



**Coordinated Care Initiative (CCI) Stakeholder Advisory Committee**

**Meeting Summary**

L.A. Care Health Plan  
 1055 West 7th Street  
 Los Angeles, CA 90017  
 Thursday, June 22, 2017  
 1:00PM - 3:00PM

<b><u>ATTENDING MEMBERS</u></b>	<b><u>ATTENDING STAFF</u></b>
Deaka McClain, <i>L.A. Care At-Large Member</i>	Garrison Rios; <i>Executive Director, Cal-MediConnect</i>
Peg Bernardy, <i>White Memorial Medical Center</i>	Dr. Stefany Almaden; <i>Senior Director, Clinical Member Services</i>
Cindy Dizon, <i>SynerMed</i>	Bruce Pollack; <i>Executive Director, Medi-Cal, SPD, CCI</i>
Jennifer Schlesinger, <i>Alzheimer's Greater Los Angeles</i>	Misty De Lamare; <i>Dir. Communications &amp; Community Relations</i>
Denny Chan, <i>Justice in Aging</i>	Erika Estrada; <i>Supervisor – Communications &amp; Community Relations</i>
Aileen Harper, <i>Center for Health Care Rights</i>	Denise Colome; <i>Sr. Communications Specialist</i>
David Kane, <i>NLS</i>	Hanan Obeidi; <i>Director, Product Administration SPD/CCI</i>
Eileen Koons, <i>Huntington Hospital</i>	Maria Lackner; <i>Director, Product Administration Medi-Cal</i>
Juan Diaz, <i>California Assoc. of Health Facilities</i>	Dwayne Broussard; <i>Senior Manager, Medicare Enrollment</i>
	Dan Salo; <i>Senior Director, Medicare &amp; CalMediConnect Ops</i>
	Nairi Varteeressian; <i>Medi-Cal SPD CCI Program Manager</i>
	<b><u>PUBLIC/GUEST</u></b>
	Wilma Ballew
	Lisa Kodmur - <i>Moderator, Pacific Health Consulting Group</i>
	Hilary Haycock, <i>Harbage Consulting</i>

	<b>SPEAKER</b>	<b>SUMMARY OF DISCUSSION AND FOLLOW-UP</b>
<b>I.</b>	<i>Lisa Kodmur, Facilitator, Pacific Health Consulting Group</i>	<p><b><u>Welcome, Introductions, and Approval of Meeting Summary</u></b>  Prior to the start of the meeting, the following was announced:</p> <ul style="list-style-type: none"> <li>• Lisa Kodmur, Meeting Facilitator, called the meeting to order at 1:00 pm</li> <li>• The members, staff, and guests introduced themselves. The meeting summary for April 28, 2017 was reviewed and approved.</li> </ul>
<b>II.</b>	<p><i>Hilary Haycock, Harbage Consulting, on behalf of DHCS</i></p> <p><i>Amber Christ</i></p> <p><i>Hilary Haycock</i></p> <p><i>David Kane</i></p> <p><i>Garrison Rios/Dwayne Broussard</i></p>	<p><b><u>DHCS Report/Updates</u></b></p> <ul style="list-style-type: none"> <li>• CCI/CMC Program efforts from DHCS to continue to improve the program and help it better serve beneficiaries: <ul style="list-style-type: none"> <li>○ Nearing the end of a very long process to develop updated health risk assessment questions that should improve referrals to long term services and supports.</li> <li>○ Continuing best practices meetings with the Cal Medi-Connect health plans - looking at improper billing, the intersection with palliative care, and implementation of the streamlined enrollment process.</li> <li>○ Continuing the SCAN foundation evaluations.</li> </ul> </li> <li>• Announced the July 20<sup>th</sup> state-level CCI stakeholder call, along with the topics planned for discussion.</li> <li>• Shared information on DHCS' collaboration with CMC plans on pilot projects to reduce avoidable hospitalizations for nursing facility residents. Each plan is looking at their data to identify gaps, interventions, and model a Plan-Do-Study-Act (PDSA) analysis to look at ways of ensuring that nursing facility residents are avoiding hospital stays when possible.</li> </ul> <p><b><u>Q&amp;A:</u></b></p> <ul style="list-style-type: none"> <li>• Consumer advocate, Amber Christ, informed DHCS of getting a number of calls from folks who were Medi-Cal Share of Cost and getting MLTSS letters indicating that they needed to choose a Medi-Cal health plan. Asked DHCS to provide insight as to why Share of Cost folks were getting that letter.</li> <li>• Harbage Consulting agreed to take back that concern to DHCS.</li> <li>• Consumer Advocate, David Kane, inquired about a cutoff date for streamlined enrollment due to his noticing of a trend of consumer cases indicating enroll attempts in Cal MediConnect through a streamlined enrollment later in the month, but not becoming effective until the next month afterward.</li> <li>• L.A. Care acknowledged being aware of the issue and indicated it is currently working with the state to find a solution.</li> </ul>

