

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-July 28, 2015)

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

Date: Tuesday, July 28, 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>
Darren Gray (Phone)	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Doug Shaw for Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Kristine Loomis (Chair)	Consumer	Riverside County In- Home Support Services
Loretta Sotile	District Manager	San Bernardino County In-Home Support Services
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Veronica Rodriguez	Administrative Services Manager I	Riverside County Office on Aging
Chris Stottlemeyer	Administrator	California Association of Health Facilities
Maria Zamora-Hughes	Regional Executive Director	InnovAge
Jan Remm	Regional Vice President	Hospital Association of Southern California
Mary Rios	Multicultural Affairs Advocate	Disability Rights California
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Jay Harris	Deputy Director	Department of Rehabilitation
Jewel Lee	Executive Director - Public Authority	Riverside County In- Home Support Services Public Authority
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Nancy Haro for Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Sarah Eberhardt-Rios	Deputy Director	San Bernardino County Department of Behavioral Health
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Michele Haddock	Director	Riverside County Office on Aging,
Open	Executive Director	Rolling Start
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram	Director	San Bernardino Department of Aging and Adult Services
Dr. Scott Allen	Physician	Provider
Sergio Calderon	Director	Alzheimer's Association
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>
Gabriel Uribe (Phone)	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 (Phone)	Vice President of Health Services
Dr. Felix Nuñez	Chief Medical Officer
Danica Lusser (Phone)	Disability and Senior Access Services

INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for July 28, 2015 @ 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>
II. Acceptance of minutes from May 26 ,2015 and Committee Nominations <i>Kristine Loomis</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> • Motion by Roger Uminski • Second by Dr. Nuñez 	<i>No Action Required</i>
III. Review Action Log from May 26, 2014 <i>Kristine Loomis</i>	<p>A. 13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Danica provided website usage stats • Danica will provide feedback about the top visited pages <p>B. 14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> • See Agenda Item V <p>C. 19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group.</p> <ul style="list-style-type: none"> • Not present to report <p>D. 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> • Paul stated at last meeting that he can contact Rolling Start to get a copy; Paul not present to report on status • Lisa will follow up with Paul <p>E. 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 • No recent requests for events. See Agenda Item VI for more information <p>F. 40. Create a subgroup to discuss a possibility of which medical groups will be the best recommendations to sit at the table.</p> <ul style="list-style-type: none"> • Completed 	

Agenda Item	Discussion of Agenda Items	Action
IV. June 2015 Enrollment Updates	<p>A. Roger Uminski reported the following updates:</p> <ul style="list-style-type: none"> • The opt-out rate combined for all Counties is 44%; LA County is 51% • The enrollment for each County is as follows: <ul style="list-style-type: none"> San Bernardino County – 14,300 members enrolled; opt-out rate 34% Riverside County – 14,345 CCI members enrolled; opt-out rate 32% 	
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"> • 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"> ○ Nothing new to report. • Communications Workgroup Lisa Hayes, Felice Connolly <ul style="list-style-type: none"> ○ Group agreed upon a Tele-town hall with a potential date of August. Discussion of finding a way for callers to provide feedback after the call and incentivizing callers to take a post call survey. • Interoperability of data systems, and data sharing process. Roger Uminski, Steve Steinberg, Sarah Eberhardt-Rios, Leti Fierro <ul style="list-style-type: none"> ○ Roger stated that Leo Pak; the Executive Director of Inland Empire HIE has not been available to speak at these meetings as of yet, Roger will continue to inquire. ○ Jan Remm will follow up with Leo 	
VI. Informational Events	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> • 180+ people attended Provider Summit • Harbage will provide a list of provider attendees and survey results from Summit • Monika will email Lisa Hayes information from Provider Summit for Molina’s website • Producing a webinar for hospital members with HASC <p>B. CBO Needs</p> <ul style="list-style-type: none"> • Riverside and San Bernardino Counties requested a one page flyer to be distributed with the information IHSS social workers provide 	
VII. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP</i>	<p>A. Post Implementation</p> <ul style="list-style-type: none"> • No Updates <p>B. New Choice Forms</p> <ul style="list-style-type: none"> • No Updates <p>C. Stakeholder Experience</p> <ul style="list-style-type: none"> • Speak with Plans about educating member services on Continuity of Care availability to members • Case Management – Plans need to be more involved in case management of consumers, making it known that consumers have a right to a case manager 	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> Kristine Loomis expressed concerns about continuity of care and suggested that timelines for specialist care (referrals) be extended past a full year, if possible, when these specialists agree to participate. <p>D. IHSS Update/Inclusion of training in 1115 Waiver</p> <ul style="list-style-type: none"> IHSS training for providers in 1115 Waiver to integrate into an individual's health care plan Kristine Loomis stated that in her experience both IHSS consumers and providers want all homecare providers training to be voluntary, and that consumers are particularly sensitive about retaining control and direction of their care. Her suggestion was that should training get included in the waiver, it would be important to have consumer participation and input as the modules are developed and implemented. 	
VIII. Ombudsman Update	<p>A. 38 new clients, 5 of which were reenrolled</p> <p>B. Conducting community outreach, 2-4 per county, per month, depending on program</p> <p>C. Tessie provided pamphlets regarding legal aide</p>	
IX. Other	A. Nothing new to report	
X. Public Comment	<p>A. Ben Jauregui requested to include MSSP opt-outs in the Tele-town hall</p> <p>B. Chris Long discussed care provider/ doctor trust issues</p>	
XI. Next Steps	See Action Log	
XII. Closing Comments		
XIII. Next Meeting	<p>A. September 29, 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 ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	On Going		
19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of	Gilbert Saucedo	3/25/14		In Process	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	

