

**NOTICE OF A  
REGULAR MEETING OF THE  
CALOPTIMA BOARD OF DIRECTORS'  
MEMBER ADVISORY COMMITTEE**

**THURSDAY, SEPTEMBER 10, 2015  
2:30 P.M.**

**CALOPTIMA  
505 CITY PARKWAY WEST, SUITE 109-N  
ORANGE, CALIFORNIA 92868**

**AGENDA**

This agenda contains a brief, general description of each item to be considered. The Committee may take any action on all items listed. Except as otherwise provided by law, no action shall be taken on any item not appearing in the following agenda.

Information related to this agenda may be obtained by contacting the CalOptima Clerk of the Board at 714.246.8806 or by visiting our website at [www.caloptima.org](http://www.caloptima.org). In compliance with the Americans with Disabilities Act, those requiring special accommodations for this meeting should notify the Clerk of the Board's office at 714.246.8806. Notification at least 72 hours prior to the meeting will allow time to make reasonable arrangements for accessibility to this meeting.

**I. CALL TO ORDER**

*Pledge of Allegiance*

**II. ESTABLISH QUORUM**

**III. APPROVE MINUTES**

A. Approve Minutes of the July 16, 2015 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC)

**IV. PUBLIC COMMENT**

*At this time, members of the public may address the Committee on general topics. Public Comment on posted item(s) will follow staff presentation of the item(s) to the Committee. If you wish to speak on an item contained in the agenda, please complete a Public Comment Request Form(s) identifying the item(s) and submit the form to the assistant to the MAC. When addressing the Committee, it is requested that you state your name for the record. Please address the Committee as a whole through the Chair. Comments to individual Committee members or staff are not permitted. Speakers will be limited to three (3) minutes.*

**V. REPORTS**

None

**VI. CEO AND MANAGEMENT REPORTS**

- A. Chief Executive Officer (CEO) Report
- B. Chief Medical Officer Update
- C. Chief Financial Officer Update
- D. Chief Network Officer Update
- E. Chief Operations Officer Update

**VII. INFORMATION ITEMS**

- A. Update on Proposed Medi-Cal Behavioral Health Treatment (BHT)/Applied Behavior Analysis (ABA) Continuity of Care Plan
- B. Federal and State Legislative and Budget Update
- C. OneCare Connect Update
- D. Program of All-Inclusive Care for the Elderly (PACE) Expansion Analysis Update
- E. MAC Member Updates

**VIII. COMMITTEE MEMBER COMMENTS**

**IX. ADJOURNMENT**

# MINUTES

## REGULAR MEETING OF THE CALOPTIMA BOARD OF DIRECTORS MEMBER ADVISORY COMMITTEE

July 16, 2015

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on July 16, 2015, at CalOptima, 505 City Parkway West, Orange, California.

### **CALL TO ORDER**

Chair Mallory Vega called the meeting to order at 2:35 pm. Chair Vega led the Pledge of Allegiance.

### **ESTABLISH QUORUM**

Members Present: Suzanne Butler, Sandy Finestone, Connie Gonzalez, Donna Grubaugh, Victoria Hersey, Gene Howard, Stephanie Martinez, Gregory Mathes, Sally Molnar, Christina Sepulveda, Velma Shivers, Mallory Vega, Lisa Workman

Members Absent: Sr. Mary Therese Sweeney, Patty Mouton

Others Present: Michael Schrader, Chief Executive Officer; Bill Jones, Chief Operating Officer; Javier Sanchez, Chief Network Officer; Ladan Khamseh, Executive Director of Operations; Candice Gomez, Executive Director, Program Implementation; Donald Sharps, Medical Director; Phil Tsunoda, Interim Executive Director, Government Affairs; Becki Melli, Program Specialist; Belinda Abeyta, Director, Customer Service

### **MINUTES**

#### **Approve the Minutes of the May 14, 2015 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee MAC**

*Action: On motion of Committee Member Sandy Finestone, seconded and carried, the MAC approved the minutes as submitted.*

### **PUBLIC COMMENT**

No public comments

Chair Vega introduced Victoria Hersey as the new Family Support Representative. On behalf of the MAC, Chair Vega presented recognition to Sally Molnar in honor of her five years of service as MAC Chair.

