Location: Webinar

Date: Tuesday, October 20, 2020- 1:00 pm - 2:00pm

|  |  |  |
| --- | --- | --- |
| **Minutes By:** *Carina Ramirez, Inland Empire Health Plan* | | |
| **Appointed Committee Members Present:** | | |
|  |  |  |
| ***Person*** | ***Title*** | ***Affiliation*** |
| Barbara Chastain | Health Plan Member | San Bernardino County In-Home Support Services; IEHP Member |
| Ben Jauregui | Long-Term Services & Supports Manager | Inland Empire Health Plan |
| Betsy Roberts | Manager, Health Care Services, Riv/SB Counties | Molina Healthcare |
| Grant Jahner | Attorney | Inland Counties Legal Services |
| Heather Granger | PHN Supervisor | San Bernardino County Department of Aging and Adult Services |
| Hector Garcia | Medicare Special Programs Manager | Inland Empire Health Plan |
| Karen Widerynski | Managed Care Specialist | California Association of Health Facilities |
| Keven Porter | Regional Vice President | Hospital Association of Southern California |
| Kristine Loomis | Health Plan Member | Riverside County In-Home Supportive Services |
| Kurt Hubler | Chief Network Development Officer | Inland Empire Health Plan |
| Lisa Hayes | Executive Director | Rolling Start |
| Loretta Sotile | District Manager | San Bernardino County IHSS Public Authority |
| Randy Schlecht (Chair) | Health Plan Member | In-Home Supportive Services Consumer |
|  |  |  |
|  |  |  |
| **Committee Members Absent** |  |  |
| ***Person*** | ***Title*** | ***Affiliation*** |
| Bessie Jones | Health Plan Member | Inland Empire Health Plan |
| Carol Anne Carlucci | Paralegal | Inland Counties Legal Services |
| Chris Tarr | Deputy Director | San Bernardino County Department of Aging and Adult Services |
| Darren Gray | Social Worker | Loma Linda University-Adult Day Health Services CBAS |
| Dianne Sceranka | Integrated Healthcare Manager | San Bernardino County Department of Behavioral Health |
| Dr. Felix Nuñez | Medical Director | Molina Healthcare |
| Dr. Scott Allen | Physician | Provider |
| Felice Connolly | IHSS Provider | Riverside County IHSS Public Authority, IHSS Provider |
| Gabriel Uribe | Independent Living & Diversity Manager | Inland Empire Health Plan |
| Linda Lovett | Health Plan Member | Molina Healthcare |
| Jewel Lee | Director | Riverside County Office on Aging |
| Johnny Andrade |  | Riverside County In-Home Supportive Services |
| Luis Coronel | Medicare Manager | Inland Empire Health Plan |
| Marina Espinosa |  | San Bernardino County DBH, Program Support Services |
| Mary Hudson | Health Plan Member | Molina Healthcare |
| Matt Daniels |  | Riverside County Department of Public Social Services |
| Megan Dankmyer | Director of Long-Term Care | Molina Healthcare |
| Melissa Cardenas | Registry Manager | San Bernardino County IHSS Public Authority |
| Melissa Seinturier | Access Clinic Program Manager | Borrego Health |
| Myette Christian | Administration Supervisor | San Bernardino County IHSS Public Authority |
| Monika Vega | Deputy Director | Aurrera Health Group |
| Nancy Hillsdale | District Manager | San Bernardino County Transitional Assistance Department (TAD) |
| Patricia Martin | IHSS Consumer | In-Home Supportive Services |
| Paul Van Doren | Executive Director | Community Access Center |
| 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 |
| Tessie Cross | Health Law & Public Benefits Practice Director | Inland Counties Legal Services |
| Wasima Alvi | Clinical Services Manager | Inland Regional Center |
|  |  |  |
|  |  |  |
| **Public** |  |  |
| ***Person Present*** | ***Title*** | ***Affiliation*** |
| Adam Garcia |  | San Bernardino County Department of Aging and Adult Services |
| Anna Edwards | Care Management Clinical Director | Inland Empire Health Plan |
| Carina Ramirez | Medicare Operations Coordinator | Inland Empire Health Plan |
| Cassidy Acosta | Deputy Director | Aurrera Health Group |
| Fred Munoz | Outreach Specialist | Aurrera Health Group |
| Jamie Dowe | Administrative Assistant | Molina Healthcare |
| Josue Becerra |  | San Bernardino County Department of Aging and Adult Services |
| Mario Diaz | Government Affairs Analyst III | Inland Empire Health Plan |
| Michael Blatt | Clinical Pharmacy and Operation Director | Inland Empire Health Plan |
| Paul Gutierrez |  | Aurrera Health Group |
| Pilar Cole |  |  |
| Sheila Johnson | Supervising Social Worker/CCI Liaison | San Bernardino County Department of Aging and Adult Services |

