



**Coordinated Care Initiative (CCI)
Santa Clara County Stakeholder Advisory Committee Summary Notes
January 21, 2015**

<u>Health plan participants:</u>
Lori Andersen, SCFHP
Laura Watkins, SCFHP
Tammie Pitkin, Anthem Blue Cross
Cristina Lopez-Pollard, Anthem Blue Cross

Agenda and Summary of Meeting:

- 1. Welcome and introductions**
- 2. Health plans update:**

Santa Clara Family Health Plan (SCFHP) updates: Lori Andersen shared news on Cal MediConnect enrollment at SCFHP. About 5,600 have enrolled with an opt-out rate of 39-40 percent. The state Cal MediConnect (CMC) Enrollment Dashboard as of January 1, 2015, was shared with the group, reflecting more detail on enrollment and opt-outs in other CCI counties and the Health Care Options (HCO) Call Center Statistics. The opt-out rates in Santa Clara County, as in other counties, are higher for the In-Home Supportive Services (IHSS) population. SCFHP is receiving high call volume, with up to 500 calls per day. These calls are from members and providers, most wanting CMC benefits and eligibility to be made clear. SCFHP reports daily and weekly to the Centers for Medicare & Medicaid Services (CMS) and Department of Health Care Services (DHCS). SCFHP is offering provider education and network expansion as needed. They are conducting Health Risk Assessments (HRAs) for CMC members and the rate of "unable to contact" is about 20 percent.

Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan): Cristina Lopez-Pollard provided updates for the Anthem Blue Cross Cal MediConnect Plan CMC enrollment in Santa Clara County. Two thousand, three hundred members are enrolled and there is a high opt-out rate among the Asian/Pacific Islander population, specifically the Vietnamese population. In some cases, providers have told patients to opt out. There have been problems with the state Medi-Cal Automatic Eligibility Verification System (AEVS) eligibility database not showing the CMC status. Due to questions about the HRA and risk status, Cristina shared that there are standards for follow-up with the member once they fill out the HRA. The risk level can change following the HRA or home visit. This is a vital part of the process for plan payment.

On Lok: On Lok experienced a glitch on the state site that kept them from getting referrals for the Program of All-Inclusive Care for the Elderly (PACE). Marketing and Enrollment teams reached out to beneficiaries and are answering the backlog questions. They are

getting referrals now. On Lok has seen about a 30 percent rate of wrong contact information for these referrals, similar to what the PACE programs in Southern CA are experiencing as well.

CMC Consumer Advisory Board (CAB): Tammie Pitkin and Lori Andersen reported on the status of recruitment for the CMC CAB scheduled to meet for the first time on January 28, 2015. Anthem Blue Cross Cal MediConnect Plan has recruited 16 members and/or family caregivers and SCFHP has found nine interested members. CMC Consumer Advisory Board members were required to complete training to make sure they understand the complexity of CCI so they can engage and provide suggestions. Advocates were encouraged to take part in in this stakeholder's meeting forum.

CCI state stakeholder call on January 16, 2015: Members shared what they heard on the recent stakeholder call. Laura Watkins encouraged members to read the Health and Human Services and CCI section of the Governor's Budget message.

3. **Regulatory review updates:** Lori Andersen reported on the following regulatory updates:

DHCS:

- Updates to AEVS effective February 2015. Providers can view FFS beneficiaries pending Medi-Cal Managed Care enrollment one month before plan enrollment
- HRA Dual Plan Letter (DPL) Update
- Continuity of Care (COC) DPL revised

Pending — In Process:

- Revised CA-specific reporting requirements (January)
 - Medicare Shared Savings Program (MSSP) appeals and grievances (January 26, 2015, to health plans and MSSP sites)
 - Encounter reporting guidelines for care plan options and supplemental benefits
- **CMC Ombudsman:** The Ombudsman has taken a number of calls in the last few months, mostly about COC, eligibility and how to disenroll. Some members have called about not getting plan materials such as ID cards. Other members report delays in getting prescription medications due to errors with eligibility dates. Members in chemotherapy were helped with urgent disenrollment to make sure they continue to receive treatment.
 - **Behavioral Health report:** The County Mental Health Department officially merged with Drug and Alcohol Services and is now called Behavioral Health Services. The CCI Behavioral Health Care Management Group meets twice a month and has worked on:
 - Finalizing a care coordination policy
 - Finding clinics providing services under Cal MediConnect
 - Making educational tools for providers
 - Addressing needs for data-sharing

There will be a presentation to Behavioral Health providers on February 2, 2015.

- **In-Home Supportive Services update:** There was a recent decision at the federal level about overtime and travel time for IHSS providers. In the past year, along with SB 855 and SB 873, the Fair Labor Standards Act (FLSA) was expanded by the Department of Labor (DOL). The FLSA lets IHSS caretakers claim overtime, travel time from one

client's home to another's and wait time when the caretaker went with a member to a medical appointment. The implementation of FLSA was scheduled to start on January 1, 2015. IHSS statewide developed new guidelines and protocols and offered training to caretakers on how to fill out the new timecards. On December 31, 2014, Judge Richard Leon, U.S. District Court, District of Columbia, vacated the DOL's ruling. The California Department of Social Services (CDSS) told all IHSS programs to continue to operate the program as if FLSA never existed. The majority of the questions asked of the Santa Clara County office were about the FLSA.

Santa Clara County's IHSS will work on addressing the needs of our shared clients who are participating in the CCI and Cal MediConnect. IHSS will petition the Board of Supervisors on February 24, 2015, for extra positions to support this effort. We will be asking the Board to approve:

- One Social Services Program Manager
- One Social Work Coordinator
- Four Social Workers

If approved, we expect staff to be in place by late July or early August.

- **MSSP program updates:** A Sourcewise representative was not present, so Lori Andersen reported on topics from the weekly state-led MSSP calls, including all MSSP sites and health plans in CCI counties. Claims and reconciliation continues in some counties, but not in Santa Clara County. The state requires plans to submit MSSP transition plans in March or April to meet the due date for their statewide transition plan report to the CA Legislature in May. Guidance is being developed.
- **Communications (workgroup/outreach):** Information was shared about how other counties are gathering, summarizing and sharing CCI information with stakeholders. Copies of the San Diego and Los Angeles County summaries were also shared. There was a brainstorm session on how we might do something similar here in Santa Clara County. We reached a consensus to reach out to key stakeholders that most often interact with consumers and others participating in CCI and ask them to share information they are collecting. This might include Health Insurance Counseling and Advocacy Program (HICAP), CCI Ombudsman, health plans, Long-term Services and Supports (LTSS) providers, PACE and other groups. As part of a SCAN grant to the Aging Services Collaborative, we will reach out to these groups for their data and create a monthly report to share with the Stakeholder Committee. This data may prove to be useful to Consumer Advisory groups and to target specific areas.
- **Stakeholder input — roundtable questions, comments, new initiatives:** Questions were raised about how the group will learn about the quality indicators for CMC. This information will be shared with the Stakeholder Committee and the Consumer Advisory Committee. A question was raised as to whether the delegates and provider network are gathering data to compare financials to the cost and benefits of participating in CCI. This information is not collected.

4. Meeting Schedule — Set Next Meeting: The Committee meets every other month on the third Wednesday. Upcoming meeting: **March 18, 2015.**

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