

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING**

(APPROVED MINUTES FOR-January 31, 2017)

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

Date: Tuesday, January 31, 2017- 1:30 pm - 4:30pm

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

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Barbara Chastain	Consumer	Inland Regional Center; IEHP Member
Barbara Scott	Consumer	Molina Healthcare
Chris Tarr	Deputy Director	San Bernardino County Aging and Adult Services
Darren Gray (Phone)	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Dianne Sceranka		San Bernardino Department of Behavioral Health
Felice Connolly	Provider	Riverside County In- Home Support Services Public Authority
Janet Velez	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
Paul Van Doren	Executive Director	Community Access Center
Randy Schlect	Consumer	In-Home Supportive Services Consumer
Robin McCall (for Michael Knight)	Deputy Director for Senior Programs	Riverside County Office on Aging
Sandra Wieder	Consumer	Inland Empire Health Plan
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Anna Martinez	Director	Riverside County Office on Aging
Chris Stottlemyer	Administrator	California Association of Health Facilities
Christine Ramsey	Marketing Manger	InnovAge
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Dr. Scott Allen	Physician	Provider
Gabriel Uribe	Disability Program Manager	Inland Empire Health Plan
Glenn Nicks	Consumer	Molina Healthcare
Jan Remm	Regional Vice President	Hospital Association of Southern California
Jan Vitro	Executive Director	Rolling Start
Jessica Hodgeson	Regional Director	Alzheimer's Greater Los Angeles
Jewel Lee	Executive Director – Public Authority	Riverside County In- Home Support Services Public Authority
Joshua Morgan	Interim Deputy Director	San Bernardino Behavioral Health
Maria Zamora-Hughes	Regional Executive Director	InnovAge
Myette Christian	Registry Manager	San Bernardino County In- Home Supportive Services Public Authority
Patricia Martin	Consumer	In-Home Support Services
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Ron Buttram	Director	San Bernardino Department of Aging and Adult Services
Sharon Swayzer	Provider	San Bernardino County IHSS Public Authority
Steve Steinberg	Program Chief	Riverside County Department of Behavioral Health
Wasima Alvi	Clinical Services Manager	Inland Regional Center
Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW
Vacant	Director	Health Insurance Counseling and Advocacy Program

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
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IEHP Committee Members Present:

Person

Roger Uminski

Title

Director of Health Administration

Molina Healthcare of California Committee

Members Present:

Person

Jennifer Rasmussen

Sergio Calderon

Dr. Felix Nuñez

Danica Lusser (Phone)

Title

Vice President of Health Services

Director, Disability & Senior Access Services

Medical Director – Inland Empire

Disability and Senior Access Services

Public

Person

Ben Jauregui

Carol Anne Carlucci

Casey McPheron

Delia Lopez

Fred Muñoz

Hillary Beeler for Richard Calles

Jenny Lee

JoAnn Schmidt

Kashif Mirza (Phone)

Jose Solorzano

Luis Coronel

Maria Lugo

Mary Rios

Monika Vega

Pauline Beschorner

Rosa Hidalgo

Title

LTSS Manager

Member Advocate/Outreach Coordinator

Medicare Manager

Senior Outreach Coordinator

Affiliation

Inland Empire Health Plan

Inland Counties Legal Services

San Bernardino County Department of Aging and Adult Services

Molina Healthcare

Harbage Consulting

Transitional Assistance Department – San Bernardino County

Community Access Center

Inland Empire Health Information Exchange

Molina Healthcare

Inland Empire Health Plan

Molina Healthcare

Molina Healthcare

Harbage Consulting

Riverside DPSS

San Bernardino County Public Authority

**INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for January 31, 2017 @ 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 November 29, 2016 and Committee Nominations <i>Kristine Loomis</i>	Minutes were accepted as presented. <ul style="list-style-type: none"> • Motion by Jennifer Rasmussen • Second by Sandra Wieder 	<i>No Action Required</i>
III. Review Action Log from November 29, 2016 <i>Kristine Loomis</i>	<p>13. Group to provide feedback on Website</p> <ul style="list-style-type: none"> • Danica Lusser reported website utilization data. <ul style="list-style-type: none"> - Danica asked if anyone has suggestions for the website to send them to her. - Danica reported that recent minutes/agendas are on the website. - November 2016 had 644 page views; December 2016 had 690 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"> • Pending – Taylor will follow up with Ben Jauregui. <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>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"> • Pending <p>59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on the IE CCI Website.</p> <ul style="list-style-type: none"> • Rolled up into item #54 <p>61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting.</p> <ul style="list-style-type: none"> • Dr. Joel Pengson is not able to participate. A new Provider will be identified. 	<p><i>Danica will send Google Analytics data to Taylor to distribute to group.</i></p> <p><i>On Going</i></p> <p><i>In Process</i></p> <p><i>On going</i></p> <p><i>Pending</i></p> <p><i>Combined</i></p> <p><i>Pending</i></p>

