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

THURSDAY, JANUARY 17, 2019
11:30 A.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. APPROVE MINUTES
   A. Approve Minutes of the November 8, 2018 Special Meeting of the CalOptima Board of Directors' Whole-Child Model Family Advisory Committee (WCM FAC).

V.   REPORTS
    A. Consider Changes to FY 2018-2019 WCM FAC Meeting Schedule

VI.   CEO AND MANAGEMENT TEAM DISCUSSION
    A. Chief Executive Officer Report
    B. Chief Operating Officer Report
    C. Chief Medical Officer Report
    D. Network Operations Update

VII.   INFORMATION ITEMS
    A. Whole-Child Model Status Update
    B. Whole-Child Model Family Advisory Committee Member Updates

VIII.   COMMITTEE MEMBER COMMENTS

IX.   ADJOURNMENT

MINUTES

SPECIAL MEETING OF THE
CALOPTIMA BOARD OF DIRECTORS'
WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE

November 8, 2018

A Special Meeting of the CalOptima Board of Directors' Whole Child Model Family Advisory Committee (WCM FAC) was held on November 8, 2018, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER
Michael Schrader, Chief Executive Officer, called the meeting to order at 1:40 p.m. and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Pam Patterson, Maura Byron, Sandra Cortez-Schultz; Melissa Hardaway; Grace Leroy-Loge; Kristen Rogers; Malissa Watson

Members Absent: Diane Key

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Sesha Mudunuri, Executive Director, Operations; Belinda Abeyta, Director, Customer Service; Le Nguyen, Associate Director, Customer Service; Cheryl Simmons, Project Manager; Samantha Fontenot, Program Specialist, Customer Service

PUBLIC COMMENT
There were no requests for Public Comment.

MINUTES

Approve the Minutes of the August 9, 2018 Regular Meeting of the CalOptima Board of Directors' Whole Child Model Family Advisory Committee

> *Action:*   ***On motion of Member Leroy-Loge, seconded and carried, the WCM FAC Committee approved the minutes of the August 9, 2018 meeting. (Motion carried 7-0-0, voting Member Key absent)***

REPORTS

Consider Appointment of FY 2018-2019 Whole Child Model Family Advisory Committee (WCM FAC) Chair
Michael Schrader, Chief Executive Officer, presented the slate of candidates for the FY 2018-19 WCM FAC Chair. Members Byron and Patterson addressed the Committee and shared their qualifications.

> **Action:** *On motion of Committee Member Leroy- Loge, seconded and carried the WCM FAC recommended that the Board of Directors appoint Member Maura Byron as Chair for a term effective December 7, 2018 through June 30, 2019. (Motion carried 7-0-0, Member Key absent)*

Consider Appointment of FY2018-2019 Whole Child Model Family Advisory Committee (WCM FAC) Vice Chair

Acting Chair Byron informed the WCM FAC members of the need for the committee to nominate a Vice Chair. After discussion of the matter, the Committee took the following action.

> **Action:** *On motion of Member Leroy- Loge, seconded and carried the WCM FAC recommended that the Board of Directors appoint Member Patterson as Vice Chair for a term effective December 7, 2018 through June 30, 2019. (Motion carried 7-0-0, Member Key absent)*

Consider Approval of FY2018-19 Whole-Child Model Family Advisory Committee Meeting Schedule

Acting Chair Byron presented the revised FY2018-19 Whole-Child Model Family Advisory Committee Meeting Schedule. The Committee discussed moving the December 13, 2018 meeting to December 12, 2018, at 9:30 a.m. The Committee will consider revisions to the meeting schedule for the remainder of the fiscal year at the next scheduled meeting on December 12, 2018.

> **Action:** *On motion of Committee Member Cortez-Schultz, seconded and carried, the WCM FAC approved rescheduling the December 13, 2018 meeting to December 12, 2018 at 9:30 a.m. (Motion carried 7-0; Member Key absent)*

COMMITTEE MEMBER COMMENTS

Mr. Schrader reported the Department of Health Care Services (DHCS) announced its intention to implement the WCM in three phases, with CalOptima's transition taking place in Phase 3 on July 1, 2019, six months later than originally planned. The state determined that additional time was needed based on CalOptima's unique delivery system of delegated health networks with the largest population of CCS-eligible members of the five County Organized Health System plans, and to complete a thorough review to ensure the delegated arrangement does not impede members' access to care.

