

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY  
COMMITTEE MEETING  
(APPROVED MINUTES FOR- May 31, 2016)**

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

Date: Tuesday, May 31, 2016- 1:30 pm -4:30pm

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

**Appointed Committee Members Present:**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Barbara McLendon (Phone)	Public Policy Director	Alzheimer's Greater Los Angeles
Barbara Scott	Consumer	Molina Healthcare
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Doug Shaw (Chair)	Director	Health Insurance Counseling and Advocacy Program
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Glenn Nicks	Consumer	Molina Healthcare
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Kristine Loomis (Phone)	Consumer	Riverside County In- Home Support Services
Loretta Sotile	District Manager	San Bernardino County In-Home Support Services
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Sandra Wieder	Consumer	Inland Empire Health Plan
Sarah Eberhardt-Rios (Phone)	Deputy Director	San Bernardino County Department of Behavioral Health

**Committee Members Absent**

<b><u>Person</u></b>	<b><u>Title</u></b>	<b><u>Affiliation</u></b>
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
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
Deborah Miller	Vice President of Health Services	Molina Healthcare
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
Anna Martinez	Director	Riverside County Office on Aging
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Jan Vitro	Executive Director	Rolling Start
Patricia Martin	Consumer	In-Home Support Services
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram	Director	San Bernardino Department of Aging and Adult Services
Dr. Scott Allen	Physician	Provider
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Wasima Alvi	Clinical Services Manager	Inland Regional Center
Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY  
COMMITTEE MEETING  
(UNAPPROVED MINUTES FOR-May 31, 2016)**

**IEHP Committee Members Present:**

**Person**

Roger Uminski  
Gabriel Uribe

**Title**

Director of Health Administration  
Disability Program Manager

**Molina Healthcare of California Committee**

**Members Present:**

**Person**

Sergio Calderon  
Dr. Felix Nuñez  
Danica Lusser (Phone)

**Title**

Director, Disability & Senior Access Services  
Medical Director – Inland Empire  
Disability and Senior Access Services

**Public**

**Person**

Barbara Chastain  
Ben Jauregui  
Bev Ching  
Delia Lopez  
Dianne Sceranka  
Fred Munoz  
Jose Solorzano  
Luis Coronel  
Mario Janesin  
Maria Lugo  
Mary Rios  
Miguel Aparicio  
Monika Vega  
Sharlene Landau  
Stephanie Brynjolfson

**Title**

LTSS Manager  
Strategic Projects Manager  
Member Advocate/Outreach Coordinator  
  
Member Advocate/Outreach Coordinator  
Medicare Manager

**Affiliation**

Public  
Inland Empire Health Plan  
Inland Empire Health Plan  
Molina Healthcare  
San Bernardino Behavioral Health  
Harbage Consulting  
Molina Healthcare  
Inland Empire Health Plan  
Community Access Center  
Molina Healthcare  
Molina Healthcare  
Molina Healthcare  
Harbage Consulting  
Molina Healthcare

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting  
Meeting Minutes for May 31, 2016 @ 1:30-4:30 pm**

