

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-July 29, 2014)

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

Date: Tuesday, July 29, 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>
Ben Jauregui	Executive Director	Rolling Start
Darren Gray (Phone)	Social Worker	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
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
Kristine Loomis	Consumer	Riverside County In- Home Support Services
Mary Rios (Phone)	Multicultural Affairs Advocate	Disability Rights California
Megan Juring (Phone)	Deputy Director	Department of Rehabilitation
Miguel Benitez	Senior Organizer for San Bernardino	SEIU- ULTCW
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Rod Verbeck for Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Wasima Alvi	Clinical Services Manager	Inland Regional Center
Mario Janesin for Paul Van Doren	Executive Director	Community Access Center
Debra Billings-Merlos for Chris Tarr	District Manager	San Bernardino County In-Home Support Services

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Chris Stottlemyer (Vice-Chair)	Administrator	California Association of Health Facilities
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Eric Hernandez	Program Specialist	Riverside County In- Home Support Services
Leti Fierro	Senior Administrative Analyst	Riverside County In- Home Support Services Public Authority
Michele Haddock	Director	Riverside County Office on Aging,
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Renee Dar-Khan		Riverside County Office on Aging
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram (Chair)	Director	San Bernardino Department of Aging and Adult Services
Sergio Calderon	Director	Alzheimer's Association

IEHP Committee Members Present:

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

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

Guest Presenters Harbage Consulting:

Hilary Haycock
Ryan MacDonald
Monika Vega

INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for July 29, 2014 @ 1:30-4:30 pm

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Roger Uminski</i>	<ul style="list-style-type: none"> ○ Introductions were made. ○ Group approved Gabriel Uribe as the replacement for Ben Jauregui as an IEHP representative. 	<i>No Action Required</i>
II. Acceptance of minutes from May 27,2014 <i>Roger Uminski</i>	<ul style="list-style-type: none"> ○ Minutes approved. 	<i>No Action Required</i>
III. Review Action Log from May 27,2014 <i>Roger Uminski</i>	<p>a) 11. To share presentations with the Stakeholders that will be utilized.</p> <ul style="list-style-type: none"> ○ Gilbert reported that HICAP has continued doing presentations. A list of presentations has been put together by month and will be sent to the Stakeholders to be put on the website. <p>b) 13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> ○ Heidi and Lisa to go through website together to identify issues. <ul style="list-style-type: none"> ● Dr. Tompkins asked if Lisa could develop a report showing the number of hits that the website receives. <p>c) 14. 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 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. <i>(See IV under Risks)</i></p> <ul style="list-style-type: none"> ○ Roger went over the survey results with the Stakeholders. ○ The survey will be open up to the group once more to give everyone in the group an opportunity to provide input. <p>e) 19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group. See requests below:</p> <ul style="list-style-type: none"> ○ Gilbert to send Heidi the list for distribution. <p>f) 20. Roger (SB Co.) and Lisa (Riv Co.) to get in contact with the Medical Associations to coordinate dates for Harbage present.</p> <ul style="list-style-type: none"> ○ Roger reported that he talked to Jim Peterson the Executive Director for the San Bernardino County Medical Society and they are open to having Harbage come out and present. Jim also stated that if there is any information that the Stakeholders would like to go into their Newsletter 	<i>New Action Item</i>

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	<p>he would be happy to do so. Roger to provide Harbage with Jim's contact information.</p> <ul style="list-style-type: none"> ○ Lisa stated that based on the previous discussion with Dimitrios, Riverside was open to receiving presentations from Harbage as well. <p>g) 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> ○ Ben has a draft of the Power Point. Ben thanked those that provided feedback. The Power Point is on revision number three. Once completed, the Power Point will be made available to the Committee and then to the Community. ○ Stated that Rolling Start is going to be looking into holding regular Managed Care 101 in-services. <p>h) 23. To check with the State to see if any of the information provided on their website is available in other languages.</p> <ul style="list-style-type: none"> ○ There are multiple languages available at this time. There are more to come in the future. ○ Harbage reported that on Cal Duals website there are all of the threshold languages available now and they are working on translating other languages. <p>i) 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.</p> <ul style="list-style-type: none"> ○ Nothing to report at this time. <p>j) 26.To draft the letter and send to Lisa and Roger to review and try to get State approval discussing wrap around</p> <ul style="list-style-type: none"> ○ Gilbert reported that HICAP has been using a Crossover Fact Sheet that had been released by Harbage Consulting. Gilbert suggested adding the IEHP and Molina Provider number to the back of the Fact Sheet <ul style="list-style-type: none"> ● Harbage stated that they can make an Inland Empire specific Fact Sheet with Both IEHP and Molina's numbers located on the sheet. <p>k) 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.</p> <ul style="list-style-type: none"> ○ Nothing to report at this time. 	
IV. Risks	<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"> ○ See Action Item 21. 	

