

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
(UNAPPROVED MINUTES FOR DECEMBER 15, 2020)**

Location: Webinar

Date: Tuesday, December 15, 2020- 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>
Ben Jauregui	Long-Term Services & Supports Manager	Inland Empire Health Plan
Betsy Roberts	Manager, Health Care Services, Riv/SB Counties	Molina Healthcare
Chris Tarr	Deputy Director	San Bernardino County Department of Aging and Adult Services
Dr. Felix Nuñez	Medical Director	Molina Healthcare
Grant Jahner	Health Law Practice Group Director	Inland Counties Legal Services
Heather Granger	PHN Supervisor	San Bernardino County Department of Aging and Adult Services
Karen Widerynski	Managed Care Specialist	California Association of Health Facilities
Lisa Hayes	Executive Director	Rolling Start
Loretta Sotile	District Manager	San Bernardino County IHSS Public Authority
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System – Behavioral Health
Rosalie Ramirez	Program Specialist II	Riverside County Department of Public Social Services

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Barbara Chastain	Health Plan Member	San Bernardino County In-Home Support Services; IEHP Member
Bessie Jones	Health Plan Member	Inland Empire Health Plan
Carol Anne Carlucci	Paralegal	Inland Counties Legal Services
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
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
Hector Garcia	Medicare Manager – Network Development	Inland Empire Health Plan
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
Kristine Loomis	Health Plan Member	Riverside County In-Home Supportive Services
Kurt Hubler	Chief Network Development Officer	Inland Empire Health Plan
Linda Lovett	Health Plan Member	Molina Healthcare
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	AVP Health Care Services	Molina Healthcare
Melissa Cardenas	Registry Manager	San Bernardino County IHSS Public Authority
Melissa Seinturier	Access Clinic Program Manager	Borrego Health

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
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Myette Christian
Monika Vega
Nancy Hillsdale
Patricia Martin
Randy Schlecht (Chair)
Robin McCall
Rosa Hidalgo
Sharon Swayzer
Tessie Cross
Wasima Alvi

Administration Supervisor
Deputy Director
District Manager
IHSS Consumer
Health Plan Member
MSSP Program Director
Executive Director
IHSS Provider
Health Law & Public Benefits Practice Director
Clinical Services Manager

San Bernardino County IHSS Public Authority
Aurrera Health Group
San Bernardino County Transitional Assistance Department (TAD)
In-Home Supportive Services
In-Home Supportive Services Consumer
Riverside County Office on Aging
San Bernardino County IHSS Public Authority
San Bernardino IHSS Public Authority, IHSS Provider
Inland Counties Legal Services
Inland Regional Center

Public

Person Present

Adam Garcia
Anna Edwards
Carina Ramirez
Cassidy Acosta
Kathleen Anderson
Luis Coronel
Mario Diaz
Melissa Sesay
Sheila Johnson
Sonia Thomas

Title

Care Management Clinical Director
Medicare Operations Coordinator
Deputy Director
Health Plan Member
Medicare Manager
Government Affairs Analyst III

Supervising Social Worker/CCI Liaison
Health Plan Member

Affiliation

San Bernardino County Department of Aging and Adult Services
Inland Empire Health Plan
Inland Empire Health Plan
Aurrera Health Group
Molina Healthcare
Inland Empire Health Plan
Inland Empire Health Plan
San Bernardino County Department of Aging and Adult Services
San Bernardino County Department of Aging and Adult Services
Molina Healthcare

INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for December 15, 2020 @ 1:00-2:00 pm

