

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

**THURSDAY, MAY 10, 2018
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. 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 January 11, 2018 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC)
- B. Approve Minutes of the March 8, 2018 Special Joint Meeting of the CalOptima Board of Directors' MAC/OneCare Connect MAC (OCC MAC)/Provider Advisory Committee (PAC)

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

- A. Consider Approval of Fiscal Year (FY) 2017-18 MAC Accomplishments
- B. Consider Approval of FY 2018-19 MAC Meeting Schedule
- C. Consider Approval of FY 2018-19 MAC Goals & Objectives
- D. Consider Recommendation of MAC Slate of Candidates, and Chair and Vice Chair for FY 2018-19
- E. Consider Recommendation of Whole-Child Model Family Advisory Committee (WCM FAC) Slate of Candidates

VI. CEO AND MANAGEMENT REPORTS

- A. Chief Executive Officer (CEO) Report
- B. Chief Medical Officer Update
- C. Chief Operating Officer Update
- D. Network Operations Update
- E. Federal and State Legislative Update

VII. INFORMATION ITEMS

- A. MAC Member Updates
- B. MAC Member Presentation on Orange County Community Coalition for Behavioral Health: Identifying Opportunities for CalOptima Members
- C. Intergovernmental Transfer (IGT) Funds Update
- D. Health Homes Program

VIII. COMMITTEE MEMBER COMMENTS

IX. ADJOURNMENT

MINUTES

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

January 11, 2018

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on January 11, 2018 at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Chair called the meeting to order at 2:38 p.m. and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Sally Molnar, Chair; Suzanne Butler; Connie Gonzalez; Donna Grubaugh; Patty Mouton; Jaime Muñoz; Christina Sepulveda; Sr. Mary Therese Sweeney; Mallory Vega; Lisa Workman

Members Absent: Sandy Finestone, Iliia Rolon, Velma Shivers, Christine Tolbert

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Richard Bock, M.D., Deputy Chief Medical Officer; Phil Tsunoda, Executive Director, Public Affairs; Candice Gomez, Executive Director, Program Implementation; Sessa Mudunuri, Executive Director, Operations; Michelle Laughlin, Executive Director, Network Operations; Emily Fonda, M.D., Medical Director; Belinda Abeyta, Director, Customer Service (Medi-Cal); Le Nguyen, Associate Director, Customer Service; Becki Melli, Customer Service; Eva Garcia, Customer Service

MINUTES

Approve the Minutes of the November 9, 2017, Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee

Action: On motion of Member Donna Grubaugh, seconded and carried, the MAC approved the minutes as submitted.

PUBLIC COMMENT

There were no requests for public comment.

Chair Molnar reordered the agenda to hear item VI.B. Behavioral Health In-House Transition Update.

Behavioral Health In-House Transition Update

Dr. Sharps, Medical Director, Behavioral Health, reported that effective January 1, 2018, CalOptima assumed responsibility for administering Medi-Cal behavioral health benefits. CalOptima's efforts to contract with numerous providers offering mental health and Applied Behavior Analysis (ABA) services ensured that most members were able to continue seeing their

existing providers. Fewer than 300 members requested continuity of care arrangements. Under a continuity of care arrangement, a member may continue to see the same provider for up to a year if the provider agrees to accept the standard rate through a member-specific Letter of Agreement.

Dr. Sharps reported that CalOptima has hired nearly all the necessary clinical and customer service staff needed to administer the Medi-Cal behavioral health benefits. CalOptima's Customer Service staff began operation of the behavioral health line on January 2, 2018. Customer Service will adjust the staff work schedule as needed to meet member and provider call demands.

Chair Molnar reordered the agenda to hear item VI.C Assisted Living Waiver Overview.

