

**NOTICE OF A
REGULAR MEETING OF THE
CALOPTIMA BOARD OF DIRECTORS'
WHOLE-CHILD MODEL FAMILY ADVISORY COMMITTEE**

**THURSDAY, AUGUST 9, 2018
3:00 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. 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. 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 Whole-Child Model Family Advisory Committee (WCM FAC). 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.

IV. REPORTS

A. Consider Appointment of Whole-Child Model Family Advisory Committee Acting Chair for August 9, 2018 Meeting

B. Consider Approval of FY 2018-19 Whole-Child Model Family Advisory Committee Meeting Schedule

V. CEO AND MANAGEMENT REPORTS

A. Chief Executive Officer (CEO) Update

VI. INFORMATION ITEMS

- A. [Whole-Child Model Family Advisory Committee Governance](#)
- B. [Whole-Child Model Program Overview](#)
- C. Whole-Child Model Family Advisory Committee Member Updates

VII. COMMITTEE MEMBER COMMENTS

VIII. ADJOURNMENT

Whole-Child Model Family Advisory Committee (WCM FAC)
Chair and Vice Chair Responsibilities

The WCM FAC Chair presides over the WCM FAC meetings. The Chair and Vice Chair must be an authorized family representative. Responsibilities for the Chair include:

1. Manage WCM FAC meeting.
2. Introduce and explain the background and purpose of agenda items.
3. Ensure WCM FAC members who wish to contribute have an opportunity to do so.
4. Keep the agenda moving, deferring items if appropriate and hold voting as needed.
5. Meet with Becki Melli, Liaison to WCM FAC, to review and coordinate the WCM FAC agenda.
6. Serve on WCM FAC subcommittees as needed and encourage other WCM FAC members to serve on subcommittees.
7. Attend CalOptima Board of Directors monthly meeting and present WCM FAC report.
8. Meet with CalOptima Executives and Board of Directors as needed.

The WCM FAC Vice Chair steps in on the above when the Chair is not available.

The estimated monthly time involvement is 5-8 hours.

Whole-Child Model Family Advisory Committee

FY 2018-2019 Meeting Schedule

August

Thursday, August 9, 2018

October

Thursday, October 18, 2018

December

Thursday, December 13, 2019

February

Thursday, February 14, 2019

April

Thursday, April 18, 2019

June

Thursday, June 13, 2019

Regular Meeting Location and Time

CalOptima
505 City Parkway West, 1st Floor
Orange, CA 92868
Conference Room 109-N
2:30 p.m. – 5:00 p.m.
www.caloptima.org

All meetings are open to the public. Interested parties are encouraged to attend.

MEMORANDUM

DATE: August 2, 2018
TO: CalOptima Board of Directors
FROM: Michael Schrader, CEO
SUBJECT: CEO Report
COPY: Suzanne Turf, Clerk of the Board; Member Advisory Committee; Provider Advisory Committee; OneCare Connect Member Advisory Committee

Whole-Child Model (WCM) Planning Takes Priority as Transition Approaches

CalOptima is intensifying preparation for the January 2019 transition to the WCM for California Children's Services (CCS) in Orange County. Your August Board meeting will include several items to ensure our readiness to integrate care for medically vulnerable children. Please see below for updates about our proposed payment methodology, stakeholder outreach and engagement, and operational changes.

- *Payment Methodology:* CalOptima's Finance team has met twice in the past two months with the provider community to communicate our proposed approach to WCM reimbursement. Delegated health networks will receive one capitation rate for a child's CCS and non-CCS services, plus an administrative fee. CalOptima will also take several important steps to reduce financial risk for our partners, including carving out prescription drugs, managed long-term services and supports, transportation costs, and members with high-cost conditions. Further, CalOptima will offer cash flow protections for catastrophic cases on a quarterly basis and establish annual retrospective risk corridors to protect health networks and hospitals that incur high expenses above certain percentages of capitation. The goal is to have a stable provider network in the WCM's first year while data is collected and then adjust payment methods as needed in future years.
- *Stakeholder Outreach and Engagement:* In June, CalOptima welcomed more than 60 community-based organization representatives in focus groups to gather feedback on four topics: transition details, continuity of care, age-out process and member communication. The information has been valuable in guiding our implementation. In late July, more than 125 providers and member advocates attended CalOptima's stakeholder event at the Garden Grove Community Meeting Center offering general updates about our clinical and operational approach to the WCM.
- *Operational Changes:* The WCM transition is complex because it integrates systems and processes both inside and outside of CalOptima. A thorough review of affected policies and procedures has been completed, resulting in the modifications being brought to your Board this month for approval. In addition, CalOptima plans to learn from the three other County Organized Health Systems that transitioned July 1, 2018. Expressing generally positive results, CenCal Health, Central California Alliance for Health and Health Plan of San Mateo representatives shared their experiences at a July 11 CCS Advisory Group meeting I attended in Sacramento. Among all the counties transitioning to WCM, Orange County has the highest number of children with CCS conditions, at approximately 13,000.

