

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY  
COMMITTEE MEETING  
(APPROVED MINUTES FOR AUGUST 12, 2020)**

Location: Webinar

Date: Tuesday, August 12, 2020- 1:00pm - 2:00pm

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

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

**Appointed Committee Members Present:**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
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
Carol Anne Carlucci	Paralegal	Inland Counties Legal Services
Dr. Felix Nuñez	Medical Director	Molina Healthcare
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
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
Melissa Seinturier	Access Clinic Program Manager	Borrego Health
Monika Vega	Deputy Director	Aurrera Health Group
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht (Chair)	Health Plan Member	In-Home Supportive Services Consumer
Robin McCall	MSSP Program Director	Riverside County Office on Aging
Wasima Alvi	Clinical Services Manager	Inland Regional Center

**Committee Members Absent**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Bessie Jones	Health Plan Member	Inland Empire Health Plan
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 Provider
Dr. Scott Allen	Physician	Riverside County IHSS Public Authority, IHSS Provider
Felice Connolly	IHSS Provider	Aurrera Health Group
Fred Munoz	Outreach Specialist	Inland Counties Legal Services
Grant Jahner	Attorney	Inland Empire Health Plan
Gabriel Uribe	Independent Living & Diversity Manager	Hospital Association of Southern California
Keven Porter	Regional Vice President	Riverside County Office on Aging
Jewel Lee	Director	Riverside County In-Home Supportive Services
Johnny Andrade		Molina Healthcare
Linda Lovett	Health Plan Member	

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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
Myette Christian	Administration Supervisor	San Bernardino County IHSS Public Authority
Nancy Hillsdale	District Manager	San Bernardino County Transitional Assistance Department (TAD)
Patricia Martin	IHSS Consumer	In-Home Supportive Services
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

**Public**

**Person Present**

Arlene Ferrer  
Carina Ramirez  
Cassidy Acosta  
Josue Becerra  
Laurence Gonzaga  
Melissa Sesay  
Ramona Chavez

**Title**

County Programs Liaison  
Medicare Operations Coordinator  
Inland Empire Outreach Lead  
  
County Programs Liaison  
  
Area Manager

**Affiliation**

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

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting  
Meeting Minutes for August 12, 2020 @ 1:00-2:00 pm**