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	<p>2. Use clear and simple language. Proper/adequate interpretation and alternate formats. Lisa Hayes, Megan Juring, Fran Bates, Felice Connolly</p> <ul style="list-style-type: none"> ○ Lisa discussed possibly creating a communications committee for the Inland Empire. ○ Volunteers listed in section VII. <p>3. Interoperability of data systems, and data sharing process. Roger Uminski, Steve Steinberg, Sarah Eberhardt-Rios, Leti Fierro</p> <ul style="list-style-type: none"> ○ Roger went over the survey results with the group. <ul style="list-style-type: none"> ● Kristen Loomis- Stated that she was interested to hear that 57% of those that took the survey do not have a Universal Release of Information Form that is used for clients. Coming from personal experience, the release of information can be very critical for the various doctors or agencies involved because of the information being very critical. Kristine asked that the Stakeholders to try and get providers to use the Universal Release Form and explain its importance. 	
<p>V. Independent Living Center Lawsuit</p>	<p>A. It was reported that on July 2nd three Independent Living Centers in Los Angeles filed a lawsuit to stop Cal MediConnect in all Counties. Court date is scheduled for Friday, August 1, 2014 at 10:00am. The plaintiffs are hoping for a permanent injunction. The key complaints are:</p> <ul style="list-style-type: none"> ● Passive Enrollment ● Confusing Material ● Communication 	
<p>VI. IHSS Provider Forum Brief</p>	<p>A. Roger reported that he and Lisa attended the conference in Sacramento.</p> <ul style="list-style-type: none"> ● Per Eileen Carroll, IHSS will continue “as is” across the State. ● No planned change for IHSS during the 3 year pilot program with two exceptions: <ul style="list-style-type: none"> ▪ Universal Assessment Tool ▪ Labor negotiations for PAs will shift to the State ● CMC offers the possibility to give In-home Providers information regarding Recipients, Care Plan Staffing for IHSS Programs is budgeted and will be passed on to the Counties. ● Presentations indicate Riverside and San Bernardino strategies are similar to the San Diego and San Mateo “success stories”. ● Utilize prevention strategies to keep high utilizers out of hospitals <ul style="list-style-type: none"> ▪ Embedded MCP TOC in key hospitals ▪ Home Health to supplement IHSS ▪ Focus on highly complex cases ● Currently, CDSS is providing Health Plans with data via CMIPS II. The State intends to create a system in which Member data from the Plans can be sent to IHSS programs in the future. ● State is working to expand CMIPS II data to include “impairment elements” which would help with services that our members need. 	

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	<ul style="list-style-type: none"> • The State does not intend to include IHSS Provider information in the CMIPS II data set; suggested that Plans ask the Recipient/Member and/or work with Social Workers to assist with gaining consent. • The State acknowledged that BH and Rx data is a challenge to share. No commitments to develop a solution were provided. • Some consumers cannot express their needs; which is a challenge for IHSS Providers, Plans, etc. • Social Workers may not see the “real” picture based on the “snap-shot” they see at assessment <ul style="list-style-type: none"> ▪ Behavioral Health issues can mask needs/make assessment difficult ▪ People have “good days” and “bad days” which can prevent the Social Worker from seeing the whole picture. • It was reported that the Plans are working with SEIU and their CMMI grant to provide training for Providers and recipients on how to better use their benefits and coordinate their care with the Plans. <p>B. Kristine Loomis asked if the expedited IHSS services were to find a provider quickly or to qualify a consumer quickly?</p> <ul style="list-style-type: none"> • Roger stated that from what he recalls it includes both. For the existing recipients; if there is a change in their circumstances, being able to have a more expedited assessment done to take that into consideration in terms of how many hours they are authorized to have. • Lisa and Terrence reported that there is specific criteria including: <ul style="list-style-type: none"> ▪ If the member is getting discharged from the hospital without a personal caregiver ▪ If the members needs are not being met at home without services provided by IHSS. 	
VII. Informational Events	<p>A. Harbage Activity:</p> <ul style="list-style-type: none"> • Harbage stated that one of the challenges they have faced is with the transfer of the outreach coordinators who is covering the Inland Empire. Monica will be the Inland Empire point of contact. • A handout was passed out showing the activities that Harbage is currently doing. Harbage stated that they would like to build stronger partnerships. The focus will be continuing work in the ethnic communities, faith based outreach, libraries, provider outreach work, physician’s toolkits, looking into nutritional programs for homeless, seniors and persons with disabilities. • The State has gone through a revision process to revise the notices; they went through beneficiary testing in May that resulted in a revised Choice Form and revised notices. You can find the revised notices on the Cal Duals website. 	

