



Coordinated Care Initiative (CCI)
Santa Clara County Stakeholder Advisory Committee meeting notes
May 17, 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 now provides:

- Meals on Wheels for seven days to members who recently left the hospital
- Personal Emergency Response systems to eligible Long-term Services and Supports (LTSS) members. This is provided through the Care Plan Options benefit.

Santa Clara Family Health Plan (SCFHP)

The state's January budget was changed in May and included changes to CCI and In-Home Supports and Services (IHSS). This is an excerpt:

“Coordinated Care Initiative (CCI) is discontinued in 2017-18; however, the Governor’s Budget proposed reinstating three programmatic components of the CCI. Based on the lessons learned from CCI, the May Revision continues: (1) extension of the Cal MediConnect program, (2) mandatory enrollment of dual eligibles, and (3) long-term services and supports integration into managed care, except IHSS. The May Revision includes savings of approximately \$8 million General Fund based on the proposed continuation of the Cal MediConnect duals demonstration pilot.”

The changes can be reviewed at

<http://www.ebudget.ca.gov/FullBudgetSummary.pdf>.

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

- The PACE East San Jose center grand re-opening is scheduled for this summer. The center added a clinic as part of its improvements.
- OnLok will host the Bay Area Health Policy Forum on December 6, 2017. This event will be at the S. San Francisco Conference Center. Topics include:
 - Aging policy
 - Stigma around aging
 - Age-friendly communities

3. Regulatory review

Department of Health Care Services (DHCS)

Each month, plans must attest that all state reports are correct.

4. Outreach and communication

The Santa Clara County Outreach & Education Committee ended. Much of their work is now done or will be done by Harbage Consulting. Harbage Consulting educates consumers and providers on the CCI. They will bring future issues to these meetings.

Harbage Consulting created a new website, which includes the case manager toolkit and presentations.

A report was given to the committee about outreach to senior and community centers in San Jose. Strict rules about presentations that may be trying to sell health insurance have been a barrier to scheduling some presentations.

5. More updates

CCI

The state released all plan letters (APLs) on care coordination for:

- Medi-Cal seniors and persons with disabilities
- Managed Long-term Services and Supports (MLTSS)

The state also updated 2014 APLs and suggested LTSS referral questions for the Health Risk Assessment (HRA). Many plans already include these questions in the HRA.

These APLs can be reviewed on the DHCS website.

CMC ombudsman report

There were fewer issues raised on the Ombudsman calls. Some issues were:

- How to get to dialysis centers
- Balanced billing by independent providers
- Share of cost and not being able to pay it
- How to access benefits
- Understanding Cal MediConnect (CMC) and benefits
- Denials (e.g. Botox for nerve pain)

The Ombudsman received reports about Medi-Cal members who see a Santa Clara County primary care provider (PCP). They claim they disenrolled from their plan because the PCP's staff convinced them to sign up for another health plan. They claim they were promised money to switch health plans. They also claim that there are service gaps before their new health plan coverage begins. HICAP is aware of these reports and tried to address these issues.

The Ombudsman cannot file a complaint against a specific PCP. They can only tell members about their rights.

The committee suggested that the members contact Justice in Aging.

LTSS & behavioral health

- The May budget change shows IHSS lost a lot of funding under the CCI. 1.1 billion was put back into the IHSS program over the last two years. No change is expected as IHSS becomes part of MLTSS. The IHSS program does not intend to cut services or staff.
- The MSSP census is at 100%. There were several recent terminations due to members expiring and/or moving into nursing facilities. The MSSP program is hiring a Social Work Care Manager and an R.N. Care Manager. They still have issues with some durable medical equipment (DME).
- The Avenidas Nurse Navigator program is now reviewing last quarter's data. The data shows this program extends the length of stay for Community Based Adult Services (CBAS) members. The program is working on its data systems and hopes to improve capacity and evaluate the program.

6. Stakeholder's Roundtable

On July 10 and July 17, the Alzheimer's Association will conduct a CCI case manager Tier 2 training on Dementia. It will be in Palo Alto. The health plan will identify who should go.

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.

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