

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR- January 27, 2015)

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

Date: Tuesday, January 27, 2015- 1:30 pm -4:30pm

Minutes By: *Jessica Partida, Inland Empire Health Plan*

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Chris Tarr	District Manager	San Bernardino County In-Home Support Services
Kristine Loomis (Chair)	Consumer	Riverside County In- Home Support Services
Gilbert Saucedo (Vice Chair)	Director	Health Insurance Counseling and Advocacy Program
Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Paul Van Doren	Executive Director	Community Access Center
Randy Schlecht	Consumer	San Bernardino County In- Home Supportive Services
Doug Bagley covering for Dimitrios Alexiou	Vice President	Hospital Association of Southern California
Gilbert Saucedo		Health Insurance Counseling and Advocacy Program
Veronica Rodriguez	Administrative Services Manager I	Riverside County Office on Aging
Sarah Eberhardt-Rios (Phone)	Deputy Director	San Bernardino County Department of Behavioral Health
Mary Rios (Phone)	Multicultural Affairs Advocate	Disability Rights California

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
Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Jay Harris	Deputy Director	Department of Rehabilitation
Jewel Lee	Executive Director - Public Authority	Riverside County In- Home Support Services Public Authority
Michele Haddock	Director	Riverside County Office on Aging,
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Wasima Alvi	Clinical Services Manager	Inland Regional Center
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 Swayzer	Provider	San Bernardino County IHSS Public Authority
Open	Executive Director	Rolling Start
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health

IEHP Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Guest:</u>
Roger Uminski	Director of Health Administration	Tessi Cross, Inland Counties Legal Services Ombudsman
Gabriel Uribe	Disability Program Manager	Kristine Ramsey, InnovAge

Molina Healthcare of California Committee Members Present:

<u>Person</u>	<u>Title</u>
Deborah Miller	Vice President of Health Services
Dr. Richard Tompkins	Chief Medical Officer
Lisa Hayes	Director, Disability & Senior Access Services

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for November 18 @ 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>
II. Acceptance of minutes from September 30, 2014 <i>Gabriel Saucedo</i>	Minutes were accepted as presented.	<i>No Action Required</i>
III. Review Action Log from November 18, 2014 <i>Kristine Loomis</i>	<p>A. 13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Lisa stated that all of the requested changes had been made. <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"> • It has turned out a little more complicated than expected. Gabriel Saucedo will forward new CMS information to IEHP and Molina. <p>D. 21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.</p> <ul style="list-style-type: none"> • Roger will follow up with Ben who reported that he will get together with his group and get the presentation sent out to the Stakeholders. <p>E. 23. To check with the State to see if any of the information provided on their website is available in other languages.</p> <ul style="list-style-type: none"> • Completed therefore moved down to completed Action Items list. <p>F. 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.</p> <ul style="list-style-type: none"> • Completed by Harbage. <p>G. 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.</p> <ul style="list-style-type: none"> • Lisa reported they are working on it and would look into it for next meeting. • Gabriel U. will send Lisa the IEHP links for provider search and formulary. <p>H. 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"> • Molina was able to implement Google Analytics for CCI Stakeholder web site. 	