<b>Agenda Item</b>	<b>Discussion of Agenda Items</b>	<b>Action</b>
I. Welcome and Introductions and Announcements <i>Randy Schlecht</i> <i>Hector Garcia</i>	<p>Introductions were made for all in attendance and those on the phone.</p> <ul style="list-style-type: none"> <li>• 2020 CCI SAC Meeting Schedule Proposal due to COVID               <ul style="list-style-type: none"> <li>○ Frequency: Monthly Webinar Meetings (until further notice)</li> <li>○ Duration: 1 Hour</li> <li>○ Proposal approved by Committee</li> </ul> </li> </ul>	<i>No Action Required</i>
II. Acceptance of minutes from November 19, 2019 and Committee Nominations <i>Hector Garcia</i>	<p>A motion was made and seconded to approve the Adoption of the Minutes from November 19, 2019.</p> <ul style="list-style-type: none"> <li>• Motion by Dr. Nunez</li> <li>• Second by Lisa Hayes</li> </ul>	<i>No Action Required</i>
III. Review Action Log from November 19, 2019 <i>Hector Garcia</i>	<p>Hector Garcia proposes an in-depth review of the Action Log during the September meeting as he is trying to gage the duration of this new webinar set up and how much time is to be dedicated to the review of all action items. He asks the Committee to provide updates for only those they feel require urgent attention.</p> <ul style="list-style-type: none"> <li>• No items identified as urgent.</li> <li>• Committee agrees to review all pending action items during the scheduled meeting in September.</li> </ul>	<i>Pending</i>
IV. Physician/Provider Topics	<p>Kristine Loomis states that as a client when there are changes in insurance it has been difficult for her to find a Provider that can do MD Live or an appointment by phone because she was not assigned a general practitioner when COVID-19 happened. She adds that IEHP was very good with her and was finally able to get her a virtual/telehealth appointment. She states that this could be a problem because general practitioner do not want to see you on a telehealth appointment unless they have seen you in-office/in-person first, especially as a new patient to their practice. Kristine adds that this is something she would like to put out on the table to see if there are alternatives or solutions in the event someone with disabilities or high risk cannot do an in-office appointment, as social distancing would not be accommodated if public transportation was requested through Medi-Cal benefits. She states that this is for her an unnecessary risk.</p> <ul style="list-style-type: none"> <li>• Hector Garcia will follow-up with the IEHP Provider Services team to see if this is an overall topic of concern.</li> </ul>	<i>Pending</i>
V. Outreach Events	<p>A. Outreach Activities provided/presented by Monika Vega:</p> <ul style="list-style-type: none"> <li>• Harbage Consulting is now known as Aurrera Health Group</li> </ul>	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>• Aurrera Health Group is working on CCI material specifically for stakeholders. It is a poster with comparisons of Cal MediConnect benefits to that of original Medi-Cal and Medicare benefits. <ul style="list-style-type: none"> <li>○ It will be distributed to all applicable CCI counties, such as the Inland Empire.</li> </ul> </li> </ul> <p>B. Aurrera Health Group Outreach Activities provided/presented by Cassidy Acosta:</p> <ul style="list-style-type: none"> <li>• Participated in numerous health fairs from November 2019 to March of 2020, before the stay-at-home order was initiated. At these events, their outreach specialists met with Seniors, people with disabilities, caregivers, family members, advocates, and the community. They supported the community by providing educational materials regarding Cal MediConnect benefits and options, distributed flyers, tool kits and held informed discussions when participants had questions/concerns and the coordinated care initiative. <ul style="list-style-type: none"> <li>○ 2019 Annual Caregiver Resource Fair in Moreno Valley</li> <li>○ Inland Valley Recovery Services Thanksgiving and Christmas Resource Fairs in San Bernardino</li> <li>○ 8<sup>th</sup> Annual Ability Festival in Palm Desert</li> <li>○ Indio Health and Wellness Fair</li> <li>○ Provided beneficiary presentations were held at senior apartments, senior centers, and CBAS Centers in January and February of 2020.</li> <li>○ Provided a presentation in collaboration with Molina and IEHP (Ben and Hannah) to Riverside Counties Office on Aging</li> <li>○ Since stay-at-home order they have provided virtual webinars including to advocates who participate in the Latino Collaborative</li> <li>○ December 6, 2019 Cal MediConnect Senior and Caregiver Health and Resource Fair <ul style="list-style-type: none"> <li>▪ About 30 exhibitors</li> <li>▪ Over 80 attendees</li> </ul> </li> <li>○ July 9, 2020, they hosted the Inland Empire Virtual Resource Fair</li> <li>○ From April to August they have also been participating in virtual networking</li> </ul> </li> <li>• Upcoming Events: <ul style="list-style-type: none"> <li>○ Virtual events and webinar presentations</li> <li>○ Teleconference presentation for the San Bernardino County IHSS Advisory Committee Meeting in October</li> </ul> </li> <li>• Updates: <ul style="list-style-type: none"> <li>○ The most recent CCI Stakeholder webinar was held on June 11<sup>th</sup>. The webinar recording can be obtained online at CalDuals.org</li> <li>○ July 22<sup>nd</sup> DHCS released that they are seeking a 12-month extension of the federal waiver for the Medi-Cal 2020</li> </ul> </li> </ul> <p>B. CBO Needs</p> <ul style="list-style-type: none"> <li>• None reported.</li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
VII. Stakeholder Experience	<ul style="list-style-type: none"> <li>• CBAS <ul style="list-style-type: none"> <li>○ Ben Jauregui states that many CBAS center have been providing temporary alternative services via telephone, video, some in-person drop-offs or in-home visits to ensure that their members are safe and receiving services that they need. Many of these centers are still providing meals; they are dropping them off at home. Unfortunately, they are unable to provide physical and occupational therapy, but some are offering exercise classes through Facebook Live.</li> <li>○ Ben adds that they are still receiving referrals to CBAS centers.</li> </ul> </li>   <li>• IHSS <ul style="list-style-type: none"> <li>○ Ben Jauregui adds that the state relaxed some of the requirements. They relaxed them for MSSP and CBAS as far as face-to-face assessments.</li> <li>○ Melissa Sesay with the Department of Aging and Adult Services added that she just wanted to mention that they are still open and still doing hybrid home assessments. They are steadily getting request for changes because day centers are closed currently, so they are adjusting times. She states that she would like to apologize for the response time, as it has not been immediate, but they are working to get better on that during this time as well. <ul style="list-style-type: none"> <li>▪ Kristine Loomis adds that she would like to give some positive feedback regarding this topic, and states that she just had her annual IHSS assessment in Riverside purely by paper and went smooth and very easy, more so than the in-home visits.</li> </ul> </li> </ul> </li>   <li>• LTC <ul style="list-style-type: none"> <li>○ Lisa Hayes with Rolling Start adds that they are a Center for Independent Living that serves San Bernardino Counties. Rolling Start is still open, offering all intakes and one-on-ones virtually. Rolling Start increased the number of classes offered to the consumers, to which they can register on their website. Classes include anything from emergency preparedness to cooking classes. Lisa adds that she would like to extend an offer to Cassidy Acosta from Aurrera Health Group if they would like to have a presentation for one of the groups or set up a special event for her to talk about CCI, she would be happy to make that happen. She adds that they are always looking for new offerings for their consumers because they are doing a special program with IEHP to help bridge that digital divide. They are putting Chromebook in the hands of older adults and people with disabilities. For those who do not have internet access they are paying for that as well. Part of the program is that they go through some training and must attend ten classes. After the tenth class the computer is theirs. This will hopefully help them stay connected and help them fight the social isolation that is occurring during this pandemic.</li> <li>○ Lisa Hayes adds that she would like to mention some challenges they are facing around COVID testing. They have had several cases with chair user individuals, seniors, but most</li> </ul> </li> </ul>	<i>No Action Required</i>