Agenda Item	Discussion of Agenda Items	Action
<p>I. Welcome and Introductions and Announcements <i>Elisabeth Roberts</i></p>	<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. <p>Proposal of New Committee Chair – Effective January 2021</p> <ul style="list-style-type: none"> • Nomination of Grant Jahner <ul style="list-style-type: none"> ○ First Motion: Ben Jauregui ○ Second Motion: Rod Verbeck <p>Proposal of New Committee Co-Chair – Effective January 2021</p> <ul style="list-style-type: none"> • Nomination of Sheila Johnson <ul style="list-style-type: none"> ○ First Motion: Ben Jauregui ○ Second Motion: Rod Verbeck <p>Proposal of New Stakeholder Committee Members – Effective January 2021</p> <ul style="list-style-type: none"> • Kathleen Anderson (Molina Healthcare Member) • Susan Newhausen (Molina Healthcare Member) • Sonia Thomas (Molina Healthcare Member) • Stephan Woodend (Molina Healthcare Member) 	<p><i>No Action Required</i></p>
<p>II. Acceptance of minutes from November 17, 2020 and Committee Nominations <i>Elisabeth Roberts</i></p>	<p>A motion was made and seconded to approve the Adoption of the Minutes from November 17, 2020.</p> <ul style="list-style-type: none"> • Motion by Karen Widerynski • Second by Cassidy Acosta 	<p><i>No Action Required</i></p>
<p>III. Review Action Log from November 17, 2020 <i>Elisabeth Roberts</i></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. 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.</p> <ul style="list-style-type: none"> • Ben Jauregui to send first draft to Carina Ramirez to distribute to the committee for review and input. 	<p><i>Pending</i></p>

