



Coordinated Care Initiative (CCI)
Santa Clara County Stakeholder Advisory Committee meeting notes
September 16, 2015

1. Welcome & introductions

2. Health plans update and CCI implementation issues:

Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan)

California has submitted a non-binding letter of intent to extend the CCI demonstration for two years. An update with the following numbers was shared by Anthem Blue Cross Cal MediConnect Plan for the month of August.

- **Enrollment:** 3,100 members are currently enrolled. 47% of new enrollees cancel or disenroll before their effective date and 4.8% cancel or disenroll after their effective date.
- **Community-Based Adult Services (CBAS):** 16 current members are enrolled.
- **Multipurpose Senior Services Program (MSSP):** 11 current members are enrolled.
- **Member Services calls:** 860 calls were received in August. Members asked questions on how to:
 - Find, change or verify a provider
 - Disenroll
 - File a claim
 - Solve a billing issue
- **Long Term Services & Supports (LTSS):** 213 members are currently enrolled in nursing facilities with 1050 current members enrolled in In-Home Supportive Services (IHSS). 56 members are receiving more than 195 hours of IHSS.

Santa Clara Family Health Plan (SCFHP)

- **Enrollment:** 7,912 members are currently enrolled. Approximately 36-40% of members choose to opt-out.
- **CBAS:** More than 500 members are currently enrolled.
- **MSSP:** 214 members are currently enrolled.
- **Member Services calls:** 713 calls were received per week. Members asked questions about benefits, providers and networks.
- **Skilled Nursing Facility (SNF):** 800 members are currently enrolled.
- **IHSS:** 5,000 members are currently enrolled

On Lok Lifeways

The Maximus system is currently sending referrals on a weekly basis. Challenges still exist with conflicting contact information provided by the state.

3. Issues from Last Meeting

CMC Consumer Advisory Board: A volunteer will attend the Consumer Advisory Board and report back to this group.

Deeming: SCFHP and Anthem Blue Cross Cal MediConnect Plan will start the deeming process for a one month period in November of 2015. Anthem Blue Cross Cal MediConnect

Plan is calling members to remind them about the process and redirect them to resources such as Bay Area Legal Aid and the Health Insurance Counseling and Advocacy Program (HICAP). SCFHP and Anthem Blue Cross Cal MediConnect Plan are identifying if more community resources can offer support to beneficiaries.

4. Regulatory Review

Notifications:

- On August 27, 2015, CMC sent a non-binding letter of interest to CMS about the continuation of the demonstration.
- On September 1, 2015, Santa Clara deemed continued eligibility for Anthem Blue Cross Cal MediConnect Plan.
- The DMHC Medical Survey Audit will be from October 5, 2015, to November 2, 2015.

Deliverables:

- The CCI Contract Adequacy Report for Q2 of 2015 is due on September 10, 2015.
- The Final Medicare Network submission is due on September 17, 2015.
- The 2016 marketing materials to be received by all current members and website updates are due on September 30, 2015.
- The Network Exception Request submission is due on October 5-9, 2015.
- The January 2015-May 2015 Encounter submissions are due to CMS on November 30, 2015.

- 5. Stakeholder Committee Engagement:** The purpose and role of this committee were discussed. Based on this discussion, follow-up tasks and assignments will be reported at each meeting. A presentation on Care Coordination will also be made to the group at the next meeting.
- 6. Cal MediConnect (CMC) Ombudsman:** The CMC Ombudsman is still reaching out to resolve issues around balance billing, mainly from Palo Alto Medical Foundation providers. The issues with Durable Medical Equipment (DME) providers were resolved. The Ombudsman received less disenrollment/opt-out calls.
- 7. Communications (Workgroup/Outreach):** The Communications Committee discussed how to address the members the health plans are unable to contact because of incorrect contact information. Ideas given were to:
 - Continue to ask members to update their addresses using the current flyers
 - Give members information on how to update their address on the county website or during the on-hold period when beneficiaries call in the county
 - Share the information with the county health and hospital system
 - Provide MYTH cards
 - Ask providers to share information on how to update their address with their patients
- 8. Behavioral Health:** Beacon and SCFHP continue to meet monthly. Trainings were provided to the mental health departments and community based organizations (CBOs). The creation of Interdisciplinary Care Teams (ICT), Individualized Care Plans (ICP) and care coordination with the health plans also took place. The county has finalized contracts and credentialing with Beacon and SCFHP has amendments to serve the mild/moderate members.
- 9. IHSS:** The hired CCI social workers will start on October 5, 2015. They will help with expedited cases and work with both health plans. A meeting will be scheduled with Health

Plan of San Mateo to find out how to best coordinate between IHSS and managed care plans. The Care Coordination Plan will be updated and provided to the health plans.

10. Stakeholder Input, Roundtable, Questions, Comments and New Initiatives:

The committee discussed getting together with CBOs to discuss homeless initiative strategies.

Meeting Adjourned

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