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	<ul style="list-style-type: none"> • There are a series of videos being developed to speak about what Cal MediConnect is, how it works, what your options are and what happens once you are in a Plan. The types of videos in development are: <ul style="list-style-type: none"> ▪ Animated ▪ Live action ▪ American Sign Language <p>B. CBO Needs:</p> <ul style="list-style-type: none"> • Gilbert stated that something's that are being noticed by HICAP are that the providers are utilizing and finding the Crosswalks helpful. Questions from the providers are still being asked to the beneficiaries. HICAP is providing education events for the beneficiaries. <ul style="list-style-type: none"> ▪ Lisa Hayes asked what the Top 5 questions asked are. <ul style="list-style-type: none"> ▫ What is Cal MediConnect? ▫ Can I continue seeing my doctor? ▫ I want to keep my Medicare the same way. <p>C. Lisa Hayes proposed creating a Communications Group. Group agreed to Lisa's proposal. The following Stakeholders agreed to participate in the group:</p> <ul style="list-style-type: none"> ▪ Lisa Hayes ▪ Mary Rios ▪ Gilbert Saucedo ▪ Luis Cornel- IEHP ▪ Denise- Molina ▪ Ben Jauregui ▪ Ryan -Harbage ▪ Monica- Harbage ▪ Sandy Rogers- InnovAge ▪ Kristine Ramsey- InnovAge ▪ Larissa- Molina <ul style="list-style-type: none"> • Lisa to send out a Doodle to the participants to set up a phone meeting. 	<p><i>New Action Item</i></p>
<p>VIII. CCI/ Cal MediConnect Updates Roger Uminski, IEHP Deborah Mille, Molina Healthcare</p>	<p>A. It was reported that MSSP portion has been delayed until October 1, 2014. DHCS has discovered some issues that have caused erroneous passive enrollments; the cause has been identified and put a plan in place to solve the issue. The Plans have also discovered that there are some issues with Long Term Care Aide Codes. These issues are being worked through by the Plans and the Counties to come up with some processes at their level. Also, the Plans are working with the State to figure out a way to resolve this issue.</p> <p>B. Roger asked the Stakeholders to share how CCI/ Cal MediConnect is going from their prospective:</p> <ul style="list-style-type: none"> • Hilary Haycock- Stated that she would like to offer Harbage's assistance to any questions that the Stakeholders may have. If they are unable to answer she would be happy to take it back to find an answer. • Gilbert Saucedo- Provider Education 	

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	<ul style="list-style-type: none"> • Ben Jauregui- Reported that he has received information about a broker going into Senior Centers on a monthly basis to advise the seniors. Ben advised the group that “there are some folks that think they are providing education, it may not be objective information being shared.” • Ben Jauregui- Independent Living Centers can provide information and can assist filling out forms and help in understanding, communicating in a way that they will understand. • Dimitrios Alexiou- Reported challenges with timely authorizations and identifying coverage. • Rod Verbeck- Stated “Riverside County Department of Mental Health is enjoying the relationship that has been built with Molina, IEHP and Kaiser and have been working very closely with these organizations and the amount of communication that is going back and forth between the organizations as well as the problem solving is tremendous.” • Kristen Loomis- Expressed concern as a consumer of the adequacy of the system to handle the enormous influx of consumers particularly with ACA putting a lot of new people on Medi-Cal. <p>C. Deborah Miller reported that the Plans are dealing with continuity of care issues on a daily basis. Making sure that people are able to see their providers and making it happen as fast as possible. The Plans are pursuing Health Risk Assessments to help identify those that are High Risk and need to have the assessment sooner as opposed to later. Also, constantly working with Nursing Facilities especially for those at the Custodial Care Level. New notifications are distributed from the State frequently .All Plan Letters and Dual Plan Letters that are very instructive on how to implement and what rules the Plans have to follow making the Plans constantly revise, implementing and training staff.</p>	
IX. Public Comment	A. Chris Long- Would like to sit down with each Stakeholder to learn why they are passionate about what they are doing, what their challenges are, what their triumphs have been, and the funniest thing that has happened to them since the last meeting. Asked that when it comes to mandatory trainings; who decides the curriculum? Will it be the Union or care providers who are in desperate need of training in certain areas? Chris stated that he would like to have training from well experienced providers with a psychological background that can deal with nuances and suffering.	
X. Next Steps	See Action Log	
XI. Closing Comments	A. There were no closing comments to report.	
XII. Next Meeting	A. September 30, 2014, 1:30 pm-4:30pm Inland Regional Center 1425 S. Waterman Ave. San Bernardino, Ca 92408	

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	Lisa and Heidi to go through the website together. Does the website show how many hits that it gets. Dr. Tompkins requested a report.	
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 presentation dates can be sent to the group.	Gilbert Saucedo	3/25/14		In Process	To send email to Heidi.	
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	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Ben Jauregui	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.	
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	Harbage reported that on Cal Duals website all of the threshold languages available now and they are working on translating other languages.	
24. Look into making Website easier to navigate	Lisa	5/27/14		Pending		
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		Pending	Nothing to report	

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		Pending	Will look into the next meeting.	
28. To look into Google Analytics to see what it would take.	Lisa Hayes	7/29/14		Pending		
29. To send out a Doodle to the participants to set up a phone meeting.	Lisa Hayes	7/29/14		Pending		
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		Pending		
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		Pending		
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		
33. To put together an Inland Empire specific Crossover Fact Sheet	Harbage	7/29/14		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	Lisa Hayes	1/29/13	7/23/13	Complete	www.inlandempirecci.org	7/23/13

was presented.						
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	Dimitrios Alexiou	1/28/14		Completed		

Consultants can educate them about CCI.						
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	Gilbert Saucedo /Group	1/28/14		Completed	3/25/14: Gilbert provided hand-outs to the committee and received suggested edits.	

interpretation and alternate formats.” Subgroup and provide feedback.						
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		