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Doug Shaw</i>		<i>No Action Required</i>
II. Acceptance of minutes from March 29, 2016 and Committee Nominations <i>Doug Shaw</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> <li>• Motion by Doug Shaw</li> <li>• Second by Rod Verbeck</li> </ul>	<i>No Action Required</i>
III. Review Action Log from March 29, 2016 <i>Kristine Loomis</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> <li>• Danica Lusser was not able to provide feedback at this time. Statistics were not available for sharing.</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 presented the Managed Care 101 presentation titled “Health Plan Basics”. See below for details.</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>42. Harbage will provide a list of Summit attendees and survey results</p> <ul style="list-style-type: none"> <li>○ 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"> <li>- Monika reported that the following demographics for the event: <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> </li> </ul> </li> </ul> <p>44. Harbage will provide a flyer to IHSS for consumers</p> <ul style="list-style-type: none"> <li>• See Communication Workgroup update.</li> </ul> <p>45. Tele-Town Hall</p> <ul style="list-style-type: none"> <li>• See Communication Workgroup update.</li> </ul>	<p><i>Danica will send Google Analytics data to Taylor to distribute to group.</i></p> <p><i>In Process</i> <i>In Process</i></p> <p><i>On going</i></p> <p><i>Completed</i></p> <p><i>Pending</i></p> <p><i>Pending</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>• (Combining with Action item #45 in future minutes)</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>• In process</li> </ul> <p>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.</p> <ul style="list-style-type: none"> <li>• In process – A subcommittee is being created to further explore. Paul van Doren will send Taylor information for group distribution.</li> </ul> <p>56. Roger and Deborah will coordinate to prepare a presentation on the 1115 waiver.</p> <ul style="list-style-type: none"> <li>• Presentation created and presented at the meeting by Roger Uminski.</li> </ul>	<p><i>Pending</i></p> <p><i>Pending</i></p> <p><i>Completed</i></p>
IV. May 2016 Enrollment Updates	<p>A. Roger Uminski reported the following updates:</p> <ul style="list-style-type: none"> <li>• The enrollment for each County is as follows:  San Bernardino County – 13,052 CCI members enrolled; opt-out rate 39%  Riverside County – 13,502 CCI members enrolled; opt-out rate 37%</li> </ul>	
V. Risks/ Subgroup Reports	<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></li> <li>• Ben Jauregui presented the Health Care Basics (Managed Care 101) presentation. The following comments were made on the presentation: <ul style="list-style-type: none"> <li>○ Doug Shaw mentioned that in the presentation, it should be mentioned that Members may lose their doctor due to switching to Cal MediConnect.</li> <li>○ Monika Vega mentioned Harbage has a flyer they can share on how to determine if your doctor is within the network.</li> <li>○ Sergio Calderon mentioned it would be nice if included in the presentation were examples of the positives of switching and perhaps positive quotes from Members. He also suggested encouraging doctors to participate in the CCI network.</li> <li>○ Roger Uminski suggested having website resources within the presentation.</li> <li>○ Ben asked if anyone suggested that the Medi-Cal and Medicare presentations need to be separated. Tessie Cross voted yes, they should be separated so that they will be relevant depending on who the audience is.</li> <li>○ Tessie also suggested adding Ombudsman information to the presentation.</li> <li>○ Ben would like to add a reference page and/or a glossary to help guide users through the presentation.</li> <li>○ Randy Schlect suggested using language that is understandable by all readers. Ben asked that Kristine have Chris Long look over the presentation and ask for his suggestions.</li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> <li>○ Monika suggested that having “Managed Care” in the title or beginning of the presentation would help people recognize the content. <ul style="list-style-type: none"> <li>- Monika suggested having three separate presentations: Medi-Cal, Medicare, and one presentation with both Medi-Cal and Medicare.</li> </ul> </li> <li>○ Roger mentioned there should be an explanation of what Managed Care is in the beginning of the presentation to give the reader a better understanding.</li> </ul> <p>ii. Communications Workgroup <b>Sergio Calderon, Felice Connolly, Kristine Loomis</b></p> <ul style="list-style-type: none"> <li>○ Harbage provided an update on the Tele-Town Hall: <ul style="list-style-type: none"> <li>- Contract between the Tele-Town Hall vendor and the State is still on hold.</li> <li>- Expect the contract to be renewed once the State budget is passed.</li> </ul> </li> </ul>	
A. Informational Events	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> <li>● Monika Vega reports that Harbage has been conducting many outreach/networking events.</li> <li>● Some of the events include: <ul style="list-style-type: none"> <li>- San Bernardino Behavioral Health, Riverside County Health Coalition, Riverside University Health System – Behavioral Health, Family Advocate System, Consumer Affairs, and other county events.</li> </ul> </li> <li>● Harbage will attend the Disability Awareness Subcommittee. They have been working with the State Council on developmental disabilities. They have four upcoming presentations that are open to the public: June 7<sup>th</sup>, August 4<sup>th</sup>, October 6<sup>th</sup>, and December 1<sup>st</sup>.</li> <li>● Harbage attended the San Bernardino Grandparents Resource Fair. They were able to pass out information to attendees.</li> <li>● Harbage is hosting standing monthly webinars. <ul style="list-style-type: none"> <li>- Advocate Webinar is every 3<sup>rd</sup> Tuesday of the month. The next webinar is June 21<sup>st</sup>.</li> <li>- Provider Webinar is every 3<sup>rd</sup> Wednesday of the month. The next webinar is June 15<sup>th</sup>. Provider webinars include billing and authorization.</li> <li>- Monika will send Taylor links to the webinars for group distribution.</li> </ul> </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>● Both plans report that everything is going well.</li> </ul> <p>B. 1115 Waiver Programs</p> <ul style="list-style-type: none"> <li>● Roger presented a PowerPoint on the 1115 waiver. <ul style="list-style-type: none"> <li>- Barbra McClendon from Alzheimer’s Association asked how the 1115 waiver correlates with CCI. Roger responded that there are similarities between CCI and waiver programs – coordinates health care and social services.</li> <li>- Roger explained that Cal MediConnect was created to help coordinate care with those who have both Medi-Cal and Medicare; Whole Person Care was created to focus on a more narrow category which is high utilizing population.</li> <li>- Waiver programs can complement, but not replace CCI.</li> <li>- Rod Verbeck mentioned that they are looking where they can place the program in</li> </ul> </li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
	<p>the population to best serve.</p> <ul style="list-style-type: none"> <li>- Sarah Eberhardt-Rios brought up that this new program was made to care for individuals whose needs were not being met with prior programs.</li> <li>• Roger presented on the PRIME project.</li> </ul> <p>C. Stakeholder Experience</p> <ul style="list-style-type: none"> <li>• Rod Verbeck mentioned credentialing process issues at Riverside University Health System.</li> <li>• Doug Shaw mentioned that Ann Cutler will present to HICAP staff/volunteers. After, a representative from both Molina and IEHP will present to the same group on how the Plans operate.</li> <li>• Loretta Sotile discussed San Bernardino CCI Unit that has a supervisor with IHSS social workers that are linked with offices. There are three offices within San Bernardino County in Victorville, San Bernardino, and Rancho Cucamonga. Each social worker has one office underneath them. If there are CCI questions, the Plans will know to contact the social workers. <ul style="list-style-type: none"> <li>- Loretta mentioned that the social workers and the Plans participate in a yearly “Meet &amp; Greet” so that everyone is familiar with one another.</li> </ul> </li> <li>• Jose Solorzano – Discussed the positive impact that field representatives have with Members giving an example of a visually impaired Molina Member that he helped connect to CACHI which in turn helped get the Member the assistance they needed.</li> </ul>	
C. MSSP Update/Transition	<ul style="list-style-type: none"> <li>• Loretta Sotile provided updates: <ul style="list-style-type: none"> <li>- Still waiting on State to give Plans and Counties guidance on the transition.</li> <li>- San Bernardino is working well with Plans; they are meeting once a month.</li> </ul> </li> </ul>	
D. Ombudsman Update	<p>A. Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> <li>• M1 Medi-Cal aid code issue. <ul style="list-style-type: none"> <li>- Aid codes are being switched and beneficiaries are being dropped from Cal MediConnect with no warning. Patients are then unable to see their doctors when they show up to their office. They are working to rectify the problem.</li> </ul> </li> <li>• Reviewing balanced billing with Justice and Aging. Ambulance and small Provider offices are doing balanced billing. Tessie requested that Ombudsman contact information still be provided so they can monitor.</li> </ul>	
E. New Stakeholder Representatives and New Meeting Chairs	<p>A. Sandra Wieder from IEHP was nominated to join the CCI Stakeholder Committee. Roger Uminski motioned to nominate Sandra; both Rod Verbeck and Doug Shaw seconded her vote.</p> <ul style="list-style-type: none"> <li>- Randy Schlect nominated Barbara Chastain to be on the Committee. Her potential nomination will be put on the agenda for the next Committee meeting.</li> </ul> <p>B. Roger Uminski asked for volunteers for new meeting chairs for the year.</p> <ul style="list-style-type: none"> <li>- Kristine Loomis volunteered to Chair for another year.</li> <li>- Randy Schlect volunteered as a Vice Chair; he later withdrew his nomination.</li> <li>- Doug Shaw volunteered for Vice Chair.</li> <li>- Sergio Calderon seconded both Chair nominations.</li> </ul>	