Assisted Living Waiver Overview

Debbie Kegel, Manager, Business Integration, presented an overview of the Assisted Living Waiver (ALW) Program. The ALW is part of a waiver program through the Department of Health Care Services (DHCS), and is designed to assist Medi-Cal beneficiaries to remain in their community as an alternative to residing in a licensed health care facility. The program provides specified benefits to eligible seniors and people with disabilities who are 21 years old and over and have full scope Medi-Cal with no share of cost. Currently, there are about 3,700 openings with an additional 2,000 openings proposed for FY 2018-19. The program seeks to transition eligible individuals from a nursing facility to a community home-like setting, such as public housing, Residential Care for the Elderly (RCFE), or an Adult Residential Facility (ARF). CalOptima will keep MAC members apprised of the proposed openings.

CHIEF EXECUTIVE OFFICER AND MANAGEMENT TEAM DISCUSSION

Chief Executive Officer Update

Michael Schrader, Chief Executive Officer, reported that CalOptima has begun the process of transitioning the California Children's Services (CCS) program from a Medi-Cal carve-out administered by the Orange County Health Care Agency to the fully integrated Whole Child Model (WCM), which will be administered by CalOptima effective January 1, 2019. This transition will affect more than 13,000 Orange County children, all of whom have significant medical conditions. Approximately, 90% of CCS children are CalOptima members who are already assigned to a health network and primary care physician for their non-CCS health care. CalOptima proposes using its existing delivery system to provide the CCS services. CalOptima is launching an eleven-member WCM Family Advisory Committee (WCM FAC) to assist CalOptima in bringing on this program. The committee will consist of seven to nine family members of a CCS recipient and two to four community advocates. CalOptima urged the MAC to refer prospective candidates.

Mr. Schrader reported that effective January 1, 2018, the State restored benefits to the Denti-Cal program for adults ages 21 and over. This restoration of benefits is due to the Proposition 56 tobacco tax approval by voters in 2016.

Chief Medical Officer Update

Richard Bock, M.D., Deputy Chief Medical Officer, reported that in addition to the WCM FAC, there will also be a clinical advisory committee to advise the WCM program.

Dr. Bock reported that effective January 1, 2018, palliative care services were implemented as a new Medi-Cal benefit for Medi-Cal Managed Care plans to administer. Palliative care is defined as patient and family centered care that optimizes quality of life by anticipating, preventing, and treating suffering. In addition, palliative care addresses physical, intellectual, emotional, social and spiritual needs and facilitates patient autonomy, access to information and choice.

Dr. Bock reported that at the February 1, 2018 Board of Directors meeting, CalOptima staff will request Board approval to contract with five alternative care setting sites for the Program of All-Inclusive Care for the Elderly (PACE) program. CalOptima issued a request for proposal (RFP) in the fall and upon evaluation of the proposals, is recommending contracting with five Community-Based Adult Service (CBAS) centers to expand the PACE program.

Chief Operating Officer Update

Ladan Khamseh, Chief Operating Officer, reported that CalOptima issued letters to 2,000 members in November 2017, as part of the Qualified Medicare Beneficiary (QMB) program outreach. If members are determined eligible for QMB, the State will cover the member's Medicare Part A premium.

Network Operations Update

Michelle Laughlin, Executive Director, Network Operations, reported that the provider network for Medi-Cal behavioral health was successfully implemented. Ms. Laughlin reported that this year's primary focus is to ensure that CalOptima has a full network of CCS providers contracted for the new WCM program.

Federal and State Legislative Update

Phil Tsunoda, Executive Director, Public Affairs, reported that H.R. 1, officially referred to as the Tax Cuts and Jobs Act, was signed into law by President Trump on December 22, 2017, and amends portions of the Internal Revenue Code that address corporate and individual tax rates and deductions. While most of the income tax-related provisions were effective January 1, 2018, the elimination of the penalty associated with the Affordable Care Act's individual mandate is effective December 31, 2018.

Mr. Tsunoda reported that H.R. 1370, a continuing resolution (CR) signed into law by the President on December 22, 2017, funds the federal government at current levels through January 19, 2018. The CR also allocates \$2.85 billion to the Children's Health Insurance Program (CHIP), which will fund the program for the first half of the federal fiscal year, until March 31, 2018. CalOptima has over 112,000 children who access care through CHIP and whose family income is between 101 and 266 percent of the federal poverty level. Policy issues still unresolved include long-term financing of CHIP and the status of the Deferred Action for Childhood Arrivals (DACA) recipients.