CalOptima Meetings With Providers Ensure Understanding of New Directed Payments

The federal Medicaid Mega Reg has changed future supplemental payments for hospitals providing services to the uninsured and Medi-Cal population. In FY 2017–18, the former Quality Assurance Fee process will be replaced by directed payments. There are separate programs for public and private hospitals. CalOptima's Finance team reviewed the changes during the June 14 Provider Advisory Committee meeting and then again July 31 with hospital leaders who are members of the Hospital Association of Southern California. CalOptima wants to ensure our hospital partners are reporting all utilization data in order to retain access to the significant supplemental funding available.

National Committee for Quality Assurance (NCQA) Standards Review a Success

In early July, NCQA surveyors were on-site to review our quality standards, which are the clinical and operational guidelines we follow aimed at delivering quality health care. This comprehensive review of our quality standards happens every three years and is part of our accreditation and overall NCQA rating. At the end of their visit, surveyors stated that CalOptima's preliminary score was quite high. Our final score will be released in mid-August.

Assembly Members Tour Program of All-Inclusive Care for the Elderly (PACE)

PACE recently welcomed Assembly Members Phillip Chen and Sharon Quirk-Silva. During separate tours, PACE Director Elizabeth Lee updated the elected officials on PACE expansion initiatives, including alternative care settings, service area expansion to South Orange County and community-based physicians. Both Chen and Quirk-Silva appreciated learning about PACE as an option for Orange County seniors, and they were happy to hear about the current success and growth of the center.

CalOptima Board Chair Elected Orange County Medical Association (OCMA) President

CalOptima Board Chair Paul Yost, M.D., an anesthesiologist, was installed this past month as president of the OCMA. His term is July 1, 2018, to June 30, 2019. In these times of change, CalOptima is fortunate to benefit from Dr. Yost's insight into the local physician community and from the OCMA's leadership in organized medicine statewide. Further, we appreciate our professional relationships with OCMA Board Member Dr. Nikan Khatibi, who is CalOptima Board Vice Chair, and OCMA Member Alexander Nguyen, M.D., a CalOptima Board member.

CalOptima Visionary and Former Chief Medical Officer Kenneth Bell, M.D., Passes Away

Obstetrician/gynecologist Kenneth Bell, M.D., who played a major role in CalOptima's formation and later became Chief Medical Officer, passed away July 14 at age 82. In 1994, Dr. Bell arranged funding through Kaiser Permanente that enabled the development of CalOptima as a solution to Orange County's Medi-Cal crisis at the time. From 2001 to 2007, he served as CalOptima Chief Medical Officer, overseeing a period of growth and the launch of OneCare, a Medicare program. Like so many of Dr. Bell's CalOptima colleagues past and present, I am saddened by his passing but honored to have known him and experienced his passionate advocacy and insightful leadership on behalf of Orange County's vulnerable population.



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Whole-Child Model Governance

**Whole Child Model Family Advisory Committee
August 9, 2018**

**Gary Crockett
Chief Counsel**

Public Agency

- CalOptima is a local public agency
 - Created by County ordinance under the authority of California Welfare and Institutions Code section 14087.54
 - Governed by the CalOptima Board of Directors
 - Separate and distinct legal entity from County of Orange
 - Board members appointed by the Board of Supervisors
 - CalOptima Board represents broad spectrum of stakeholders
 - Subject to laws and regulations governing local public agencies
 - Board makes all fundamental policy decisions
 - Focus on Members, public trust, integrity, and transparency

Board Advisory Committees

- Standing Board Committees provide stakeholders with a forum for vetting and providing input
 - Provider Advisory Committee
 - Member Advisory Committee
 - OneCare Connect Member Advisory Committee
 - Whole Child Model Family Advisory Committee (WCM FAC)

WCM FAC Responsibilities

- Established by CalOptima Board Resolution to:
 - Report directly to the Board
 - Provide advice and recommendations to the Board and staff on issues concerning the Whole Child Model program as directed by the Board and permitted by law
 - Engage in study, research, and analysis of issues assigned by the Board or generated by the Committee
 - Serve as liaison between interested parties and the Board and assist the Board and staff in obtaining public opinion related to the Whole Child Model program
 - Initiate recommendations on issues for study to the Board for approval and consideration
 - Facilitate community outreach for CalOptima and the Board of Directors

WCM FAC Responsibilities (Cont.)