ADJOURNMENT

Hearing no further business, Acting Chair Byron adjourned the meeting at 2:03 p.m.

/s/ Cheryl Simmons
Cheryl Simmons
Staff to the Advisory Committees

Approved: January 17, 2019

Whole-Child Model
Family Advisory Committee

FY 2018-2019 Updated Meeting Schedule

August
Thursday, August 9, 2018

November*
Thursday, November 8, 2018 at 1:30 PM
Conference Room 108-N

January*
Thursday, January 17, 2019 at 11:30 AM
Conference Room 109

February
Tuesday, February 5, 2019 at 9:30 AM
Conference Room 108-N
or
Tuesday, February 26, 2019 at 9:30 AM
Conference Room 109-N

April
Tuesday, April 2, 2019 at 9:30 AM
Conference Room 109-N
Or
April 30, 2019 at 9:30 AM
Conference Room 108-N

June
Tuesday, June 25, 2019 at 9:30 AM
Conference Room 109-N

Regular Meeting Location and Time

CalOptima
505 City Parkway West, 1st Floor
Orange, CA 92868
Conference Rooms 108-N or 109-N
9:30 AM – 12:00 PM
www.caloptima.org

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

*Denotes Special Meeting

M E M O R A N D U M

DATE:	December 6, 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; and Whole-Child Model Family Advisory Committee

CalOptima Whole-Child Model (WCM) Transition Moves to July 2019

On November 9, the Department of Health Care Services (DHCS) changed the timing of Orange County's transition of the California Children's Service (CCS) program to WCM, delaying it six months to no sooner than July 1, 2019. Based on CalOptima's sizable CCS-eligible member population and the complexity of our delegated delivery system, DHCS officials determined that more time is needed to ensure effective preparation for WCM implementation. Until July, CCS-eligible members in CalOptima will continue to receive CCS services from the county CCS program. On November 21, DHCS released new health network adequacy standards that more explicitly establish the number and type of CCS-paneled providers required for a health network to participate in WCM. Based on these requirements, CalOptima has a number of networks that meet the standard, several very near the goal and a few needing more progress. We immediately informed individual networks of their status and are now working to ensure more networks comply with the new requirements. Health networks not meeting the adequacy standards will not be allowed to participate in July, but they can be included at a later date after they demonstrate compliance. To ensure all members and stakeholders are aware of the revised implementation date, CalOptima initiated a significant communications effort using multiple channels, from mailed notices and a call campaign for members to emails and meetings for providers and networks. Overall, CalOptima understands and shares the state's interest in a successful transition that fulfills the original goal — integrating CCS services into Medi-Cal managed care to deliver an improved member experience and more coordinated health care that meets the needs of the whole child.

State and Federal Advocates to Discuss Midterm Elections, Mega Reg

At the December 6 Board meeting, CalOptima's state and federal advocates will provide information about the impact of the midterm elections and other regulatory changes. Don Gilbert from Edelstein Gilbert Robson and Smith will discuss Orange County's state delegation, while Eli Tomar and Geoff Verhoff from Akin Gump will detail the shift in representation at the federal level. Akin Gump is also closely monitoring upcoming revisions to the Mega Reg, the sweeping federal rule affecting Medicaid. Tomar and Verhoff will provide an impact analysis for CalOptima and share their advocacy work alongside industry associations to prepare comments on the changes by the January 2019 deadline.

CalOptima Represented at the Top Levels of Key Industry Associations
Having access to industry association resources at a higher level will ensure CalOptima has an even greater voice and influence with policymakers. To that end, my role in three associations will be expanding. I was elected to the Board of Directors for America's Health Insurance Plans (AHIP), effective November 13. Combining public and commercial plans, AHIP is the nation's leading voice for health insurers. For Local Health Plans of California, I have moved from my role as vice chair to chair for a two-year term. Finally, on behalf of the Association for Community Affiliated Plans, I was approved as a member of the executive committee and will chair the Medicaid Policy committee on behalf of the 73 member plans for the next two years.

