

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-January 26, 2016)

Location: Riverside University Health System – 26520 Cactus Ave., CPC 106, Moreno Valley, CA 92555

Date: Tuesday, January 26, 2016- 1:30 pm -4:30pm

Minutes By: Taylor Strattan, Inland Empire Health Plan

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Christine Ramsey	Marketing Manger	InnovAge
Darren Gray (Phone)	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Doug Shaw for Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Janet Velez (Phone)	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Kristine Loomis (Chair)	Consumer	Riverside County In- Home Support Services
Loretta Sotile	District Manager	San Bernardino County In-Home Support Services
Elizabeth Caballero for Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW
Paul Van Doren	Executive Director	Community Access Center
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Wasima Alvi (Phone)	Clinical Services Manager	Inland Regional Center

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Chris Stottlemeyer	Administrator	California Association of Health Facilities
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Deborah Miller	Vice President of Health Services	Molina Healthcare
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Gilbert Saucedo	Director	Health Insurance Counseling and Advocacy Program
Jan Remm	Regional Vice President	Hospital Association of Southern California
Jay Harris	Deputy Director	Department of Rehabilitation
Jewel Lee	Executive Director – Public Authority	Riverside County In- Home Support Services Public Authority
Maria Zamora-Hughes	Regional Executive Director	InnovAge
Michele Haddock	Director	Riverside County Office on Aging,
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Open	Executive Director	Rolling Start
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram	Director	San Bernardino Department of Aging and Adult Services
Sarah Eberhardt-Rios	Deputy Director	San Bernardino County Department of Behavioral Health
Dr. Scott Allen	Physician	Provider
Sergio Calderon	Director	Alzheimer’s Association
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health

IEHP Committee Members Present:

<u>Person</u>	<u>Title</u>
Roger Uminski	Director of Health Administration
Gabriel Uribe	Disability Program Manager

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
(APPROVED MINUTES FOR-January 26, 2016)**

Molina Healthcare of California Committee

Members Present:

Person

Megan Dankmyer
Dr. Felix Nuñez
Danica Lusser (Phone)

Public

Person

Ben Jauregui
Bev Ching
Chris Long
Fred Muñoz
Luis Coronel
Mario Janesin
Monika Vega
Ryan McDonald (Phone)

Title

Director of Long Term Services and Support
Medical Director – Inland Empire
Disability and Senior Access Services

Title

LTSS Manager
Strategic Projects Manager

Medicare Manager

Senior Outreach Coordinator

Affiliation

Inland Empire Health Plan
Inland Empire Health Plan
Care Provider
Harbage Consulting
Inland Empire Health Plan
Community Access Center
Harbage Consulting
Harbage Consulting

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for January 26, 2016 @ 1:30-4:30 pm**

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Doug Shaw</i>	Doug Shaw volunteered to chair in Gilbert Saucedo's absence.	<i>No Action Required</i>
II. Acceptance of minutes from November 24, 2015 and Committee Nominations <i>Doug Shaw</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> • Motion by Dr. Felix Nuñez • Second by Doug Shaw 	<i>No Action Required</i>
III. Review Action Log from November 24, 2015 <i>Doug Shaw</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Danica provided feedback about the top visited pages: <ul style="list-style-type: none"> - November had 629 page views - December had 406 page views <p>14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> • See Communications Update <p>21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> • Ben Jauregui and Bev Ching will provide the document they currently have to Kristine Loomis and Felice Connelly for editing. Once completed, Kristine will send to Taylor Strattan to distribute to group and collect Stakeholder feedback. <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"> • On Going <p>42. Harbage will provide a list of Summit attendees and survey results</p> <ul style="list-style-type: none"> ○ Roger asked for number of attendees by category since it was reported that the individual names could not be released. <ul style="list-style-type: none"> - Ryan is working with their data collection company for the Summit. Harbage is asking DHCS for more detailed information. Ryan McDonald will email an update when information is received. <p>44. Harbage will provide a flyer to IHSS for consumers</p> <ul style="list-style-type: none"> • See Communication Workgroup update. <p>45. Tele-Town Hall</p> <ul style="list-style-type: none"> • See Communication Workgroup update. 	<p><i>Danica will send Google Analytics data to Taylor to distribute to group.</i></p> <p><i>Kristine will provide editing. Taylor will distribute to Stakeholder group once finished.</i></p> <p><i>In Process</i></p> <p><i>In Process</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>46. Gilbert will find a Social Security representative to join CCI Stakeholder group to assist with the CMC Direct Enrollment.</p> <ul style="list-style-type: none"> • 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 reported that he will have a representative at the next meeting. <p>52. Roger will determine what percent of people in Riverside County are eligible for CCI.</p> <ul style="list-style-type: none"> • 40,000-45,000 in Riverside County are eligible for Cal MediConnect <p>53. Taylor will send email to group asking for location suggestions for Inland County Legal Services to do presentations on Medicare services.</p> <ul style="list-style-type: none"> • Group will send suggestions. <p>54. Tessie and Monika will coordinate to create a flyer educating Providers on CMC.</p> <ul style="list-style-type: none"> • In progress 	<p><i>Completed</i></p> <p><i>Completed</i></p> <p><i>In progress</i></p>
<p>IV. December 2015 Enrollment Updates</p>	<p>A. Megan Dankmyer reported the following updates:</p> <ul style="list-style-type: none"> • The enrollment for each County is as follows: San Bernardino County – 13,718 CCI members enrolled; opt-out rate 37% Riverside County – 13,813 CCI members enrolled; opt-out rate 35% 	
<p>V. 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"> 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) Sarah Eberhardt-Rios, Mary Rios <ul style="list-style-type: none"> ○ Connects with action item #21. Bev Ching and Ben Jauregui will share Managed Care 101 Power Point they have. Kristine Loomis and Felice Connolly will provide suggested edits. Taylor Strattan will send to Stakeholder group for distribution and suggestions once completed. ii. Communications Workgroup Sergio Calderon, Felice Connolly, Kristine Loomis <ul style="list-style-type: none"> ○ Harbage provided an update on the Tele-Town Hall: <ul style="list-style-type: none"> - The contract between the Tele-Town Hall vendor and DHCS has ended. - Roger suggested having the one page flyer ready prior to the new Tele-Town Hall date. - Kristine mentioned that in her last reassessment package, she did not receive any information on CCI. Ryan McDonald mentioned that Harbage is working on 	

