

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY  
COMMITTEE MEETING**

**(APPROVED MINUTES FOR-September 27, 2016)**

Location: Molina Healthcare, 550 E. Hospitality Lane, San Bernardino, CA 92408

Date: Tuesday, September 27, 2016- 1:30 pm - 4:30pm

**Minutes By:** Taylor Mabry, Inland Empire Health Plan

**Appointed Committee Members Present:**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Barbara Scott	Consumer	Molina Healthcare
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Jay Harris	Deputy Director	Department of Rehabilitation
Jessica Hodgeson	Regional Director	Alzheimer's Greater Los Angeles
Kristine Loomis (Chair)	Consumer	Riverside County In- Home Support Services
Randy Schlect	Consumer	In-Home Supportive Services Consumer
Rod Verbeck (Phone)	Mental Health Services Administrator	Riverside University Health System
Sandra Wieder	Consumer	Inland Empire Health Plan
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>
Anna Martinez	Director	Riverside County Office on Aging
Chris Stottlemeyer	Administrator	California Association of Health Facilities
Christine Ramsey	Marketing Manger	InnovAge
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Dr. Scott Allen	Physician	Provider
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Dr. Felix Nuñez	Medical Director – Inland Empire	Molina Healthcare
Gabriel Uribe	Disability Program Manager	Inland Empire Health Plan
Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Glenn Nicks	Consumer	Molina Healthcare
Jan Remm	Regional Vice President	Hospital Association of Southern California
Jan Vitro	Executive Director	Rolling Start
Jewel Lee	Executive Director – Public Authority	Riverside County In- Home Support Services Public Authority
Loretta Sotile	District Manager	San Bernardino County In-Home Support Services
Maria Zamora-Hughes	Regional Executive Director	InnovAge
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Patricia Martin	Consumer	In-Home Support Services
Paul Van Doren	Executive Director	Community Access Center
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram	Director	San Bernardino Department of Aging and Adult Services
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW
Vacant	Director	Health Insurance Counseling and Advocacy Program

**IEHP Committee Members Present:**

<b><u>Person</u></b>	<b><u>Title</u></b>
Roger Uminski	Director of Health Administration

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**Molina Healthcare of California Committee**

**Members Present:**

**Person**

Jennifer Rasmussen  
Sergio Calderon  
Danica Lusser (Phone)

**Title**

Vice President of Health Services  
Director, Disability & Senior Access Services  
Disability and Senior Access Services

**Public**

**Person**

Amanda Valdez  
Barbara Chastain  
Ben Jauregui  
Bev Ching  
Dianne Sceranka for Sarah Eberhardt-Rios  
Fred Munoz  
H. Beeler for Richard Calles  
Jose Solorzano  
Melissa Cardenas  
Monika Vega  
Pauline Beschorner  
Ryan McDonald (Phone)  
Shannan Miller

**Title**

Business Analyst  
Consumer  
LTSS Manager  
Strategic Projects Manager  
Assistant Director  
  
Member Advocate/Outreach Coordinator  
  
Senior Outreach Coordinator

**Affiliation**

Inland Empire Health Plan  
Inland Regional Center; IEHP Member  
Inland Empire Health Plan  
Inland Empire Health Plan  
San Bernardino Behavioral Health  
Harbage Consulting  
Transitional Assistance Department – San Bernardino County  
Molina Healthcare  
In-Home Supportive Services – Public Authority  
Harbage Consulting  
Riverside DPSS  
Harbage Consulting  
Riverside DPSS

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting  
Meeting Minutes for September 27, 2016 @ 1:30-4:30 pm**