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	<p>Los Angeles - 50.4 % State wide for all six Counties - 43.4%</p> <p>C. The group discussed potential factors contributing to opt out rates such as Providers advising their clients to opt out and health insurance companies interested in growing their market share. IEHP and Molina will have to execute their jobs effectively for Members to trust health insurance coordination methods.</p>	
<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"> • 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, Ben Jauregui, Mary Rios <ul style="list-style-type: none"> ○ Nothing new to report. • Communications Workgroup Lisa Hayes, Felice Connolly <ul style="list-style-type: none"> ○ Christine Ramsey has been leading the Communications group. Christine proposes a tele-town hall for February 19, 2015 from 6pm - 7pm. <ul style="list-style-type: none"> ▪ A third party, probably Harbage, will do a general overview of CCI. ▪ The plans will be involved for Q&A ▪ Marketing includes using CBO's to inform their networks and clients about tele-town. ▪ An existing challenge is getting phone numbers from the state for that reason numbers are being requested from CBO's and a 1-800 number is being worked on so the community is able to call in. ▪ HICAP has been asked to be the keepers of the collected phone numbers. They have yet to confirm. ▪ Roger inquires how phone numbers should be submitted. ▪ Ryan states solely phone numbers should be submitted in an excel document. In the adjacent column to the phone numbers the preferred language can be stated. ○ Lisa Hayes supports doing the Tele-Town Hall on February 19 and encourages CBOs support. <ul style="list-style-type: none"> ▪ Ryan states vendor can receive data three days before the 19th so that they have time to prime the community for the Tele-Town Hall. ▪ Ryan can send out a memo for stakeholders to provide their CBO's to get data. ▪ Group believes it would be hard for the counties to provide phone numbers. ▪ Edward Walsh states HICAP, as the holder of the numbers, may have fewer restrictions on the information that they can present. ▪ Gilbert on behalf of HICAP responds that it depends. ▪ Lisa will request Molina, IEHP and PACE split the cost. ○ Motion was presented to approve having Tele-Town Hall on February 19. <ul style="list-style-type: none"> ▪ Randy makes the first motion ▪ Discussion 	<p><i>New Action Item</i></p>

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	<ul style="list-style-type: none"> ◇ CBO's don't think it would be easy to provide their numbers. ◇ CBO's agree to promote the 1(800) number. ◇ Deborah voices her concern about Tele-Town Hall being rushed. ◇ Perhaps a recording of an audio version can be archive accessible to the community after the fact. ◇ Lisa states that if needed the Communications committee can decide to postpone Tele-Town Hall. ◇ Incase HICAP cannot be keeper of the numbers Paul states Community Access Center can keep the numbers. ▪ Kristine places a motion to continue with the Tele-Town Hall, allowing the Committee to postpone Tele-Conference if needed. In addition, if HICAP cannot be the keeper of the phone numbers then Community Access Center will be the keeper of the phone numbers. <ul style="list-style-type: none"> ◇ Rogers seconds the motion. • Randy makes a motion to send numbers in a secured email. <ul style="list-style-type: none"> ◇ Roger seconds the motion. ◇ Motion passed • 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 Richard Swafford; the Executive Director of Inland Empire HIE was unable to make it to the previous meeting because he was transitioning into a new job. In a couple of months the new Executive Director will be invited to the CCI Stakeholder meeting to give a presentation on the Health Information Exchange and to explain what's available, the functionality and its limitations. 	
VI. Independent Living Center Lawsuit	A. Paul states he has no updates. Independent Living Center Lawsuit news can be remove from Agenda going forward.	
VII. Informational Events	A. Harbage Activity <ul style="list-style-type: none"> • Ryan reports on Provider Summit. The event was well attended with 100 people in the waitlist. It was an overall successful day for its first year. Providers were able to connect with plans. Currently, Harbage is compiling a report everyone can view with issues, positives and attendance at the Summit. • Rogers ask stakeholder if there is interest in having a Summit in the IE. <ul style="list-style-type: none"> ○ Stakeholders agree they would like to have a Summit in the IE and make request for Ryan. B. CBO Needs <ul style="list-style-type: none"> • No report at this time. 	
VIII. CCI/ Cal MediConnect Updates <i>Roger Uminski, IEHP</i>	A. Post Implementation <ul style="list-style-type: none"> • No report at this time. B. Stakeholder Experience <ul style="list-style-type: none"> • Gilbert Saucedo expressed that HICAP has been continuously answering questions about Cal 	

