



Coordinated Care Initiative (CCI) Stakeholder Advisory Committee

Meeting Summary

L.A. Care Health Plan
 1055 West 7th Street
 Los Angeles, CA 90017
 Thursday, March 29, 2018
 1:00PM - 3:00PM

<u>ATTENDING MEMBERS</u>	<u>ATTENDING STAFF</u>
Deaka McClain, <i>L.A. Care At-Large Member</i>	Francisco Oaxaca; <i>Sr. Director, Communications & Community Relations</i>
Donna Harris, <i>CAHF</i>	Phinney Ahn, <i>Executive Director, Medi-Cal</i>
Eileen Koons, <i>Huntington Hospital</i>	Bruce Pollack, <i>Executive Director, Medi-Cal, SPD, CCI</i>
David Kane, <i>NLS-LA</i>	Dan Salo; <i>Senior Director, Medicare & CalMediConnect Ops</i>
Amber Christ, <i>Justice in Aging</i>	Misty De Lamare; <i>Director, Communications</i>
Denny Chan, <i>Justice in Aging</i>	Erika Estrada; <i>Supervisor –Community Relations</i>
Aileen Harper, <i>Center for Health Care Rights</i>	Denise Colome; <i>Senior Communications Specialist</i>
Jennifer Schlessinger, <i>Alzheimer’s Greater L.A.</i>	Lindsay Gibbs; <i>Product Solutions Manager, MCLA</i>
Cynthia Banks, <i>Area Agencies on Aging</i>	Dr. Rafael Amezcua; <i>Medical Director, Medicare</i>
Hector Ochoa, <i>SCRS-IL</i>	Veronica Mones; <i>Senior Director, Medicare Performance Management</i>
Rudy Contreras, <i>SCRS-IL</i>	Julianne Holloway; <i>Senior Medicare Marketing Specialist</i>
<u>PUBLIC ATTENDEES</u>	Melinda Semerena; <i>Senior Director, Enterprise Shared Services</i>
Nathan Nau, <i>Department of Health Care Services</i>	Nairi Varteressian; <i>Product Solution Manager, MCLA</i>
Monika Vega, <i>Harbage Consulting</i>	Negin Nafissi; <i>Manager, Medicare Operations</i>
Lisa Kodmur - <i>Moderator, Pacific Health Consulting</i>	Amanda Ghattas; <i>Medicare Operations Product Manager</i>
	Amanda Daninger; <i>Senior Product Medi-Cal Administrator Manager</i>

	SPEAKER	SUMMARY OF DISCUSSION AND FOLLOW-UP
I.	<i>Lisa Kodmur</i>	<p><u>Welcome, Introductions, and Approval of Meeting Summary</u></p> <ul style="list-style-type: none"> • Lisa Kodmur, Meeting Facilitator, called the meeting to order at 1:00 p.m.. • The members, staff, and guests introduced themselves. The meeting summary for June 22, 2017 was reviewed; one edit to the attendee list was made. • Phinney Ahn was introduced as L.A. Care’s new Executive Director for Medi-Cal. • Misty de Lamare revisited 2018 Goals of the CCI SAC, focusing on collaboration and advisement opportunities for stakeholders.
II.	<i>Nathan Nau</i>	<p><u>DHCS Report/Updates</u></p> <ul style="list-style-type: none"> • Cal-MediConnect Dashboard Overview: A high-level walk through presented on the metrics portion of the dashboard. Mr. Nau pointed out that the individuals creating the dashboard are data experts, not policy decision-makers. So, the things that are identified are from a data perspective. The dashboard can be used to help inform policy decision-makers and the public on how the program is performing. It could be used as a mechanism to decide which plan to enroll in from a beneficiary standpoint. But more so than likely, folks that are interested in plan performance, more than likely policy makers, people who work at health plans, advocates, stakeholders, etc.
III.	<i>Deaka McClain</i>	<p><u>L.A. Care CCI Consumer Council Report</u></p> <ul style="list-style-type: none"> • I-Speak Program: Consumer council members have been participating in the I-Speak program, a pilot program that seeks L.A. Care advisory members who desire to learn about health care and advocacy. There are two members from the CCI Council participating in this program. The members will have an opportunity to go to Sacramento for legislative office visits • Sacramento Advocacy Date: The Governments Affairs Department has been working closely with the CCI team to coordinate a visit to Sacramento for Advocacy Day. Three of the CCI Council members will represent the CCI Council to go to Sacramento on May 22, 2018 and meet with elected officials for the areas they represent. • CCI Council Community Partnership Work Project: The CCI Council members selected a theme to do a work project in the community they serve. The CCI Council from Antelope Valley, San Fernando Valley and South Los Angeles picked the theme of improving diabetes prevention and/or management. The Long Beach council picked the theme of improving women’s health.
IV.	<i>Dan Salo</i>	<p><u>L.A. Care Cal-MediConnect and Medi-Cal Enrollment Update</u></p> <ul style="list-style-type: none"> • Review of L.A. County in February 2017 versus February of 2018: Last year at this time, L.A. Care had about 13,277 members. As of February 2018, L.A. Care has 15,000 members and represents 42% of the Cal MediConnect membership in Los Angeles County. That’s a growth of 1,723 members over the same time last year. In contrast, some of the other plans have not been as successful in actually growing their membership, with Health Net losing over 2,000 members, CareFirst losing 668, Molina losing 1,167 and CareMore actually