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Kristine Loomis</i>		<i>No Action Required</i>
Acceptance of minutes from July 26, 2016 II. and Committee Nominations <i>Kristine Loomis</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> <li>• Motion by Kristine Loomis</li> <li>• Second by Sergio Calderón</li> </ul>	<i>No Action Required</i>
III. Review Action Log from July 26, 2016 <i>Kristine Loomis</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> <li>• Danica Lusser reported that website data was not available at that time. <ul style="list-style-type: none"> <li>- Danica asked if anyone has suggestions for the website to send them to her.</li> <li>- Danica reported that there are updates to the website currently in progress.</li> </ul> </li> </ul> <p>14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> <li>• See Communications Update</li> </ul> <p>21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> <li>• Ben Jauregui reported the last draft was sent out and the language is still being updated. He will touch base with the committee.</li> </ul> <p>32. To contact Harbage about any events or questions that you may have about how we can leverage Harbage to get the information out to the community.</p> <ul style="list-style-type: none"> <li>• On Going</li> </ul> <p>45.Tele-Town Hall</p> <ul style="list-style-type: none"> <li>• See Communication Workgroup update.</li> </ul> <p>54. Tessie and Monika will coordinate to educate Providers and clients on the appeal process when a service is denied.</p> <ul style="list-style-type: none"> <li>• Pending – Tessie not present to report.</li> </ul> <p>58. Communications flyer will be sent to Danica to upload to the IE CCI Website.</p> <ul style="list-style-type: none"> <li>• Communication flyer will be resent.</li> </ul> <p>59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on the IE CCI Website.</p> <ul style="list-style-type: none"> <li>• Pending</li> </ul>	<p><i>Danica will send Google Analytics data to Taylor to distribute to group.</i></p> <p><i>On Going</i></p> <p><i>In Process</i></p> <p><i>On going</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>60. Taylor will send SCAN report findings to group.</p> <ul style="list-style-type: none"> <li>• Completed</li> </ul> <p>61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting.</p> <ul style="list-style-type: none"> <li>• Roger reports that he has not been able to identify a list from IEHP’s side.</li> <li>• Molina identified a Provider and reported he should begin calling in to the meetings.</li> <li>• The group agreed to reorganize the agenda so that Providers are the agenda early.</li> </ul> <p>62. A Medi-Cal and/or Medicare representative will be invited to participate in the CCI Stakeholder Meetings.</p> <ul style="list-style-type: none"> <li>• A representative for Richard Calles, Deputy Director for TAD – San Bernardino County attended the meeting.</li> </ul> <p>63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.</p> <ul style="list-style-type: none"> <li>• Not present to report.</li> </ul>	<p><i>Completed</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p>
<p>IV. Inland Empire Health Information Exchange</p>	<ul style="list-style-type: none"> <li>• Leo Pak of IEHIE presented to Stakeholders. Highlights of presentation include: <ul style="list-style-type: none"> <li>- HIE is a collaboration between many partners in the Inland Empire.</li> <li>- Over 4 million patient records stored.</li> <li>- Supports three other HIE in Central Valley, San Joaquin County, and Connect Healthcare.</li> <li>- Prime focus includes admits, discharges, and transfers; laboratory results; vaccinations; medications; problem list; pharmacy/treatment orders; and electronic laboratory reporting.</li> <li>- Direct Secure Messaging – securely sending messages between hospitals.</li> <li>- Exchange Gateway – Allows HIE to connect to the Nationwide Health Information Network. This allows HIE users to connect with federal organizations to share information and vice versa.</li> <li>- Jennifer Rasmussen asked what the time period is for uploading information. <ul style="list-style-type: none"> <li>➤ Leo answered that the information is available in real time.</li> </ul> </li> <li>- Roger mentioned that CCI/CMC manage both Medicare and Medi-Cal and coordinate social services. He asked if the system can be set up for social service providers not just physicians? <ul style="list-style-type: none"> <li>➤ Leo said there may be a way to include data for that purpose. He stated that the fully functional HIE would include social services. They would be glad to work with groups that can assist.</li> </ul> </li> <li>- Kristine Loomis asked about a consumer obtaining their personal records. Is there a way for consumers to access their PHI? <ul style="list-style-type: none"> <li>➤ Leo said that is a point that needs to be addressed for data governance.</li> <li>➤ Kristine asked if there is a way to correct wrong information.</li> <li>➤ Leo and Jennifer Rasmussen said that depending on where the origin of information is coming from (who is the owner) it may be hard to correct data.</li> </ul> </li> <li>- Leo mentioned that HIE is HIPAA compliant and follows all government regulations. They</li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<p>are no more likely to be vulnerable to breaches than any other health plan.</p> <ul style="list-style-type: none"> <li>- Roger Uminski asked how many Providers are currently participating within the Inland Empire. <ul style="list-style-type: none"> <li>➤ Leo reports that hundreds of Providers are currently participating and they hope to be in the thousands by end of 2016.</li> </ul> </li> <li>- Wasima Alvi asked if providers that have their own pharmacies are participating. <ul style="list-style-type: none"> <li>➤ HIE receives prescription information, but other than that, it's been difficult to obtain data.</li> </ul> </li> <li>- Sergio Calderon asked what has the response been from Providers. <ul style="list-style-type: none"> <li>➤ Leo reports that overall the response has been positive.</li> </ul> </li> <li>- Wasima asked if Providers can consult with each other. <ul style="list-style-type: none"> <li>➤ Leo reports that yes, through Direct Secure Messaging they can communicate.</li> </ul> </li> <li>- Roger asked if a provider is not part of this network, how can they join? <ul style="list-style-type: none"> <li>➤ Leo responded that all they have to do is make a phone call to HIE to get them connected. It takes about two weeks to complete registration and set up.</li> </ul> </li> <li>- Leo reported that if an office has less than seven staff there is no cost. Larger entities like hospitals or health plans are charged by size.</li> <li>- Roger proposed reestablishing a subcommittee for social services in order to assist with IEHIE bringing social service data into their network. <ul style="list-style-type: none"> <li>➤ Randy Schlect second; no opposition from group.</li> <li>➤ Roger and Taylor will send out an email asking who from the Stakeholder group would like to participate.</li> </ul> </li> </ul>	<p><i>Roger/Taylor will send email re: social services subcommittee</i></p>
<p>V. New Stakeholder Committee Members</p>	<ul style="list-style-type: none"> <li>• Jennifer Rasmussen, Vice President of Healthcare Services at Molina Healthcare was nominated to the committee. <ul style="list-style-type: none"> <li>- Wasima Alvi seconded the motion.</li> <li>- All approved.</li> </ul> </li> <li>• Molina's Provider will be introduced at the next meeting.</li> </ul>	
<p>VI. Enrollment Updates</p>	<p>A. Jennifer Rasmussen reported that direct enrollment is up but there are no specific details yet.</p> <ul style="list-style-type: none"> <li>- Janet Velez reports that in January 2017, the opt out rate decrease will determine if the program continues.</li> <li>- Kristine Loomis asked if there is data to show savings? <ul style="list-style-type: none"> <li>➤ Roger answered that there is not yet enough data to show cost trends.</li> <li>➤ Jennifer added health plans send claims and encounter data to regulators in order to receive reports on a larger scale.</li> </ul> </li> </ul> <p>B. Roger Uminski reported the following updates:</p> <ul style="list-style-type: none"> <li>• The enrollment for each County is as follows: <ul style="list-style-type: none"> <li>San Bernardino County – 13,011 CCI members enrolled; opt-out rate 39%</li> <li>Riverside County – 13,317 CCI members enrolled; opt-out rate 37%</li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
