



Coordinated Care Initiative Consumer Forum

SUMMARY OF DISCUSSIONS

February 1st, 2013

PLEASE NOTE: The terms beneficiary and consumer are used interchangeably in these summaries to indicate people with Medi-Cal or Medicare who will be impacted by the Coordinated Care Initiative.

L.A. Care's first CCI Consumer Forum was held on February 1st at L.A. Care's downtown Los Angeles offices. 96 people participated in person and more than 60 individuals and groups called in via teleconference. Participants included Medicare consumers, Medi-Cal consumers, IHSS consumers, family members, advocates and providers.

Ms. Lilibeth Navarro, of CALIF Independent Living Center, and Ms. Elsa Gervacio, consumer member of L.A. Care's Regional Community Advisory Committee, opened the meeting. They set the stage for the discussion about the Coordinated Care Initiative and its impact on people with Medi-Cal and Medicare in Los Angeles County.

Mr. Howard Kahn, CEO of L.A. Care Health Plan, and Mr. John Wallace, COO, also made introductory remarks about the opportunity the CCI creates for better healthcare for people with Medicare and Medi-Cal and the importance of the consumer stakeholder process.

Mr. Beau Hennemann, L.A. Care's IHSS Program Manager, did a presentation on "California's Coordinated Care Initiative and How it May Affect You" that covered:

- CCI: What, where and why
- What is a health plan
- Who is eligible and who is excluded
- LTSS and managed care
- Timeframes

The presentation was posted to L.A. Care's website following the meeting and is available here:

http://duals.lacare.org/sites/default/files/documents/ccisummary_consforum.pdf

Following the presentation, Ms. Navarro and Ms. Gervacio facilitated discussion. Consumers asked about the following:

- Will it be mandatory for providers to sign up with L.A. Care?
- What will happen if you leave L.A. Care as your health plan?
- Will L.A. Care be able to provide information about prosthetics benefits?
- If you are currently assigned to Kaiser can you stay with Kaiser?
- Will beneficiaries with share of cost be included in the CCI?
- Will members with both manual and power wheelchairs be able to get repairs on both types of equipment?
- Will there be clear instruction on the L.A. Care website on how to deal with diapers, food supplements (as there have been reports of problem getting authorizations for such items)?
- Will there be a plan to include dental and vision under L.A. Care?
- Will L.A. Care be compiling information on all services for consumers?
- Consumer expressed concerns regarding how health plan will handle mental health services, given that Medi-Cal and Medicare operate solo.
- Will L.A. Care work to coordinate with Health Net to insure that stakeholders' voices are being heard?
- What will CCI do for consumers who have both Medi-Cal and private insurance?
- Will L.A. Care consider additional Board of Governors members to represent the Special Needs Population?

Participants made several suggestions for how the consumer forum could be improved in the future:

- Pass information from February 1st CCI meeting to Regional Centers
- Disabled consumer on L.A. Care's Board of Governors
- Consider dental and vision services
- Have meetings in locations around the county in places accessible to seniors and people with disabilities
- Invite Hilda Perez (consumer Board of Governors representative) and Ozzie Lopez (Advocate Board of Governors representative)
- Provide consumers with information on L.A. Care appeals process
- Assist the CCI consumer members with understanding the Regional Community Advisory Committee process
- Increase the number of accessible parking spaces for meetings

During the course of the meeting, a consumer participant who is a member of L.A. Care stated that he was having difficulty getting a new wheelchair. L.A. Care's Member Advocate met with the member and was able to get a new wheelchair ordered within two days.

Ms. Gervacio and Ms. Navarro thanked the participants for being part of the stakeholder process and adjourned the meeting.

Next Meeting: originally scheduled for April at L.A. Care, but in response to consumer feedback and the timing of Cal MediConnect (duals demonstration pilot) and Managed Long Term Services and Supports launch dates, will be rescheduled for June, 2013, and will be held in multiple locations around L.A. County at locations familiar and accessible to Medi-Cal and Medicare consumers. Participants will receive invitations in early May.