

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
(APPROVED MINUTES FOR JULY 20, 2021)**

Location: Webinar

Date: Tuesday, July 20, 2021- 1:00 pm - 2:00pm

Minutes By: *Carina Ramirez, Inland Empire Health Plan*

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Barbara Chastain	Health Plan Member	San Bernardino County In-Home Support Services; IEHP Member
Ben Jauregui	BH & CM Support Services Manager	Inland Empire Health Plan
Chris Tarr	Deputy Director	San Bernardino County Department of Aging and Adult Services
Felice Connolly	IHSS Provider	Riverside County IHSS Public Authority, IHSS Provider
Heather Granger	PHN Supervisor	San Bernardino County Department of Aging and Adult Services
Hector Garcia	Medicare Manager – Network Development	Inland Empire Health Plan
Karen Widerynski	Managed Care Specialist	California Association of Health Facilities
Kathleen Anderson	Health Plan Member	Molina Health Care
Kristine Loomis	Health Plan Member	Riverside County In-Home Supportive Services, IEHP Member
Kurt Hubler	Chief Network Development Officer	Inland Empire Health Plan
Lisa Hayes	Executive Director	Rolling Start
Loretta Sotile	Supervising Social Worker	San Bernardino County Department of Aging and Adult Services
Myette Christian	Administration Supervisor	San Bernardino County IHSS Public Authority
Randy Schlecht	Health Plan Member	Inland Empire Health Plan
Sheila Johnson (<i>Vice-Chair</i>)	Supervising Social Worker/CCI Liaison	San Bernardino County Department of Aging and Adult Services

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Bessie Jones	Health Plan Member	Inland Empire Health Plan
Betsy Roberts	Manager, Health Care Services, Riv/SB Counties	Molina Healthcare
Carol Anne Carlucci	Paralegal	Inland Counties Legal Services
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Dr. Felix Nuñez	Medical Director	Molina Healthcare
Dr. Scott Allen	Physician	Provider
Gabriel Uribe	Director of Community Health	Inland Empire Health Plan
Grant Jahner (<i>Chair</i>)	Health Law Practice Group Director	Inland Counties Legal Services
Jewel Lee	Director	Riverside County Office on Aging
Johnny Andrade		Riverside County In-Home Supportive Services
Keven Porter	Regional Vice President	Hospital Association of Southern California
Marina Espinosa		San Bernardino County DBH, Program Support Services
Matt Daniels		Riverside County Department of Public Social Services
Megan Dankmyer	AVP Health Care Services	Molina Healthcare
Melissa Cardenas	Registry Manager	San Bernardino County IHSS Public Authority
Melissa Seinturier	Access Clinic Program Manager	Borrego Health
Monika Vega	Deputy Director	Aurrera Health Group

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Nancy Hillsdale	District Manager	San Bernardino County Transitional Assistance Department (TAD)
Patricia Martin	IHSS Consumer	In-Home Supportive Services
Robin McCall	MSSP Program Director	Riverside County Office on Aging
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System – Behavioral Health
Rosa Hidalgo	Executive Director	San Bernardino County IHSS Public Authority
Rosalie Ramirez	Program Specialist II	Riverside County Department of Public Social Services
Sharon Swayzer	IHSS Provider	San Bernardino IHSS Public Authority, IHSS Provider
Sonia Thomas	Health Plan Member	Molina Healthcare
Stephanie Woodend	Health Plan Member	Molina Healthcare
Susan Newhausen	Health Plan Member	Molina Healthcare
Tessie Cross	Health Law & Public Benefits Practice Director	Inland Counties Legal Services
Wasima Alvi	Clinical Services Manager	Inland Regional Center

Public

Person Present

	<u>Title</u>	<u>Affiliation</u>
Adam Garcia	Supervising Social Worker	San Bernardino County Department of Aging and Adult Services
Carina Ramirez	Medicare Operations Coordinator	Inland Empire Health Plan
Cassidy Acosta	Deputy Director	Aurrera Health Group
Christina Colao		
Connie Gil for Jewel Lee	Supervisor, Multipurpose Senior Services Program & ACCESS Program	Riverside County Office on Aging
Diana Alvarado	Independent Living & Diversity Services Supervisor	Inland Empire Health Plan
Gary McMane	Case Management Supervisor	Molina Healthcare
Jason Billeter		Shield HealthCare
Josue Becerra	Supervising Social Worker	San Bernardino County Department of Aging and Adult Services
Karla Argandona	Health Navigator Specialist	Inland Empire Health Plan
Laurence Gonzaga	County Programs Liaison	Inland Empire Health Plan
Luis Coronel	Manager, Medicare	Inland Empire Health Plan
Mario Diaz	Government Affairs Analyst III	Inland Empire Health Plan
Melissa Sesay	Supervising Social Workers	San Bernardino County Department of Aging and Adult Services
Renato De Moraes	Outreach Education Coordinator	HICAP / SMP

INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for July 20, 2021 @ 1:00-2:00 pm