Agenda Item	Discussion of Agenda Items	Action
	88. Follow up on Aurrera flyer cost and how Health Plans can assist. <ul style="list-style-type: none"> • Cassidy will provide follow up during the January meeting, as she is working on reaching out to counties. 	<i>Pending</i>
IV. Physician/Provider Topics	Luis Coronel provided the IEHP 2021 CMC Plan Benefit packet overview. <ul style="list-style-type: none"> • \$0 Monthly Fee • \$0 Hospital Care • \$0 ER or Urgent Care Services • \$0 Medication • No change to transportation benefits • Major change to IEHP 2021 benefit was the increase from \$100 to \$150 <i>annual</i> credit for vision benefit; includes lenses, frames or contacts. Betsy Roberts provided the Molina Healthcare 2021 CMC Plan Benefits <ul style="list-style-type: none"> • Added that Molina’s benefits align with those of IEHP, apart from the vision benefit. <ul style="list-style-type: none"> ○ Molina vision benefit is at \$100 per <i>annum</i>. • Over-the-counter <i>quarterly</i> benefit has gone up to \$60. Molina Members can spend on plan approved items. If quarterly allowance is not exhausted, it does roll over to the next quarter, but does need to be used by the end of the calendar year. Funds can be used on vitamins, sunscreen, pain relievers, cough/cold medicine, bandages, weight scales, etc. • Hearing aid benefits also increased. 	<i>No Action Required</i>
V. Outreach Events	A. Aurrera Health Group Outreach Activities provided/presented by Cassidy Acosta: <ul style="list-style-type: none"> • Cassidy Acosta reported that since the November meeting they have continued to contact Senior Centers in the IE and continue to offer digital and hard copies of their materials. • Attended the IEDC. • Attended the Fontana Community Assistance Program. • Delivered a CCI presentation to beneficiaries at the All-Things Senior Virtual Expo. • Primarily working on the Inland Empire 3rd Resource Fair aimed at caregivers of Dual Eligible. • Updates: <ul style="list-style-type: none"> ○ Most recent CCI webinar occurred on December 10th. The webinar recording and transcripts are available on CalDuals.org. ○ They are still partnering with the Centers of Medicare and Medicaid Services to promote flu vaccination for this year’s Fight Flu Campaign. ○ All participation and event calendars can be found on the CalDuals website. B. CBO Needs <ul style="list-style-type: none"> • None reported. 	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
VI. Stakeholder Experience	<ul style="list-style-type: none"> • CBAS <ul style="list-style-type: none"> ○ None reported. • IHSS <ul style="list-style-type: none"> ○ Chris Tarr with San Bernardino County states that their MOUs with both health plans; Molina and IEHP went to their Board Supervisors. • MSSP <ul style="list-style-type: none"> ○ Heather Granger from MSSP for San Bernardino County states that their most recent update was that they just completed their annual review audit from California Department of Aging around Thanksgiving and did wonderful. San Bernardino County MSSP had no findings. ○ They continue to do their initial intake assessments and monthly/quarterly home visits over the phone. This will continue until CBA states otherwise. • LTC <ul style="list-style-type: none"> ○ None reported. • Providers/Network <ul style="list-style-type: none"> ○ None reported. 	<i>No Action Required</i>
VII. Ombudsman Report Out and Updates	<p>Inland County Legal Services (ICLS) updates provided by Grant Jahner:</p> <ul style="list-style-type: none"> • Grant commends both IEHP and Molina case managers for their work and collaboration with him and his team. • Grant adds that on a previous call it was discussed the DHCS prescription carve-out. This does not affect the CCI population because the Part D prescription drugs are done through the plan. This was supposed to be rolled out January 1st, but that has since been delayed. • Trends that they have been tracking are related to the erroneous disenrollment. They are working with the county appeal specialist either through the hearing process or a special unit at DHCS called The Consumer Focus Stakeholder Workgroup and they can jump on these within a couple of days and fix some of these Medi-Cal eligibilities to help make sure this population does not lose access to their healthcare. • Grant adds that they are still looking for presentation whether it is virtual or sharing material. They have some very helpful materials to understanding the working disabled program and understanding share of cost. They can also offer other presentations on eligibility and how to access your healthcare, legal resources such as housing team. If interested, please reach out to Grant and his team. 	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> • Increase in income for the aged and disabled population, the income was rather low, and now they have brought it up on par with the rest of the income level for the other Medi-Cal population. That went into effect December 1st. Very good benefit with the increase in income. 	
IX. Public Comment	<ul style="list-style-type: none"> • Ben Jauregui adds that they had an excellent presentation about the Home and Community Based (HCB) Alternatives Waiver which is a great program that helps to support people in their home and avoid placement in facilities. Ben states that if there's interest in the group to learn more about this Assisted Living Waiver (ALW) which can help avoid going into a Long-Term Care facility or get out of Long-Term Care and live out independently in the community, he has a connection at the assistant living waiver Provider. • Dr. Nunez reminded all about Flu Vaccinations. Stressing the importance of the flu vaccine this year, given that facilities are already overwhelmed with COVID. They would not like to see a wave of Influenza in the hospitals. 	<i>No Action Required</i>
X. Next Steps	See Action Log	
XI. Closing Comments	<ul style="list-style-type: none"> • Betsy Roberts suggests review of Committee list for updates and accuracy; active members, resignations and/or title changes. <ul style="list-style-type: none"> ○ Carina Ramirez will distribute list for review post meeting. 	<i>Pending</i>
XII. Next Meeting	Tuesday, January 26, 2021, 1:00 pm-2:00pm	

Action Log

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
<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>Pending - Item Combined</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>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>	

Action Log

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
					<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>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>Pending</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>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</p>	

Action Log

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					<p>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 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>	

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	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.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
Committee would like to participate in a subcommittee to assist with bringing social service groups into the IEHIE.						
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.	
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		

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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
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

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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. <p>1/30/18 – This action item is being removed as it is being worked on outside of the CCI Stakeholder Committee.</p>	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

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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 Beschoner 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. Grant to email PDF version of flyer to Betsy Roberts to post on the website.</p>	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	<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>	9/25/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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 Monika confirmed that this has been 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	Monika Vega/Betsy	1/30/18		Completed	5/29/18 Denti-Cal flyer is completed. Transportation flyer is waiting for State approval.	11/27/18

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
flyers with group. Betsy will add to the IE CCI website.	Roberts/Taylor Mabry				9/25/18 Monika to email Betsy the Denti-Cal and Transportation flyer. 11/27/18 Completed.	
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	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

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
modification for a wheelchair.						
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
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

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
<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>	<p>IEHP/ Molina</p>	<p>11/28/17</p>		<p>Complete</p>	<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>	<p>10/21/19</p>
<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>