<p>VII. Risks/ Subgroup Reports</p>	<p>A. The sub-groups were asked to report on the top 4 risks that were identified in the September 24, 2013 meeting. The top four risks identified from 1-4 with the subgroup volunteers are as follows:</p> <ul style="list-style-type: none"> <li>i. Not Preparing consumers and providers to best navigate/ use the Managed Care Organization system, as well as the lack of education and participation by non- contracted providers. (Now the Managed Care 101 Subcommittee) <b>Sarah Eberhardt-Rios, Mary Rios</b> <ul style="list-style-type: none"> <li>• Discussed in action item #21</li> </ul> </li> <li>ii. SCAN Report Findings <ul style="list-style-type: none"> <li>• Roger Uminski reported that consumers overall choosing to participate in CMC are happy with the program.</li> <li>• Sergio Calderon reported his findings that some referral resources in the networks said they were not receiving referrals. <ul style="list-style-type: none"> <li>- He also noted the messaging to Providers. Are providers explaining benefits enough? He suggested asking the Provider (from Molina) to inquire with consumers as to why they are opting out of CMC.</li> <li>- He suggested looking at recommendations one at a time</li> </ul> </li> <li>• Roger mentioned some CBOs that have not participated in the CCI Stakeholder meetings in a while including: PACE and CBAS. He suggested reaching out to those that have not been active to identify if they are still interested in participating and what the Committee can do to continue supporting them.</li> <li>• Fred Munoz mentioned the high rate of IHSS consumers thinking they were losing hours for their care providers under CCI. <ul style="list-style-type: none"> <li>- Kristine asked why IHSS consumers’ care providers thought they were losing hours.</li> <li>- Monika Vega answered that when CCI was initiated, many social workers were under the impression that they were going to be replaced – this could be where the rumor began.</li> <li>- Roger commented that lack of information was a major contributor to false rumors.</li> <li>- Jennifer mentioned that Molina is going through a retraining with their care coordination staff about different kinds of long term services and support to emphasize the great resource it is. The goal is to break down myths and fears of IHSS services.</li> <li>- Monika noted that emphasis and retraining is important for social workers for policies on CCI.</li> </ul> </li> <li>• Jose Solorzano mentioned doing outreach at the Rancho Cucamonga Senior Center. He noticed that other health plans had flyers and information on CCI but Molina and IEHP did not have any representation. <ul style="list-style-type: none"> <li>- Kristine agreed that senior centers are a great place to disperse information, especially education on CCI.</li> </ul> </li> </ul> </li> <li>iii. Communications Workgroup <b>Sergio Calderon, Felice Connolly, Kristine Loomis</b> <ul style="list-style-type: none"> <li>○ Harbage provided an update on the Tele-Town Hall: <ul style="list-style-type: none"> <li>- Monika reports that Harbage is working with Regal Medical Group to put together</li> </ul> </li> </ul> </li> </ul>	<p><i>Reach out to Committee Members that have not been active.</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>the Town Hall.</p> <ul style="list-style-type: none"> <li>- The last time the State had a contract with a Tele-Town Hall vendor was during passive enrollment period. Monika mentioned Harbage would need assistance from the group to obtain phone numbers for participants as Harbage does not touch phone numbers or personal information.</li> <li>➤ Roger mentioned if an in person town hall is better attended, the focus should be on that event.</li> <li>➤ Kristine agreed that an in person town hall is a good idea; however, since IHSS consumers are one of the larger opt out groups, it might be good to host a tele-town hall to better reach those individuals.</li> </ul>	
<p>A. Informational Events</p>	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> <li>• Monika listed recent outreach events: <ul style="list-style-type: none"> <li>- RUHS-BH – two presentations to Consumer Affairs Administrators.</li> <li>- CA State Council on Developmental Disabilities</li> <li>- HICAP</li> <li>- Partnering with Molina – provider office management meeting with administrators and provider office staff.</li> <li>- Beneficiary outreach includes Perris Senior Center and Banning Senior Center in collaboration with Molina.</li> </ul> </li> <li>• Have been distributing materials to senior centers and churches.</li> <li>• Fred Munoz assisted with the High Desert Disability and Senior Collaborative. Fred reports that Molina was present at the event. Harbage presented on CCI. The event was well attended.</li> <li>• Monika reported on the Town Hall event on September 15: <ul style="list-style-type: none"> <li>- In person event at the Murrieta Library (located next to the senior center).</li> <li>- Over a dozen agencies were represented at the event.</li> <li>- Senator Jeff Stone’s office assisted with marketing and sent a representative to the event.</li> <li>- Harbage has plans to repeat the event in San Bernardino County on November 9, 2016. If Health Plans want a table at the event, please contact Fred Munoz. The event will be held at the 5<sup>th</sup> St. Senior Center. Expecting 130+ seniors at the event. <ul style="list-style-type: none"> <li>➤ Jennifer asked if Health Plans can connect their streamlined enrollment with the event in San Bernardino. Monika says it is up to the Plans to decide who to send so yes, they are welcome.</li> <li>➤ Sergio asked if the demographic information can be shared to see the eligibility information of attendees. Monika said Harbage does not have this information but she welcomes anyone to answer who might have demographic info.</li> </ul> </li> </ul> </li> <li>• Harbage continues to have advocate and provider webinars on a monthly basis. <ul style="list-style-type: none"> <li>- Monika noted that people have been joining more than once to obtain all the information.</li> <li>- Roger mentioned letting participants of the webinars know to visit the IE CCI website.</li> <li>- Jennifer asked if the webinars are recorded. Monika reports that some webinars are recorded and are posted to the CalDuals website.</li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>• The provider tool kit is being revamped and will disperse once it is complete.</li> <li>• Email Fred Munoz or Monika Vega to be added to their monthly newsletter to receive updates.</li> </ul> <p>B. CBO Needs</p> <ul style="list-style-type: none"> <li>• None reported.</li> </ul>	
B. CCI/ Cal MediConnect Updates	<p>A. Post Implementation</p> <ul style="list-style-type: none"> <li>- Plans report all is going well.</li> </ul> <p>B. Stakeholder Experience</p> <ul style="list-style-type: none"> <li>• Riverside County IHSS – Janet Velez reports that Riverside County has been growing. They are opening up two new district offices. They have over 300 social workers. <ul style="list-style-type: none"> <li>- As of August, they have 12 CCI liaisons.</li> </ul> </li> <li>• MSSP – San Bernardino – Chris Tarr reports that the Victorville office is expanding. The San Bernardino office will be relocated in 2017.</li> <li>• Alzheimer’s Greater Los Angeles – Received an 18 month grant extension to work on dementia in CMC. Will offer trainings to the Inland Empire area to Care Managers or those interested in becoming dementia care specialists. <ul style="list-style-type: none"> <li>- Will also provide community presentations such as with the local PACE program to provide trainings. .</li> <li>- Following the trainings, anyone who participated can be included in ongoing “Huddle Calls” for brainstorming or trouble shooting. Those will start in May 2017.</li> <li>- Office is moving from Rancho Cucamonga to Riverside.</li> </ul> </li> </ul>	
C. MSSP Update/Transition	<ul style="list-style-type: none"> <li>• No updates.</li> </ul>	
D. Ombudsman Update	<p>A. Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> <li>• Not present to report.</li> </ul>	
E. Public Comment	<ul style="list-style-type: none"> <li>• Barbara Scott inquired about transportation benefits. She mentioned Molina pays for partial transportation benefits and Medi-Cal pays for the remainder. <ul style="list-style-type: none"> <li>- How many trips do CCI Members receive? Kristine answered 30 one way trips for CMC members; Medi-Cal offers unlimited transportation.</li> <li>- Jennifer also mentioned Medicare shows up as the primary payer. When the benefit is exhausted on the Medicare side, Medi-Cal should fill in – only if the Member has both Medicare and Medi-Cal with the Health Plan. The hope is with CMC it should be a seamless benefit.</li> <li>- Roger mentioned that with CMC, the consumer has Care Plan Options as well.</li> </ul> </li> <li>• Riverside IHSS Hemet Liaison, Shannan Miller – Discussed reasons why social workers may think their hours are being cut. She suggested that it could be tightened regulations with State audits</li> </ul>	