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Hector Garcia</i>	<p>Introductions were made for all in attendance and those on the phone.</p> <ul style="list-style-type: none"> • Attendance was captured as attendees signed into the WebEx and verified throughout the meeting. 	<i>No Action Required</i>
II. Resignation/Removal of Committee Members <i>Carina Ramirez</i>	<p>Carina Ramirez proposed a motion to release the following Committee Members from the CCI Stakeholder Advisory Committee.</p> <ol style="list-style-type: none"> 1. Johnny Andrade 2. Marina Espinosa 3. Patricia Martin 4. Gabriel Uribe 5. Darren Gray 6. Dr. Scott Allen 7. Tessie Cross 8. Matt Daniels 9. Nancy Hillsdale 10. Rosa Hidalgo 11. Bessie Jones 12. Monika Vega 13. Carol Anne Carlucci <p>Committee proposed the following public attendees for New Stakeholder Committee Members:</p> <ol style="list-style-type: none"> 1. Cassidy Acosta 2. Mario Janesin and/or team <ul style="list-style-type: none"> • Carina Ramirez to follow-up with proposed participants for approval. <p>A motion was made and seconded to approve the CCI Stakeholder Advisory Committee Membership Memorandum.</p>	
III. Acceptance of minutes from May 18, 2021 Meeting <i>Hector Garcia</i>	<p>A motion was made and seconded to approve the Adoption of the Minutes from March 23, 2021.</p> <ul style="list-style-type: none"> • Motion by Karen Widerynski • Second by Kathleen Anderson 	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
IV. Review Action Log from May 18, 2021 <i>Hector Garcia</i>	None Reported.	<i>No Action Required</i>
V. Public Comments and Health Plan Feedback	<p>Hector Garcia adds that this agenda item has been moved up on the agenda to encourage Health Plan Consumers and Providers to provide feedback on what the plans can do better or topics that may be of interest.</p> <p>Kristine Loomis shared that she is a person with disabilities in a wheelchair and depends heavily on having transportation as a backup. She adds that she has had some serious issues with medical transportation and has talked to several other home care providers to see if they have experienced similar things, and in fact they have. She states that she is currently with IEHP and who she likes and feels provides very good service, but the company contracted for transportation has a lot of flaws right now at the managerial level; communication between departments, right down to what she experiences which was being abandoned. Kristine adds that she had arranged a pick-up 5 days in advance and was left with her care providers in temperatures of over 100 degrees at a medical plaza where there was no place for them to go. She states that that experience was very scary and could have been life threatening. Kristine states that a lot of the people she's spoken to, have stated that the problem stems from not having good communication with the dispatcher. She indicates that whenever they have called to ensure their information is correct, they are often put through several departments, and each time you are transferred you must give your information over again. She adds that due to the way her wheelchair stands, several times they have sent out vans that do not accommodate her needs. She states that she can only assume that these are issues that are widespread and not just with IEHP. Kristine adds that part of what this comes down to is training; training with the drivers such as differences between types of configurations with wheelchairs and vans, they also need to learn how to strap them down properly and simple scheduling issues. Training is essential.</p> <ul style="list-style-type: none"> • Kurt Hubler from IEHP adds that he would like to get more information and get back to Kristine Loomis. • Hector Garcia from IEHP adds that he will try to have transportation representatives from both health plans at the next meeting to help walk us through the process and provide basic information such as who they use for transportation services. <p>Lisa Hayes from Rolling Start adds that as Kristine mentioned, this isn't an issue related to just to her, but more so a systemic issue. She states that perhaps we can invite the transportation access providers and offer training opportunities. Lisa indicates that she has spoken to Omnitrans about beginning some training, but she doesn't know who the health plans are using for their transportation services. She adds that Independent Living Center and Community Access Center would be happy to partner with the health plans to do trainings.</p>	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
	<p>Kathleen Anderson adds that she always has good luck with American Transport.</p> <ul style="list-style-type: none"> • Kurt Hubler adds that ALC is who IEHP uses. They manage IEHP’s transportation services, and ALC contracts with providers to provide the benefit. Kurt states that they also have some providers that they directly contract with that do not go through ALC. Kurt adds that they track this very closely. <p>Kristine Loomis adds that even with a scheduled pick-up, they have arrived over an hour late. That has happened to her two out of three times that she has used transportation services.</p>	
VI. Physician/Provider Topics	<p>Diana Alvarado, Supervisor for Independent Living & Diversity Services at IEHP presents Care Plan Option (CPO) updates for Inland Empire Health Plan.</p> <ul style="list-style-type: none"> • CPO services are available for all Members enrolled in Cal MediConnect/DualChoice line of business. • These services allow for them to enhance the members care by providing vital services that may help keep the member safely in their home and living independently. • CPO services are not meant to replace any type of long-term support services • There is an internal process they must adhere to when a member is identified as needing a CPO service. The members Interdisciplinary Care Team is heavily involved, as well as the member’s Individualized Care Plan which are both taken into consideration in determining if the member can benefit from receiving a CPO service. • Some of the CPO benefits that they have provided in the past are medically tailored meals, transportation, rehabilitation services, home modifications, palliative or end of life care, personal care, assistive devices, and assistive technology. • For any member that is interested in finding out if this service is most available to them, they would have to connect with their Care Manager. <p>Gary McMane presents Care Plan Option (CPO) updates for Molina Healthcare.