

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-May 26, 2015)

Location: Inland Regional Center (IRC) 1425 S. Waterman Ave. San Bernardino, Ca 92408

Date: Tuesday, May 26, 2015- 1:30 pm -4:30pm

Minutes By: *Heidi Pringle, Inland Empire Health Plan*

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Doug Shaw for Gilbert Saucedá (Chair)	Director	Health Insurance Counseling and Advocacy Program
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Kristine Loomis (Vice-Chair) (Phone)	Consumer	Riverside County In- Home Support Services
Loretta Sotile for Chris Tarr	District Manager	San Bernardino County In-Home Support Services
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Nancy Haro for Wendy Duchén	Senior Organizer for San Bernardino	SEIU- ULTCW
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Sarah Eberhardt-Rios (Phone)	Deputy Director	San Bernardino County Department of Behavioral Health
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Veronica Rodriguez	Administrative Services Manager I	Riverside County Office on Aging
Wasima Alvi	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
Deborah Miller	Vice President of Health Services	Molina Healthcare
Jan Remm	Vice President	Hospital Association of Southern California
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Jay Harris	Deputy Director	Department of Rehabilitation
Jewel Lee	Executive Director - Public Authority	Riverside County In- Home Support Services Public Authority
Kristine Ramsey		InnovAge
Mary Rios	Multicultural Affairs Advocate	Disability Rights California
Michele Haddock	Director	Riverside County Office on Aging,
Open	Executive Director	Rolling Start
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram	Director	San Bernardino Department of Aging and Adult Services
Dr. Scott Allen	Physician	Provider
Sergio Calderon	Director	Alzheimer's Association
Sharon Swayer	Provider	San Bernardino County IHSS Public Authority

IEHP Committee Members Present:

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

Molina Healthcare of California Committee Members Present:

<u>Person</u>	<u>Title</u>
Lisa Hayes	Director, Disability & Senior Access Services

INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for May 26, 2015 @ 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 31 ,2015 and Committee Nominations <i>Roger Uminski</i>	Minutes were accepted as presented.	<i>No Action Required</i>
III. Review Action Log from March 31, 2014 <i>Doug Shaw</i>	<p>A. 13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Nothing new to report as of this time. <p>B. 14. To come up with ways to mitigate the top four identified risks.</p> <ul style="list-style-type: none"> • See Agenda Item V <p>C. 19. Gilbert to create a wish list to distribute to the Stakeholders. Also, a schedule of presentation dates can be sent to the group.</p> <ul style="list-style-type: none"> • Not present to report <p>D. 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> • Paul stated that he can contact Rolling Start to get a copy. • Lisa reported that she will send a copy of the draft to Paul. <p>E. 28. To look into Google Analytics to see what it would take to add a counter to the website.</p> <ul style="list-style-type: none"> • Danica reported the following information: <ul style="list-style-type: none"> ○ Total of 429 page views ○ 298 Users ○ 1.21 Pages/session ○ Bounce rate 64.80% ○ Percent of new sessions 96.05% <p>F. 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>G. 40. Create a subgroup to discuss a possibility of which medical groups will be the best recommendations to sit at the table.</p> <ul style="list-style-type: none"> • Roger reported that they will wait until after the Provider Summit in June to approach those that may be of interest. 	

Agenda Item	Discussion of Agenda Items	Action
IV. January 2015 Enrollment Updates	<p>A. Roger Uminski reported the following updates:</p> <ul style="list-style-type: none"> • The opt-out rate combined for both Counties is 35%. • The enrollment for each County is as follows: San Bernardino County – 14,680 members enrolled Riverside County – 14,768 CCI members enrolled 	
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"> • 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"> ○ Nothing new to report. • Communications Workgroup Lisa Hayes, Felice Connolly <ul style="list-style-type: none"> ○ Looking into IHSS participants that had opted out of the program. Waiting to get confirmation from the State that they will provide call out numbers ○ Group reported that they are also looking into the possibility of robo dialing. • Interoperability of data systems, and data sharing process. Roger Uminski, Steve Steinberg, Sarah Eberhardt-Rios, Leti Fierro <ul style="list-style-type: none"> ○ Roger stated that Leo Pak; the Executive Director of Inland Empire HIE has not been available to speak at these meetings as of yet, Roger will continue to inquire. 	
VI. Informational Events	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> • Subhan reported that Harbage will be doing a Provider Summit in the Inland Empire June 23. • It was reported that the Panel Discussions will include: <ul style="list-style-type: none"> ○ Care Coordination ○ Engaging Consumers in Care ○ Integrating Home and Community- Based Services ○ Leveraging Community Resources <p>B. CBO Needs</p> <ul style="list-style-type: none"> • Paul requested help to understand the medical services that are provided in the community as opposed to what is covered? Does Medi-Cal provide in home care? Paul also spoke about the CCT program. <ul style="list-style-type: none"> ○ Roger stated that the Plans will provide Home Health services to members in need. 	
VII. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP</i>	<p>A. Post Implementation</p> <ul style="list-style-type: none"> • Roger reported that from the Plans prospective everything is status quo. There has been an All Plan Letter provided by the State to further clarify care coordination. <p>B. Stakeholder Experience</p> <ul style="list-style-type: none"> • Myette reported that there have not yet worked any care coordination cases as of this time. • Lisa discussed the new Choice Forms with the group. Group made the following recommendations: 	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> ○ Spell out Kaiser instead of KA KP Cal 	
VIII. Ombudsman Update	<p>A. Tessie reported issues with billing.</p> <p>B. It was also reported that there is disconnect with some of the providers and submitting the cross claims.</p> <ul style="list-style-type: none"> • Gabriel reported the IEHP sends out educational materials to the providers regarding this issue. Unfortunately, this is still an issue. 	
IX. Other	A. Nothing new to report	
X. Public Comment	A. No Comments	
XI. Next Steps	See Action Log	
XII. Closing Comments		
XIII. Next Meeting	<p>A. July 28, 2015, 1:30 pm-4:30pm Inland Regional Center 1425 S. Waterman Ave. San Bernardino, Ca 92408</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	All of the requested changes had been made.	
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	On Going		
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		In Process	<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>	
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.</p> <p>Presentation is complete and will bring in for committee review.</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	
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. 5/26/15- Paul- Harbage does several webinars a month. Wasima- IRC training in March	
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		Pending	5/26/15 Roger- Provider Summit in June- wait until then to approach those that may be of interest.	

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	Ben Jauregui/ Lisa Hayes	7/23/13	9/24/13	Completed		9/24/13

are updated when a Provider is added or removed.						
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	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	

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					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	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.	

results and further input from the CCI Stakeholder Advisory Committee.						
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	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.	

website is available in 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		