presentation dates can be sent to the group. Follow up on the unique SHIP ID numbers.					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	
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	
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	
43. Harbage will provide Molina with links and information from Summit for their website	Monika Vega/Lisa Hayes	7/28/15		Pending	Monika will email Lisa Hayes information from Provider Summit for Molina's website	
44. Harbage will provide a flyer to IHSS for consumers	Harbage(Monika) / Janet Velez	7/28/15		Pending	Harbage has a flyer they will provide to IHSS targeted to consumers on benefits of CMC. Flyer will also benefit caregivers and advocates. Lisa Hayes suggested a flyer that was produced for Los Angeles and copying their format to	

					include successful CMC stories	
45. Tele-Town Hall	Communications Workgroup				Group agreed to participate in a Tele-Town Hall.	
Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
1. Create Website for Committee/ Public-Status Update: A draft picture of what the website will look like was presented.	Lisa Hayes	1/29/13	7/23/13	Completed	www.inlandempirecci.org	7/23/13
2. Create 2 list serves. One for Committee and One for Public- Both Committee and Public list servers will be available on the website.	Heidi Pringle	1/29/13	7/23/13	Completed		3/21/13
3. Send Acronyms to Stakeholders	Heidi Pringle	7/23/13	9/24/13	Completed		9/24/13
4. Provide the HICAP link to Lisa Hayes to add to the CCI Stakeholder Website.	Lisbeth Roberts	7/23/13	9/24/13	Completed	www.hicapsbc.org and www.hicaprc.org both links lead to the same site.	9/24/13
5. The Plans to verify how often the Websites are updated when a Provider is added or removed.	Ben Jauregui/ Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13
6. Lisa to look into a possible cutoff period where the member could not go back. They would have to choose a Cal MediConnect Plan if they are Dual eligible.	Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13
7. Look into materials and trainings to support HICAP with counseling persons with a disability.	Lisa Hayes/ Ben Jauregui	7/23/13	9/24/13	Completed		