<p><b>III.</b></p>	<p><i>Deaka McClain</i></p>	<p><b><u>L.A. Care CCI Consumer Council Report</u></b></p> <ul style="list-style-type: none"> <li>• The CCI council members participated in the Annual Community Work Plan project focused on dental care, which gives them an opportunity to work directly with organizations in their community. The dental care-themed events for each of the CCI consumer councils are as follows: <ul style="list-style-type: none"> <li>○ <b>Area 1</b> (Antelope Valley) - will be partnering up with the Antelope Valley Community Clinic. The event is going to be called Dental Day for Seniors and People with Disabilities, taking place on June 28, 2017.</li> <li>○ <b>Area 2</b> (San Fernando Valley) - partnering up with One Generation and Dentex Dental. Their event will be known as Dental Fair, happening on July 20, 2017.</li> <li>○ <b>Area 3</b> (South Los Angeles) - partnering up with the South Central Family Health Center. The event will be named National Health Center Week Open House, happening on August 17, 2017.</li> <li>○ <b>Area 4</b> (Long Beach) - partnering up with Wilmington Community Clinic. The event will be called Grand Opening and Dental Awareness Fair, happening on August 23, 2017.</li> </ul> </li> </ul>
<p><b>IV.</b></p>	<p><i>Dwayne Broussard</i></p> <p><i>Hanan Obeidi</i></p> <p><i>David Kane</i> <i>Hanan Obeidi</i></p> <p><i>Denny Chan</i> <i>Dwayne Broussard</i></p> <p><i>Eileen Koons</i> <i>Dwayne Broussard</i></p>	<p><b><u>L.A. Care Cal-MediConnect and Medi-Cal Enrollment Updates</u></b></p> <ul style="list-style-type: none"> <li>• Cal MediConnect is growing throughout the state. We saw gains in L.A., San Bernardino, Riverside and San Diego County, with the greatest growth spurt in L.A. County. Throughout that same time period, L.A. Care achieved a growth rate of 11.7% (from January to May), making it the number one CMC plan in L.A. County and number two in the state.</li> <li>• For MediCal, L.A. Care has seen a modest increase in the last few months, just under 1% total, and from May to June. For CCI it's actually under half a percent increase.</li> <li>• Roughly 13,182 Medi-Cal CCI members enrolled from January through April. 50% of those were for direct Medi-Cal and the other 50% were for plan partners. Most of them are under Community Well and the rest are evenly distributed across the other eight codes under CCI. As of April, L.A. Care received the bulk of the members that were transitioning from fee-for-service to managed care.</li> </ul> <p><b><u>Q&amp;A</u></b></p> <ul style="list-style-type: none"> <li>• Consumer advocate asked L.A. Care if it has seen a consistent month-over-month increase in enrollment, or whether it's seen it drop or fluctuate in any way. <ul style="list-style-type: none"> <li>○ L.A. Care does not anticipate any large peaks or spikes in membership, and believes it will remain roughly flat or consistently around 1% or 2% without dropping.</li> </ul> </li> <li>• Referring back to the 11.7% growth, how much of that, either in hard numbers or as a percentage, is a function of streamlined enrollment and how much of it is a function of direct enrollments calling HCO directly on the phone? <ul style="list-style-type: none"> <li>○ L.A. Care indicated that 40% of that is streamlined enrollment and 60% is regular voluntary enrollment through HCO, and that this trend has been steady for the last couple months.</li> </ul> </li> </ul>



<b>VIII.</b>	<i>Lisa Kodmur</i>	<b><u>Adjournment &amp; Next SAC Meeting Announcement</u></b> <ul style="list-style-type: none"><li>• Next meeting to take place September 14<sup>th</sup>, 2017.</li></ul>
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Respectfully Submitted by: \_\_\_\_\_  
*Denise Colome, Sr. Communications Specialist*

Approved by: \_\_\_\_\_  
*Misty De Lamare, Dir. Communications & Community Relations*