Absent

| <u>Person</u> | <u>Title</u> | <u>Affiliation</u> |
|------------------|--------------------------------|---|
| Johnny Andrade | Supervising Program Specialist | Riverside County In- Home Support Services |
| Felix Minjarez | | Riverside County In- Home Support Services Public Authority |
| Paul Van Doren | Executive Director | Community Access Center |
| Dr. Scott Allen | Physician | Provider |
| Dr. Brad Gilbert | Chief Executive Officer | Inland Empire Health Plan |

IEHP Committee Members Present:

| <u>Person</u> | <u>Title</u> |
|---------------|-----------------------------------|
| Roger Uminski | Director of Health Administration |
| Ben Jauregui | Disability Program Manager |

Molina Healthcare of California Committee Members Present:

| <u>Person</u> | <u>Title</u> |
|------------------------------|--|
| Dr. Richard Bock | Chief Medical Officer |
| Deborah Miller | Vice President of Health Services |
| Jim Novello,(for Lisa Hayes) | Vice President of Government Contracts |

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for May 21, 2013 @ 1:30-4:30 pm**

| Agenda Item | Discussion of Agenda Items | Action |
|--|---|--|
| I. Welcome and Introductions <i>Ron Buttram (Chair)</i> | A. Stakeholder Introductions. | <i>No Action Required</i> |
| II. Acceptance of minutes from March 21, 2013 <i>Ron Buttram (Chair)</i> | A. Minutes were accepted as presented. | <i>No Action Required</i> |
| III. Review of Action Log from May 21, 2013 <i>Ron Buttram (Chair)</i> | A. Create Website for Committee/ Public- Status Update: A draft picture of what the website will look like was presented. B. Create 2 list serves. One for Committee and One for Public- Both Committee and Public list servers will be available on the website. | <i>In Progress</i> <i>In Progress</i> |
| IV. Status of Existing Dual Eligible Special Needs Plan (D-SNPs) of Demo Plans <i>Rohit Gupta, IEHP</i> | A. The State is planning on transitioning the Dual Eligible Special Needs Plan (D-SNPs) population from both Plans into the Coordinated Care Initiative demonstration in January 2014. If the demonstration is implemented and goes live on schedule January 2014, a large percentage of the Plans D-SNP members will be transitioned into the Demonstration Product. Due to the uncertainties of the Demonstration, IEHP and Molina would like to propose to the State the D-SNPs continue “as is” in 2014 and not proceed with transition until January 2015. The Plans proposed to possibly get approval from the Stakeholders to send a letter to DHCS to exempt both IEHP and Molina from this transition. B. Questions regarding D-SNPs proposal: 1. Lisbeth Roberts- There are other D-SNP plans in the Counties, is there any knowledge how many members or Dual Beneficiaries that are enrolled in the other Plans that will be passively enrolled as of January 1, 2014? • The number of members is unknown as of this time. There are other Medicare Advantage Plans, so not all may be D-SNPs. The Plans understanding is that there are approximately 20,000 of the 105,000 Dual Eligible’s that are in a Manage Care Plan for their Medicare Benefits. 2. Barbra Porter- People that are in Fee for Service (FFS) Medical have resistance to joining Managed Care. A marketing tool that helps is, explaining the vision and dental plan that are included in Managed Care. Does this mean that there is a possibility that they will not receive those benefits? • A reason that both IEHP and Molina are proposing for this exemption is due to not knowing what the exact benefits will consist of. The State has proposed that by joining the demonstration, the Plans will offer a minimum of dental, transportation, vision and hearing. What is unknown are the details of what will be included for each. For example, will the transportation contain 30, 40, or 50 | |

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| | <p>trips. As of right now the Plans offer 50 trips, so by this transition occurring benefits may be cut. The proposed suggestion is to operate both D-SNPs and CCI product in parallel so that the members will get the option to choose what product they want.</p> <ol style="list-style-type: none"> 3. Kristine Loomis- Consumers that are in IHSS and are currently a member of Managed Care Medi-Cal, when the transition occurs will the member automatically be put into the Managed Care Program for Medicare or would they stay with IEHP for Medi-Cal only? <ul style="list-style-type: none"> • What is being proposed is that any member that is with a Plan for Medicare in the D-SNP program will get rolled over into the CCI product. If they only want Medi-Cal, nothing will change. 4. Lisbeth Roberts- Asked if the proposal from the Plans is to be exempt from being passively enrolled in January 2014, but will it fall under the passive enrollment based on date of birth? <ul style="list-style-type: none"> • No, they would not fall under passive enrollment at all. It is being proposed that the State not make that decision for the members at all. 5. Lisbeth Roberts- In the 20,000 members that were mentioned, did that include both IEHP and Molina Members? Do you know how many of the 20,000 are just IEHP and Molina? <ul style="list-style-type: none"> • Yes the 20,000 did include both IEHP and Molina. IEHP currently houses 10,000 members in the D-SNP program. Molina is unknown. 6. Lisbeth Roberts- Would like to propose that the idea of passive enrollment isn't the best option for the beneficiaries. Should the stakeholders advocate for leaving the choice to opt-in and not be passively enrolled up to the members? 7. Ben Jauregui- For clarification, if the plan continues "as is", our Medi-Medi members could possibly lose some benefits such as; transportation, or a reduction of benefits? So, if we ask for the exemption we would not lose any of those benefits? <ul style="list-style-type: none"> • Potentially. The State has not yet provided detailed guidance of what the benefits will be at this time. 8. Lisbeth Roberts- Is there a potential that the State would provide more benefits? <ul style="list-style-type: none"> • Due to that unknown, the Plans would like to keep that product in parallel. Also, the Plans will not restrict the member. The choice would still exist. If the D-SNP goes away the member will no longer have an alternative choice and will be forced to be in the CCI Product. 9. Dimitrios Alexiou- Are some of the other Counties looking into the same thing? <ul style="list-style-type: none"> • Cal Optima and Orange County are looking into the same proposal. They have asked DHCS for a similar exemption. 10. Michelle Wilham- It was mentioned previously that it is the legislature and DHS making this recommendation, is there anything that can be shared to the group. Some members of the committee were not aware that the legislators were pushing for passive enrollment. 11. Barbra Porter- CBAS program fought a battle for passive enrollment, DHCS is adamant about the passive enrollment instead of it being optional. | |