Mr. Tsunoda reported that Governor Brown released his proposed FY 2018–19 State Budget, which starts on July 1, 2018. CalOptima staff is in the process of developing a comprehensive analysis of the proposed \$190 billion spending plan, including an additional \$6.2 billion surplus for which the governor has proposed establishing a reserve account.

INFORMATION ITEMS

MAC Member Updates

Chair Molnar announced that Carlos Robles resigned his MAC seat as the Recipients of CalWORKs representative. Recruitment to complete the remainder of his term will coincide with the annual recruitment for all renewing MAC seats starting in March 2018. Chair Molnar asked for volunteers to serve on the Nominations Ad Hoc Subcommittee to review the prospective candidates' applications. Members Suzanne Butler and Mallory Vega volunteered for the Nominations Ad Hoc. The expiring seats are for individuals representing, or that represent the interests of: Children, Consumer, Foster Children, Long-Term Services and Supports, Medically Indigent Persons, Persons with Mental Illness, and Persons with Special Needs. Chair Molnar also asked for volunteers to serve on the MAC Goals and Objectives Ad Hoc Subcommittee. Chair Molnar and Patty Mouton will serve on that ad hoc.

Chair Molnar reminded the MAC a Joint meeting of the MAC, OneCare Connect Member Advisory Committee, and Provider Advisory Committee will be held on March 8, 2018 at 8 a.m. Proposed topics include presentations on Orange County's mental health coalition, the opioid epidemic, Healthcare Effectiveness Data and Information Set (HEDIS), and a discussion on member access to providers.

Chair Molnar urged MAC members to refer potential candidates to CalOptima for the WCM FAC. Members Jaime Munoz, Connie Gonzalez and Christine Tolbert will serve on the WCM FAC Nominations Ad Hoc Subcommittee to review applications.

Human Arc Overview

Belinda Abeyta, Medi-Cal Customer Service Director, presented an overview of Human Arc, a CalOptima contracted vendor that identifies members through their predictive modeling software to determine who may potentially qualify for the Supplemental Security Income (SSI) program. SSI is a federal program that helps those who are either aged (e.g., 65 or over), blind, or disabled and have little or no income. Human Arc outreaches to members via an introduction letter that offers aid to the member through the application process. There is no cost to CalOptima members for this service.

ADJOURNMENT

Hearing no further business, Chair Molnar adjourned the meeting at 4:00 p.m.

Eva Garcia
Program Assistant

MINUTES

**SPECIAL JOINT MEETING OF THE
CALOPTIMA BOARD OF DIRECTORS'
MEMBER ADVISORY COMMITTEE,
ONECARE CONNECT
CAL MEDICONNECT PLAN (MEDICARE-MEDICAID PLAN)
MEMBER ADVISORY COMMITTEE AND
PROVIDER ADVISORY COMMITTEE**

March 8, 2018

A Special Joint Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC), OneCare Connect Member Advisory Committee (OCC MAC) and Provider Advisory Committee (PAC) was held on Thursday, March 8, 2018, at the CalOptima offices located at 505 City Parkway West, Orange, California.

CALL TO ORDER

Sally Molnar, MAC Chair, called the meeting to order at 8:04 a.m., and PAC Chair Teri Miranti led the Pledge of Allegiance.

ESTABLISH QUORUM

Member Advisory Committee

Members Present: Sally Molnar, Chair; Patty Mouton, Vice Chair; Suzanne Butler, Sandy Finestone, Connie Gonzalez, Donna Grubaugh, Jaime Muñoz, Iliia Rolon, Christina Sepulveda, Velma Shivers, Sr. Mary Therese Sweeney, Christine Tolbert, Mallory Vega, Lisa Workman

Members Absent: All members present

OneCare Connect Member Advisory Committee

Members Present: Gio Corzo, Chair; Patty Mouton, Vice Chair; Sandy Finestone, Sara Lee, Richard Santana, Amber Nowak (non-voting)