</p> <ul style="list-style-type: none"> • Molina Healthcare has CPO services available for their Cal MediConnect members for the last few years and entails the same kind of benefits as those for IEHP. <p>Lisa Hayes would like to know from each of the health plans how many CPO options have been issued. She adds that this is some of the data she investigates frequently, and it is difficult to read the state’s data. She’d love for the health plans to speak on what has been authorized for them, as far as CPOs for consumers. It would help a lot of folks understand what it is, because it can be very confusing.</p> <ul style="list-style-type: none"> • Diana Alvarado from IEHP states that she will surely get this information and provide at the next meeting. 	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> • Gary McMane from Molina states that he too will take this request back to his team. <p>Ben Jauregui from IEHP adds that he would love to capture all the assistance provided to Members, not just CPO services, by connecting them to community resources. They have a very robust community information resource referral system, and, in many instances, they have been able to connect members to resources, where CPO is not necessarily provided through them but another agency. Such as furniture, internet services, reachers/grabbers, things like that. Many services are coordinated through the plan. Ben would like to capture all that information and could see that members are being connected and receiving what they need. It just may not always be a service provided from the plan.</p>	
VII. Outreach Events	<p>A. Aurrera Health Group Outreach Activities provided/presented by Cassidy Acosta:</p> <ul style="list-style-type: none"> • Cassidy Acosta reports that they will continue outreach on behalf of DHCS but with a new spoke focused on provider and CBO outreach for the CCI transition. • A more substantial report will be provided during the next scheduled meeting. <p>B. CBO Needs</p> <ul style="list-style-type: none"> • None reported. 	<i>No Action Required</i>
VIII. Stakeholder Experience	<ul style="list-style-type: none"> • CBAS <ul style="list-style-type: none"> ○ None reported. • IHSS <ul style="list-style-type: none"> ○ Adam Garcia from San Bernardino County has updates on the IHSS program. <ul style="list-style-type: none"> ▪ Announced that they started a new online system for providers called Bounce, which allows to complete their enrollment process and sign paperwork online. Hopefully will increase efficiency in signing up new providers. ▪ In addition, they have brought back their employees in-office, and their IHSS social workers are back at 50%. ▪ Great Plates program ended on July 9th. This program was designed as a temporary emergency relief program to reinforce social distancing measures, minimize hospital surge, and address food and security among vulnerable populations. This program was a great success. ▪ Public Authority has a shortage on providers. ○ Felice Connolly from Riverside County has updates on the IHSS program. <ul style="list-style-type: none"> ▪ Adds that they have been having their meeting by monthly through zoom and may be able to have a face-to-face meeting next month. ○ Kristine Loomis, IHSS Client in Riverside County adds that she has a document that she can share with the group of a proposed training for IHSS Clients. She adds that there is a reason that they are running into this revolving door issue, and it is because they are in such 	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
	<p>need of providers and consumers have never had training about how to communicate with their providers, how to work up the schedule, how to delegate the chores, how to communicate with other family members. All these things that are so basic to managing a care provider and taking on some of the work of the social worker with all the different programs.</p> <ul style="list-style-type: none"> ▪ Lisa Hayes adds that this is another item that they would love to collaborate with. The training that consumer of IHSS receive needs to happen. States that they must ensure that training is provided by Public Authorities or IHSS and it is consumer centers and that not all training is the same for every consumer. It is important that the IHSS workers know that just because you may do it one way for one consumer, it may not be the same for all. ○ Christina Colao, Program Specialist for Riverside County IHSS, would like to thank the last two presenters for the information provided and states she is with the Policy Unit as well and will be taking back this information to her Policy Team. She states that although this is not a private to discuss personal matter, call the home line and ask to speak to a supervisor. Everything is documented in that home line in the contact notes, and it is your absolute right to request a hearing or case conference before a hearing. • MSSP <ul style="list-style-type: none"> ○ Heather Granger, Supervisor for MSSP San Bernardino County adds that they actively seeing clients either face-to-face or over the phone, whichever the client prefers. They are also accepting referrals for MSSP quite regularly. They will now have an in-house referral hotline in their Rancho Cucamonga office that will be taking the referrals and will probably be less wait time. • LTC <ul style="list-style-type: none"> ○ None reported. • Providers/Network <ul style="list-style-type: none"> ○ None reported. 	
IX. Ombudsman Report Out and Updates	None Reported.	<i>No Action Required</i>
X. Public Comment	None Reported.	<i>No Action Required</i>
XI. Next Steps	See Action Log	
XII. Closing Comments	None Reported.	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
XIII. Next Meeting	Tuesday, September 21, 2021, 1:00 pm-2:00pm <ul style="list-style-type: none"> • 2021 meeting scheduled moved from monthly to bimonthly meetings. 	