Agenda Item	Discussion of Agenda Items	Action
	developing a beneficiary toolkit.	
VI. Informational Events	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> • Harbage saw a slower rate of requests the past two months from the Inland Empire. They reported that requests can still be made on CalDuals.org. • Monika reported an upcoming outreach opportunity - Lunar New Year Festival in Riverside. <p>B. CBO Needs</p> <ul style="list-style-type: none"> • Paul Van Doren – Community Access Center <ul style="list-style-type: none"> ○ CAC and Riverside Office on Aging partnered with a grant from SCAN to identify policy needs or system changes for the CCI program. Helen Jung, an associate clinical professor at Loma Linda University, will be collecting statistics within the community for ideas that could help improve CCI. ○ Paul asked the group to provide suggestions on what data would be good to capture. ○ Roger suggested that the Office on Aging or CRC send a brief of the SCAN grant to Taylor and she will send to the committee. 	<i>CAC/OoA will send brief of SCAN Grant to Taylor for distribution.</i>
VII. CCI/ Cal MediConnect Updates	<p>A. Post Implementation</p> <ul style="list-style-type: none"> • No Updates <p>B. New Choice Forms</p> <ul style="list-style-type: none"> • No Updates <p>C. Stakeholder Experience</p> <ul style="list-style-type: none"> • None provided <p>D. IHSS Update/Inclusion of training in 1115 Waiver</p> <ul style="list-style-type: none"> • Loretta Sotile – San Bernardino County <ul style="list-style-type: none"> ○ MOUs for IEHP and Molina have gone through the SB IHSS Board. ○ Reported than communication with the plans is excellent. • Doug Shaw – HICAP <ul style="list-style-type: none"> ○ Call center is experiencing a low amount of CCI calls. ○ Doug mentioned the biggest concern clients have with joining CCI is keeping the same doctors. ○ Kristine Loomis mentioned in response to Doug Shaw’s update for the HICAP that there is sometimes a communication disconnect between doctors and the plans. She explained an experience of having issues getting her doctor to agree to sign a Letter of Agreement to see her due to the fact that her doctor was under the impression that he was signing a letter to see multiple patients. <p>E. California IHSS Consumer Alliance</p> <ul style="list-style-type: none"> • Kristine reported that she is member of the CA IHSS Consumer Alliance and they have opened up their organization to Health Plans. The benefit of joining would be the ability to have an advertisement in their newsletter and assistance in providing information to consumers about 	