Agenda Item	Discussion of Agenda Items	Action
	requiring more justification for hours worked. <ul style="list-style-type: none"> <li>- Kristine suggested that FLSA could have a connection as well.</li> <li>• Barbara Chastain asked to become a part of the CCI Stakeholder Committee.               <ul style="list-style-type: none"> <li>- She is a DualChoice IEHP Member.</li> <li>- Randy Schlect nominated Barbara. Chris Tarr and Jennifer Rasmussen seconded the motion. None opposed.</li> </ul> </li> <li>• Ben Jauregui discussed IHSS Training provided by Riverside IHSS Advisory Committee               <ul style="list-style-type: none"> <li>- Disability awareness training provided to social workers.</li> <li>- State expressed interest in the presentation and is hoping to implement some items on a State wide level.</li> </ul> </li> <li>• Wasima Alvi inquired about hospital setting coverage.</li> </ul>	
F. Next Steps	See Action Log	
G. Closing Comments		
H. Next Meeting	November 29, 2016, 1:30 pm-4:30pm <b>Molina Healthcare</b> <b>550 E. Hospitality Lane</b> <b>San Bernardino, CA 92408</b>	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
13. Group to provide feedback on Website	Group	7/23/13	9/24/13	On Going	Danica will provide top pages that are being visited	
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	On Going		
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		On Going	Requests are now channeling through the Communications Committee. Members can still contact Harbage directly for suggestions and requests.	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Paul Van Doren	3/25/14	4/4/14	In Process	Feedback was incorporated into presentation. Will be sent to Taylor for group distribution once finalized.	
45. Tele-Town Hall	Communications Workgroup	7/28/15		Pending	See Communication Workgroup update for details	
54. Tessie and Monika	Tessie	11/24/15		Pending	Monika and Tessie will coordinate to create an educational	