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting**

**Meeting Minutes for October 20, 2020 @ 1:00-2:00 pm**

| **Agenda Item** | **Discussion of Agenda Items** | **Action** |
| --- | --- | --- |
| I. Welcome and Introductions and Announcements  *Hector Garcia* | Introductions were made for all in attendance and those on the phone.  Attendance was captured as attendees signed into the WebEx and verified throughout the meeting. | *No Action Required* |
| II. Acceptance of minutes from September 22, 2020 and Committee Nominations  *Hector Garcia* | A motion was made and seconded to approve the Adoption of the Minutes from September 22, 2020.   * Motion by Lisa Hayes * Second by Kristine Loomis | *No Action Required* |
| III. Review Action Log from  September 22, 2020  *Hector Garcia* | 85. Ben Jauregui and Lisa Hayes will lead the creation of a presentation to guide consumers through transitioning in/out of SNF/assisted living. Provide Anna Swartz with input on draft community transitions presentation.  (Items #85 and #106 combined) The idea for this action item was to create a document that can be posted on the website to assist people on how to prepare in making the transition in and out of skilled nursing facilities.   * Ben Jauregui and Lisa Hayes prepared a Transition Handbook Outline and presented to the Committee of what the training should include. | *Pending* |
| 88. Follow up on Aurrera flyer cost and how Health Plans can assist.   * Cassidy Acosta will follow up with Agencies to confirm who would like to receive the flyers and provide an update during the November meeting. | *Pending* |
| 114. IEHP and Molina to develop and publish an intake form, resource links criteria, and legal disclaimer language for the CCI website.   * Hector Garcia has completed this item and is now working with Betsy Roberts at Molina to have that updated on the website. | *Complete* |
| IV. Physician/Provider Topics | Michael Blatt, Clinical and Operations Director at IEHP provided Pharmacy Department benefits and consideration updates during COVID-19.   * Following directives from CMS   + Promotion of 90 day fills for most maintenance drugs   + Early Refill for most drugs   + Quantity Limit ease for most drugs   + Promotion of mail order benefit | *No Action Required* |
| V. Outreach Events | 1. Outreach Activities provided/presented by Cassidy Acosta and Fred Munoz:  * Fred Munoz is again part of the Aurrera Health Group IE team. * Aurrera Health Group is working on a virtual event for the month of December.   B. Aurrera Health Group Outreach Activities provided/presented by Cassidy Acosta:   * Cassidy states that most of the outreach in the Inland Empire has been in coordinating virtual resource fairs, reaching out to community health workers. Continuous participation in virtual networking and informational meetings to ensure that community knows that they are still available and can still provide free educational information about CCI and Cal MediConnect. * Highlights:   + Late September – Provided presentations to the Inland Health Professions Coalition Metro Nexus meetings in Riverside and San Bernardino.   + Provided a presentation for Rolling Start consumers.   + September 29 hosted an Inland Empire Virtual Resource Fair   + Early October they provided a presentation at the San Bernardino County IHSS Advisory Committee Meeting   + Participated in the 2020 Joslin Center Drive-thru Health Fair where they shipped flyers to the Joslin Center and those materials where distributed at their drive-thru event. * Upcoming Events:   + November they will be participating in the James L. Brutle Senior Center Virtual Senior Health and Wellness Fair   + Participating in the city of Fontana Open Enrollment Virtual Health Fair   + Providing a Spanish presentation to Rolling Start consumers on November 10th * Updates:   + Cassidy adds that they have colleagues who speak Chinese and Korean if presentations and material are needed in these languages. Please reach out to Cassidy or Fred and they can help coordinate.   + The most recent CCI Stakeholder webinar was held on September 21, 2020. Webinar recording, transcripts and slides are all now available on the CalDuals.org website.  1. CBO Needs  * None reported. | *No Action Required* |
| VII. Stakeholder Experience | * CBAS   + None reported. * IHSS   + Ben Jauregui from Inland Empire adds that the collaboration and communication amongst all programs is always great. He mentions that they are communicating almost daily with IHSS, not only referring people but also taking in request for care coordination. As a social worker identifies a need out on field, they contact a liaison and the liaison contacts Ben’s team for help. Ben states that MSSP or MOUs are due to be updated, and they are working on that now. The next MOU will be effective from January 1, 2021 until the end of December. At that time, the MSSP will be carved-out from the health plan. They will continue to partner with MSSP if they are sharing members.   + Besty Roberts added that they at Molina continue to identify Members who can benefit from IHSS services or get increased hours through evaluation. They continue to have their internal disciplinary care team meetings where IHSS is invited to participate along where the Public Authority is indicated, primarily Riverside County Members. Case Managers, via virtual approach, are helping to facilitate completion of the paperwork to and from the PCP and back to the County so that people do not fall through the cracks. * LTC   + None reported. * Providers/Network   + None reported. | *No Action Required* |
| VIII. Ombudsman Report Out and Updates | Inland County Legal Services (ICLS) updates provided by Grant Jahner:   * Grant adds that they are part of the Health Consumer Alliance, which is part of 10 other legal services like Legal County’s Legal Services throughout the state. The serve areas like Los Angeles, San Diego, Orange County, San Mateo and other CCI communities. * Grant states that they got together last Friday to discuss the big changes that are coming through for Medi-Cal, including the prescription carve-out. DHCS mailed out flyers to beneficiaries a couple of weeks ago about how DHCS is moving away from managed care for prescriptions. This does not affect the CCI community. * ICLS is also managing the updates from the yo-yo bill where people were getting the Part B premiums counted as a deduction when they applied for Medi-Cal, but then when Medi-Cal starts paying for their Part B premiums it’s no longer a deduction and they keep flip flopping in and out of Medi-Cal and into share-of-cost because of the way this deduction was being counted and not counted. They finally got that passed this year, but it also coincides with another big change which is the increase to the Aged, Blind, Disabled Medi-Cal income increase to match 138% of the Federal Poverty Level. This increase makes up for the population that would not have benefited from the Part B premium deduction benefit from the yo-yo program.   + Kristine Loomis requests the actual figure of what 138% of the Federal Poverty Level is   + Grant Jahner states that for 2020 the limit is $1,468 for a single individual per month. |  |
| IX. Public Comment | * None reported |  |
| X. Next Steps | See Action Log |  |
| XI. Closing Comments | * None reported |  |
| XII. Next Meeting | November 17, 2020, 1:30 pm-2:30pm |  |