Agenda Item	Discussion of Agenda Items	Action
	<p>63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.</p> <ul style="list-style-type: none"> • Completed <p>65. Reach out to inactive Committee Members to reestablish a relationship with CBOs.</p> <ul style="list-style-type: none"> • Addressed in Membership Update. • Jennifer Rasmussen will follow up with a replacement for Chris Stottlemyer. <p>66. Link to Provider Packet created by Harbage will be posted to the IE CCI website.</p> <ul style="list-style-type: none"> • Monika Vega will send Danica Lusser the link. 	<p><i>Completed</i></p> <p><i>Pending</i></p> <p><i>Completed</i></p>
IV. Physician/Provider Topics	<ul style="list-style-type: none"> • No Providers present to report. • Dr. Felix Nuñez reported that Dr. Joel Pengeson will not be able to participate on the Committee. 	
V. Membership Updates	<ul style="list-style-type: none"> • Roger Uminski identified multiple Committee members who have not been present at multiple meetings, consecutively. <ul style="list-style-type: none"> - Jennifer Rasmussen volunteered to follow up on a replacement for Chris Stottlemyer. - Sergio Calderón reported that Glenn Nicks is no longer with Molina and should be removed from the Committee. - Pauline Bershorner asked to be added with Janet Velez for Riverside IHSS. - Robin McCall from Riverside Office on Aging reported that Michael Knight should be added for Riverside County MSSP and Riverside Office on Aging. - 	<p><i>Jennifer Rasmussen will follow up on a replacement for Chris Stottlemyer.</i></p>
VI. Enrollment Updates	<p>A. Jennifer Rasmussen reported the following updates:</p> <ul style="list-style-type: none"> • The enrollment for each County is as follows: <ul style="list-style-type: none"> San Bernardino County –13,153 CCI members enrolled; opt-out rate 39% Riverside County – 13,375 CCI members enrolled; opt-out rate 37% ➤ Jennifer Rasmussen mentioned there was early success with the streamlined enrollment. • Governor’s Draft Budget <ul style="list-style-type: none"> - MSSP Transition to Health Plans delayed to 2020. - IHSS funding structure proposal revert back to prior structure (currently funding runs through Health Plans). - Roger asked Lisa Shiner and Chris Tarr their opinion on the budget and IHSS/MSSP decisions. <ul style="list-style-type: none"> ➤ Lisa Shiner ensured that Riverside County wants to continue the partnership. ➤ Struggling with how they will pay the 35% match – for Riverside it will cost \$33 million for just the numbers served today which does not account for growth in clients or employees. Caseloads per social workers in Riverside County will be overwhelming if they cannot hire more social workers and experience client growth. ➤ Chris Tarr reports that San Bernardino County is also committed to continued case coordination with the Plans for IHSS. 	

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	<ul style="list-style-type: none"> - Paul Van Doren asked if there is data on how many individuals enrolled in Medi-Cal but opted out of CMC. <ul style="list-style-type: none"> ➤ Monika Vega reported that the information is not put together yet. ➤ 63,000 eligible beneficiaries were sent notices at the end of 2016. ➤ 50,000 defaults to Medi-Cal plans; roughly 11,300 choices, around 2,700 chose a CMC plan. • Roger Uminski asked if there is anything the CCI Stakeholder Committee can do to support the Counties in their efforts to CSAC. <ul style="list-style-type: none"> ➤ Lisa Shiner responded that it is not clear what their strategy is, but it might help for the Committee to write a letter but the angle is unclear. ➤ Roger asked if the end of March is good timing for the Committee to provide support. Lisa reports that by her best estimate, yes that is good timing. Chris Tarr agreed. • Paul Van Doren asked if the Health Plans are neutral on the IHSS decision. <ul style="list-style-type: none"> ➤ Jennifer Rasmussen reports that Molina is having many conversations to fully understand. She explained that Health Plans never explicitly controlled the money provided for IHSS. ➤ Jennifer highlighted that consumers getting the care they need in a timely manner is their biggest interest. <ul style="list-style-type: none"> ▪ Roger Uminski agreed. ➤ Kristine Loomis mentioned the Emergency Back Up Registry is a large safety net for consumers and hopes that the program continues. 	
VII. 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"> 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) <ul style="list-style-type: none"> • This subcommittee is being rolled up into the Communications Workgroup. • Ben Jauregui presented the Managed Care 101 PowerPoint. <ul style="list-style-type: none"> - Roger Uminski recommended removing IHSS under “Covered Services” on slide 3. - Jennifer Rasmussen suggested having a brief description of the Health Plan Services to help decide. - Roger Uminski asked how the reader can get questions answered if the presentation is posted online. <ul style="list-style-type: none"> ➤ Ben Jauregui suggested adding a slide that has instructions on how to get more information or have someone present to a group. - Monika Vega suggested adding the CalDuals and the IE CCI website. - Delia Lopez suggested adding information on checking eligibility and referring to other 	