	<p><i>Eileen Harper</i></p> <p><i>Amber Christ</i></p> <p><i>Nairi Varteressian</i></p>	<p>growing 871. So, the net for the county is a loss of 1,463 members over the same time last year. Total membership in L.A. County is 35,838, and L.A. Care still represents 32% in the county of the Cal MediConnect members statewide.</p> <ul style="list-style-type: none"> • Overview of topics for input from stakeholders, to assess the success of Cal MediConnect, and the impact on results, of a distribution channel incentivized to pull people out of Cal MediConnect. <ul style="list-style-type: none"> ○ Cal MediConnect disenrollment ○ Demographics of CCI and CMC ○ Involving Brokers in the Education Process <p><u>Q&A</u></p> <ul style="list-style-type: none"> • Question: Are they moving to D-SNPs, are they moving to MA plans? Or are they just going back to fee for service? <ul style="list-style-type: none"> ○ Response: About 60% of those are going to MA plans, 40% are returning to fee for service • Question: Did you compare the retention numbers to your prior product, and what it looks like in comparison? I think that would be interesting. And then, on the onboarding process, you mentioned DME continuity of care and continuity of care with medical providers. I'm wondering about transportation because that seems to be a very big continuity of care issue. <ul style="list-style-type: none"> ○ Response: We have also looked at the pharmacy transition very closely as well, and making that a successful transition. We're going to be sharing the transportation utilization data, because the actual percentage of utilization of transportation may be smaller than what most people think. While transportation need is very high amongst some people that need it, we have not quantified it. <p><u>L.A. Care Medi-Cal Enrollment Updates</u></p> <ul style="list-style-type: none"> • From January to March 2018, Medi-Cal membership has increased from 2,029,185 members to 2,056,571 members. The monthly variance remains flat at about 0.79%. The biggest percent change in segments continues to be MCE with 1.33% – Medicaid expansion population. From January to March, CCI members increased from 194,775 members to 196,339 members – a 0.73% monthly variance.
V.	<i>Amber Christ</i>	Outreach on Expanded Dental Presentation
VI.	<p><i>Dr. Rafael Amezcua</i></p> <p><i>Group</i></p>	<p><u>Social Determinants of Health Presentation</u></p> <ul style="list-style-type: none"> • Importance of whole health for L.A. Care • Why L.A. Care wants to continue to take action • Identifying new opportunities <p><u>Stakeholder Discussion on Social Determinants of Health:</u></p> <ul style="list-style-type: none"> • Accessibility to healthy and affordable food options for low-income communities • Homelessness and the need for affordable housing

		<ul style="list-style-type: none"> • Establishing partnerships with Community-Based Organizations versus reinventing the wheel • Establishing a referral process to resources: embedding mechanisms into workflow processes • Creating a catalogue of services and resources available • Focus on scale and prevention: Focus on the things that are feasible for now if you can't fix the biggest issue at the moment. <ul style="list-style-type: none"> ○ Connecting people with resources available. <ul style="list-style-type: none"> ▪ Example: affordable housing being one of the biggest impacts <ul style="list-style-type: none"> • Not feasible: Need for more Section 8 vouchers • Feasible: create resources or connect the members with the resources for housing resources prior to them losing it, the preventative measures. • Member Education: Identify opportunities to get materials with resource information into members' hands <ul style="list-style-type: none"> ○ Targeting the younger populations ahead of time ○ Financial Literacy – how to budget and leverage resources available according to their income • Culture shift around CBOs: Identify opportunities to fund CBOs in exchange for skills/expertise needed in the healthcare system/community
VIII.	<i>Denise Colome</i>	Review of Action Item Log
IX.	<i>Lisa Kodmur</i>	<u>Adjournment & Next SAC Meeting Announcement</u> <ul style="list-style-type: none"> • Next meeting to take place on Thursday, June 14, 2018.