will coordinate to educating Providers and clients on the appeal process when a service is denied.	Cross/Monika Vega				flyer aimed at Providers explaining CMC and the benefits that accompany it.  3/29/16 – Monika reports that she and Tessie are working on a flyer that will help educate Providers on how to navigate the system when patients get denied services.	
58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	Taylor Mabry/Danica Lusser	7/26/16		Pending	58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	
59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on IE CCI website.	Tessie/Taylor/Danica	7/26/16		Pending	Tessie Cross will provide State Fair Hearing information to Taylor Mabry for Danica Lusser to publish on the IE CCI Stakeholder Website	
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Pending	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.  9/27/16 – Molina identified a Provider to participate. IEHP has not yet been able to identify a Provider.	
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		Pending	To better communicate, a Medi-Cal and/or Medicare rep should be invited to sit in on meetings.	
63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.	Tessie Cross	7/26/16		Pending	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.	
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/Taylor	9/27/16		Pending	Roger proposed reestablishing a subcommittee for social services in order to assist with IEHIE bringing social service data into their network.	
65. Reach out to inactive Committee Members to reestablish	???	9/27/16		Pending		

a relationship with CBOs.						
<b>Action Log – Resolved</b>						
<b>ACTION ITEM</b>	<b>RESPONSIBLE STAKEHOLDER</b>	<b>OPEN DATE</b>	<b>DUE DATE</b>	<b>STATUS</b>	<b>NOTES</b>	<b>COMPLETION DATE</b>
1. Create Website for Committee/ Public-Status Update: A draft picture of what the website will look like was presented.	Lisa Hayes	1/29/13	7/23/13	Completed	<a href="http://www.inlandempirecci.org">www.inlandempirecci.org</a>	7/23/13
2. Create 2 list serves. One for Committee and One for Public- Both Committee and Public list servers will be available on the website.	Heidi Pringle	1/29/13	7/23/13	Completed		3/21/13
3. Send Acronyms to Stakeholders	Heidi Pringle	7/23/13	9/24/13	Completed		9/24/13
4. Provide the HICAP link to Lisa Hayes to add to the CCI Stakeholder Website.	Lisbeth Roberts	7/23/13	9/24/13	Completed	<a href="http://www.hicapsbc.org">www.hicapsbc.org</a> and <a href="http://www.hicaprc.org">www.hicaprc.org</a> both links lead to the same site.	9/24/13
5. The Plans to verify how often the Websites are updated when a Provider is added or removed.	Ben Jauregui/ Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13
6. Lisa to look into a possible cutoff period where the member could not go back. They would have to choose a Cal MediConnect Plan if they are Dual eligible.	Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13
7. Look into materials and trainings to support HICAP with counseling persons with a disability.	Lisa Hayes/ Ben Jauregui	7/23/13	9/24/13	Completed		