Agenda Item	Discussion of Agenda Items	Action
	<p>cases are consumers who are blind and their ability to get COVID testing where they feel they may have been or be exposed. They do not have the transportation to get to a testing site or they do not have family members or want to risk infecting family members. Lisa would like to know how the health plans are addressing these challenges and issues. What can they do to better serve the consumers in the area? Would they offer a home health nurse to come to the house to do point-of-care testing? She adds that when you are sick, offering transportation is not a good option.</p> <ul style="list-style-type: none"> <li>▪ Kristine Loomis adds that there is also an issue with submitting forms and filling them out. They must have a care provider that they can absolutely trust as these forms have all kinds of personal information, such as social security.</li> <li>▪ Hector Garcia from IEHP adds that he will do some research on COVID mobile testing, and check if this is possible and hopefully have an update to provide during the next meeting.</li> <li>▪ Betsy Roberts from Molina adds that they do not have mobile COVID testing. Typically, their members would interface with their Nurse Advice Line for guidance as to where to go for testing.</li> </ul> <ul style="list-style-type: none"> <li>• Providers/Network <ul style="list-style-type: none"> <li>○ None reported.</li> </ul> </li> </ul>	
VIII. Ombudsman Report Out and Updates	<p>Inland County Legal Services (ICLS) updates provided by Carol Carlucci for Grant Jahner:</p> <ul style="list-style-type: none"> <li>• Big trend with Counties still discontinuing the Medi-Cal cases even though they were told to put them on hold and were not to discontinue them for 90-days. Carol adds that when their Medi-Cal is discontinued they also get taken off their CCI case and they must get that reinstated. As part of the remediation, they have done a lot of hearings to get Members reinstated. With the case workers not being in-office and very hard to reach, having hearings is the only way to get live people to talk to. There was a big increase in hearings due to their assistance. She adds that this goes for both counties, but San Bernardino County Hearings Unit is a bit easier as they have a complaint line where you can call in the and speak to the advocate of the day who will manage to help you. Whereas for Riverside County they have been unable to get a working Complaint Line number. <ul style="list-style-type: none"> <li>○ Lisa Hayes adds that she will reach out to Riverside County and bring it up as an issue as she has contacts and at least alert them.</li> <li>○ Carol Carlucci adds that if these cases can be resolved without having to have a hearing, that would be a lot better. As mentioned, with San Bernardino County and having an advocate for the day, that helps reduce the number of hearings that they must ask for because they were finally able to get a case worker or supervisor. With Riverside county they are having to ask for a hearing and only speak to an Appeals Specialist.</li> <li>○ Melissa Sesay with San Bernardino County IHSS Department of Aging and Adult Services adds that she would like to apologize for this having been the case or experience and asks</li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<p>that when calling in to ask to speak to a supervisor so that they can be of assistance without it having to go as far as a hearing.</p> <ul style="list-style-type: none"> <li>○ Kristine Loomis adds that she has a contact for Riverside County but has not used it since COVID-19. She will work on getting a number or contact to help resolve this.</li> <li>○ Lisa Hayes adds that this is crucial for people on IHSS because if they do not have Medi-Cal renewed then they do not have in-home support. In-home support is a day-by-day, and if they get bumped off it is a real problem.</li> <li>○ Melissa Sesay states that what they do in San Bernardino County is they try to reach out to clients once they are aware that they are without Medi-Cal to try to inform them to reach out to their eligibility worker so that they can for go them being terminated and having to get put back on to IHSS.</li> <li>○ Betsy Roberts adds that since COVID started she is now on a daily call and the topic of members on hold came up in March and the health plans were trying to get permission to make calls sooner than they typically would to members on a hold status and there were quite a few delays that had nothing to do with either the County or the Health Plans. She states that that may have changed now because they have the names of the members which they were attempting to make outbound calls to alert them instead of the County having to do it to that status. Betsy add that she believes that this was not a County issue, but a State issue.</li> </ul>	
IX. Public Comment	<ul style="list-style-type: none"> <li>● Lisa Hayes with Rolling Start announces that during the last CCI meeting they were working on an Emergency Preparedness Program that has since come to fruition and a major necessity with COVID. She wanted to let them know that for San Bernardino County they have me backup batteries for Members or Consumers who have really high power needs and are in a fire safety zone and/or in threat of getting a power safety shut-off. They did not get as many as they thought they were receiving, but they have about 13 that can go to the people that have the most significant need. They will be issued as a loan because they are very expensive batteries. The application will need to be submitted by Rolling Start. For those who may not be able to get a backup battery, they do offer an alternative. <ul style="list-style-type: none"> <li>○ Ben Jauregui at IEHP requests details and/or a flyer with this information.</li> <li>○ Paul Van Doren with Community Access Center adds that they, in Riverside County, are offering similar assistance and services as that of what Lisa Hayes described.</li> </ul> </li> <li>● Kristine Loomis adds that this is regarding the digital divide access programs and computers through Rolling Start mentioned by Lisa Hayes. She states that there are situations where the consumer itself cannot access a computer and the care providers need to do that for them. She would like to know if they can open the programs at Rolling Start to allow the Care Providers to participate as well as Consumers, in the situation that the Care Provider is doing this for the Consumer. This would be very helpful.</li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>○ Lisa Hayes adds that they have not given that much thought but appreciates the feedback and information.</li> <li>• Ben Jauregui adds that at IEHP they have been working on supporting caregivers and devised a training called Caring for the Caregiver which provided training to their behavioral and care management staff. They have the tools, resources, and are familiar with the local community-based organization and county organizations that provide support to caregivers. They put everything in a package to provide anybody who works at IEHP and needs to provide support to caregivers they wanted to make sure they had the resources, training, and tools necessary. They have a caregiver strain assessment that they can do for burnout, to which they can follow up with community resources and assistance. Ben states that this information was also sent out to providers for them to know if they come across a member who has a caregiver and that caregiver is experiencing burnout, strain or need, they can contact IEHP as long as they are a caregiver of the Member they can definitely provide some support.</li> <li>• Heather Granger, MSSP Supervisor with San Bernardino County states that MSSP Case Managers and Nurses continue to see clients through phone contact and have an do have an order through the California Department of Aging to continue that until the end of February of 2021. She adds that they are seeing more clients though phone visits and their numbers have improved as a result.</li> </ul>	
X. Next Steps	See Action Log	
XI. Closing Comments	<ul style="list-style-type: none"> <li>• None reported</li> </ul>	
XII. Next Meeting	September 22, 2020, 1:30 pm-2:30pm	