Action Log

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
None to report						

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
56. Roger and Deborah will coordinate to prepare a presentation on the 1115 Waiver.	Roger Uminski/ Deborah Miller	3/29/16		Completed	Roger and Deborah will create a presentation on the 1115 Waiver and Whole Person Care to present at the next meeting to explain more fully what is included. 5/31/16 Roger presented.	5/31/16
44. Harbage will provide a flyer to IHSS for consumers	Harbage / Monika Vega	7/28/15		Combined w/ #45	See Communication Workgroup update for details	7/26/16
55. Roger asked that Community Resource Center and/or Riverside Office on Aging send a brief of the SCAN grant to Taylor for group distribution.	Paul Van Doren/ Taylor Strattan	1/26/16		Completed	Paul discussed the SCAN grant and what CRC and OoA is looking for. Roger asked that they send a brief of the details of the SCAN grant to Taylor to distribute to the group.	7/26/16
57. Monika will send Taylor information and links to Harbage's monthly Webinars for group distribution.	Monika Vega/ Taylor Strattan	5/31/16		Completed	Monika will send information with links on Harbage's webinars to Taylor for group distribution. Webinar topics are for advocates and providers.	6/1/16
60. Taylor will send SCAN report findings to group.	Taylor Mabry	7/26/16		Completed		8/4/16
45. Tele-Town Hall	Communications Workgroup	7/28/15		Item Stricken	See Communication Workgroup update for details	
58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	Taylor Mabry/ Danica Lusser	7/26/16		Completed	Communications Flyer will be sent to Danica to upload to the IE CCI website.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
62. A Medi-Cal and/or a Medicare representative will be invited to sit in on the CCI Stakeholder Meetings	Counties, Plans	7/26/16		Completed	To better communicate, a Medi-Cal and/or Medicare rep should be invited to sit in on meetings.	
64. Roger and Taylor will send an email to inquire who on the Committee would like to participate in a subcommittee to assist with bringing social service groups into the IEHIE.	Roger Uminski/ Taylor Strattan	9/27/16		Completed	Roger proposed reestablishing a subcommittee for social services in order to assist with IEHIE bringing social service data into their network.	
67. Taylor will distribute Balanced Billing flyer provided by ICLS to the Committee.	Taylor Mabry	11/29/16		Completed	Tessie provided a Balanced Billing flyer courtesy of ICLS and asked that it be distributed via email to the Committee. Completed on 11/30/16.	
66. Link to Provider Packet created by Harbage will be posted to IE CCI Website.	Monika Vega/ Danica Lusser	11/29/16		Completed	Monika will send Danica a link to the Provider Packet created by Harbage to upload to the IE CCI website.	
63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.	Tessie Cross	7/26/16		Completed	To better explain the benefits and what CMC Ombudsman can assist with, Tessie will create a presentation and present to CCI Committee. Organizations present can disseminate information.	
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	Omit from action log		
65. Reach out to inactive Committee Members to reestablish a relationship with CBOs.	Committee	9/27/16		Completed	Committee Members provided updates to representatives for their organizations. Jennifer Rasmussen will reach out to the California Association of Health Facilities to find a replacement for Chris Stottlemeyer. Continue to as HICAP for a replacement.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
68. Individual CICA Membership information will be distributed to the group.	Kristine Loomis/ Taylor Mabry	1/31/17		Completed		
69. Flyer for the monthly webinars hosted by Harbage will be distributed to the group.	Monika Vega/ Taylor Mabry	1/31/17		Completed		
70. 30 th Annual San Bernardino County Adult Protective Services Conference Flyer will be shared with the group.	Ben Jauregui/ Taylor Mabry	1/31/17		Completed	Monday, May 15 the San Bernardino County Adult Protective Services Multidisciplinary Team is hosting its 30 th annual conference. Ben will share flyer with Taylor Mabry for group distribution.	
59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on IE CCI website.	Tessie Cross/ Taylor Mabry/ Danica Lusser	7/26/16		Completed	Tessie Cross will provide State Fair Hearing information to Taylor Mabry for Danica Lusser to publish on the IE CCI Stakeholder Website	
77. Taylor will send flyer for 4 th Annual Riverside County Elder & Dependent Adult Abuse Symposium.	Taylor Mabry	3/28/17		Completed		
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Completed	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.	5/30/17
71. Roger will put together framework for the Data Exchange Subgroup.	Roger Uminski	3/28/17		Completed	Potentially work with IEHIE to put together framework and design for the Data Exchange Subgroup.	5/30/17
72. Roger and Jennifer will discuss adding stipends for care providers to the charter.	Roger Uminski/ Jennifer Rasmussen	3/28/17		Completed	Felice Connolly asked if care providers can also have the transportation benefit for attending meetings. Jennifer Rasmussen and Roger Uminski will review and bring any updates to the next meeting.	5/30/17