8. The Plans to check with CMS guidance on the unique SHIP ID number.	IEHP/Molina	11/23/13	1/28/13	Completed	Ben researched and found that CMS recommended the use of the SHIP ID but it was not a requirement	
9. To reach out and try to get in touch with the correct people at The San Bernardino Medical Association so the Harbage Consultants can educate them about CCI.	Dimitrios Alexiou	1/28/14		Completed		
10. To reach out and try to get in touch with the correct people at The Riverside Medical Association so the Harbage Consultants can educate them about CCI.	Dr. Allen	1/28/14		Completed		
9. Look into the State Health Insurance Assistance Program (SHIP) HICAP is assigned by CMS a unique ID number to be able to contact Health Plans and Medicare Advantage Plans on behalf of the member without the member being present in order to advocate for them	Gilbert Saucedo, IEHP, Molina	7/23/13	9/24/13	Completed	It would be helpful for the HICAP counselors and helping the clients if IEHP and Molina would utilize the same process that the Plans may already have the guidance for under the Medicare D-SNP, The Plans can then utilize this process for the Cal MediConnect Program so if HICAP needs to advocate and ask more questions there will be a direct SHIP aligned to the Plans that the councilors can utilize.	
18. To provide Harbage Consulting with IEDC Member events	Ben Jauregui	1/28/14		Completed		
17. To get approval to send the Fact Sheet on Cal MediConnect to the Stakeholders.	Gilbert Saucedo	1/28/14		Completed	3/25/14: Committee suggested changes and approved distribution.	

11. To share presentations with the Stakeholders that will be utilized.	Gilbert Saucedo	7/23/13	9/24/13	Completed	HICAP's plan for outreach is to maintain the focus on Medicare. It depends on the additional funding that will be provided by the State of California to assist in the Duals Demonstration work. HICAP will be happy to partner with any organization to do presentations that will be tailored to each client.	
15. To read through the handout given by the "Use clear and simple language. Proper/adequate interpretation and alternate formats." Subgroup and provide feedback.	Gilbert Saucedo /Group	1/28/14		Completed	3/25/14: Gilbert provided hand-outs to the committee and received suggested edits.	
16. An electronic survey will be emailed to the CCI Stakeholder Advisory Committee during the first week of February. This survey will help us identify specific stakeholder needs related to data. Strategies to overcome the barriers identified will be worked on based on the survey results and further input from the CCI Stakeholder Advisory Committee.	Group	1/28/14		Completed	3/25/14: Draft survey shared with the Committee. Suggested edits provided. Edits to be made. Link to survey via Survey Monkey to be added to Stakeholder Website. Presented.	
26. To draft the letter and send to Lisa and Roger to review and try to get State approval discussing wrap around	Gilbert	5/27/14		Completed	Harbage stated that they can add both IEHP and Molina's phone numbers to the crossover fact sheet	
22. Group was asked to review the draft survey and provide feedback.	Stakeholders	3/25/14	4/4/14	Completed		
20. Roger (SB Co.) and Lisa (Riv Co.) to get in contact with the Medical Associations	Roger Uminski/ Lisa Hayes	3/25/14		Completed	3/25/14: Dimitrios received confirmation that the Medical Associations are willing to have presentations. Lisa will contact Riverside to get dates; Roger will contact S.B. to get dates.	