Agenda Item	Discussion of Agenda Items	Action
	<p>the CCI program.</p> <ul style="list-style-type: none"> ○ Taylor will send Kristine information regarding who from the plans will be responsible for contacting CA IHSS Consumer Alliance. ● Janet Velez reports that Riverside County is assisting clients with enrollment in Cal MediConnect. <ul style="list-style-type: none"> ○ She reported that everything is going well working with the health plans. <p>F. 1115 Waiver Update by Roger Uminski</p> <ul style="list-style-type: none"> ● CMS approved the 1115 waiver ● CCS program will continue ● PRIME 2020 – replacing DSRIP <ul style="list-style-type: none"> ○ Incentives to hospitals for outcomes through primary care. The idea is to reduce people going to the hospital by providing better primary care. ● Whole Person Care <ul style="list-style-type: none"> ○ Focusing on CCI counties ○ Enhanced case management at the primary care level ○ Housing, food resources, behavioral health, and other are a major part of WPC. <p>G. Governor’s Budget Proposal</p> <ul style="list-style-type: none"> ● Funding was included to continue CCI 	
VIII. MSSP Update/Transition	Recent staff positions were filled.	
IX. Ombudsman Update	<p>A. Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> ● Tessie reports that the majority of the clients they hear from love the services from IEHP/Molina, but there are many that have been disenrolled due to failure to submit paperwork. Tessie reports that many clients may not have received notifications or redetermination letters. ● Doug Shaw reports that many of their clients do receive a redetermination letter, but then ignore the letter and that is why they get disenrolled. ● Kristine reports that many times, she is asked to send original proof of income, and once sent, she is contacted again to provide proof of income, but as they have not been returned, she does not have the originals. ● Paul Van Doren asked what can be done in this situation and how he should direct individuals with the same issue. Tessie suggested contacting a local Medi-Cal office and file a State Fair Hearing. ● Wasima suggested looking into having a redetermination letter or a notification be sent to the health plan in addition to the consumer in order for the health plan to be proactive about getting their member reenrolled. 	
X. Public Comment	<ul style="list-style-type: none"> ● Chris Long discussed the need for a better way to share patient records between doctors. <ul style="list-style-type: none"> ○ Chris suggested that the misunderstanding of disabilities is a large reason why sometimes care 	

Agenda Item	Discussion of Agenda Items	Action
	<p>is inconsistent.</p> <ul style="list-style-type: none"> • Luis Coronel mentioned that once Medi-Cal is reinstated for the Member, they have to actively re-enroll in Cal-MediConnect. <ul style="list-style-type: none"> ○ Luis suggested that the client try contacting Health Care Options first, but if that does not work to contact their Ombudsman to correct the issue quickly. • Loretta Sotile will try to find an individual that can be connected to the Ombudsman for San Bernardino County. If she can find one, she will invite them to the next meeting. 	
XI. Next Steps	See Action Log	
XII. Closing Comments		
XIII. Next Meeting	<p>March 29, 2016, 1:30 pm-4:30pm Community Resource Center 805 W. 2nd St. San Bernardino, CA 92410</p>	

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		
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	<p>Awaiting feedback from Lisa and Gilbert. On revision number 3 of Managed Care 101. Once completed it will be distributed to the committee and then to the public. Presentation is complete and will bring in for committee review.</p> <p>1/27/2015: Roger will follow up with Ben. 3/31/15: Will follow up with Mary Rios to see if she has access of the Managed Care 101. Lisa Hayes has possible draft. Paul Van Doren to contact to locate the presentation. 5/26/15- In Process 7/28/15 Lisa to follow up with Paul 9/29/15 Paul will look for presentation 11/24/15 – Paul has not been able to track down a presentation. He asked what are the top questions received to focus on the most misunderstood area. Ben Jauregui & Bev Ching will bring information and draft presentations to the next meeting in January.</p>	

					1/26/16 – Presentation drafted. Will send to Kristine and Felice for edits.	
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.	
42. Harbage will provide a list of Summit attendees and survey results	Harbage/Monika Vega	7/28/15		Pending	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. <ul style="list-style-type: none"> • Roger Uminski asked for categories of attendees, Ryan will follow up. 	
44. Harbage will provide a flyer to IHSS for consumers	Harbage/Monika Vega	7/28/15		Pending	See Communication Workgroup update for details	
45. Tele-Town Hall	Communications Workgroup	7/28/15		Pending	See Communication Workgroup update for details	
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		Pending	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.	
54. Tessie and Monika will coordinate to create a flyer educating Providers on CMC.	Tessie Cross/Monika Vega	11/24/15		Pending	Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it.	
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		Pending	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.	

Action Log – Resolved

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

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	www.inlandempirecci.org	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	www.hicapsbc.org and www.hicaprc.org 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 to coordinate dates for Harbage present.	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. 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	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.	

recommendations to sit at the table.						
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	<p>Chris Tarr suggested having an informational flyer prepared for the Tele-Town Hall that IHSS social workers can distribute.</p> <p>11/24/15 – Discussed in action item #45</p>	
50. Tessie will send PDF of Public Benefits clinic flyer to Lisa and	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.	

Taylor for 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 CCL.	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.	