Agenda Item	Discussion of Agenda Items	Action
	<p>services.</p> <ul style="list-style-type: none"> - Randy Schlect suggested adding to #4 on slide 8 a note about disability accommodation. - Dr. Felix Nuñez suggested breaking up the “Getting Care” slide into multiple slides. • Group will have two weeks to review the presentation and provide any additional suggestions. <p>ii. Communications Workgroup Sergio Calderón, Felice Connolly, Kristine Loomis, Monika Vega, Ben Jauregui, Loretta Sotile, Luis Coronel, Jose Solorzano, Mary Rios, Tessie Cross</p> <ul style="list-style-type: none"> • See first bullet for updates. <p>iii. Roger Uminski suggested bringing back the Data Sharing Subcommittee.</p> <ul style="list-style-type: none"> - If anyone on the Committee would like to join, email Taylor Mabry. - Roger Uminski offered to lead the subcommittee. 	
A. Informational Events	<p>A. Harbage Activity</p> <ul style="list-style-type: none"> • Monika Vega reported on recent events. <ul style="list-style-type: none"> - Communications Workgroup wants to know where to put their efforts next. - Monika asked that anyone email Harbage with any events that could benefit from presentations or directing presentations to a specific population. - Monika will provide Taylor Mabry with information on monthly webinars for group distribution. - CalDuals website is being updated; will go live in March. - Harbage is translating their beneficiary tool kit. Email Harbage to request Spanish tool kits. <p>B. CBO Needs</p> <ul style="list-style-type: none"> • None reported. <p>C. Kristine Loomis introduced an item on CICA Membership.</p> <ul style="list-style-type: none"> - She explained that individual organizations, not the entire CCI Committee, can join CICA. - Roger Uminski suggested that Kristine be the conduit to CICA and the CCI Stakeholders. - Roger Uminski asked if CICA wanted a Health Plan or an organization to present, do they have to be a member. <ul style="list-style-type: none"> ➤ CICA can reach out to anyone on the Committee to do a presentation on their organization. - Kristine will provide Taylor Mabry information on becoming a member of CICA for group distribution. 	<p><i>Monika/Taylor will share flyer on webinars with group.</i></p> <p><i>Kristine/Taylor will share info on individual CICA Memberships.</i></p>
B. CCI/ Cal MediConnect Updates	<p>A. Post Implementation</p> <ul style="list-style-type: none"> • Provided updates in Enrollment Updates. <p>B. Stakeholder Experience</p> <ul style="list-style-type: none"> • Randy Schlect expressed his excitement for CCI benefits being extended. • Roger Uminski asked Darren Gray if there is anything the group can do to help promote/support CBAS centers. <ul style="list-style-type: none"> - Darren said it is helpful having the Health Plans refer people to CBAS centers. 	