to coordinate dates for Harbage present.					Roger talked to SB and they stated that he reached out to them and they said that they were ok with that. Roger to link Harbage with SB county	
24. Look into making Website easier to navigate	Lisa	5/27/14		Completed	Heidi and Lisa went through the website together	
29. To send out a Doodle to the participants to set up a phone meeting.	Lisa Hayes	7/29/14		Completed		
30. Roger to get in touch with Hilary to get her Jim Peterson from the San Bernardino Medical Society's contact information	Roger Uminski	7/29/14		Completed		
31. Roger to get in touch with Hilary to get her Deloris Green from the Riverside County Medical Society's contact information	Roger Uminski	7/29/14		Completed		
23. To check with the State to see if any of the information provided on their website is available in other languages.	Megan Juring	3/25/14		Completed	Harbage reported that on Cal Duals website all of the threshold languages available now and they are working on translating other languages.	
25. Plans to look into the wrap around services. Possibly create a flyer for the beneficiaries to take to their providers. Take back to the State to see if they will approve to put on their letter head.	Plans	5/27/14		Completed	Completed by Harbage	01/27/2014
27. Molina to put together a direct link on the Plans website to get to the providers search and formulary. Also possibly on the CCI Stakeholder Website.	Lisa Hayes	5/27/14		Completed	Will look into the next meeting.  Gabe will send Lisa the IEHP links for provider search and formulary.	

28. To look into Google Analytics to see what it would take to add a counter to the website.	Lisa Hayes	7/29/14		Completed	Molina was able to implement Google Analytics for CCI Stakeholder web site.	
33. To put together an Inland Empire specific Crossover Fact Sheet	Harbage	7/29/14		Completed	Instead of reinventing the wheel, the group decided to utilize crossover sheet Harbage created for the Providers Tool Kit.	
34. To reach out to the ombudsman programs to get an update on the calls received.	Lisa Hayes	11/18/14		Completed	Going forward Ombudsman will be invited to CCI Stakeholder Meetings.	
35. Lisa to draft information as far as what are the steps that are going to be needed to do a tele- town hall and what type of cooperation will be needed from everyone so that this information can be socialized to the Stakeholders.	Lisa Hayes	11/18/14		Completed	Presented at 1/27/15 meeting. Group approved moving forward with Tele-Town Hall.  Action Items 37 and 38 created for implementation.	
37. Collect and provide phone numbers for the Tele Conference	Group	01/27/15	2/11/15	Completed	CBO Members were asked to provide client phone numbers and language preference in an Excel spreadsheet to HICAP that will be used by a vendor to establish a Tele Town Hall.	
38. Consult with HICAP to see if they can be the collectors of all the phone numbers	Gilbert Saucedo	01/27/15	2/11/15	Completed	If HICAP is unable to be the collector then Community Access Center will collect the numbers.	
39. Molina will provide bi-monthly reports of member's statistics.	Molina	01/27/15		Completed	Dr. Tompkins will work with Danica to determine what metrics to track and report. Going forward Molina will provide bi-monthly reports of members 5/26/15- Noticed that people are accessing the site closer to meeting dates. There were a greater number of users for the month of April.	
36. Create a link on their webpage so that CBO's have one place to request educational presentations.	Harbage	01/27/15		Completed		