- Specific deliverables:
 - Recommend a Committee Chair and Vice Chair for approval by the Board of Directors
 - Adopt a meeting schedule and meet at least monthly
 - Attend meetings (notify staff before hand if you will be unable to attend)
 - Develop, review annually and recommend to the Board Committee mission, goals and objectives
 - Serves solely in an advisory capacity to the Board and CalOptima staff with respect to CalOptima's Whole Child Model program
 - Help ensure that Members' values and needs are integrated into the design, implementation, operation and evaluation of the CalOptima Whole Child Model program

The Ralph M. Brown Act

- Meetings

- With certain limited exceptions, all meetings of the legislative body of a local agency shall be open and public, and all persons shall be permitted to attend any meeting of the legislative body
- Applies to CalOptima's Board of Directors and its Standing Committees (including Whole Child Model Family Advisory Committee)
- Purpose is to facilitate public participation in local government decisions and to provide transparency

Procedural Requirements

- Agenda posting requirements
- Public notice
- Deliberations and actions taken in the open
- Public comments
- Closed sessions only permissible in narrowly defined circumstances
- No serial meetings
- Minutes of meetings filed with the CalOptima Board
- Chair to report to the CalOptima Board at least twice per year
- CalOptima staff to assist and facilitate Committee operations

Other Public Agency Requirements

- The California Public Records Act
 - provides the “Legislature, mindful of the right of individuals to privacy, finds and declares that access to information concerning the conduct of the people's business is a fundamental and necessary right of every person in this state.”
 - Records available for inspection and/or copying unless an exemption applies
- Expenditure of Public Funds
 - Must be authorized and appropriated
 - For a public purpose within agency’s subject matter jurisdiction
- Conflicts of Interest Rules
 - Political Reform Act
 - Government Code section 1090



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CalOptima's Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner



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Whole-Child Model Family Advisory Committee (WCM FAC)

Candice Gomez

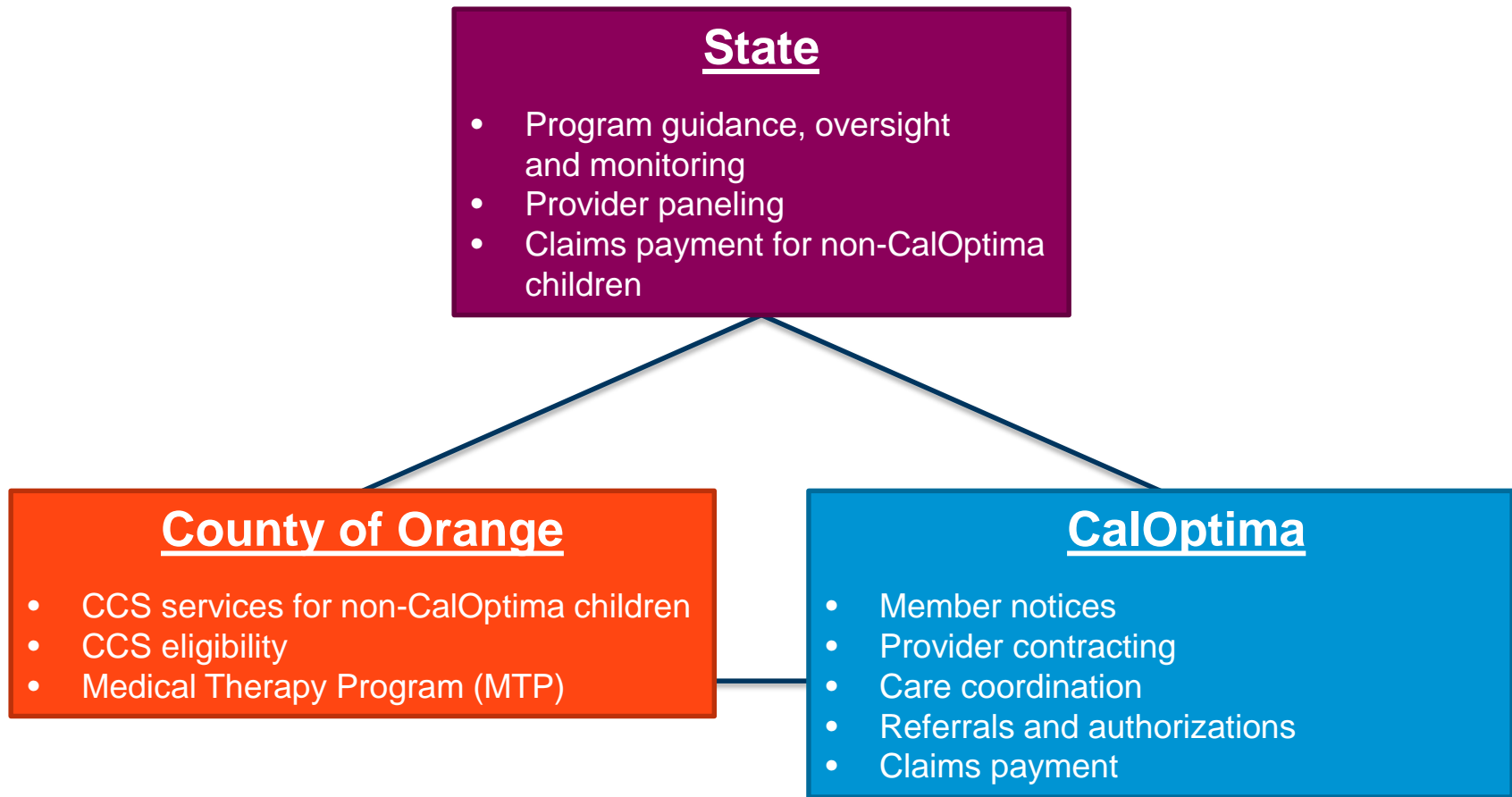
Executive Director, Program Implementation

