

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY  
COMMITTEE MEETING**

**(APPROVED MINUTES FOR-March 31, 2015)**

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

Date: Tuesday, March 31, 2015- 1:30 pm -4:30pm

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

**Appointed Committee Members Present:**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Chris Stottlemyer	Administrator	California Association of Health Facilities
Dianne Sceranka for Sarah Eberhardt-Rios	Deputy Director	San Bernardino County Department of Behavioral Health
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Jan Remm	Vice President	Hospital Association of Southern California
Jewel Lee (Phone)	Executive Director - Public Authority	Riverside County In- Home Support Services Public Authority
Kristine Loomis (Chair) (Phone)	Consumer	Riverside County In- Home Support Services
Kristine Ramsey		InnovAge
Loretta Sotile for Chris Tarr	District Manager	San Bernardino County In-Home Support Services
Miguel Benitez for Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
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**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Gilbert Saucedo (Vice Chair)	Director	Health Insurance Counseling and Advocacy Program
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Jay Harris	Deputy Director	Department of Rehabilitation
Mary Rios	Multicultural Affairs Advocate	Disability Rights California
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 Swayer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health

**IEHP Committee Members Present:**

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

**Molina Healthcare of California Committee Members Present:**

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

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting**  
**Meeting Minutes for November 18 @ 1:30-4:30 pm**

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Chris Stottlemyer</i>		<i>No Action Required</i>
II. Acceptance of minutes from January 27, 2015 and Committee Nominations <i>Roger Uminski</i>	Minutes were accepted as presented. Paul Van Doren nominated InnoVage PACE and ICLS (IE CMC Ombudsman) to be members of the IE CCI Stakeholder Advisory Committee. Committee accepted nominations.	<i>No Action Required</i>
III. Review Action Log from November 18, 2014 <i>Chris Stottlemyer</i>	<p>A. 13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> <li>• Nothing new to report as of this time.</li> </ul> <p>B. 14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> <li>• See Agenda Item V</li> </ul> <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"> <li>• Not present to report</li> </ul> <p>D. 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> <li>• Paul stated that he can contact Rolling Start to get a copy.</li> <li>• Lisa reported that she will send a copy of the draft to Paul.</li> </ul> <p>E. 28. To look into Google Analytics to see what it would take to add a counter to the website.</p> <ul style="list-style-type: none"> <li>• Danica reported the following information: <ul style="list-style-type: none"> <li>○ Google analytics has been implemented</li> <li>○ Total of 267 page view in the month of January</li> <li>○ 208 views were unique</li> <li>○ Average person spends 1:30 on each page of the website</li> <li>○ Total of 152 page views in February</li> <li>○ 120 views were unique</li> <li>○ Average person spends 1:13 on each page of the website</li> </ul> </li> </ul> <p>F. 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"> <li>• On Going</li> </ul> <p>G. 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.</p>	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>• See Agenda Item V</li> </ul>	
IV. January 2015 Enrollment Updates	A. Roger Uminski reported the following updates; <ul style="list-style-type: none"> <li>• There are currently 15,500 CCI participants enrolled in both Plans together.</li> <li>• The opt-out rate combined for both Counties is 36%.</li> <li>• The enrollment percentages for each County is as follows;               <ul style="list-style-type: none"> <li>San Bernardino County - 49%</li> <li>Riverside County -52%</li> </ul> </li> </ul> B. The group discussed potential factors contributing to opt out rates such as Providers advising their clients to opt out and health insurance companies interested in growing their market share. IEHP and Molina will have to execute their jobs effectively for Members to trust health insurance coordination methods.	
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: <ul style="list-style-type: none"> <li>• 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) <b>Sarah Eberhardt-Rios, Ben Jauregui, Mary Rios</b> <ul style="list-style-type: none"> <li>○ Nothing new to report.</li> </ul> </li> <li>• Communications Workgroup <b>Lisa Hayes, Felice Connolly</b> <ul style="list-style-type: none"> <li>○ Ryan reported about the results of the Tele-Town Hall               <ul style="list-style-type: none"> <li>▪ There were 20 participants on the call. However, those that were on the called stayed the entire hour.                   <ul style="list-style-type: none"> <li>▫ Kristine Loomis asked if there is any progress being made about getting phone numbers?</li> <li>▫ Ryan stated that he went back to State and explained what happened. He reported that the State is looking into using the contract that is currently in place to do another Tele-Town Hall in the Inland Empire and have the ability to dial out to thousands of people.</li> <li>▫ Lisa stated that there is still a lot of outreach to be done.</li> <li>▫ Group discussed having a Provider Summit in the Inland Empire.</li> <li>▫ Lisa asked the group; if the opportunity arises where the Plans able to get State data to call out to our members for another Tele-Town Hall would the Stakeholders like to move forward on having another Tele-Town Hall with a dial out.                       <ul style="list-style-type: none"> <li>i. Wasima stated that the cost effectiveness would need to be taken into consideration.</li> <li>ii. Randy made a motion to support another Tele-Town Hall if the State is able to provide the proper data. All Stakeholders voted in favor of the motion.</li> </ul> </li> </ul> </li> <li>▫ Paul suggested a CCI focused workshop at the IEDC Conference.                   <ul style="list-style-type: none"> <li>i. Lisa stated that the Conference is geared towards professionals and</li> </ul> </li> </ul> </li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<p style="text-align: center;">not consumers.</p> <ul style="list-style-type: none"> <li>• Interoperability of data systems, and data sharing process. <b>Roger Uminski, Steve Steinberg, Sarah Eberhardt-Rios, Leti Fierro</b> <ul style="list-style-type: none"> <li>○ 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.</li> </ul> </li> </ul>	
<p>VI. Informational Events</p>	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> <li>• Ryan reported that Harbage will be doing a Provider Summit in the Inland Empire.</li> </ul> <p>B. CBO Needs</p> <ul style="list-style-type: none"> <li>• Nothing new to report at this time.</li> </ul>	
<p>VII. CCI/ Cal MediConnect Updates <i>Deborah Miller, Molina Roger Uminski, IEHP</i></p>	<p>A. Post Implementation</p> <ul style="list-style-type: none"> <li>• Reporting Requirements: <ul style="list-style-type: none"> <li>○ Deborah reported that since Cal MediConnect has been implemented for about a year, the State and CMS would like the Health Plans to report how they are doing and report to see the Health Plans are meeting the various quality measures that were required in the initial contracts. Some of the items that need to be reported on are: <ul style="list-style-type: none"> <li>▫ Health Risk Assessment Completion</li> <li>▫ Care Coordination with Behavioral Health</li> </ul> </li> <li>○ Roger reported that the Plans recently received a letter regarding continuity of care and the Plans capturing when continuity of care issues arise.</li> <li>○ In MSSP, the waiver program that is now a Cal MediConnect Benefit. There is discussion of a possible transition of the program. The State has discussed having Stakeholder Meetings equivalent to the CCI Stakeholder Advisory Committee Meeting for MSSP in that transition. Roger proposed to the Stakeholders that instead of holding a completely different meeting, can the MSSP portion be incorporated into the already established and well represented Stakeholder group. Group approved.</li> <li>○ Rohit Gupta, Director of Compliance at IEHP explained the AB 461 regarding the Dual Special Needs Plan (DSNP) to the Stakeholders and asked for committee support in adding Riverside and San Bernardino County to the legislation for AB 461 to be presented at the same time as San Mateo. <ul style="list-style-type: none"> <li>▫ Lisa stated that Molina would need to have a discussion with their leadership.</li> <li>▫ Group decided that the timeline is too short and would like the time to review this matter. Group will discuss at the May meeting.</li> </ul> </li> </ul> </li> </ul> <p>B. Stakeholder Experience</p> <ul style="list-style-type: none"> <li>• Group discussed the possibility of bringing some of the large medical groups to the Stakeholder Table. <ul style="list-style-type: none"> <li>○ A subgroup will be put together including: <ul style="list-style-type: none"> <li>▫ Molina</li> <li>▫ IEHP</li> </ul> </li> </ul> </li> </ul>	
<p>VIII. Ombudsman Update</p>	<p>A. Tessie reported that there have been 12-15 expedited disenrollments and a majority of them were solved through the Health Plans being able to establish continuity of care for the patients.</p>	