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| <p>V. CCI/ Cal MediConnect Updates <i>Deborah Miller, Molina</i> <i>Roger Uminski, IEHP</i></p> | <p>A. Implementation has been delayed to no earlier than January 1, 2014. Although implementation has been delayed, Molina and IEHP have continued to work very hard preparing to make these aggressive deadlines.</p> <p>B. Readiness review documents from the Plans have been submitted to Department of Health Care Services (DHCS) April 19, 2013. The contractor (NORC) has been selected by CMS to review the Readiness Review documents and conduct an onsite review. The onsite review is tentatively scheduled to take place in July 2013. The readiness review documents include:</p> <ul style="list-style-type: none"> • Draft Policies and Procedures- for how the Plans will implement this project. <p>C. Rates have been released by CMS April 23, 2013 to the Plans and are currently under review.</p> <p>D. The Plans have submitted documentation to DHCS on May 8, 2013 in a good faith effort to enter into MOU's with IHSS, PA, and MSSP. The State is expecting the MOU's to be fully executed by June 1, 2013. The Plans have informed the State that due to the improbable deadline, the Plans will submit a Letter of Intent by the June 1, 2013 deadline; this letter is to inform the State that the MOU's are intended to be executed and in place by the end of August 2013.</p> <p>E. Plans will submit Pharmacy Benefit Plan documents to DHCS by June 3, 2013.</p> <p>F. Plans are to submit Network Validation Request documentation by June 14, 2013, to ensure the Plans are compliant with Medicare Requirements.</p> <p>G. Three-way draft contracts are expected to be release in August 2013.</p> | |
| <p>VI. Outreach Discussion</p> | <p>A. How are we going to help people understand the changes that are coming? How are we as agencies going to reach out to people?</p> <p>B. How can this Stakeholder Advisory Group help your Agency get the word out?</p> <ol style="list-style-type: none"> 1. Sarah Eberhardt-Rios- Suggested a clinic approach vs. larger stakeholder approach 2. Megan Juring- What is the warm handoff if a vocational rehab counselor or a independent living center as a consumer has questions or is confused by the material that is out there, how would they identify who to refer their questions to? 3. Lisbeth Roberts- Presentations in the community with providers, and create tools on the website within the next couple of months. 4. Wasima Alvi- Create a Live Link to update information. Add snapshots to the website. 5. G.G. Crawley- Dept. of Aging and Adult Services has the Senior Information and Assistance they have the pulse of the community to share. IHSS program the workers can also get the word out with brochures while out in the field every day. 6. Ricardo Cisneros- Suggested staff training. Stated meetings will be held in Riverside County to get the message out 7. Sergio Calderon- 1-800 number is a great way to give additional information. 8. Barbra Porter- Webinars are a great way to conduct trainings. 9. Lisbeth Roberts- HICAP partners with Health Plans along with other organizations, to receive training for their counselors to assist both Medi-Cal and Medicare beneficiaries better understand the changes and to be well informed of what their options are. 10. Sarah Eberhardt-Rios-Create a menu of what will be available for Outreach and possibly | |