August 9, 2018

What Is the Whole-Child Model?

- New California law will change the way CalOptima children receive California Children's Services (CCS)
 - No sooner than January 1, 2019
- Whole-Child Model (WCM) will
 - Combine CCS and Medi-Cal under one managed care plan in Orange County
 - Strengthen overall care coordination for children and their families
 - Provide better overall health results
 - Provide better access to care
- Medi-Cal and CCS benefits will **remain the same**

Division of WCM Responsibilities



Member-Focused Approach



CalOptima's Whole-Child Model

- WCM services will be provided through a member's currently assigned health network
 - Care will be coordinated with the health networks, CalOptima and other providers
 - Personal Care Coordinators from CalOptima or the health networks will be assigned to each child
- Family and different members of the health care team will work together to make the right care plan for each child
- CalOptima will keep working with the county for:
 - Medical eligibility determination
 - Medical Therapy Program

Member: What's Familiar and What's New

Familiar

CCS eligibility criteria and process

CCS-paneled providers

Primary care provider assignment

Care management and authorization

Access to specialists, medical equipment and medications

Medical Therapy Program and Medical Therapy Units

New

CCS services and Medi-Cal services managed by one entity — CalOptima

Comprehensive needs assessment

Care coordination using the Model of Care

Single entity for care management, authorizations and claims

WCM Preparation: Engagement

- CalOptima has been reaching out to many stakeholders about WCM asking for feedback and ideas
- CalOptima has hosted many events in 2018 including:
 - General stakeholder meetings (January and July)
 - Presentation for providers and organizations that provide CCS services or work with children and families that receive CCS services
 - Community-based organization(CBO) focus groups (June)
 - CBOs provided feedback on what they like about CCS and what they want to see get better
 - Employee focus group (March)
 - CalOptima invited CalOptima employees who have worked with the CCS program to share their experience

WCM Preparation: Engagement (cont.)

- CalOptima is working with the county to make sure member experience stays positive and smooth after January 1, 2019
- CalOptima is meeting with providers and health networks to make sure they know about the program and are ready to provide services under WCM
 - Regular meetings Health Network Forums
 - Provider meetings

WCM Family Events

- CalOptima held six meetings for family members of children enrolled in CCS in February 2018
 - Cities: Anaheim, Cypress, Garden Grove, Irvine, Santa Ana, Westminster
 - 87 members and family members attended these events
- CalOptima staff gave a short presentation to the families
- Family event feedback
 - 93 percent agreed that the information they received was helpful
 - Attendees shared challenges (age-out process), questions (being able to see the same provider) and confidence (the process will get better after integration)

Next Steps: Engagement

- Continued stakeholder and family engagement
 - More family events to occur in the fall
- Prepare for member communications
 - 90-day notice from the Department of Health Care Services
 - 60- and 30-day notices from CalOptima
 - Call campaign in November

Next Steps: Operations

- Continue to develop the network
 - CCS providers
 - Access requirements
- Implement system interfaces
- Update and create internal processes and workflows

Thank you!

CalOptima thanks you for your participation on the Whole-Child Model Family Advisory Committee.

Q&A



CalOptima's Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner



A Public Agency

CalOptima

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A Public Agency

Medi-Cal

CalOptima

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A Public Agency

OneCare (HMO SNP)

CalOptima

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A Public Agency

OneCare Connect

CalOptima

Better. Together.



A Public Agency

PACE

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