Agenda Item	Discussion of Agenda Items	Action
	B. It was also reported that there is disconnect with some of the providers and submitting the cross claims.	
IX. Other	A. Nothing new to report	
X. Public Comment	A. No Comments	
XI. Next Steps	See Action Log	
XII. Closing Comments		
XIII. Next Meeting	A. May 26, 2015, 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
13. Group to provide feedback on Website	Group	7/23/13	9/24/13	On Going	All of the requested changes had been made.	
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. Follow up on the unique SHIP ID numbers.	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 work with the Plans on behalf of the beneficiaries.  1/27/2015 Gilbert will forward new CMS information on to IEHP and Molina	
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. 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.	
32. To contact Harbage	Group	7/29/14		On Going	Requests are now channeling through the Communications	

about any events or questions that you may have about how we can leverage Harbage to get the information out to the community.					Committee. Members can still contact Harbage directly for suggestions and requests.	
36. Create a link on their webpage so that CBO's have one place to request educational presentations.	Harbage	01/27/15		Pending		
39. Molina will provide bi-monthly reports of members statistics.	Molina	01/27/15		On going	Dr. Tompkins will work with Danica to determine what metrics to track and report. Going forward Molina will provide bi-monthly reports of members	
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		Pending		
41. Work with Harbage in getting a Provider Summit planned.	Molina/IEHP/ Harbage	3/31/15		Pending		

**Action Log – Resolved**

<b>ACTION ITEM</b>	<b>RESPONSIBLE STAKEHOLDER</b>	<b>OPEN DATE</b>	<b>DUE DATE</b>	<b>STATUS</b>	<b>NOTES</b>	<b>COMPLETION DATE</b>
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	<a href="http://www.inlandempirecci.org">www.inlandempirecci.org</a>	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	Lisbeth Roberts	7/23/13	9/24/13	Completed	<a href="http://www.hicapsbc.org">www.hicapsbc.org</a> and <a href="http://www.hicaprc.org">www.hicaprc.org</a> both links lead to the same site.	9/24/13

add to the CCI Stakeholder Website.						
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	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.	



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	Roger Uminski	7/29/14		Completed		

Medical Society's 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	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	

and what type of cooperation will be needed from everyone so that this information can be socialized to the Stakeholders.					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.	