## **CEO AND MANAGEMENT REPORTS**

### **Chief Executive Officer (CEO) Report**

Michael Schrader, Chief Executive Officer, provided an overview of California Children Services (CCS) and the Stakeholder's redesign proposals. Mr. Schrader and Dr. Helmer will represent CalOptima at the Stakeholders meeting on July 17, 2105, to discuss the proposals. Committee Member Gene Howard asked if this would be a cost savings. Mr. Schrader indicated that he did not feel that it would be, but more a consolidation of care and a better overall experience of care for the member. Mr. Schrader discussed the bill that would require all County Organized Health Systems (COHS) plans to be Knox-Keene licensed for the Medi-Cal program.

### **Chief Medical Officer Report**

Dr. Bock, Deputy Chief Medical Officer, provided an overview of the Member Experience as it relates to the Consumer Assessment of Health Care Providers and Systems survey (CAHPS). CalOptima's CAHPS preliminary reports were poor but consistent with other health plans in California, and CalOptima is on right track for improvement. Resources will be assigned to allow CalOptima to improve member satisfaction. New measures for provider incentives will encourage welcome visits for new members and overall access will be reviewed.

Dr. Bock stated CalOptima received their preliminary results for NCQA with a list of strengths and no weaknesses. Committee Member Sally Molnar asked how membership data was collected. Dr Bock indicated that an outside survey was completed along with a separate internal survey. Committee Member Suzanne Butler asked if there was a delay in access to providers due to the explosion of growth this past year. Mr. Schrader indicated CalOptima currently has 400 primary care providers and most chain pharmacies. Mr. Schrader stated CMS would most likely audit CalOptima Provider Directories to ensure the provider is actually a participating CalOptima provider.

Javier Sanchez, Chief Network Officer, mentioned that his team is contacting all CalOptima providers to ensure they are still participating.

## **INFORMATION ITEMS**

### **OneCare Connect Update**

Candace Gomez, Executive Director Program Implementation, reported OneCare Connect is working with the Centers for Medicare & Medicaid Services (CMS) to enroll members by Long Term Care (LTC) facility rather than by the member's birth month for faster enrollment starting in November. CalOptima will work with the each facility to inform members, families and caregivers of OneCare Connect. Mr. Sanchez reported half of the LTC's will be contacted by the end of July. Member Velma Shivers requested a list of participating facilities Mr. Sanchez indicated he would provide the list.

Ms. Gomez stated OneCare Connect passive enrollment is starting in August. Committee Member Sally Molnar asked how the members who are currently in OneCare would transition to

OneCare Connect. Candice Gomez stated eligible OneCare members will transfer automatically into OneCare Connect effective January 2016.

### **Federal and State Legislative and Budget Updates**

Phil Tsunoda, Interim Executive Director Public Affairs, provided a summary of the FY 2015-16 State Budget and updates on the Special Session. Mr. Tsunoda noted that the governor instructed the Legislature to identify sustainable funding of at approximately \$1.1 billion to replace or renew the General Fund revenue received from the current Managed Care Organization tax, which is due to expire at the end of FY 2015-16, and a new formula will be needed after June 30, 2016.

### **Operations Update**

Bill Jones, Chief Operating Officer, stated the Nurse Advice line was implemented and currently receiving 30 calls a day. The PACE center now has 100 members and the rates for PACE are the second lowest in the state. CalOptima has contracted with a new PBM, Med Impact, effective January 1, 2016, to manage the pharmacy benefits for CalOptima members. Mr. Jones also indicated that CalOptima is now in the second phase of the Altruista implementation.