**Action Log**

ACTIONITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
<p>85. Paul 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>Paul Van Doren</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>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</p>	

**Action Log**

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
					<p>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>9/8/19 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>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</p>	<p>IEHP/ Molina</p>	<p>11/28/17</p>		<p>Pending - Item Combined</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>	

**Action Log**

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member's preferences					<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>	
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		Pending	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.	

<b>Action Log – Resolved</b>						
<b>ACTIONITEM</b>	<b>RESPONSIBLE STAKEHOLDER</b>	<b>OPEN DATE</b>	<b>DUE DATE</b>	<b>STATUS</b>	<b>NOTES</b>	<b>COMPLETION DATE</b>
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.	

**Action Log – Resolved**

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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	Monika Vega/ Taylor Mabry	1/31/17		Completed		

**Action Log – Resolved**

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
be distributed to the group.						
70. 30 <sup>th</sup> 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 <sup>th</sup> 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 <sup>th</sup> 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

**Action Log – Resolved**

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

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
					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	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



<b>Action Log – Resolved</b>						
<b>ACTIONITEM</b>	<b>RESPONSIBLE STAKEHOLDER</b>	<b>OPEN DATE</b>	<b>DUE DATE</b>	<b>STATUS</b>	<b>NOTES</b>	<b>COMPLETION DATE</b>
and Health Fair Flyer and provide feedback.						
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. <ul style="list-style-type: none"> <li>Monika Vega suggested the CICA call. Kristine will reach out to extend the invitation.</li> </ul> 1/30/18 – This action item is being removed as it is being worked on outside of the CCI Stakeholder Committee.	1/30/18

**Action Log – Resolved**

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

**Action Log – Resolved**

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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>	
106. Provide Terri Lee with input on draft	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.	

<b>Action Log – Resolved</b>						
<b>ACTIONITEM</b>	<b>RESPONSIBLE STAKEHOLDER</b>	<b>OPEN DATE</b>	<b>DUE DATE</b>	<b>STATUS</b>	<b>NOTES</b>	<b>COMPLETION DATE</b>
community transitions presentation					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

**Action Log – Resolved**

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
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 &amp; 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	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
send email to group to confirm membership. Once list is updated, request for the updated list to be uploaded to the CCI Website.						
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