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	<ul style="list-style-type: none"> - Person Centered Care is being focused on in CBAS centers. It is helpful to know about upcoming events where their clients can be taken to in order to get into the community. - Care plans will be based on what the client wants/needs. - Roger Uminski asked if the Person Centered Care (PCC) is currently in place. <ul style="list-style-type: none"> ➤ Darren responded that CBAS centers are implementing PCC now but it is officially in place in 2019. - Roger asked if Darren is open to presenting to the group on what CBAS centers need. <ul style="list-style-type: none"> ➤ Darren offered that when they know everything he can present to the Committee. 	
C. MSSP Update/Transition	<ul style="list-style-type: none"> • Loretta Sotile offered updates. <ul style="list-style-type: none"> - Transition pushed back to 2020. - San Bernardino currently has 277 clients; waiting list is over 100. - Robin McCall mentioned Riverside MSSP is in need of referrals. They currently have around a 2 week waitlist. • Kristine Loomis asked if any housing agencies were represented on the Committee. <ul style="list-style-type: none"> - Roger Uminski explained that Molina and IEHP are both well involved with Seniors and Persons with Disabilities (SPDs) housing discussions, especially in San Bernardino County. - Roger also offered that with the Coordinated Entry System, hopefully clients can be referred to one place to receive help. - Felice Connolly mentioned a group in Northern California that is making their land into a community housing development. - Randy Schlect mentioned that he and Barbara Chastain are both on committees outside CCI that have housing representatives and asked if they would like them to be invited to this meeting. <ul style="list-style-type: none"> ➤ Roger Uminski said that it would need more thought and a different group discussion. - Lisa Shiner added that Federal/State/County efforts are currently being made to address homelessness. Most of the focus has been on veterans but the focus is shifting to chronically homeless now that the veteran population has been sufficiently addressed. The focus will then shift to homeless families/children. There is currently no focus on the non-chronically homeless such as elderly clients. Lisa suggested the group focus on one section and added that the SPD population would be a good start. She also added that there is a need for a different type of housing situation to address the aging population. - Jennifer Rasmussen added that some counties in their Whole Person Care applications have an aspect of housing in their models. She mentioned there may be some overlap in identifying individuals to participate in the model. - Roger Uminski requested that more thought and time be put into identifying where the need is and who would be most appropriate to invite before housing concerns are added to the meeting discussions. 	

Agenda Item	Discussion of Agenda Items	Action
D. Ombudsman Update and Presentation	<p>A. Tessie Cross for ICLS Updates:</p> <ul style="list-style-type: none"> • Tessie presented on Medi-Cal Eligibility and Consumer Rights. • Highlights of the presentation include explanations of: <ul style="list-style-type: none"> - How ICLS can assist - What is Medi-Cal? - Medi-Cal Eligibility - Common Medi-Cal Problems - Who Determines Medi-Cal Eligibility? - What to do if you have a problem with your Medi-Cal eligibility - Appealing a Medi-Cal Decision: Notice of Action and State Fair Hearing - Medi-Cal Appeal Process <p>Comments on the presentation:</p> <ul style="list-style-type: none"> - Kristine Loomis thought the presentation was helpful. - Felice Connolly suggested adding to make 3 copies of everything. - Roger Uminski asked if the Independent Medical Review process is denied, does it go to a State Fair Hearing. Tessie said that yes, they should be filed simultaneously. - Dr. Felix Nuñez added that Molina Members can call Member Services to assist in understanding the appeal for denials. - Jennifer Rasmussen asked that a line to the Molina Ombudsman be included in the presentation. Tessie will add. - Joann Schmidt (Molina Ombudsman) added that they provide information to reiterate what the letter states. - Kristine Loomis mentioned that sometimes the Notice of Action is not from the Health Plan. - Roger Uminski suggested that it is appropriate for the Member to call their Health Plan to get further information. 	
E. Public Comment	<ul style="list-style-type: none"> • Paul Van Doren mentioned a conversation he had with someone he wanted to share with the Health Plans. He added that one of their clients stayed with their Medicare Health Plan because they paid for a gym membership. It could be something to think about adding. <ul style="list-style-type: none"> - Jennifer Rasmussen mentioned that when the benefits were constructed for CMC, they did not have as much flexibility as many of the traditional Medicare Advantage Plans. • Ben Jauregui added on Monday, May 15 the San Bernardino County Adult Protective Services Multidisciplinary Team is hosting its 30th annual conference. <ul style="list-style-type: none"> - Ben will share flyer with Taylor Mabry for group distribution. 	<i>Ben will share flyer for group distribution.</i>
F. Next Steps	See Action Log	
G. Closing Comments		