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

11. To share presentations with the Stakeholders that will be utilized.	Gilbert Saucedo	7/23/13	9/24/13	Completed	HICAP's plan for outreach is to maintain the focus on Medicare. It depends on the additional funding that will be provided by the State of California to assist in the Duals Demonstration work. HICAP will be happy to partner with any organization to do presentations that will be tailored to each client.	
15. To read through the handout given by the "Use clear and simple language. Proper/adequate interpretation and alternate formats." Subgroup and provide feedback.	Gilbert Saucedo /Group	1/28/14		Completed	3/25/14: Gilbert provided hand-outs to the committee and received suggested edits.	
16. An electronic survey will be emailed to the CCI Stakeholder Advisory Committee during the first week of February. This survey will help us identify specific stakeholder needs related to data. Strategies to overcome the barriers identified will be worked on based on the survey results and further input from the CCI Stakeholder Advisory Committee.	Group	1/28/14		Completed	3/25/14: Draft survey shared with the Committee. Suggested edits provided. Edits to be made. Link to survey via Survey Monkey to be added to Stakeholder Website. Presented.	
26. To draft the letter and send to Lisa and Roger to review and try to get State approval discussing wrap around	Gilbert	5/27/14		Completed	Harbage stated that they can add both IEHP and Molina's phone numbers to the crossover fact sheet	
22. Group was asked to review the draft survey and provide feedback.	Stakeholders	3/25/14	4/4/14	Completed		

20. Roger (SB Co.) and Lisa (Riv Co.) to get in contact with the Medical Associations to coordinate dates for Harbage present.	Roger Uminski/ Lisa Hayes	3/25/14		Completed	3/25/14: Dimitrios received confirmation that the Medical Associations are willing to have presentations. Lisa will contact Riverside to get dates; Roger will contact S.B. to get dates. Roger talked to SB and they stated that he reached out to them and they said that they were ok with that. Roger to link Harbage with SB county	
24. Look into making Website easier to navigate	Lisa	5/27/14		Completed	Heidi and Lisa went through the website together	
29. To send out a Doodle to the participants to set up a phone meeting.	Lisa Hayes	7/29/14		Completed		
30. Roger to get in touch with Hilary to get her Jim Peterson from the San Bernardino Medical Society's contact information	Roger Uminski	7/29/14		Completed		
31. Roger to get in touch with Hilary to get her Deloris Green from the Riverside County Medical Society's contact information	Roger Uminski	7/29/14		Completed		
23. To check with the State to see if any of the information provided on their website is available in other languages.	Megan Juring	3/25/14		Completed	Harbage reported that on Cal Duals website all of the threshold languages available now and they are working on translating other languages.	
25. Plans to look into the wrap around services. Possibly create a flyer for the beneficiaries to take to their providers. Take back to the State to see if they will approve to put on their letter head.	Plans	5/27/14		Completed	Completed by Harbage	01/27/2014

27. Molina to put together a direct link on the Plans website to get to the providers search and formulary. Also possibly on the CCI Stakeholder Website.	Lisa Hayes	5/27/14		Completed	Will look into the next meeting. Gabe will send Lisa the IEHP links for provider search and formulary.	
28. To look into Google Analytics to see what it would take to 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 cooperation will be needed from everyone so that this information can be socialized to the Stakeholders.	Lisa Hayes	11/18/14		Completed	Presented at 1/27/15 meeting. Group approved moving forward with Tele-Town Hall. Action Items 37 and 38 created for implementation.	
37. Collect and provide phone numbers for the Tele Conference	Group	01/27/15	2/11/15	Completed	CBO Members were asked to provide client phone numbers and language preference in an Excel spreadsheet to HICAP that will be used by a vendor to establish a Tele Town Hall.	
38. Consult with HICAP to see if they can be the collectors of all the phone numbers	Gilbert Saucedo	01/27/15	2/11/15	Completed	If HICAP is unable to be the collector then Community Access Center will collect the numbers.	
39. Molina will provide bi-monthly reports of member's statistics.	Molina	01/27/15		Completed	Dr. Tompkins will work with Danica to determine what metrics to track and report. Going forward Molina will provide bi-monthly reports of members	

					5/26/15- Noticed that people are accessing the site closer to meeting dates. There were a greater number of users for the month of April.	
36. Create a link on their webpage so that CBO's have one place to request educational presentations.	Harbage	01/27/15		Completed		
41. Work with Harbage in getting a Provider Summit planned.	Molina/IEHP/ Harbage	3/31/15		Completed		
40. Create a subgroup to discuss a possibility of which medical groups will be the best recommendations to sit at the table.	Molina/IEHP	3/31/15		Completed	5/26/15 Roger- Provider Summit in June- wait until then to approach those that may be of interest.	