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
73. Beneficiary toolkits will be provided to Dr. Scott Allen	Monika Vega/ Taylor Mabry	3/28/17		Completed	Beneficiary toolkits from CalDuals will be sent to Dr. Allen.	5/30/17
74. Harbage CCI Outreach team flyer will be added to IE CCI Website	Taylor Mabry/ Danica Lusser	3/28/17		Completed		5/30/17
75. Pauline will inquire within Riverside County to find a representative to explain the processes for disenrollment and re-enrollment	Pauline Beschorner	3/28/17		Completed	Pauline will inquire within Riv. Co. to either invite a rep to the next meeting or bring back information on Riverside County's processes for disenrollment and re-enrollment of Medi-Cal Members. 5/25/17 Matt Daniels attended meeting and will be invited to future meetings.	5/30/17
76. Tessie Cross Requested Health Plans refer consumers to ILCS when disenrollment issues are presented	Health Plans	3/28/17		Completed	See Ombudsman Updates in minutes for details.	5/30/17
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Completed	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.	5/30/17
80. Wasima Alvi will connect a department at IRC to Roger to see if it is appropriate, they join the Data Exchange subgroup.	Wasima Alvi	5/30/17		Completed	Wasima will connect Roger and a department within IRC to provide further details on the Data Exchange subgroup to see if there is a fit for them to join.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
77. Karen Widerynski will send examples of incorrect CMC enrollment to Health Plans to better understand the issue.	Karen Widerynski	5/30/17		Completed	Clients have been incorrectly enrolled in CMC when they should have been enrolled in FFS. See minute log action item #75 for further details. 7/25/17 Roger Uminski will resend information.	
78. Monika Vega will send Lisa Shiner fact sheets from Harbage.	Monika Vega	5/30/17		Completed	Monika will send two flyers from Harbage to Lisa – one is designed for case managers and social workers and has most popular FAQ on CMC and CCI. The second is an FAQ sheet on the new budget.	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Communication Wkgp	3/25/14	4/4/14	Completed	Feedback was incorporated into presentation. Will be sent to Taylor for group distribution once finalized. 7/25/17 Presentation will be sent to Julie Rosales for upload to IE CCI website.	
82. Molina’s video “The Vicki Story” link will be sent to group.	Taylor Mabry	7/25/17	9/12/17	Completed	Link to a Molina produced video “The Vicki Story” that shows member satisfaction with the CCI program will be distributed to the group.	
83. ALZGLA will be added to the September agenda for a brief presentation.	Jessica Hodgeson	7/25/17	9/26/17	Completed		
84. Links for multiple website will be added to the IE CCI website.	Jose Solorzano	7/25/17		Combined with #13	Links to the following websites will be added as resources to the IE CCI website: Benefits101.org Disability Rights California	
90. IE CCI website will be added to the minutes.	Taylor Mabry	9/26/17	9/28/17	Completed	Website has been added to the minutes.	
79. Health Plans will research funding a position in the County (specifically Riverside) dedicated to outreach and gaining new CMC membership.	Health Plans	5/30/17		Item Stricken	Lisa Shiner suggested a position funded by Health Plans dedicated to outreach and gaining new enrollment into CMC. 11/28/17 Item stricken as this is being worked on outside of CCI.	
87. Health Plans will provide a list of Transportation vendors	IEHP/Molina	9/26/17		Completed		11/28/17