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| | <p>each agency could select what will best meet their needs. On the training side a menu of what each Stakeholder could provide from their organization.</p> <ol style="list-style-type: none"> 11. Kristine Loomis- Telephone is the best method for consumers. Also, consider other languages such as Spanish, and Vietnamese. 12. Michelle Wilham- Include providers to the menu, not everyone is informed of CCI. 13. Sarah Eberhardt-Rios- Social media is a great way to reach out. Also, it has been suggested to create an App. for Smart Phones. 14. Megan Juring- - Long Term Care ombudsman may be helpful and could reach potential members : Material for the plans with the options and benefits 15. Barbara Porter- Stated we need to win over the hearts and minds of the physicians. Create something common and simple that caters to the more sophisticated doctors. 16. Randy Schlecht- Randy Schlecht- Consumers without computers Outreach for the Senior Centers, Independent Living Center support groups and health fairs. 17. Sergio Calderon- Review the Public Policy Papers that has Outreach strategy, linguistically appropriate material. Less is more. 18. Mary Rios- Public Service announcements, Live Chat and Fact sheets with Commonly asked questions 19. Lisbeth Roberts- Presentations are being conducted in the community. A presentation was done for a group of providers that are planning to notify all of their patients to opt out of Cal MediConnect. 20. Fran Bates- IEDC meeting gave a clear overview for the CCI process. Service people will need to know in detail what the CCI process is. 21. G.G. Crawley- New post can be a link on the IHSS website that can help recipients 22. Megan Juring- Department of Rehabilitation can conduct the same strategies although they are not experts. They will need the knowledge of who to get the people to so their questions can be answered. 23. Sergio Calderon- Alzheimer’s Association has a 1-800 and care managers who can answer questions and participate in the outreach and be a resource to the plans. 24. Vikki Neugebauer- Agencies with contracted vendors and home delivered meals and home support assistance those members are seen regularly 25. Ron Buttram- Started a Campaign in San Bernardino County called “It’s not your fault”, sent fliers to home delivered meals, signs on buses, and presentations. Facebook contacts went up 400 percent in one week 26. Mary Rios- Disability Rights California create Publications to assist consumers posted on website 27. Wasima Alvi- IRC has training with three hospitals through clinical services; Loma Linda, Arrowhead and Riverside Interns. Additions can be made within the training packet and the clinical website an icon. Training unit two parts, in service/employees and Outreach unit. | |

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| VII. Website Demonstration | A. Content to be developed, all necessary information and an added comment section. Demo for the website will be ready next month meeting. | |
| VIII. Public Comment | <p>A. Chris Long (Care Provider) – Suggested to add an insert into pay statements and pay stubs. Provider outreach is just as important as consumer outreach.</p> <p>B. Randy Schlecht- Chair for IHSS advisory committee in San Bernardino County. Providers attend the meetings and the information can be shared.</p> <p>C. Susan Senior- Department of Rehab marketing materials can be shared in orientation with the consumers</p> <p>D. Rosa Hidalgo- Public Authority can contact with providers, since they work directly with the client. Riverside PSM with Public Authority will do that</p> | |
| IX. Next Steps | <p>A. Next meeting will be on communication. We will be getting in touch with many members in advance to help us plan.</p> <p>B. Add Challenges to the next Agenda- Emails go to Heidi</p> <p>C. Specific questions- email Heidi</p> <p>D. Assignments for Everyone- What are you Hearing? Rumor Trends that need to be addressed.</p> <p>E. Roger Uminski- Draft letter in support and the Eliminating of passive enrollment</p> <ol style="list-style-type: none"> 1. Randy Schlecht- Motion to approve the letter to the state 2. The group has decided before a motion to approve is made, a draft sent to the group for review. 3. Dimitrios- It would be best to see what the benefits will be before the Stakeholders should move forward with support. <ul style="list-style-type: none"> • Services that are currently offered in Medi-Cal Fee-for-Service (FFS) and Medicare FFS will remain. Managed Care Plans offer additional benefits that are not traditionally covered by FFS. Those additional benefits are what may possibly be effective come the January 1, 2014 effective date. 4. Lisbeth- Have the Provider Network and D-SNP's indicated that they will be a part of Cal MediConnect? <ul style="list-style-type: none"> • Rohit- Speaking only for IEHP contract with our Network providers will be every provider and will participate in Cal MediConnect. The Cal MediConnect Network will become potentially larger than the D-SNP Network. 5. Ricardo Cisneros- Suggested separating the Passive Enrollment issue from the D-SNP issue so each issue can be looked at carefully and considered. 6. Lisbeth- Are the D-SNP's going to be going away immediately? <ul style="list-style-type: none"> • Rohit- The re-Authorizations only happen one year at a time, when the Trailer Bill was passed, this stated that the D-SNP's would go away in the end of 2013. The Federal Government has re-authorized them until the end of 2014. It is unknown what the status of the D-SNP's will be nationally after 2014. 7. Ron Buttram- Is time of the essence for this letter? Can this letter be emailed to the group for review? <ul style="list-style-type: none"> • Letter will be emailed to the group for review before submitted. | |

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| X. Closing Comments | A. Sergio Calderon- Will the documents for the Readiness Review be made available for the Stakeholders to review? <ul style="list-style-type: none">• The Readiness Review document is available online. B. Randy Schlecht- Thanked the group for doing all that they are doing. | |
| XI. Next Meeting | A. July 23, 2013 | |

Action Log

| Responsibility | Action Item | Discussion | Completion |
|----------------|--|---|--------------------|
| Lisa Hayes | Create Website for Committee/ Public | Molina IT should have the website up and running by the next meeting. | <i>In Progress</i> |
| Heidi Pringle | Create 2 list serves. One for Committee and One for Public | | <i>In Progress</i> |
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