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	<p>MediConnect.</p> <ul style="list-style-type: none"> ○ Kristine Loomis states, as a consumer, she does not believe consumers have been well informed. Kristine’s experience has only been well because of her network. ○ Christine Ramsey is grateful for the initiatives the committee is taking. On behalf of PACE there seems to be confusion in the populations that they serve regarding CMC and the choice forms. ○ Paul Van Doren states that Medicare physicians are posing a challenge and we need to continue to educate people on what Cal MediConnect is and what HMO is. He questions Stakeholders, “Are people in skilled nursing facilities enrolled the same way as the general population? There seems to be confusion if they are in MediCal. <ul style="list-style-type: none"> ▪ Dr. Tompkins mentions that State applications are being received however there seems to be confusion within case managers on the appropriate protocol. The protocol is different if Member is in Cal MediConnect or straight MediCal. ▪ Ryan states the State tracks all the data however they do not disclose it. ▪ Dr. Tompkins reports SNPs completes enrollments and sometimes we don’t know where our patient is until the SNP tell our plan. ▪ Deborah Miller states Molina meets with nursing homes to educate them and every single member they have in the MMP meets face to face with Molina for health risk assessments. ○ Gabriel Uribe states there have been issues with Part B while working with DME providers and balance billing. There are some issues with HCO. In regards to skill nursing facilities IEHP has a similar process as Molina. ○ Terri from Ombudsman states they see a lot of Members opting-out. They also see issues with balance billing. A lot of provider education will help the consumer. They advocate for every client they see with things such as Emergency disenrollments. Members are helped with Emergency Disenrollment request or with submissions of Continuity of Care request. ○ Randy is impressed with Harbage consultant’s intelligence. It is a benefit to work with them. ○ Chris Tarr believes there is a huge need for outreach. Social workers are not getting questions about Healthcare options. The Summit really needs to happen. ○ Janet Velez states individuals in fee for service that have been passively enrolled are having problems therefore education is much needed. Everyday Janet sees Members with needs such as insulin pumps that are unable to get them. Sometimes she gets good calls from individuals who want to enroll in Cal MediConnect. ○ Felice is currently trying to gather information in order to decide if her daughter will opt-in or opt-out. She will update Stakeholders about her decision. ○ Dr. Felix Nuñez states we are having a hard time coordinating care and it is important to have a system that is seamless and easy to navigate for our Members to get the care they need. ○ Dr. Tompkins agrees with Dr. Felix it is hard to provide services when there is insurance coverage from different places and it’s not coordinated. A large number of people have 	

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	<p>Medi-Cal but only part B and D these individuals are seen in the hospital but nowhere else making them a difficult group to manage.</p> <ul style="list-style-type: none"> ○ Roger states that having success stories highlighted through Harbage is important to help coordinate care. Care Managers receive a lot of training in order to navigate the system; one can only imagine how difficult it may be for a Member to do that on their own. Roger appreciates the relationship between CBO's, County and Plans focusing on the people who are being served. Things are not perfect but they are headed in the right direction. 	
IX. Ombudsman Update	A. Going forward this will be included in the Agenda.	
X. Public Comment	<p>A. Chris Long- Yearns for Member centric care. He asks, What are the ingredients in people the Plans can help? Who are those the Plan cannot help? How does one get to the point where being proactive can be described? Do Plans have experts who can help someone who is caught in their dilemma and don't know how to act better in their interest?</p> <ul style="list-style-type: none"> • Deborah Miller responds because every Member is different Plans have Case Managers who are registered nurses, clinical social workers, individuals with Masters degree, and other individuals with specialized background who receive training on benefits and resources to help Members. We are working hard to communicate effectively. We are Member centric so we start where the Member is. Sometimes Members are unwilling to have a conversation with the Plan. Nevertheless the Member is assisted as best as possible. 	
XI. Next Steps	See Action Log	
XII. Closing Comments		
XIII. Next Meeting	<p>A. March 3, 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	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</p>	

unique SHIP ID numbers.					IEHP and Molina	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Ben Jauregui	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 review. 1/27/2015: Roger will follow up with Ben.	
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		In Process	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.	
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.	
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	Lisa Hayes	11/18/14		Completed	Going forward Ombudsman will be invited to CCI Stakeholder Meetings.	

calls received.						
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.	
36. Create a link on their webpage so that CBO's have one place to request educational presentations.	Harbage	01/27/15		Pending		
37. Collect and provide phone numbers for the Tele Conference	Group	01/27/15	2/11/15	Pending	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	Pending	If HICAP is unable to be the collector then Community Access Center will collect the numbers.	
39. Molina will provide bi-monthly reports of members statistics.	Molina	01/27/15		On going	Dr. Tompkins will work with Danica to determine what metrics to track and report. Going forward Molina will provide bi-monthly reports of members	

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	Complete	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	Complete		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	Dr. Allen	1/28/14		Completed		

can educate them about CCI.						
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	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.	

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.						
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.	