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
they are using related to new Transportation APL.						
89. Luis Coronel will review CMC Resource and Health Fair Flyer and provide feedback.	Luis Coronel	9/26/17		Completed	Luis Coronel and his team will review flyers from Harbage and provide feedback on language and content.	11/28/17
92. Jennifer Rasmussen will identify new Molina contacts for the Communications Workgroup.	Jennifer Rasmussen	9/26/17		Completed		11/28/17
94. Loretta Sotile will follow up with SB MSSP to see if they are able to participate in the CMC Resource and Health Fair in November.	Loretta Sotile	9/26/17		Completed	Loretta Sotile mentioned she is waiting for permission to share the San Bernardino County logo. She added that Nichole Roach will be attending. She will also follow up with San Bernardino MSSP to see if they are able to participate in the CMC Resource and Health	11/28/17
86. Health Plans will present on the Transportation APL at the next meeting.	IEHP/Molina	9/26/17		Completed	New Transportation APL information and how Health Plans are rolling out new services will be presented by IEHP and Molina.	11/28/17
91. Monika Vega will share most recent Harbage flyers once they are finalized. Taylor will distribute to the group.	Monika Vega/ Taylor Mabry	9/26/17		Completed	Betsy Roberts will upload flyers to IE CCI website.	1/30/18
93. Kristine Loomis will coordinate having ALZGLA on a future CICA call.	Kristine Loomis	9/26/17		Item Removed	<p>Kristine Loomis asked if ALZGLA are working with IHSS for protective supervision. Jessica Hodgeson said they do not have a collaboration in place but moving forward it would be beneficial. She asked if anyone has a lead for collaboration with IHSS.</p> <ul style="list-style-type: none"> • Monika Vega suggested the CICA call. Kristine will reach out to extend the invitation. 	1/30/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
					1/30/18 – This action item is being removed as it is being worked on outside of the CCI Stakeholder Committee.	
95. Roger Uminski will confirm IEHP’s reimbursement process and report back to Monika Vega	Roger Uminski	11/28/17		Completed	Contact IEHP Member Services for reimbursement process when it is needed as the process will be changing soon.	1/30/18
97. Betsy Roberts asked ICLS to present to the CCI Committee on services they provide.	Carol Anne Carlucci	11/28/17		Completed	Grant Jahner provided services offered by ICLS on 3/27/18	
99. Pauline Beschorner asked for the social worker flyer to be sent in Word format.	Monika Vega	1/30/18		Completed		
84. Add Benefits101.org to the stakeholder website resources section.	Betsy Roberts	3/27/18		Completed		
105. Flyer for Riverside County Elder Abuse Conference will be sent to the group.	Ben Jauregui/ Taylor Mabry	3/27/18		Completed	5/29/18 Ben sent the flyer to Mayra today. Betsey reports that the Conference is already sold-out and has a wait list.	5/29/18
54. Tessie will coordinate to create a flyer educating Providers and clients on the appeal process when a service is denied.	Grant Jahner	11/24/15		Completed	<p>Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it.</p> <p>1/30/18 Monika asked to be removed from this action item. Carol spoke with Tessie and they need to revisit this item.</p> <p>5/29/18 Grant has taken over this project and is working with Carol Anne to complete. Monica reports the Communications work group can provide support.</p> <p>9/25/18 Grant Jahner distributed Appeals and Grievances CCI Flyer with an English and Spanish side.</p>	9/25/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
					Grant to email PDF version of flyer to Betsy Roberts to post on the website.	
81. Monika will send State waiver forms to Health Plans for Members to share personal stories.	Monika Vega	7/25/17		Completed	<p>Monika Vega will provide the State waiver form to IEHP/Molina for Members to sign in order to share positive personal stories for outreach materials.</p> <p>5/29/18 Pending State approval.</p> <p>9/25/18 Monika confirmed that this has been completed.</p>	9/25/18
103. Dates for upcoming Harbage Provider/advocate webinars will be added to IE CCI website.	Betsy Roberts/Monika Vega	3/27/18		Completed	9/25/18 Per Ben Jauregui, the dates do appear on the website.	9/25/18
104. Flyer addressing patient/Provider rights will be distributed to group.	Wasima Alvi/Taylor Mabry	3/27/18		Completed	<p>Disabilities conference in San Francisco recently had a flyer addressing physicians separating the patient from their Provider. She can send information to Taylor for group distribution.</p> <p>5/29/18 Wasima was not present and Taylor has left IEHP. Not clear if Wasima sent to the flyer to Taylor and if the date has passed.</p> <p>9/25/18 Flyer was printed and attached to the meeting agenda.</p>	9/25/18
109. IEHP/Molina to provide update on potential training for ALC staff on the difference between side ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member's preferences.	IEHP/Molina	9/25/18		Item Combined	<p>IEHP/Molina to reach out to ALC for details.</p> <p>11/27/18 Action item combined with action item #96.</p>	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
106. Provide Terri Lee with input on draft community transitions presentation	Terri Lee/Group	5/29/18		Item Combined	Terri will send draft presentation to Mayra who will distribute to the group for review and feedback. 11/27/18 Action item combined with action item #85.	
98. Monika will share LA County Denti-Cal and Transportation flyers with group. Betsy will add to the IE CCI website.	Monika Vega/Betsy Roberts/Taylor Mabry	1/30/18		Completed	5/29/18 Denti-Cal flyer is completed. Transportation flyer is waiting for State approval. 9/25/18 Monika to email Betsy the Denti-Cal and Transportation flyer. 11/27/18 Completed.	11/27/18
100. Pauline Beschorner will request a DPSS/TAD representative attend future meetings.	Pauline Beschorner	1/30/18		Completed	5/29/18 Pauline is looking for a representative who can participate from the eligibility side of the house. 11/27/18 Matt Daniels will participate going forward.	11/27/18
101. Monika will send “buckets” flyer to Taylor/Betsy for group distribution and website publication.	Monika Vega/Betsy Roberts/Taylor Mabry	1/30/18		Item Removed	5/29/18 Pending State approval. Low priority due to staff shortage. 11/27/18 Monika confirmed project will not be fulfilled. Action item to be removed.	
102. Link to new enrollment reports will be added to IE CCI website.	Betsy Roberts	3/27/18		Completed	5/29/18 Does embedded link to Cal Duals website meet the requirement? 9/25/18 Jennifer Rasmussen will share DHCS link with Betsy. The DHCS link covers the enrollment dashboards as well as the Cal MediConnect performance dashboard. 11/27/18 Completed.	11/27/18
107. IEHP/Molina will review flyer addressing Patient/Provider rights and see if there is	IEHP/Molina	9/25/18		Completed	Dr. Chung to share flyer with internal staff for review of any additional feedback to possibly create Health Plan’s own flyer addressing Patient/Provider rights.	11/27/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
additional feedback they can provide.					11/27/18 Wasima confirmed this information is now available for patients on the CCI website, therefore action item may be closed.	
108. Wasima presented a medical transportation issue where a patient did not receive assistance from AAA on a personal vehicle with modification for a wheelchair.	Wasima Alvi	9/25/18		Completed	Wasima to reach out to legal department, research issue, and review AAA’s policy. 11/27/18 After discussing with IRC’s legal team, Wasima stated they decided to handle issue individually and not address it unless they have several similar complaints.	11/27/18
110. Randy Schlecht to provide Monika Vega contact person information at Rolling Start Independent Living Center to set-up a presentation.	Monika Vega/ Randy Schlecht	9/25/18		Completed	Randy to provide Monika contact person information at Rolling Start Independent Living Center to set up a presentation. 11/27/18 Completed.	11/27/18
111. Ben Jauregui to reach out to Dr. Scott Allen in regard to the CCI Meetings.	Ben Jauregui	9/25/18		Completed	Ben to reach out to Dr. Scott Allen. 11/27/18 Melissa Seinturier attended meeting to represent Dr. Scott Allen.	11/27/18
13. Group to provide feedback on Website	Group	7/23/13		Completed	Jennifer Rasmussen has identified Betsy Roberts as the new party responsible for website updates and ensure links from action item #84 are added. Benefits101.org Disability Rights California 9/25/18 Jennifer Rasmussen will review with IT team to identify the problem and remove restrictions that are related to IDs and passwords. Website is not designed as a mobile site. 11/27/18 Betsy to update the <i>DD & ICF/DD Waiver Fact Sheet</i> link to the most updated file dated May 2014. Also, Monika Vega to share CalDuals link with Betsy. 3/26/19 Completed.	3/26/19