### **Network Update**

Javier Sanchez, Chief Network Officer, provided an update on the CalOptima Community Network (CCN). Mr. Sanchez noted CCN currently has over 1,700 specialists and 600 primary care physicians. CCN has 33,000 members and half are enrolled with clinics. CalOptima added two new networks, OC Advantage and Heritage. St. Joseph Hoag Network will join during 2016. Committee Member Suzanne Butler asked if Greater Newport Physicians group would be coming back. Mr. Sanchez said perhaps but it is a smaller group. Committee Member Sally Molnar asked if groups were narrowing their physicians available when they join Cal Optima. Mr. Sanchez stated they were not.

### **Health Screenings Incentive Programs**

Marsha Choo, Manager of Quality Initiatives, presented an overview of the Health Screenings Incentive Programs with the goal to promote and encourage CalOptima eligible members to obtain select preventive screenings. CalOptima provides an incentive of \$25 Stater Brothers gift card for eligible members to obtain select preventive screenings. The program dates of services are between July 1, 2015 and December 31, 2015 and the target population will be female Medi-Cal members eligible between July 1, 2015 and December 31, 2015. The preventive screenings will be Breast Cancer Screening (Mammogram) between 50-74 years old, Cervical Cancer Screening between 21-64 years old, and Chlamydia Screening between 16-24 years old. The member's role is to speak with their provider to find out if the screening is needed, obtain the screening between the required dates, fill out the required form with the provider's signature and mail it to CalOptima before January 8, 2016. The Provider would appropriately screen the members and sign the screening form. CalOptima's role is to mail a member communication initiating and explaining the incentive program. CalOptima will inform the providers of the incentive program by mail, fax, forums and committee meetings. CalOptima will track members who are eligible, have obtained a screening, submitted their form and, have received their gift

cards. CalOptima will evaluate the programs by analyzing HEDIS 2015 rates vs. HEDIS 2016 rates, claims and encounter data per 1,000 members from January 2015 to June 2015 vs. July 2015 to December 2015, and the program participation rates.

### **Text4baby Partnership**

Jennifer Batoon, Program Specialist Quality Analytics, presented Text4baby partnership. This presentation explained Text4baby is a free text messaging program providing education and resources to pregnant members and new moms with a child under one year old, who opted-in to the Text4baby program.

### **Medi-Cal Behavioral Health Update**

Cortney Shaw, Behavioral Health Manager, presented on the behavioral benefits for all Medi-Cal members. This includes individual and group psychotherapy, psychological testing when clinically indicated medication management, outpatient laboratory, supplies, and psychiatric consultation. Screening, brief intervention and referral to treatment in a primary care setting for individuals over 18 years of age, and behavioral health treatment for children under 21 years of age diagnosed with Autism Spectrum Disorder.

### **MAC MEMBER UPDATES**

Chair Vega stated the OneCare Connect MAC will hold their first meeting July 22, 2015, at 3:00 p.m. Member Sandy Finestone and Member Patty Mouton will both serve on the OCC MAC. Recruitment has started for three OneCare beneficiaries or a family member of a beneficiary. The deadline to submit an application is August 14, 2015.

The Board asked the MAC members from the OCC MAC nominating committee, composed of MAC Committee Members Suzanne Butler, Sally Molnar and Mallory Vega, to review the candidates for the IHSS or union representative seat again. The candidate previously selected is no longer eligible. The nominating committee discussed the second candidate, Donta Harrison, United Domestic Workers of America and recommended OCC MAC review the candidate's qualifications at the OCC MAC meeting scheduled for July 22, 2015 for consideration of the IHSS or union representative seat.

Chair Vega, indicated that the Board of Directors directed staff to work with the MAC on the issue of adding a seat for Parents of Children Diagnosed with Autism Spectrum Disorder. MAC members will meet w Board Director Boyd before the next Board meeting to explain the MAC's structure and MAC's desire to reach out to this population. CalOptima was informed that Director Boyd is still requesting the seat be added. Chair Vega will stay in contact with Director Boyd and update the committee on any changes. Recruitment will begin after the Board of Directors considers this item at the August Board meeting.

Chair Vega announced that the next MAC meeting is September 10, 2015.

**ADJOURNMENT**

Hearing no further business, Chair Vega adjourned the meeting at 4:50p.m.

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Cindi Reichert  
Program Assistant