Program of All-Inclusive Care for the Elderly (PACE) Letter of Support Process Open
CalOptima is spreading awareness of the process for an independent PACE organization (PO) to request a letter of support, which is needed so the PO can apply to operate a PACE program in Orange County. CalOptima notified providers in a November fax blast and offered information to CalPACE, an association of PACE organizations in California. Further, we created a new page for our website and shared the link widely, including with the National PACE Association. The window to request a letter is from November 1, 2018–January 31, 2019.

Federal Regulator Considers Three-Year Extension for Cal MediConnect Program
In a November call with the Centers for Medicare & Medicaid Services (CMS), DHCS and Cal MediConnect plans, including CalOptima's OneCare Connect (OCC), learned that the federal regulator is exploring updates to the demonstration program, which are in draft form and subject to review. First is the possibility of extending Cal MediConnect beyond the December 31, 2019, end date for three years to 2022. During the extension period, CMS stated that it would likely increase the quality withhold to 4 percent rather than the current 3 percent, thus putting the plans at further risk. Also, CMS is considering a retrospective financial penalty on plans for high disenrollment rates. Finally, an experience rebate may be offered to plans as a profit-sharing mechanism if a plan achieves certain levels of cost savings. Again, these proposals are in the early stages, and health plan associations are organizing written feedback to CMS.

CalOptima Participates in Busy Medicare Marketplace With OCC Event
December is the height of open enrollment season for Medicare, and CalOptima's dual eligible members are likely receiving many messages and materials regarding enrollment in a Medicare Advantage plan. To engage our current OCC members and attract new ones, CalOptima held our first OCC Member Retention/Outreach Event at Delhi Community Center in November. We invited all OCC members as well as dual eligibles in concentrated Medi-Medi ZIP codes. Attendance at the event was good, with approximately 100 current and prospective members gathered to hear about 2019 benefits in a presentation by Maria Wahab, member outreach and education manager. This was followed by a Q&A session with CalOptima panelists specializing in customer service, pharmacy, case management and more. In addition, attendees had an opportunity to visit resource tables staffed by our health networks, vendors and community-based organizations. Based on this success, we will repeat the event next month.

Preparations Begin for Upcoming Medi-Cal Audit in February 2019
CalOptima's annual routine medical audit of Medi-Cal has been scheduled. DHCS will be on-site February 4–15, 2019, to review our compliance with contractual and regulatory requirements during the period of February 1, 2018, to January 31, 2019.

Whole-Child Model (WCM) Update

Whole-Child Model Family Advisory Committee Meeting

January 17, 2019

Candice Gomez, Executive Director, Program Implementation

Pallavi Patel, Director, Business Integration

Whole-Child Model (WCM) Update

- Department of Health Care Services (DHCS) notified CalOptima of delayed implementation
  - CalOptima to implement in Phase 3, beginning no sooner than July 1, 2019
  - Basis for the delay
    - Size of California Children's Services (CCS) population in Orange County
    - Complexity of CalOptima's delegated health network model
  - Goals of delay are to:
    - Ensure care is integrated and easier to navigate
    - Verify that a robust number of CCS-paneled providers are prepared to deliver quality care
  - Until WCM implementation, children enrolled in CalOptima and CCS will continue to receive CCS services through the local county CCS program

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Stakeholder Notification

- Members
  - ➢ Mailed notices and call campaign
- Providers
  - ➢ Fax blast, provider newsletter and targeted outreach
- Health Networks
  - ➢ Conference call, Health Network Forum and weekly updates
- Community-Based Organizations (CBO)
  - ➢ Community Connections newsletter and written notices
- General public
  - ➢ Website update

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DHCS Regulatory Updates

- The updated All Plan Letter (APL) 18-023: California Children's Services Program Whole-Child Model was released on December 23, 2018
  - ➢ Added revisions to provide clarification on some language
- APL includes managed care plan responsibilities specifically for:
  - ➢ Neonatal Intensive Care Unit (NICU) claims responsibility
  - ➢ High Risk Infant Follow-Up (HRIF) eligibility determination
- WCM Readiness Deliverables Checklist
- WCM Network Certification Requirements for delegated entities