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
112. Jessica Jerez to update member list and send email to group to confirm membership. Once list is updated, request for the updated list to be uploaded to the CCI Website.	Jessica Jerez	11/27/18		Completed	Jessica to assist with updating member list.	3/26/19
113. Jessica Jerez to share the following links with group: Access Clinic Program flyer/links, Cal Duals' registration link/webinar flyer, and regulatory references and/or diaper product information.	Jessica Jerez	11/27/18		Completed	Jessica to share the following with group: 1. Access Clinic Program and Borrego links/flyer 2. Cal Duals registration link/webinar flyer 3. Regulatory references and diaper product information	3/26/19
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		Completed	Requests are now channeling through the Communications Committee. Members can still contact Harbage directly for suggestions and requests. 9/25/18 Randy Schlecht to provide Monika Vega contact information for a presentation at Rolling Start Independent Living Center in San Bernardino. 11/27/18 Monika Vega to follow-up with Lisa Hayes from Rolling Start. Betsy Roberts to request removal of HICAP logo from the Resources page on the CCI website. Gabriel Uribe to work on arranging presentation of Connect IE with IEUW. 3/26/19 Monika Vega to follow-up with Lisa Hayes from Rolling Start. 6/25/19 Completed.	06/25/19

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
115. IEHP to extend an invitation to a HICAP representative for future CCI SAC Meetings	IEHP	06/25/19		Complete	<p>6/25/19 Jessica Jerez to follow-up with Ben Jauregui for HICAP contact information.</p> <p>9/24/19 Hector Garcia was able to contact Renato, HICAP representative. Renato will attend the November 2019 meeting.</p>	9/24/19
<p>96. Wasima Alvi asked Molina and IEHP to conduct a presentation of transportation benefits to IRC employees.</p> <p>IEHP/Molina to provide update on potential training for ALC staff on the difference between side ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member's preferences</p>	IEHP/ Molina	11/28/17		Complete	<p>5/29/18 Molina completed presentation. IEHP presentation is pending.</p> <p>9/25/18 IEHP's presentation pending due to current DHCS audit. Dr. Chung to follow-up with Wasima to schedule presentation at IRC.</p> <p>11/27/18 Dr. Chung to follow-up with Bridget (IEHP) in regard to presentation at IRC that will include ALC training, differentiation of back vs. side loaded van, and the new bus pass initiative.</p> <p>3/26/19 Bridget Spargo (IEHP) to follow-up with Wasima Alvi to set-up transportation presentation at IRC.</p> <p>6/25/19 Presentation pending. Wasima confirmed IEHP is working with IRC to set a date.</p> <p>9/24/19 Wasima Alvi is not present at meeting to confirm if presentation of transportation benefits is still pending or completed.</p> <p>10/23/19 Wasima Alvi emailed Jessica Jerez to indicate that the transportation services presentation at IRC by IEHP took place on 10/21/19. This action item is now complete.</p>	10/21/19

