



**Coordinated Care Initiative (CCI)
Santa Clara County Stakeholder Advisory Committee meeting notes
December 7, 2016**

1. Welcome & introductions

2. Health plan updates and issues

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

The new General Manager was announced. Other updates are:

- Nurse case managers are calling current members and helping with referrals.
- The Wellness Center is assessing cases and choosing primary care doctors for homebound seniors.
- The downtown streets team is managing care for the homeless.

Santa Clara Family Health Plan (SCFHP)

SCFHP must transition the Multipurpose Senior Services Program (MSSP) by December of 2017. San Mateo County made MSSP part of the current case management program. The state is still making rules for the MSSP. Those in MSSP by December of 2017 will keep getting the same care in 2018. Health plans can choose to work with the MSSP provider or not.

Other updates are:

- People enrolled in Medi-Cal can now call the health plan instead of Health Care Options (HCO) and ask for information. If they want to join, the health plan can verify eligibility and tell HCO. HCO will confirm eligibility and enroll him or her on the first of the next month.
- SCFHP is starting outreach and active lead generation.

OnLok Lifeways

OnLok Lifeways plans to make their East San Jose Adult Day Health Care site a full PACE Center by summer of 2017. The new PACE Center will serve seniors in Santa Clara County. OnLok Lifeways participated in a Cal MediConnect (CMC) event at El Camino Hospital in September to talk about how the plan and county hospitals can work together.

Combined updates

Anthem Blue Cross Cal MediConnect Plan, SCFHP and Harbage Consulting are doing a 3-month Vietnamese radio and TV campaign on:

- Care coordination
- In-home supports and services (IHSS)
- Other benefits

In December and January, Anthem Blue Cross Cal MediConnect Plan and SCFHP will reach out to those not in a Managed Care Plan and let them know they could join managed long-term services and supports (MLTSS).

Anthem Blue Cross Cal MediConnect Plan, SCFHP and the Service Employees International Union led a Teletown Hall for 1,700 IHSS doctors. This was a 10% increase in attendance from the last call. Most doctors listened to the whole call.

3. Outreach and communication

Harbage Consulting:

- Is updating the website to make it more user friendly.
- Made a new Beneficiary Toolkit that is on the website and can be ordered.
- Is creating outreach to the Chinese population.
- Gave presentations and training to new IHSS doctors at health fairs.
- Will give presentations for the Russian, Chinese, Spanish and Vietnamese populations at resource fairs.
- Went to a best practice meeting about marketing and doctor outreach. Stakeholders can post topic ideas for the next meeting on the website.
- Shared SCAN Foundation data on the CMC experience. The data shows high members satisfaction and lower hospitalization rates.

4. More updates

Cal MediConnect Ombudsman Report

- Call volume declined last month but is now rising.
- Enrollment issues will be discussed with HCO.
- Efforts are being made to stop and pay back members that were wrongly billed by the Palo Alto Medical Foundation.

Stakeholder input

- A stakeholder asked if we could add an area to the dashboard for group discussion issues. If there are no issues, the person posting should indicate “Not at this time.”
- The stakeholders discussed CCI sustainability. The state Department of Finance will release a budget message on January 10, 2017. A statewide CCI Sustainability Group will meet to give data and information to the Department of Health Care Services and the legislature.

Long-term services and supports (LTSS) & behavioral health (BH)

- IHSS will now include nursing homes, Community Based Adult Services (CBAS) centers and others. IHSS' contact number is 1-408-792-1605.
- Avenidas through CBAS have seen major improvements and therapy benefits in the 10 months of intensive case management. They'll take part in an 18-month SCAN Foundation program as part of their Linkages program.
- The new “Requirements for Participation” for Long Term Care will roll out three phases over the next three years.
- The BH team holds meetings with CMC on how to work together and participated in CCI presentations at El Camino Hospital. The team is taking part in a Joint Operations Committee with SCFHP to talk about the fear of privacy breaches and how it impacts information members share.

5. Future meetings and topics

The Health Homes initiative will be a future topic.

6. Meeting ended

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