



**Coordinated Care Initiative (CCI)**  
**Santa Clara County Stakeholder Advisory Committee meeting notes**  
**February 15, 2017**

**1. Welcome & introductions**

**2. Health plan updates and issues**

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

Anthem Blue Cross Cal MediConnect Plan reported on programs that focus on complex members and care transitions.

Anthem Blue Cross Cal MediConnect Plan is trying to find homeless members by:

- Reaching out during health fairs
- Working with the Downtown Streets Team
- Making materials about resources
- Educating the people in the area
- Taking part in in the homeless management information system (HMIS). HMIS shares data on primary care doctors and more with members.

The number of members that Anthem Blue Cross Cal MediConnect Plan can't reach decreased from 1,500 to 300. The number of homeless members that Anthem Blue Cross Cal MediConnect Plan can't reach decreased from 80 to 30.

*Santa Clara Family Health Plan (SCFHP)*

SCFHP submitted a 2017 Model of Care (MOC) to Cal MediConnect (CMC). They're looking into a partnership with Santa Clara County Health & Hospital for Whole Person Care (WPC). WPC is based on intensive case management (CM) and housing help for members who are moving from a skilled nursing facility (SNF) into the community. This will create openings in SNFs for new members.

SCFHP is also looking into a partnership with LifeSTEPS to create four low-income, senior housing communities. These communities will give care coordination to those who live there.

*OnLok Lifeways and Programs of All-Inclusive Care for the Elderly (PACE)*

PACE and the committee are working on other outreach campaigns. The change from the Eastside San Jose center into a full PACE center with more capacity is still in process. PACE is also checking the CCI bill language to make sure that PACE is kept as an choice for members.

OnLok will host their yearly Senior Health Policy Forum on December 6, 2017, at the South San Francisco Conference Center. The topics are health, housing and age-friendly communities.

*Combined updates*

Just about 7,600 members are part of SCFHP and 3,100 members are part of Anthem

Blue Cross Cal MediConnect Plan. Both plans say these are stable numbers and they're getting less opt-outs and terminations. Health risk assessment numbers for both plans can be found on [www.calduals.org](http://www.calduals.org).

### 3. Dashboard

The committee didn't get any dashboard comments. Much of the dashboard data is in the state reports. In the future, CCI issues and/or concerns should be sent before the meeting.

The Alzheimer's Association got more funding to give more dementia training for health plan case managers. Each plan must have a Dementia Specialist on the CM team. The Alzheimer's Association is giving training in February and/or March of 2017. Fifteen to 20 case managers can come to each training. These groups would like to be there:

- In-home supportive services (IHSS)
- Silicon Valley Independent Living Center (SVILC)
- Live Oak Adult Day Care

### 4. Regulatory review

The Department of Health Care Services (DHCS) increased the deeming period for Cal MediConnect members from 1 month to 2 months. Silicon Valley Independent Living Center asked when this will start. Once plans get an answer from DHCS, they'll tell members.

### 5. Outreach and communication

Harbage Consulting is reaching out to senior care, community and faith-based groups. They plan to give provider presentations in April and/or May of 2017.

The Stakeholder Advisory Communications Committee may start sharing updates with stakeholders by newsletter. [www.calduals.org](http://www.calduals.org) will also be updated.

### 6. More updates

*CCI*

The California Department of Finance budget says IHSS will be removed for 2018-2019. Live Oak Adult Day Services asked how this will change services and staff hours. Some stakeholders said they've seen a good change in IHSS, mainly in the time it takes to get members into the IHSS system. The plans, case managers and the county are invested in keeping the current service and coordination levels.

IHSS doesn't expect cut backs to staff or services. The county will bear the costs now paid for by the state. IHSS believes the county will give support when the changes happen. Stakeholder groups can promise their clients that the IHSS CCI team isn't leaving. They'll keep serving seniors and disabled clients. Members and providers will be told when exact changes are identified.

*CMC ombudsman report*

Bay Area Legal Aid got a few calls this past quarter about:

- Passive enrollment –The Ombudsman shares information about CMC on calls and some members decide to join then
- Transportation – Some enrollees are unhappy with transportation delays under CMC. One caller had issues getting to dialysis appointments because the vendor cancelled twice

The Ombudsman got calls about:

- How CMC works. Members asked for doctor information and where to go for care
- Balanced billing. Calls about this topic decreased greatly. The committee agreed that more training is needed. The Ombudsman will make a tracking system to let the plan know if there are balanced billing issues. The plan will then tell the provider(s) no CMC member should be billed and, if they pay the bill, the provider must pay the member back.

Stakeholders asked if the Ombudsman could track members' questions and share them with the plans each month or quarter.

#### *LTSS & behavioral health*

Health Insurance Counseling & Advocacy Program (HICAP) talked about SNFs that won't pay for long-term members' therapies. Both plans talked about how SNFs bill for skilled services and manage members. Anthem Blue Cross Cal MediConnect Plan has RNs to help with utilization management (UM) and SNF coordination.

The Santa Clara County Behavioral Health Department (SCCBHD) keeps on meeting with CMC, SCFHP, Anthem Blue Cross Cal MediConnect Plan and Beacon. SCFHP and Beacon's care coordinators recently met with representatives for Santa Clara County's 24 hour care program. They talked about how to best manage care for members placed out of county SNFs.

## **7. Meeting adjourned**

Anthem Blue Cross Cal MediConnect Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

You can get this information for free in other languages. Call 1-855-817-5785 (TTY 711) Monday through Friday from 8 a.m. to 8 p.m. Pacific time. The call is free.

Puede recibir esta información sin cargo en otros idiomas. Llame al 1-855-817-5785 (TTY 711) de lunes a viernes de 8 a.m. a 8 p.m. hora del Pacífico. La llamada es gratuita.

您可免費獲得本資訊的其他語言版本。請致電免費電話 1-855-817-5785 (TTY 711)。太平洋時間週一至週五上午 8 點至下午 8 點。

Maaari ninyong makuha nang libre ang impormasyon na ito sa ibang mga wika. Tawagan ang 1-855-817-5785 (TTY 711). Lunes hanggang Biyernes mula 8 a.m. hanggang 8 p.m. Pacific time. Libre ang tawag.

Quý vị có thể nhận thông tin này miễn phí bằng các ngôn ngữ khác. Hãy gọi 1-855-817-5785 (TTY 711), thứ Hai đến thứ Sáu, từ 8 giờ sáng đến 8 giờ tối, giờ Thái Bình Dương. Cuộc gọi này được miễn phí.