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
<p>114. IEHP and Molina to develop and publish an intake form, resource links criteria, and legal disclaimer language for the CCI website.</p>	<p>IEHP/Molina</p>	<p>06/25/19</p>		<p>Complete</p>	<p>9/24/19 Hector Garcia to follow-up on pending item. There are delays due to transitions at IEHP. Item should be completed by November 2019 meeting.</p> <p>9/22/20 No update as Hector Garcia was not present at the meeting.</p> <p>10/20/20 Hector Garcia has completed this item and is now working with Betsy Roberts at Molina to have updates reflected on the website.</p>	<p>10/20/20</p>
<p>85. Ben Jauregui and Lisa Hayes will lead the creation of a presentation to guide consumers through transitioning in/out of SNF/assisted living.</p> <p>Provide Anna Swartz with input on draft community transitions presentation</p>	<p>Ben Jauregui Lisa Hayes</p>	<p>7/25/17</p>		<p>Complete</p>	<p>Paul Van Doren will lead the organization and creation of a presentation for consumers/advocates on navigating the details of going in/out of a SNF or assisted living facility.</p> <p>Terri will send draft presentation to Mayra who will distribute to the group for review and feedback.</p> <p>1/30/18 Ben Jauregui can assist Paul.</p> <p>5/29/18 Recommended that a flyer be created to direct people to their health plan since there are so many different programs. Terri has drafted a presentation.</p> <p>9/25/18 Ben Jauregui to follow-up with Paul.</p> <p>11/27/18 Paul to discuss at the next CCI Meeting. Action item #85 and #106 combined.</p> <p>3/26/19 Paul to work on slides.</p> <p>6/25/19 Updates to be provided at the next meeting.</p> <p>9/24/19 Mario Janesin states that there is no update but will contact Anna Swartz since she has been working on the project for the past six months. Ben Jauregui and Mario Janesin to contact Hannah Kim, Director of LTSS at Molina Healthcare, for collaboration.</p>	<p>1/29/21</p>

Action Log – Resolved

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					<p>9/22/2020 Those in attendance learned Paul Van Doren has retired from the Community Access Center. Ben Jauregui volunteered to take the lead on this project if there are no objections. Lisa Hayes also volunteered to assist with the project. No objections from Committee for Ben Jauregui to take lead on this action item.</p> <p>10/20/20 Ben Jauregui and Lisa Hayes prepared a Transition Handbook Outline and presented to the Committee of what the training should include.</p> <p>11/17/20 Ben Jauregui gave a brief overview with drafts for this project and added that the plan is to share the final draft at the December 15, 2020 CCI Advisory Meeting.</p> <p>12/15/20 Ben Jauregui to send first draft to Carina Ramirez to distribute to the committee for review and input.</p> <p>1/26/21 Final document ‘There is No Place Like Home’ has been added as a new resource under the News and Announcements tab on the inlandempirecci.org website.</p>	
<p>88. Follow up on Communications Workgroup flyer cost and how Health Plans can assist.</p>	<p>Monika Vega/ Cassidy Acosta</p>	<p>9/26/17</p>		<p>Completed</p>	<p>Fred will share an estimated cost of printing flyers for upcoming Communications Workgroup events so Health Plans can determine where they can help.</p> <p>1/30/18 Kristine Loomis will find out from her contact, Veronica, who the contact is at each Health Plan.</p> <p>5/29/18 Flyer designs are almost complete. Communications Workgroup will send a formal request to the health plans to either pay for printing or provide printing services. Monika Vega states that this was Kristine’s project idea to the IE CCI Communications Workgroup but Aurrera is happy to help</p>	<p>5/18/21</p>

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
					<p>9/25/18 Kristine Loomis to follow-up with Veronica (Public Authority in Riverside) and Paul (Independent Living Center) on flyers. Monika to inform Fred as this is part of their communications update.</p> <p>11/27/18 Kristine Loomis not present at meeting.</p> <p>3/26/19 Kristine Loomis not present at meeting. Communications Workgroup is still interested to continue.</p> <p>6/25/19 Monika Vega to follow-up with Kristine Loomis. Mario Jamison to follow-up with Paul Van Doren.</p> <p>9/24/19 Kristine Loomis is not present at meeting. No update provided, but Communications Workgroup can assist, if needed.</p> <p>9/8/20 Cassidy Acosta provided the following update via email: This item specifically relates to flyers that had previously come out of discussions in the IE Communications Workgroup. Flyers were submitted to the advisory leadership on Sept. 8, 2020 for sharing and review. Three flyers were attached to the email and will be shared at the CCI Stakeholder Advisory Committee during the September 2020 meeting.</p> <p>9/22/2020 Copies of the flyers were provided to the CCI Advisory Committee during the meeting. No decisions was made related to which agencies might be able to cover the cost of the flyers.</p> <p>10/20/2020 Cassidy Acosta will follow up with Agencies to confirm who would like to receive the flyers and provide an update during the November meeting.</p> <p>11/17/20 Cassidy is to check with each county to see if they still want the flyers. She also reported that Aurrera</p>	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
					<p>can cover the printing costs for the flyers instead of possible funding from the health plans.</p> <p>12/15/20 Cassidy Acosta to provide follow up during the January meeting, as she is currently working on reaching out to counties.</p> <p>1/26/21 Cassidy Acosta reported Health Plans will not need to assist in any printing of the flyer. It is to be posted on-line for interested parties to view.</p> <p>3/23/21 Cassidy Acosta to send Chris Tarr flyer for him to post on their website.</p> <p>5/18/21 Cassidy Acosta shared she had a couple of folks ask if Riverside’s IHSS program can share the flyer via email or via text message with Providers and Beneficiaries, but unfortunately their answer was that they do not support that format flyer distribution method. Cassidy reported that it is up on their website; https://riversideihss.org/ under forms and resources. Cassidy has been working with Chris Tarr and Sheila Johnson in San Bernardino County to share the flyers with their IHSS providers. They are still mailing packets to clients and can share the flyers in the mail as well as on their website. Action item completed.</p>	