Agenda Item	Discussion of Agenda Items	Action
H. Next Meeting	March 28, 2017, 1:30 pm-4:30pm Molina Healthcare 550 E. Hospitality Lane San Bernardino, CA 92408	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
13. Group to provide feedback on Website	Group	7/23/13	9/24/13	On Going	Danica will provide top pages that are being visited	
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	On Going		
32. To contact Harbage about any events or questions that you may have about how we can leverage Harbage to get the information out to the community.	Group	7/29/14		On Going	Requests are now channeling through the Communications Committee. Members can still contact Harbage directly for suggestions and requests.	
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Communication Wkgp	3/25/14	4/4/14	In Process	Feedback was incorporated into presentation. Will be sent to Taylor for group distribution once finalized.	
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	Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it. 3/29/16 – Monika reports that she and Tessie are working on a flyer that will help educate Providers on how to navigate the system when patients get denied services.	
59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on IE CCI website.	Tessie/Taylor/Danica	7/26/16		Pending	Tessie Cross will provide State Fair Hearing information to Taylor Mabry for Danica Lusser to publish on the IE CCI Stakeholder Website	
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Pending	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee. 9/27/16 – Molina identified a Provider to participate. IEHP has	

					not yet been able to identify a Provider.	
65. Reach out to inactive Committee Members to reestablish a relationship with CBOs.	Committee	9/27/16		In Process	Committee Members provided updates to representatives for their organizations. Jennifer Rasmussen will reach out to the California Association of Health Facilities to find a replacement for Chris Stottlemyer. Continue to as HICAP for a replacement.	
68. Individual CICA Membership information will be distributed to the group.	Kristine Loomis/Taylor Mabry	1/31/17		Pending		
69. Flyer for the monthly webinars hosted by Harbage will be distributed to the group.	Monika Vega/Taylor Mabry	1/31/17		Pending		
70. 30 th Annual San Bernardino County Adult Protective Services Conference Flyer will be shared with the group.	Ben Jauregui/Taylor Mabry	1/31/17		Pending	Monday, May 15 the San Bernardino County Adult Protective Services Multidisciplinary Team is hosting its 30 th annual conference. Ben will share flyer with Taylor Mabry for group distribution.	

Action Log – Resolved

ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
56. Roger and Deborah will coordinate to prepare a presentation on the 1115 Waiver.	Roger Uminski/Deborah Miller	3/29/16		Completed	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. 5/31/16- Roger presented.	5/31/16
44. Harbage will provide a flyer to IHSS for consumers	Harbage/Monika Vega	7/28/15		Combined w/ #45	See Communication Workgroup update for details	7/26/16
55. Roger asked that Community Resource Center and/or Riverside Office on Aging send a brief of the SCAN grant to Taylor for group distribution.	Paul Van Doren/Taylor Strattan	1/26/16		Completed	Paul discussed the SCAN grant and what CRC and OoA is looking for. Roger asked that they send a brief of the details of the SCAN grant to Taylor to distribute to the group.	7/26/16
57. Monika will send Taylor information and links to Harbage's monthly Webinars for group distribution.	Monika Vega/Taylor Strattan	5/31/16		Completed	Monika will send information with links on Harbage's webinars to Taylor for group distribution. Webinar topics are for advocates and providers.	6/1/16

60. Taylor will send SCAN report findings to group.	Taylor Mabry	7/26/16		Completed		(8/4/16)
45. Tele-Town Hall	Communications Workgroup	7/28/15		Item Striken	See Communication Workgroup update for details	
58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	Taylor Mabry/Danica Lusser	7/26/16		Completed	58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	
62. A Medi-Cal and/or a Medicare representative will be invited to sit in on the CCI Stakeholder Meetings	Counties, Plans	7/26/16		Completed	To better communicate, a Medi-Cal and/or Medicare rep should be invited to sit in on meetings.	
64. Roger and Taylor will send an email to inquire who on the Committee would like to participate in a subcommittee to assist with bringing social service groups into the IEHIE.	Roger/Taylor	9/27/16		Completed	Roger proposed reestablishing a subcommittee for social services in order to assist with IEHIE bringing social service data into their network.	
67. Taylor will distribute Balanced Billing flyer provided by ICLS to the Committee.	Taylor Mabry	11/29/16		Completed	Tessie provided a Balanced Billing flyer courtesy of ICLS and asked that it be distributed via email to the Committee. Completed on 11/30/16.	
66. Link to Provider Packet created by Harbage will be posted to IE CCI Website.	Monika Vega/Danica Lusser	11/29/16		Completed	Monika will send Danica a link to the Provider Packet created by Harbage to upload to the IE CCI website.	
63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.	Tessie Cross	7/26/16		Complete	To better explain the benefits and what CMC Ombudsman can assist with, Tessie will create a presentation and present to CCI Committee. Organizations present can disseminate information.	