|  | **Action Log** | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **ACTION ITEM** | | **RESPONSIBLE STAKEHOLDER** | **OPEN DATE** | **DUE DATE** | **STATUS** | **NOTES** | **COMPLETION DATE** |
| 85. Ben Jauregui and Lisa Hayes will lead the creation of a presentation to guide consumers through transitioning in/out of SNF/assisted living.  Provide Anna Swartz with input on draft community transitions presentation | | Ben Jauregui  Lisa Hayes | 7/25/17 |  | Pending -  Item Combined | 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.  Terri will send draft presentation to Mayra who will distribute to the group for review and feedback.  1/30/18 Ben Jauregui can assist Paul.  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.  9/25/18 Ben Jauregui to follow-up with Paul.  11/27/18 Paul to discuss at the next CCI Meeting. Action item #85 and #106 combined.  3/26/19 Paul to work on slides.  6/25/19 Updates to be provided at the next meeting.  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.  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.  10/20/20 Ben Jauregui and Lisa Hayes prepared a Transition Handbook Outline and presented to the Committee of what the training should include. |  |
| 88. Follow up on Communications Workgroup flyer cost and how Health Plans can assist. | | Monika Vega/ Cassidy Acosta | 9/26/17 |  | Pending | Fred will share an estimated cost of printing flyers for upcoming Communications Workgroup events so Health Plans can determine where they can help.  1/30/18 Kristine Loomis will find out from her contact, Veronica, who the contact is at each Health Plan.  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  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.  11/27/18 Kristine Loomis not present at meeting.  3/26/19 Kristine Loomis not present at meeting. Communications Workgroup is still interested to continue.  6/25/19 Monika Vega to follow-up with Kristine Loomis. Mario Jamison to follow-up with Paul Van Doren.  9/24/19 Kristine Loomis is not present at meeting. No update provided, but Communications Workgroup can assist, if needed.  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.  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.  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. |  |

|  | **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. |  |
| 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 Stottlemyer.  Continue to as HICAP for a replacement. |  |
| 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. 30th 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 30th 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 4th 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 |
| 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. |  |
| 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 they are using related to new Transportation APL. | | IEHP/Molina | 9/26/17 |  | Completed |  | 11/28/17 |
| 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 | 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.   * + Monika Vega suggested the CICA call. Kristine will reach out to extend the invitation.   1/30/18 – This action item is being removed as it is being worked on outside of the CCI Stakeholder Committee. | 1/30/18 |
| 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 | Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it.  1/30/18 Monika asked to be removed from this action item. Carol spoke with Tessie and they need to revisit this item.  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.  9/25/18 Grant Jahner distributed Appeals and Grievances CCI Flyer with an English and Spanish side. Grant to email PDF version of flyer to Betsy Roberts to post on the website. | 9/25/18 |
| 81. Monika will send State waiver forms to Health Plans for Members to share personal stories. | | Monika Vega | 7/25/17 |  | Completed | 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.  5/29/18 Pending State approval.  9/25/18 Monika confirmed that this has been completed. | 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 | 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.  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.  9/25/18 Flyer was printed and attached to the meeting agenda. | 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 | IEHP/Molina to reach out to ALC for details.  11/27/18 Action item combined with action item #96. |  |
| 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 additional feedback they can provide. | | 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 Wasima confirmed this information is now available for patients on the CCI website, therefore action item may be closed. | 11/27/18 |
| 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 *DD & ICF/DD Waiver Fact Sheet* 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 |
| 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 |
| 115. IEHP to extend an invitation to a HICAP representative for future CCI SAC Meetings | | IEHP | 06/25/19 |  | Complete | 6/25/19 Jessica Jerez to follow-up with Ben Jauregui for HICAP contact information.  9/24/19 Hector Garcia was able to contact Renato, HICAP representative. Renato will attend the November 2019 meeting. | 9/24/19 |
| 96. Wasima Alvi asked Molina and IEHP to conduct a presentation of transportation benefits to IRC employees.  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 | 11/28/17 |  | Complete | 5/29/18 Molina completed presentation. IEHP presentation is pending.  9/25/18 IEHP’s presentation pending due to current DHCS audit. Dr. Chung to follow-up with Wasima to schedule presentation at IRC.  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.  3/26/19 Bridget Spargo (IEHP) to follow-up with Wasima Alvi to set-up transportation presentation at IRC.  6/25/19 Presentation pending. Wasima confirmed IEHP is working with IRC to set a date.  9/24/19 Wasima Alvi is not present at meeting to confirm if presentation of transportation benefits is still pending or completed.  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. | 10/21/19 |
| 114. IEHP and Molina to develop and publish an intake form, resource links criteria, and legal disclaimer language for the CCI website. | | IEHP/Molina | 06/25/19 |  | Complete | 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.  9/22/20 No update as Hector Garcia was not present at the meeting.  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. | 10/20/20 |