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Network Certification Requirements

- On November 21, 2018, DHCS released WCM Network Certification Requirements and adequacy assessment of CalOptima's delegated entities
  - Updated requirements and assessment were released on December 17, 2018
- DHCS' assessment evaluated each health network based on adequacy of contracted CCS-paneled specialists by type
- CalOptima collaborated with health networks to review DHCS assessment and worked individually with those health networks to resolve adequacy findings

Health Network Impact

- Health networks had to meet adequacy requirements by January 2, 2019 to be considered as participating
  - ➤ CalOptima attested to DHCS on behalf of health networks that will meet adequacy by March 1, 2019
- DHCS will notify CalOptima of any health networks that do not meet adequacy by March 15, 2019
  - ➤ Health networks will be excluded from participating in WCM, effective no sooner than July 1, 2019
  - ➤ A non-participating health network can participate at a later date once requirements are met and with approval from DHCS
- Members eligible with CCS can only receive services through a health network that meets CCS adequacy requirements

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Network Adequacy Requirements

- CCS Core Specialties

Allergy and Immunology	Genetics	Neurology	Plastic Surgery
Cardiology	Hematology-Oncology	Ophthalmology	Pulmonology
Critical Care Medicine	Infectious Disease	Orthopedics	Rheumatology
Endocrinology	Nephrology	Otolaryngology	Surgery
Gastroenterology	Neurological Surgery	Physical Medicine and Rehabilitation	Urology

- CCS-Paneled Facilities
  - Contracts with pediatric hospitals, tertiary hospitals, NICUs, etc.

Network Adequacy: Health Network Status

- By December 19, 2018, health networks submitted all contracts (face sheets and signature pages) for all CCS core specialties and CCS-paneled hospitals
  - ➢ Letters of Intent (LOI) submitted if contracts were not available
- By February 15, 2019, submission of fully executed contracts are required to replace LOIs
- 12 participating health networks
  - ➢ 11 health networks at 100% compliant
  - ➢ 1 health network at 95% compliant
    - ▪ 1 deficiency = Infectious Disease
- CalOptima continues to work with health networks to obtain outstanding documentation

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WCM Network Adequacy Monitoring

- Quarterly monitoring of WCM network adequacy at the plan and health network level according to DHCS standards

- Network adequacy data will be reviewed quarterly by the Access and Availability Subcommittee and reported to the Member Experience Subcommittee

- Network adequacy deficiencies will be reported to the Compliance Committee and/or Audit & Oversight Committee and corrective action will be initiated, in accordance with CalOptima Policies:
  - ➢ HH.2005Δ: Corrective Action Plan and
  - ➢ HH.2002Δ: Sanctions

Member Impact

- CCS-eligible member assigned to a health network not participating in WCM
  - ➢ Prior to July 1, 2019, implementation or after
  - ➢ Existing member becomes CCS-eligible
- Assignment process
  - ➢ CalOptima sends the member notification and does telephonic outreach informing the member about the required change
  - ➢ Member is given the opportunity to select a participating health network, with the option to change health network monthly
  - ➢ If member does not choose, they will be assigned to a participating health network based on utilization and provider overlap
  - ➢ CalOptima will not assign members known to be CCS-eligible to a health network that is not eligible to participate in WCM

Member Impact (Cont.)

- New member to CalOptima who is CCS-eligible
  - CCS-eligibility confirmation in PEDI will initiate the assignment process
- Assignment process
  - CalOptima sends the member notification and does telephonic outreach informing the member about the required change
  - Member is given the opportunity to select a participating health network, with the option to change health network monthly
  - If member does not choose, will be assigned to a participating health network based on utilization and provider overlap
  - CalOptima will not assign members known to be CCS-eligible to a health network that is not eligible to participate in WCM

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Next Steps

- Review and update policies to incorporate regulatory and operational requirements

- Return to the Board in February and March

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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