Agenda Item	Discussion of Agenda Items	Action
F. Public Comment	<ul style="list-style-type: none"> <li>• Luis Coronel: <ul style="list-style-type: none"> <li>- Requested that acronyms need to be spelled out so that it is understandable to all readers.</li> <li>- In response to encouragement about patients encouraging their Providers to join Cal MediConnect (CMC), he mentioned that it may be difficult to convince them.</li> <li>- Suggestion of informing potential CMC Members there is a potential they could lose their doctor after joining.</li> <li>- Luis stated that Health Care Options (HCO) is not the best resource to be distributing as HCO has misinformed beneficiaries in the past. <ul style="list-style-type: none"> <li>➤ Luis said that HCO also does not compare Health Plans if asked. The beneficiary is instructed to call the Plans.</li> </ul> </li> <li>- Health Plans now have the options for streamlined enrolling Members instead of going through HCO. Members must already be with the Plan.</li> </ul> </li> <li>• Tessie asked that when HCO issues come up to inform the Ombudsman so issues can be brought up on the Ombudsman Weekly State call.</li> <li>• Mary Rios announced that that next High Desert Disabilities Collaborative will be on July 5<sup>th</sup>.</li> <li>• Monika Vega announced from the IE Communications Workgroup (CCI), they would like to create a flyer to encourage higher participation. Monika will send Taylor Strattan the flyer once it is finished for group distribution.</li> </ul>	
G. Next Steps	See Action Log	
H. Closing Comments		
I. Next Meeting	<p>July 26, 2016, 1:30 pm-4:30pm  <b>Molina Healthcare</b>  <b>550 E. Hospitality Lane</b>  <b>San Bernardino, CA 92408</b></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	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	

					<p>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 &amp; Bev Ching will bring information and draft presentations to the next meeting in January.  1/26/16 – Presentation drafted. Will send to Kristine and Felice for edits.</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.	Group	7/29/14		On Going	Requests are now channeling through the Communications Committee. Members can still contact Harbage directly for suggestions and requests.	
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	
54. Tessie and Monika will coordinate to educating Providers and clients on the appeal process when a service is denied.	Tessie Cross/Monika Vega	11/24/15		Pending	<p>Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it.</p> <p>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.</p>	
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	<p>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.</p> <p>5/31/16 – Paul will send Taylor information on subcommittee meetings being organized for group distribution.</p>	
57. Monika will send Taylor information and	Monika Vega/Taylor	5/31/16		Completed (6/1/16)	Monika will send information with links on Harbage's webinars to Taylor for group distribution. Webinar topics are	6/1/16



links to Harbage's monthly Webinars for group distribution.	Strattan				for advocates and providers.	
<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