41. Work with Harbage in getting a Provider Summit planned.	Molina/IEHP/ Harbage	3/31/15		Completed		
40. Create a subgroup to discuss a possibility of which medical groups will be the best recommendations to sit at the table.	Molina/IEHP	3/31/15		Completed	5/26/15 Roger- Provider Summit in June- wait until then to approach those that may be of interest.	
19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group. Follow up on the unique SHIP ID numbers.	Gilbert Saucedo	3/25/14	9/29/15	Completed	<p>Gilbert sent wish list to the group. Group received a copy of the wish list. He also stated that for the unique SHIP ID number he has gathered some preliminary information and is waiting on additional information from CMS. This will allow HICAP to work with the Plans on behalf of the beneficiaries.</p> <p>1/27/2015 Gilbert will forward new CMS information on to IEHP and Molina</p> <p>5/26/15 Not Present to Report</p> <p>7/28/15 Not present to report</p> <p>9/29/15 - No longer required due to changes at HCO.</p>	
43. Harbage will provide Molina with links and information from Summit for their website	Monika Vega/Lisa Hayes	7/28/15	9/29/15	Completed	Monika will email Lisa Hayes information from Provider Summit for Molina's website	
47. Monika to request Provider Summit statistics from State on behalf of the CCI group	Monika Vega	9/29/15		Completed	<p>Roger asked that Monika request to the State on CCI's behalf, that the State release statistics from the Provider Summit. The group would like to know demographics of the group for the means of outreach within the Inland Empire.</p> <p>11/24/15 – Discussed in action item #45</p>	
48. Lisa Hayes will send Tele-Town Hall script to Taylor for group distribution	Lisa Hayes/Taylor Strattan	9/29/15		Completed	<p>Once complete, Lisa Hayes will send the Tele-Town Hall script to Taylor to distribute to the CCI group for feedback.</p> <p>11/24/15 – Discussed in action item #45</p>	



49. Monika will send out a flyer for CCI Information and Tele-Town Hall information	Monika Vega	9/29/15		Completed	Chris Tarr suggested having an informational flyer prepared for the Tele-Town Hall that IHSS social workers can distribute.  11/24/15 – Discussed in action item #45	
50. Tessie will send PDF of Public Benefits clinic flyer to Lisa and Taylor for distribution	Tessie Cross, Lisa Hayes, Taylor Strattan	9/29/15		Completed	Tessie will send PDF of Public Benefits Clinic flyer to Lisa Hayes for CCI website and to Taylor Strattan for group distribution. 9/30/15 – Tessie emailed flyer. 10/2/15 – Taylor emailed to CCI group	
51. Gabriel Uribe will coordinate to plan a caregiver resource presentation for the next CCI meeting	Gabriel Uribe	9/29/15		Completed	Gabriel will contact Inland Caregiver Resource Center to coordinate a presentation to the CCI Stakeholders at the November meeting.	
52. Roger will determine what percent of people in Riverside County are eligible for CCI.	Roger Uminski	11/24/15		Completed	40,000-45,000 in Riverside County eligible for Cal MediConnect	
53. Taylor will send email to group asking for location suggestions for Inland County Legal Services to do presentations on Medicare services.	Taylor Strattan/Tessie Cross	11/24/15		Completed	Taylor will send Stakeholder group an email asking for suggestions where ICLS can send representatives to give a presentation on how to access services when their Medicare is not with Medi-Cal provider.	
46. Gilbert will find a Social Security representative to join CCI Stakeholder group to assist with the CMC Direct Enrollment	Gilbert Saucedo	9/29/15	3/29/16	Completed	1/26/16 Doug Shaw asked what the benefits of having a Social Security representative attend a meeting are. Tessie Cross suggested having an explanation of benefits to beneficiaries of Medi-Cal and Medicare would be useful.  Doug will have a representative at the next meeting.	
42. Harbage will provide a list of Summit attendees and survey results	Harbage/Monika Vega	7/28/15		Completed	Monika will provide a list of providers that attended the Provider Summit in June as well as the survey results from the Summit  11/24/15 – Ryan McDonald reported on the Summit survey results: Positive feedback overall; 4.3/5 average rating.	5/31/2016

					<ul style="list-style-type: none"> <li>Roger Uminski asked for categories of attendees, Ryan will follow up.</li> </ul> <p>5/31/16- Monika reported that the following demographics for the event:</p> <ul style="list-style-type: none"> <li>- Representatives from 5 medical groups</li> <li>- 7 solo/small practice groups</li> <li>- 2 hospitals</li> <li>- 3 clinics</li> <li>- 9 nursing facilities</li> </ul>	
56. Roger and Deborah will coordinate to prepare a presentation on the 1115 Waiver.	Roger Uminski/Deborah Miller	3/29/16		Completed	<p>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.</p> <p>5/31/16- Roger presented.</p>	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)