Members Absent: Ted Chigaros, Christine Chow, Josefina Diaz, John Dupies, Kristin Trom; Jyothi Atluri (non-voting); Adam Crits (non-voting); Erin Ulibarri (non-voting)

Provider Advisory Committee

Members Present: Teri Miranti, Chair; Suzanne Richards, Vice Chair; Anjan Batra, M.D.; Donald Bruhns; Theodore Caliendo, M.D.; Steve Flood; Jena Jensen; Pamela Kahn, R.N.; Craig Myers; John Nishimoto, O.D; George Orras, Ph.D., FAAP; Mary Pham, Pharm.D., CHC; Pamela Pimentel, R.N.; Jacob Sweidan, M.D.

Members Absent: Mary Hale

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Gary Crockett, Chief Counsel; Dr. Richard Bock, Deputy Chief Medical Officer; Tracy Hitzeman, Executive Director, Clinical Operations; Michelle Laughlin, Executive Director, Provider Network Operations; Sesha Mudunuri, Executive Director, Operations; Kelly Rex-Kimmet, Interim Executive Director, Quality Analytics; Becki Melli, Program Specialist; and Cheryl Simmons, Project Manager

OCC MAC Chair Gio Corzo noted that the OCC MAC did not reach quorum.

PUBLIC COMMENTS

No requests for public comment were received.

Chief Executive Officer Report

Michael Schrader, Chief Executive Officer, reported that the County of Orange relocated 700 homeless individuals from the Santa Ana riverbed to motels. CalOptima personal care coordinators and Orange County Health Care Agency (HCA) staff will visit the motels to assess the health care needs of CalOptima members. Coordinated efforts are underway for a long-term solution. Mr. Schrader reported that the transition from California Children's Services' (CCS) to the Whole-Child Model (WCM) is on target. CalOptima's scheduled transition to the WCM is January 1, 2019. Mr. Schrader also reported that CalOptima's behavioral health transition has gone smoothly and has improved members' access to behavioral health services.

INFORMATION ITEMS

Orange County's Opioid Epidemic

Sandra Fair, Administrative Manager, Orange County Health Care Agency, presented an update on Orange County's opioid usage, including prescriptions, opioid-related emergency department (ED) visits and morbidity/mortality statistics. The HCA, along with community stakeholders, are focusing on prevention, harm reduction, treatment and recovery. Stakeholder and community planning sessions will begin in October 2018 and be held through January 2019. Upon completion of the community stakeholder meetings, a final report will be issued.

Orange County Coalition for Behavioral Health Presentation

Marshall Moncrief, Regional Executive Director, Institute for Mental Health and Wellness, Providence St. Joseph Health, Southern California Region, presented an overview of the Orange County Coalition for Behavioral Health. Mr. Moncrief reported that numerous public and private health care entities have convened to develop a coordinated system of care to improve mental and behavioral health care outcomes in Orange County. Three workgroups have been formed: 1) System of Care; 2) Infrastructure; and 3) Funding. Mr. Moncrief invited the Committee members to participate in these workgroups.

Healthcare Effectiveness Data and Information Set (HEDIS) Performance

Kelly Rex-Kimmet, Interim Executive Director, Quality Analytics, provided an update on CalOptima's efforts to improve targeted underperforming HEDIS measures. CalOptima has implemented several member and provider quality initiatives. Although the findings are preliminary, the incentives appear to have improved some of the HEDIS scores.

Member Access to Providers

Several Committee members raised concerns regarding the difficulty members face in accessing providers and shared anecdotal accounts from members and providers regarding the difficulty in finding specialists who are culturally sensitive and can address rare or complex conditions. In addition, it was noted that members sometimes experience difficulty understanding the authorization and referral process.

ADJOURNMENT

There being no further business before the Committees, the meeting adjourned at 10:34 a.m.

/s/ Cheryl Simmons

Cheryl Simmons
Staff to the PAC

Approved: April 12, 2018

Becki Melli
Staff to the MAC and OCC MAC